



Student Handbook

Student Handbook 2023

Version 1.0

TOID 45814 | Multicultural Community Services Geelong inc. trading as Cultura.

Training is delivered with Victorian and Commonwealth Government funding to eligible individuals.

Cultura adheres to all applicable Laws and Legislation. Individuals with disabilities are encouraged to apply.

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Welcome to Cultura Training

Purpose, Vision, Values

Our Purpose:

To provide innovative services to support, care for and celebrate culturally diverse individuals through their life journey.

Our Values:

Inclusion, Integrity, Sustainability, Kindness

Our Vision:

To empower individuals and communities to reach their full potential.

Welcome and thank you for choosing Cultura Training to help you take the next step towards your future. As leaders in working with people from diverse backgrounds we have vast experience supporting people with barriers to education.

This handbook offers an insight into the variety of services available to assist you during your studies. If you have any other questions we would be glad to help. Please contact us at one of our campus'. We trust that your time studying with us will be a positive experience as we help you follow your passion.

Our quality training services are in line with the national and state-based standards, including:

- Standards for RTO's 2015
- Victorian Skills First Quality Charter

Who We Are

We are Cultura.

We have an ambitious intent to connect, inspire and embrace culturally diverse individuals throughout their life journey. We provide a support network and a unified voice for multicultural communities in Greater Geelong.

We offer services in youth and community programs, settlement services, arts programs and cultural events, community services and aged care.

Diversitat + MACS = Cultura

Cultura emerged as the vibrant new organisation from the merger of Diversitat and Multicultural Aged Care Services (MACS) in 2022.

By joining forces, we combine over 70 years of knowledge and experience from Diversitat and MACS – which have historically been two of the Geelong region's largest and longest serving multicultural organisations.

Contact Details

Reception, enquiries and enrolments
68-70 Little Ryrie Street, Geelong, 3220

Phone: (03) 4210 0000, select option 4

Email: training@cultura.org.au

Website: www.cultura.org.au/training-education/

Postal Address

PO Box 4118, Geelong VIC 3220

Training Sites

Geelong Campus: Cultura Training at the Pulse

Our campus is located in Central Geelong at the Pulse Training Rooms 68-70 Little Ryrie Street, Geelong.

There is three hour on-street metered parking, including disability parks around the immediate area as well as all day metered parking in the Hay Market carpark in Myers street. We are also located close to public transport.

Northern Community Hub

Our Northern Community Hub is located at 25-41 Arunga Ave, Norlane. There is plenty of on-site parking available and public transport within short walking distance. Bus route 20.

Staff Contact Details

Function	Staff	Phone	Email
CEO	Joy Leggo	(03) 4210 0000	joy.leggo@cultura.org.au
RTO Manager	Angela Alexander	(03) 4210 0000	angela.alexanda@cultura.org.au
Enrolment, enquiries and reception	Administration	(03) 4210 0000	training@cultura.org.au
Canvas Support	Canvas	(03) 4210 0000	canvas@cultura.org.au
Access to Records	Compliance	(03) 4210 0000	training@cultura.org.au

Getting Started

Study Options

At Cultura Training we offer a number of study options to suit your needs. Please view the course page on our website or speak with our reception team to find out what study options are available for your chosen qualification.

Classroom Based Learning

Classroom delivery is completed between 12 to 18 months depending on the course and qualification level.

Classroom delivery combines theoretical, simulated workplace training and assessment and practical placement to ensure students are job ready.

Upon successful completion of your training and work experience you will be issued with a nationally recognized qualification that is highly regarded by employers across Australia.

Traineeships

A traineeship is a training agreement, typically completed between 9 to 48 months depending on the course and qualification level. Traineeships combine practical on the job work experience with training at Cultura Training.

Trainees receive high quality training that provides job ready skills and knowledge. Delivery is a blend of on and off the job learning and can be tailored around your workplace and individual needs.

Traineeships offer an opportunity to earn an income while you study. Upon successful completion of your training and work experience you will be issued with a nationally recognized qualification that is highly regarded by employers across Australia.

Qualifications

We aim to give you high quality training with skills employers are looking for. We want your training to lead to a job, not just a certificate.

We will ensure all qualifications issued are those that are currently on our scope of registration and certify the achievement of the relevant AQF qualifications and statements of attainment.

If you partially complete the course, a Statement of Attainment will be issued listing units of competency successfully complete. This statement can be used at a later date to claim credit should you wish to return to your studies.

Upon completion students will be issued with a Certificate/ Statement of Attainment that meets the requirements of the ASQA National Standards for RTOs 2015 and the AQF Qualifications Issuance Policy.

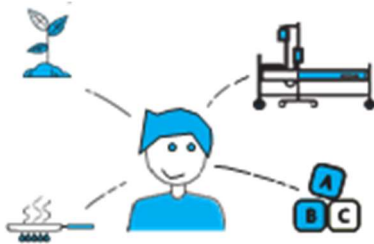
Certificates and Statement of Attainments will confirm the following details:

- The name, RTO code and logo of the Cultura Training;
- The code and title of the awarded AQF qualification;
- The Nationally Recognised Training Logo;
- Signature of Cultura Training's authorised signatory and;

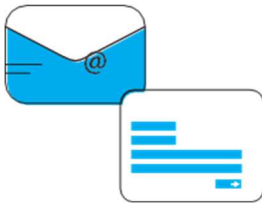
- All units of competency and the result of each unit.

Cultura has the right to cancel a Qualification at any time if a student has not adequately completed the requirements to hold the Qualification. Cancellation of Traineeships will be negotiated with the student's employer and Victorian Registration and Qualifications Authority.

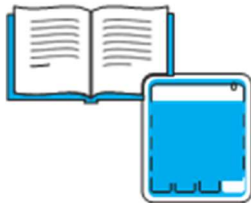
Student Application and Enrolment



Step 1: Decide what course you would like to do. Not sure? We can help you, just give us a call on 4210 0000.



Step 2: We will send you an email with information about our courses, about us and how to set up an enrolment appointment and what you will require at this appointment.



Step 3: LLN & Pre-Training Review

At your enrolment appointment we will get you to complete your Literacy and Numeracy Assessment via the LLN Robot. This assessment is a requirement by the government and will help us determine if this course is suitable or if you may require extra support.

We will discuss the course you are interested in and help you to decide whether this course is suitable and appropriate for you and your particular aspirations and experience.

Step 4: Once step 3 has been completed, we will finalise your enrolment application.



Step 5: Application is assessed and student is advised on outcome of the enrolment application.

What you need to know before applying

Cultura Training is firmly committed to achieving best practice in the provision of education and training.

We do not discriminate on grounds of gender, ethnicity, religion, disability, political belief, family responsibility, sexuality, social or educational background and welcome all applicants.

We are committed to ensuring that the student selection process is fair and equitable and consistent with workplace performance, competency level and the requirements of the government specified Training Packages and relevant curriculum requirements.

If you wish to appeal an enrolment decision please refer to the Complaints and Appeals Process located in this handbook.

Course Enquiry

Prospective students are encouraged to contact us or to visit us at the Pulse campus to find out about our courses and what we can offer.

Cultura Training will provide further information on the course you are interested in and prepare you for the course.

Prospective students are advised to review the course information pages on the Cultura Training website. Here students will find information on:

- course description
- course durations and course demands per week
- types of learning and assessment methodologies
- further study and employment opportunities on successful course completion.

Cultura Training encourage students to contact them and discuss any specific learning needs they may have and how these can be addressed during their studies.

Application and Enrolment Process

Prospective students can complete an expression of interest form on the Cultura website. We will contact you to book an enrolment appointment.

Our friendly staff will guide you through the enrolment process which will include:

- The Pre Training Review to assess your suitability for the course you have chosen
- Enrolment application form
- Skills First Funding application form to determine your eligibility for government funded training and discuss how your enrolment may impact your access to further government subsidised training
- The foundation skills assessment tool (assessment of your language, literacy and numeracy skills)
- USI Application and Privacy Notice

If you are under the age of 18 years, a parent or guardian is required to attend all enrolment appointment and must co-sign all application forms.

We will also discuss;

- Your Credit Transfer and Recognised Prior Learning options
- Statement of Fees. Please note, fees are not applicable if you meet eligibility criteria
- If there are any issues in your life that may impact your ability to progress in your course.

This will help us establish;

- that the course you wish to undertake is suitable and appropriate
- that the course meets your current and future aspirations
- That you understand the course, the mode of delivery and the commitment required to successfully complete the course.
- If any identify individual learning needs that require support during their course can be appropriately addressed and how this can be achieved.

Unique Student Identifier

From the 1st January 2015, it is a regulatory requirement that every person undertaking a nationally accredited course at any RTO must secure a Unique Student Identifier (USI).

Cultura Training collects Unique Student Identifier (USI) data from each enrolled student to ensure compliance with this requirement. You will not be able to commence without a valid USI.

If you do not have one, Cultura staff can assist you to apply.

To create a USI, please visit the link below;

<https://www.usi.gov.au/students/get-a-usi>

Student Funding Eligibility Advice

The Cultura Training staff member assessing your eligibility will discuss with you the following obligations and requirements if you are applying for Government subsidised training through the Skills First Program.

Please ensure you have read and understand the following obligations and requirements:

1. How your enrolment will impact your access to further government subsidised training under the Skills First program VET Funding Contract;
2. The eligibility form is a compulsory and a legal document;
3. True and correct responses must be provided to the questions on the eligibility form;
4. You must be physically present in the State of Victoria at all times at which you undertake the training and/or assessment;
5. That Cultura Training does not pay, provide or offer, either directly or indirectly, incentives to undertake training subsidised through the Skills First Program, whether to any prospective student or to any other person (such as an employer or social organisation);
6. If you are recommencing from another RTO or after a withdrawal, a new eligibility form must be completed.

Am I eligible for funding?

You may be eligible for funding support from the State or Commonwealth Government under a range of training support and incentive programs.

The Victorian Government Skills First funding is making vocational education and training more accessible to students who do not hold a post-school qualification, or who want to gain a higher-level qualification than they already hold.

The Skills First funding is an entitlement to a Victorian government subsidised place in recognised training that can be accessed at any time and it will continue to be available for training

If you are eligible for funding, the Victorian Government Skills First can contribute to the cost of your training.

For more information on Skills First Funding, visit;

<https://www.skills.vic.gov.au/s/how-to-check-your-eligibility>

Providing evidence of eligibility

To assess your eligibility for Skills First government- subsidised training we will need some information about you;

Proof of identity - You'll need to provide proof of your identity (originals or certified photocopies) that shows:

- Evidence of citizenship
- Evidence of residency (if not a citizen)
- Evidence of date of birth (if relevant):
- Education history

Limitations

You may undertake a maximum of two government- subsidised courses and two government subsidized skill sets in one year (including courses on the approved Foundation Skills List). This maximum doesn't include pre-apprenticeships for individuals who want to enroll in an apprenticeship.

You can undertake up to two government-subsidised courses or skill sets at one time (including courses on the approved Foundation Skills List).

This restriction does not apply to courses on the Foundation Skills List, Victorian Certificate of Applied Learning (VCAL) or to students starting training again in the same qualification (at Cultura or another provider).

If you want to know more about Skills First please visit:

<https://www.skills.vic.gov.au/s/how-to-check-your-eligibility>

Enrolment Acceptance

Cultura Training will assess your application and you will be advised of your acceptance or non-acceptance into the course within 5 working days.

If successful you will receive confirmation of the course start time and date and a copy of your Training Plan will be provided to you.

Your Training Plan will provide detailed information on the training and assessment for the course you are enrolled into. This is an agreed contract of study and may be updated as you proceed through your course as negotiated between you and your trainer. Your trainer will discuss your training plan with you on our first day

Student Induction

Induction is conducted before the commencement of your training. Its purpose is to review and confirm the training and assessment processes and responsibilities of the student and Cultura Training during the course. It is also an opportunity for students to ask any further questions.

Students must complete the induction prior to commencement of training.

At the induction, you will be given an overview of:

- student support services
- training facilities and resources
- code of conduct
- course/program structure / timetable
- training plan
- assessment process, methods and outcomes
- recognition of prior learning and credit transfers

The Cultura Training website lists important information that students must read and understand prior to the commencement of training. This information includes:

- Course Information, including course structure and expectations
- Student Handbook
- Code of conduct
- Student Support
- Cultura Policies located on website, including:
 - *Fees, Charges and Refunds Policy*
 - *Complaints and Appeals Policy* and how to submit a complaint
 - *Student Misconduct Policy*
 - *Privacy Policy*
 - *Recognition of Prior Learning Policy* and *Credit Transfers Policy*

Students can view this information here: www.cultura.org.au/training-education/. If you have any questions about this, please discuss with a Cultura Training staff member.

Fees, Charges, including fee waivers and exemptions

Calculations of Fees

Course fees are determined by the course you enrol into and are calculated at the time of each enrolment.

That means your overall costs depends upon your individual study program.

All potential students enquiring about enrolling in a course at Cultura Training are advised of all associated fees and charges prior to acceptance for training.

There is no cost if you qualify for government funding. We will review your eligibility to access a Victorian Government Skills First subsidised place. For those not eligible for government funding, full fees apply. This information can be found in the Course Brochure and on the Cultura Training website. Cultura Training will advise you of other fee payment options, for your consideration.

Fee Waiver and Exemption

You may be eligible for a Fee Waiver or exemption if the following criteria applies to you and you can provide evidence of one of the following;

- you are an individual who is from the Judy Lazarus Transition Centre
- you are required to undertake the course pursuant to a community-based order
- you have been referred under the Skills First Youth Access Initiative

Withdrawal and Refunds

Refunds are negotiated on an individual basis with Cultura Training. A student may apply for a full refund prior to the course commencing. This means that if a student accepts an offer of a place and pays Cultura Training the relevant course fees before the course start date, and then changes their mind (for any reason) before or on the course start date, a full refund of course fees may be paid, less the enrolment fee and resource fee.

Cultura Training has publicly published on its website and makes students aware of the *Fee, Charges and Refund policy* before enrolment.

Withdrawal prior to course commencement date

Cultura Training advises prospective Fee for Service students, prior to any fees being paid, of the 'withdrawal prior to commencement' cut-off date. That is the date by which the student can withdraw and be refunded any fees paid on enrolment. This date is before the commencement of the scheduled course. Students will be advised of the course commencement date at acceptance of enrolment.

Withdrawal from course commencement date

Refunds for full fee-paying students will be based on pro-rata course tuition fees paid based on units commenced.

Refunds Due to Non-Provision of Services

Course fees are to be refunded in full if Cultura Training is unable to commence the course service as agreed due to a lack of minimum student numbers or unforeseen circumstances.

Where there is an instance of Cultura Training default due to unforeseen circumstances, Cultura Training will endeavour to arrange for another course, or part of a course, to be provided to students at no (extra) cost to the student as an alternative to a refund. Where the student agrees to this arrangement, Cultura Training will not refund the fees paid.

Refunds Request Extenuating Circumstances

Students may have extenuating circumstances that prevent them from attending scheduled course dates which may include but are not limited to illness, family or personal matters, or other reasons that are out of the ordinary. Where evidence can be successfully provided to support the student's circumstances, course tuition fees may either be transferred to the next available course where applicable, or a refund of unused course fees will be issued.

This decision of assessing the extenuating circumstances rests with the RTO Manager and shall be assessed on a case-by-case situation.

Where delivery has commenced, course fees have been paid and a student believes a special circumstance refund is warranted, the student may apply for a refund in writing, along with supporting documentation to Cultura Training, 68-70 Little Ryrie Street, Geelong, Victoria 3220 or via email to Training@cultura.org.au.

All refund requests are assessed and processed within thirty (30) days of the application being placed. The student will be advised in writing of the outcome of their request, including reasons for refusing a refund in cases where this occurs.

All students have the right to appeal a refund decision made by Cultura Training. Please refer to the *Complaints and Appeals Policy* for further information.

Text Books

Students may be charged for the purchase of texts or reference books as part of their course of study. This will be advised as part of your Statement of Fees.

Where resources are to be paid for as part of the training fee (e.g. Traineeships/FOCS) failure to pay for your training may result in Cultura Training being unable to issue certificates until full payment is received.

Training and Assessment

Training Guarantee

Cultura Training will take all reasonable steps to ensure we provide a course to a student/s once it has been advertised. In the unlikely event of Cultura Training being unable to fulfil its commitment to provide a course at the agreed date it will offer the student a full refund or provide an alternative commencement or intake date. Cultura Training provides support to students to enable successful completion of their course within agreed timeframes. By enrolling in a course, students are not guaranteed to successfully complete the course.

Cultura Training is responsible for complying with the requirements of the VET Quality Framework when delivering Australian Qualification Framework (AQF) courses to students. Cultura Training implements policies and procedures to ensure that it delivers current AQF training package and accredited courses. This policy and procedure ensure new training packages and accredited courses will be implemented or taught out within 12 months of their introduction and that students are fully informed of the process and subsequent arrangements.

If for any reason Cultura Training has to make any changes to the services that we agreed to provide the student prior to enrolment, we will notify the student as soon as possible in writing.

When delivering Australian Qualification Framework courses to students, Cultura Training will implement considered decisions and actions to ensure that it complies with the requirements of the VET Quality Framework.

What is Competency Based Training?

Accredited training programs are competency-based. These programs are designed to assist you to develop and demonstrate competencies that are required to succeed in the workplace. You learn to apply specified skills and knowledge to be effective in an industry, an industry sector or enterprise.

Competency based training and completion focuses on what you can do in the workplace as a result of completing a program of training.

Features of Competency-Based Training include:

- Theory combined with work-based performance/ practice.
- Detailed training materials designed to support the acquisition of skills.
- Appropriate training methods that align with your particular style of learning
- Learning that has already been attained is recognised and assessed before commencing a program.
- Flexible training approaches: group, individual, self- paced, online supported (blended)
- Acknowledging adult learning principles and individual learning styles.
- Satisfactory completion of training based on achievement of all specified competencies.

Competency-Based Assessment

Competency is assessed by comparing the units of competency with your performance and ability to apply skills and knowledge in a range of routine and non-routine situations. Your ability to perform in a range of situations forms part of assessment and you must be able to demonstrate:

- Skills to complete tasks to the required standard.
- Skills with managing a number of different tasks at once to complete the whole job function.
- The ability to respond to problems and unforeseen events when completing a task.
- The ability to transfer skills and knowledge to different contexts/environments.
- The ability to appropriately deal with the responsibility and expectations of the work environment such as working with others, interacting with students and following procedures.
- The ability to show employability skills and to perform at a certain level as outlined in the competency standards. The employability skills are: communication, teamwork, problem-solving, initiative and enterprise, planning and organising, self- management and learning and technology.

Cultura Training will use a range of learning and assessment methodologies to ensure you are able to gainfully participate in and maximise learning opportunities throughout your training.

How will I be assessed?

Assessment is based on competency. Multiple methods of assessment may be used to assess you on each unit of competency, these may include;

- **Direct Observation**
 - Assessed in real-time in the workplace
 - Assessed in a simulated off-the-job situation that reflects the workplace
- **Product Based Methods**
 - Structured assessment activities such as reports, displays, activity work samples, role plays, and presentations.
- **Portfolio**
 - A purposeful collection of work samples of annotated and validated pieces of evidence, compiled by the student.
 - Evidence includes written documents, photographs, videos or logbooks.
- **Questioning**
 - Generally, more applicable to the assessment of knowledge evidence.
 - Assessment could be by written or oral questioning, conducting interviews and questionnaires.
- **Third party evidence**
 - Cultura training uses third party evidence through third party reports as part of the assessment method.

The performance and knowledge you can expect to attain and the methods in which you will be assessed will be explained to you prior to commencing a unit. Cultura Training staff will advise, both orally and in writing, of required assessment tasks, and when a student has successfully completed all outcomes.

The assessment process is continual - before, during and after training, to allow a trainer to assess all aspects of competence across a range of situations, and over a period of time.

Regular attendance and class participation are considered vital components of the unit of competency completion process. Cultura Training staff will ensure all assessment tasks and processes will be valid, reliable, flexible and fair

Assessments will be resulted as:

- **Competent (C)** - resulted when the student demonstrates the ability to perform skills and tasks that meet the training package requirements and industry sector standards.
- **Not Yet Competent (NYC)**- awarded when the student does not have the ability to perform/demonstrate all skills and tasks are required to meet the training package requirements and industry sector standards.
- **Credit Transfer (CT)** - If you have studied before, you may be eligible for credit transfer of units.
- **Recognition of Prior Learning (RPL)** - granted when the student successfully completes an RPL assessment for the unit of competency through the skills recognition pathway

Cultura Trainers will provide feedback for assessments. If work is assessed as 'Not Yet Competent', you will have two further opportunities to re-submit assessable work or re-sit an assessment task within a time frame set by your trainer. Workplace based re-submission dates are to be negotiated with your trainer and employer.

If after three attempts at an assessment you are marked as 'Not Yet Competent', you have the option to re-enrol in the unit. The cost to re-enrol will be based on individual circumstances, this will be discussed with administration.

Students will be advised on assessment requirements at Induction. Appropriate qualified assessors will be responsible for assessing your competence. For more information on assessments please refer to the *Quality Training and Assessment Policy*.

Due dates and Submitting Assignments

Due dates will be set for all assessments. If you cannot hand your assessment in by the due date, you must speak to your trainer prior to the due date for an extension. If you do not contact your trainer, you will be deemed as not satisfactory for that attempt. All students are granted three attempts for each assessment.

All work you submit, including assessments, provides evidence of your participation in training and assessment services. To be valid, all work submitted must contain;

- your full name and/or identification number
- the unit code and unit title and the date submitted.

Assessments are submitted via the Learner Management System (LMS). Alternatively, if there is a reasonable adjustment policy being implemented, assessment can be submitted to Cultura Training reception.

If work is assessed as 'Not Yet Competent', students will have two further opportunities to re-submit assessable work or re-sit an assessment task within two weeks of the completion of the unit. Workplace based re- submission dates are to be negotiated with the trainer and employer.

If you are going to be late or unable to attend an assessment, please contact your Trainer and let them know. If students are absent on a day where an assessment is to take place, or work is to be handed in, a medical certificate may be required. It is the student's responsibility to collect any handouts and information and to undertake any study of the material/unit that was missed due to absence from class.

Please note the following:

- It is your responsibility to retain a copy of your assessment. You will receive feedback from your trainer and if your assessment is not satisfactorily completed, you will need to re-submit. Please note Cultura Training does not have the facilities to allow you to copy your assessments.
- If you are absent on a day where an assessment is to take place, or work is to be handed in, please notify your trainer.
- In situations where there is poor progress and/or attendance, you may also need to provide a medical certificate or statutory declaration outlining the reason for your absence.
- It is your responsibility to collect any handouts and information and to undertake any study of the material/ unit that was missed due to absence from class.

Assessors are required to:

- Inform you of the Credit Transfer and Recognition for Prior Learning (RPL) processes prior to enrolment via the pre-training interview
- Consider your needs in the assessment process and apply reasonable adjustment to assist you if required
- Ensure you are fully informed of the assessment process and performance expectations before undertaking assessments
- Inform you about the assessment process, including how you will be assessed and what is expected to before undertaking an assessment
- Ensure that the appeals process is always available to you
- Be fair and reasonable during assessment and work on merit, demonstrating no victimisation nor discrimination
- Advise students, with sufficient time, regarding the up and coming assessment
- Make reliable and consistent assessment decisions across different students and different assessors
- Be proficient in the field of study, with relevant industry experience
- Record individual student assessment results as assessments are undertaken,
- Mark assessments within 10 business days from submission

Students are required to:

- Consult with your assessor prior to the assessment date if you do not feel that you are ready to do the assessment at the assigned time. A future assessment date may be arranged.
- be aware of all requirements to be deemed competent in a unit of competency.
- be aware of the process for seeking assistance and advice, in particular, in relation to problems in meeting assessment timeframes, withdrawal from a course and/ or unit of competency and special consideration due to illness or other circumstances

- submit original work and avoid plagiarism, cheating or collusion. (not lend your work to another Student)
- accept fair, helpful and timely feedback on assessment tasks including evaluation of performance and progress in the course and/or unit of competency.
- be aware of the *Complaints and Appeals Policy* which includes the procedures for appealing academic decisions, as outlined in this handbook.

Transfers (Classroom Based)

If a student is unable to continue participating in the course they enrolled in, and wishes to transfer to another course, they need to withdraw then re-enrol.

Fees are not transferable, and the *Fee and Refund Policy* still applies.

Course duration and class size

All students have a timetable which provides timelines on unit and course duration. The proposed course end date is considered the maximum duration of the course. Students will be provided a grace period of 3 months from this date to complete all work and placement where applicable. Students who do not complete all units within the maximum timeframe may be withdrawn from the course and receive a Statement of Attainment listing the units they have completed at no additional cost, provided course fees have been paid. Your enrolment begins from the course commencement date.

Cultura Training maintains class sizes with a maximum of 25 students. Workshops may have larger groups of students.

Course progress

For you to succeed, to stay on the right track and not fall behind, we encourage you to attend all scheduled classes. We understand this is not always possible due to sickness, family issues and/or employment. If you are unable to attend a class/training session, you are required to contact your trainer to advise us of your non-attendance for that day. If you are going to be absent for an extended period, please discuss this with your Trainer.

Your progress will be monitored by the Trainer/Assessor who will meet with you on a regular basis to review your progress and where necessary, develop and implement an individualised plan to support your successful completion.

Cultura Training's trainers monitor student progress in the following ways:

- by monitoring attendance;
- by monitoring participation;
- by monitoring performance in summative assessment and achievement;
- by judging their responses to questions;
- by the type and nature of questions asked;
- assessing their ability to complete tasks to the required standard;
- assessing their ability to complete tasks within appropriate timeframes;
- by engaging students in discussions;
- asking students if they require support with any aspect of their training or assessment;

- by ascertaining whether they have completed their homework and independent study activities;
- by reviewing outcome of formative and summative assessments completed.

Student Support

Access to appropriate support services is provided to assist students to successfully complete their course within the scheduled duration. Cultura Training may refer students to external sources if they are unable to sufficiently provide support for students learning or if they are experiencing personal/ welfare issues that are affecting their course progress.

Cultura Training takes all reasonable and feasible steps to assist students so they can successfully complete their course within the course schedule.

If you are having difficulties with the course material, managing your time and commitment to your course, or any other academic related matter, do not hesitate to speak with our staff and ask for guidance.

If you require support to achieve your qualification, this will be discussed with you during your application for enrolment and a support plan will be created to ensure you are enrolling in a qualification that;

- is the most suitable and the best training option for you
- the proposed learning strategies and materials are appropriate for you

If you find that you require support after training has commenced, please do not hesitate to contact your trainer in the first instance if you believe that you need additional support or would like to discuss any matter that may be hindering your studies.

Cultura Training staff can assist you in seeking support for any social, emotional and/or welfare issues that are preventing you from completing your studies

Academic Support

Students who are experiencing difficulties with any aspect of their course are encouraged to contact their trainer or any other member of staff. Our trainers are able to provide academic support to facilitate the successful completion of your course. In certain circumstances we may refer you to external agencies for support.

Reasonable adjustment

If additional support or learning needs have been identified through the pre-training review process, reasonable adjustment can be applied to modify the learning activities, learning environment or assessment tasks. Reasonable adjustment ensures that all students have the same opportunities for learning and performing or completing assessments. Adjustments may be made for multiple reasons, some examples could include, if you have:

- English as a second language
- Language, literacy or numeracy needs
- Sensory diminished capacity
- Physical or intellectual disabilities.

Modification or adjustments may be made to the:

- Learning materials and methods suitable to the student
- Physical environment and equipment
- Alternative assessment conditions
- Modification of unit-related learning activities
- Evidence gathering techniques
- Extension of submission dates for assignments
- Other modification of assessment procedures
- Use of support service, e.g., Note taker

To determine if a reasonable adjustment can be made to an assessment task due to circumstances that meet our reasonable adjustment criteria, please speak with your Trainer.

Cultura Training ensures when making decisions on a reasonable adjustment method, that the integrity of the course or program and assessment requirements and processes are maintained.

Welfare Support

We understand that our students sometimes require extra support to help them cope with their training course. Sometimes there can be personal issues that impact their successful course completion. Students who are experiencing issues that are impacting their studies are encouraged to contact their trainer or trainer team leader.

Students may be encouraged to access external welfare services. Students are liable to pay the fees incurred if they access external welfare support services during their studies at Cultura Training

Work Placement

There are various qualifications that require work placement as a compulsory component of training and assessment.

Practical placement involves students being placed with a host employer to apply knowledge and skills gained through theoretical learning provided by Cultura Training. Students are given the opportunity to perform tasks relating to their course in an appropriate industry setting. Students will have specific learning outcomes or activities to undertake while on placement.

Your course may have a Practical Placement component. A voluntary work placement is sometimes required for the assessment of certain units. Where this is necessary, guidelines and competency standards will be provided for students. The required placement hours will vary depending upon the course. The placement constitutes part of your course and must, therefore, be completed in order for you to achieve competency.

Cultura Training will organise a work placement. You will be asked for your preferences regarding time and location, but there is no guarantee you will be able to get your first preference. Prior to the commencement of work placement, a Practical Placement Agreement must be completed and signed by all parties (student, Cultura Training and host employer).

Cultura Training is responsible for sourcing one placement per student that considers the students' individual requirements e.g. suitable days, times and location, any further work placements after this will become the responsibility of the student.

You will be given a Practical Placement Workbook which will contain placement information and assessment tasks to be completed while you are on placement.

You will be provided with an industry learning environment and will have assessments linking to multiple units of competency that will need to be completed during placement.

If your course has a Practical Placement component you may be required to complete and sign a Confidentiality Agreement. Any breach of this Agreement whilst participating in placement, will result in disciplinary action in accordance with the *Complaints and Appeals Policy*.

Student responsibilities and expectations whilst on Practical Placement:

Each program has expectations which will be discussed with you during your pre-training review which details the requirements for the course and the student code of conduct. This will be provided prior to enrollment so that applicants are aware of the requirements for the program when deciding to enroll.

While completing work placement, students have the responsibility:

- To work towards gaining competencies of the assessment tasks set for the course.
- To follow all work place conditions and expectations.
- To be punctual, reliable, flexible, and trustworthy.
- To arrange for a Police and Working with Children Check, as required, and present the original to the host employer and Cultura Training Practical Placement Coordinator before placement.
- To complete and sign practical placement agreement.
- To demonstrate sensitivity and discretion toward the confidentiality of the service.
- To work within the host employers' structure, meet the host employer's standards, policies and procedures.
- To work within the dates identified on the Practical Placement Agreement Form.
- To be aware of and adhere to ethical standards.
- To inform the host employer and Cultura Training if they are absent. If Students are absent and need to make up days, please complete the variation to Practical Placement Form to ensure Workcover is active.
- To actively participate in the professional learning process.
- If at any time you have an issue or concern regarding your placement, please discuss it with your Trainer immediately.
- To be aware they are under the direction of the nominated workplace supervisor.
- To be aware that it is against Cultura Training policy for students to use their personal vehicle to transport students, any host employer staff or equipment.
- To pay and organise your own transport to and from placement.

Working with Children

If the qualification you enrol in requires practical training in a workplace where children (under 18 yrs) are likely to be present and to have contact with a child as part of the usual duties associated with the

work placement, you will be required to have a current Working with Children Check as required by the State of Victoria

Eligibility for participation in some programs is determined on the basis of information obtained through screening checks. You will receive further detail as part of your enrolment process.

National police check

If the qualification you enrol into requires work placement as a compulsory component of training and assessment, you may be required to obtain a valid and current national police check. You will be required to undergo a national police check, prior to commencing work placement.

NDIS Worker Screening Check

If the qualification you enrol into requires work placement as a compulsory component of training and assessment, it may be a mandatory requirement to have a valid and current NDIS Worker Screening Check across many industries. You will be required to undergo a NDIS Worker Screening Check, prior to commencing work placement.

Student Surveys, Feedback and Suggestions

Cultura Training is committed to providing quality training and assessment as well as to the collection of your feedback and suggestions.

Hearing about how we can make your training experience better is important to us.

You will be provided with opportunities to provide us with your feedback and suggestions throughout your training and at the completion of your course through student surveys.

Topics covered in these relate to the enrolment process, the suitability of the location, resources and equipment, the quality of training, your trainer/s, and support received.

The results of surveys are reviewed and included in an action plan to improve your experience and assist Cultura Training to be the best it can be.

You may also be contacted to participate in a survey conducted by NCVET or a Department-endorsed project, audit or review relating to your training. This provides valuable feedback on the delivery of VET programs in Victoria. Please note you may opt out of the NCVET survey at the time of being contacted.

You may provide feedback to your trainer/assessor informally or submit feedback in writing through the Feedback page on the Cultura website: www.cultura.org.au

All suggestions and feedback will be reviewed at regular staff meetings and evaluated for action.

Computers/ Wi-Fi

We will provide access to computers in class to assist with research where required. You will be able to access Wi-Fi while in class and your teacher will provide you with the password as required. If you prefer to use a tablet or laptop to take notes in class, you should bring your own device.

Facilities

Our training facility has free tea and coffee with kitchen facilities including microwave and fridge. There is also a foyer with table and chairs for students.

Completion

If you successfully complete all specific requirements set by the Australian Qualifications Framework (AQF) of a nationally accredited course, you will be issued with a Qualification Certificate. Where a full nationally accredited course is not completed, you will be issued a Statement of Attainment. If you complete non-accredited training you will receive a participation award.

Your award will be issued within thirty calendar days of completion of the training program provided that fees have been paid in full and final assessments have been handed in.

The cost of producing a Qualification, Statement of Attainment or Participation Award is covered by course fees, however, there is a \$20 charge for re-issuing lost or damaged certificates. Please allow a minimum of two weeks to produce and send the replacement documents.

Cultura Training has the right to cancel/withdraw a student from a Qualification at any time if a student has not adequately completed the requirements to hold the Qualification.

Students who successfully complete a qualification with Cultura Training may be able to access job opportunities. However, students should note that successfully completing a course at Cultura Training does not guarantee that they will gain employment in a job role/ industry.

Consumer protection and accurate and clear marketing

Cultura Training markets and advertises our products and services in an ethical manner and with integrity, accuracy and professionalism. We do not engage in false or misleading advertising, promotion or recruitment.

Our ethical attitude to marketing and publishing our courses ensures we do not take advantage of any prospective students' vulnerability (including age, disability or illiteracy).

All standard courses are published on our Cultura Training website and our profile can be viewed through the Victorian Skills Gateway (Victorian Government Education and Training website).

We will always gain a student's written permission before using information about that individual in any marketing materials.

Cultura Training Responsibilities and Obligations

Cultura Training practices ensure we consistently provide the highest possible quality services to all our stakeholders and ensure we act in manner that respects their rights.

Access and Equity

Cultura Training ensures that:

- all students and staff are treated in a fair and equitable manner regardless of age, race, religion, gender, sexuality, disability, or origin.
- we employ a systematic, fair, and equitable approach to enrolling students.
- all staff will perform their duties in a fair, equitable and respectful manner.
- all training and assessment staff employ language that facilitates learning and achievement and does not exclude any student.
- all staff are aware of their responsibilities with respect to equity and access.
- staff activities are evaluated for continuous improvement purposes.
- staff are culturally aware and sensitive to differing norms, beliefs, and values.
- systems are employed to receive feedback on its application of this policy.
- staff and students are always required to comply with access and equity requirements.

Management

Cultura Training ensures that:

- the provision of high-quality training and assessment is its principal purpose.
- all decisions will be informed by appropriate stakeholders to ensure that high quality training and assessment is consistently provided.
- we adopt appropriate governance arrangements to guide the implementation of its strategic and business plans.
- appropriate financial management and student fee protection arrangements are consistently implemented.
- suitably qualified staff contribute to informed decision making in management, academic and support services.
- all staff are aware of their responsibilities to the RTO and the students.
- it employs a fair and equitable systematic approach to recruitment, induction, and professional development of its staff.
- a safe learning environment is provided both on and off site to facilitate student learning
- it maintains appropriate insurances.
- it will inform the regulator of any significant changes to the control, senior management, and scope of the RTO.
- it provides the National VET Regulator with the required data in soft and hard copy when requested (free of charge).
- it will fully cooperate with the National VET Regulator during audits.

- courses delivered are current and in accordance with training package requirements
- it will implement new training packages/ accredited courses within 12 months of their introduction
- it will communicate all appropriate information relating to academic and support services to students in a timely manner

Administration Management

Cultura Training ensures that:

- AVETMISS and academic records are stored for a period of 30 years.
- original copies of assessments are stored for a period of six months from the date a student completes their course.
- enrolment and administrative documents relating to the student undertaking their course is stored for a period of one year from the date a student completes their course.
- personal records will be treated as confidential and stored on and off site.
- it maintains appropriate systems to record and store student details relating to attainment, attendance AVETMISS details and related correspondence.
- it adopts an AVETMISS compliant student management system.
- staff and students are to be able to request their records at no cost.
- statements of attainment and certificates will be awarded to students who successfully complete courses.
- statements of attainment and certificates are provided within 30 days of completion.
- statements of attainment and certificates contain the required information.

Training and Assessment

Cultura Training ensures that:

- all training and assessment materials are their own or permission obtained from publishers for use.
- courses are delivered in accordance with AQF training package requirements or those prescribed for non-accredited courses.
- training and assessment strategies are employed for each course in accordance with regulatory requirements.
- suitable learning and support resources are employed to guide staff and students.
- the opportunity for recognition of prior learning and credit transfer are provided to students.
- all accredited courses provided are in accordance with its scope of registration.
- appropriate academic and personal support services are provided to students.
- language, literacy, and numeracy needs are assessed and accommodated where appropriate
- course delivery is no longer than 8 hours per day.
- all course training and assessment material is systematically validated internally and externally.
- all learning and assessment strategies are systematically validated internally and externally.
- course and RTO information is provided to students pre enrolment and at orientation.
- appropriate training and assessment facilities are provided to facilitate achievement.
- training and assessment facilities comply with appropriate legislation.

Trainer and Assessor Staff

Cultura Training ensures that training and assessment staff:

- possess relevant current vocational experience for the course/s they deliver.
- hold appropriate vocational qualifications.
- possess a TAE40116 Certificate IV in Training and Assessment or equivalent.
- will engage in professional development activities relevant to their teaching.
- will implement compliant policies and procedures to guide delivery practice
- will treat all students in a fair and equitable manner.
- will treat students in a non-discriminatory manner.
- are fully informed of their roles and responsibilities.

Marketing and Enrolment

Cultura Training ensures that it will:

- provide appropriate pre-enrolment information to students to enable them to make an informed choice of course.
- not provide false or misleading information about the RTO or its courses.
- perform marketing activities with integrity and accuracy.
- identify all AQF accredited and non-accredited courses in all its materials.
- identify the Cultura Training and number on all its materials.
- only place students in courses appropriate to their needs.
- systematically review its marketing materials to ensure currency and accuracy.
- employ a systematic, fair, and equitable approach to enrolling students.

Notifying you if things change

Cultura Training will notify you promptly via writing, if there are any changes to our RTO, the course, or the arrangements for training and assessment. Please make sure we always have your most current home address, email address and mobile number on file so we can notify you of any changes if applicable.

Depending on the type of change, we may send a letter to your home address; send you an email, or an SMS message.

If there are any changes to agreed services, the RTO will advise the learner as soon as practicable, including changes to any new third-party arrangements, a change in RTO ownership or changes to existing third party arrangements.

Complaints and Appeals

If a student has an issue with any aspect of their course or RTO services, they should bring this to the attention of their trainer or another Cultura Training staff member. Students can lodge a complaint in relation to our trainers, assessors, fellow students or any third-party providing services on Cultura Training's behalf.

Cultura Training staff will attempt to resolve this in an informal manner to the student's satisfaction.

If the student is dissatisfied with the outcome of the informal complaint, they may lodge a formal complaint by completing a formal complaint via our website, completing the complaints form in this handbook or emailing training@cultura.org.au. This will be processed in accordance with the *Complaints and Appeals Policy*.

Students have the right to appeal the outcome of a complaint or the outcome of assessment decisions if they are dissatisfied and feel they have been dealt with unfairly. This can also be done by lodging a formal complaint. The appeal will be processed in accordance with the *Complaints and Appeals Policy*.

If submitting a formal complaint or appeal, students must provide reasons and supporting evidence justifying their grounds for the complaint or appeal.

If the student is still dissatisfied by the outcome of an internal appeal, they have the right to access the external appeals process.

An appeal is lodged with a third party independent of the Cultura Training. The independent organisation or person will review the matter to identify if Cultura Training has followed the process as outlined in the Cultura Training *Complaints and Appeals Policy* when dealing with the matter. The external party does not review the outcome of the complaint or appeal.

Students' have the right to seek advice from and be represented by external parties at any time during the complaints and appeals process. The cost of this will be borne by the student.

As part of the continuous improvement process, information gathered during the complaints and appeals process will be analysed, outcomes considered, and appropriate action implemented to eliminate or mitigate the likelihood of the issue/ s reoccurring.

Student Rights and Responsibilities

Student Code of Conduct

All students have the:

- right to be treated in a fair, equitable and respectful manner regardless of age, race, gender, religion, sexuality, disability, or origin.
- right to learn in an environment free from intimidation and interference from others.
- right to access all services and facilities as identified in pre enrolment information.
- right to suitably qualified and experienced trainers.
- right to seek academic advice and support from their trainers.
- right to learn in a safe and clean environment that facilitates achievement.
- right to access the *Complaints and Appeals Policy* to resolve disputes/ complaints.

All students are expected to:

- approach learning and assessment activities in an ethical manner.
- not engage in cheating or plagiarism. Please review the *Plagiarism, Cheating and Collusion Policy* on the Cultura website.
- submit work when required.
- meet the terms of enrolment.
- attend all classes.
- participate in course learning and assessment activities.
- follow all staff instructions during learning and assessment activities.
- treat other students and staff in a fair, equitable and respectful manner regardless of age, race, gender, religion, sexuality, disability, or origin.
- pay the full amount of all fees owing when requested.
- inform the RTO in writing of any changes to contact details (address, email or phone).

While attending training and/or classes, all students are expected to:

- be punctual and regular in attendance
- behave in a manner that respects fellow Students and Cultura Training staff
- be patient with other Students and staff
- have a positive attitude towards their studies
- avoid private conversations while someone is speaking
- accord teachers due dignity, courtesy and respect
- not threaten or intimidate trainers

A Student who consistently fails to abide by or continually and blatantly abuses, the Code of Conduct for Students, or breaches the *Access Equity and Anti-Discrimination Policy* of the Cultura Training will be subject to a disciplinary process.

Alcohol and Drugs

Whilst participating in training programs with Cultura Training, Students must not:

- Attend class under the influence of drugs or alcohol.
- Attend any external activities pertaining to the training program under the influence of drugs or alcohol.
- Engage in the use of narcotics and/or other illegal drugs; or the sale, distribution or offering of illegal drugs. If a Student is found to be in breach of any of the above while on-site, then he or she will be asked to leave immediately.

Mobile Phones

Students are required to turn off mobile phones during class or training sessions. Please inform the trainer should you need to have your mobile on for special circumstances.

Food and Drinks

No food or drinks are allowed in the classroom, except for water bottles which have a secure lid.

Personal Property

All Students enrolled in a training program are advised that they should not leave valuables such as purses, handbags, wallets etc. unattended in the classroom. Cultura Training will not be held responsible for valuables that are left unattended.

Smoking

In accordance with Government legislation, all Cultura Training offices, training rooms and building entrances are smoke-free.

Smoking is not permitted on Cultura sites. In other locations, smoking is prohibited within four metres of the entrance to buildings.

Punctuality/Attendance/Absences

Students are expected to arrive on time. Classes/training sessions will commence on time.

For trainees all scheduled visits must be cancelled within 24 hours or they will count towards your allocated visits. Failure to attend a scheduled appointment will still count towards your allocated visits.

Students must consider:

- Attendance is a requirement of your enrolment and provides you with the required knowledge and skills to complete your assessments and equips you with the knowledge and skills to perform in the workplace.
- If you are unable to attend a class you must notify us prior to class via phone or email.
- Non-attendance in training may result in a withdrawal from the unit and or course.

Bullying/Victimisation

Cultura Training is committed to providing each student with a healthy and safe environment for study, free from bullying. Cultura Training expects all students to treat each other with dignity and respect.

Bullying occurs when a person or group deliberately upsets, harasses, humiliates or hurts another person, their property, reputation or social acceptance on more than one occasion. Bullies are people who deliberately intimidate, exclude, threaten and/or hurt others. This could be physical, verbal or cyber/online.

Cultura Training encourages all students who are experiencing or witnessing bullying to report it to a Trainer or Cultura Training management. When bullying is reported it is seen as a serious matter and will be investigated by Cultura Training staff. They have the responsibility to ensure Students are not being bullied.

Key principles:

- Treat all matters seriously
- Act promptly
- Ensure the person who reports the issue is not victimised in any way
- Provide support for all persons involved
- Confidentiality
- Documentation of all meetings

Student Safety

We are committed to providing a safe, secure and supportive environment for our students. Security and personal safety are an important issue for everyone and relies on all of us working together. When you are out and about it is important to be alert and aware of your personal safety.

When attending Cultura Training:

Cultura Training will be staffed at all times during day and evening classes and all entrants may be asked for identification

- Visitors are not permitted into the training facilities without permission
- Please contact the nearest member of staff if you:
 - feel threatened or unsafe at any time
 - have concerns about someone else's behaviour
 - are worried about someone harming themselves or someone else
 - receive unwanted attention or communications
- Please do not approach another person who is concerning you with their behaviour. Contact the nearest member of staff.

Attending evening or weekend classes

- When travelling to evening or weekend classes be vigilant as the area can be quieter during the evening and weekends.
- Park your car in a well-lit busy area and close to the building. Do not leave valuables visible in your car. Lock all doors and close all windows upon leaving your car. Consider installing an Immobiliser.
- Look outside before you exit the building. Check your car - if you notice anyone hanging around, contact a member of staff or the police.
- Carry your keys in your hand for quick access to your vehicle.
- Pay attention to your surroundings. Look around! If things do not look right, go back inside the building and contact a member of staff or call the police.
- Always make sure there is someone else in the building that you know (staff, students)

- Walk confidently with a purpose, and at a steady pace.
- Know the telephone numbers of Cultura Training and the Police.
- A mobile telephone may help you feel more secure.
- Create a buddy system for walking to parking lots

In an emergency you can contact the Police, Fire Brigade and Ambulance by dialling 000. The operator will ask for your name and address and other details of the emergency situation. This call is free of charge but should be used only in an emergency.

If you feel unsafe or threatened at any time, have anything stolen, or are assaulted, you can contact the police for help and to report the incident.

If you require non-urgent advice or information or need to report a non-urgent matter, like lost property, you should attend or call the local Police Station.

Workplace Health and Safety

Cultura Training has a responsibility to ensure that our training and assessment services are conducted in a safe and healthy environment and we are committed to resolving any issues that impact on meeting this responsibility.

Cultura Training conducts regular Health and Safety reviews covering all Cultura Training operations to ensure our facilities, equipment, materials, and practices comply with all OHS legislation.

If you have any concerns relating to your health and safety while participating in a training program, please raise your concerns with any Cultura Training staff member or contact our Wellbeing Health and Safety (WHS) representative on (03) 4210 0000.

A comprehensive process for dealing with these issues is outlined in Cultura's *OHS Policy*, which is the relevant policy covering the whole organisation.

Students must also act in manner that safeguards their own health and safety and that of their fellow classmates. When Cultura Training staff are providing OHS information it is important that this is understood, and instructions followed. If a student spots a potential hazard, please report this to a member of staff and they will take the appropriate action.

Further information on OHS can be found at the following websites:

<https://www.safeworkaustralia.gov.au/>

Equipment Use/ Electronic Commutations Usage

Students are not permitted to use Cultura Training equipment without first having been instructed by the trainer in the use and safety procedures of such equipment. Students must receive permission from their trainer before the use of any Cultura Training equipment.

Depending on the course, students are provided with the opportunity to access and use electronic resources, such as computers and the internet, which are network resources and equipment owned by Cultura Training. Access is for learning purposes only and not for private matters.

Electronic resources should be used effectively, efficiently and without abuse. This includes, but is not limited to, accessing, viewing, sending, storing, transmitting, reading or downloading material which may be offensive, discriminate against or harass other students, staff or public. Students are not permitted to access or view inappropriate websites.

No data storage devices can be brought in and used on Cultura Training's computer network. This is due to security of the network and the risk of viruses to the network. The computer rooms will be locked whenever staff or trainers are not available for supervision.

Students must not tamper with the original settings on the desktop of each computer or enter areas of the hard drive reserved for the system's administrator.

Any breach of these will result in disciplinary action in accordance with *Misconduct Policy*, as outlined in this Handbook.

Students may be charged for the purchase of texts or reference books as part of their course of study. This will be advised as part of your Statement of Fees.

Where resources are to be paid for as part of the training fee (e.g. Traineeships/FOCS) failure to pay for your training may result in Cultura Training being unable to issue certificates until full payment is received.

Privacy

The Information Privacy Act 2000 of the State of Victoria sets out Information Privacy Principles which must be observed by organisations, such as Cultura Training, that hold personal information. Your privacy is important to Cultura Training. Our *Privacy Policy* provides information about the personal information that Cultura Training collects, and the ways in which that personal information is used.

Cultura Training treats all student personal information confidentially and will not disclose any details to a third party without the student's prior written consent.

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us. We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector. We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dese.gov.au/national-vet-data/vet-privacy-notice>.

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

At any time, you may contact Cultura Training to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

TEN TIPS TO PROTECT YOUR PRIVACY

Your privacy is valuable and worth protecting. The *Privacy Act 1988* protects your personal information, however, there are steps you can take to protect your privacy. Personal information is information or an opinion that identifies you, or could identify you. Some examples are your name, address, telephone number, date of birth, medical records, bank account details and opinions.

These ten tips will help you protect your personal information, and your privacy.

Tip: Familiarise yourself with the Australian Privacy Principles so that you can exercise your rights.



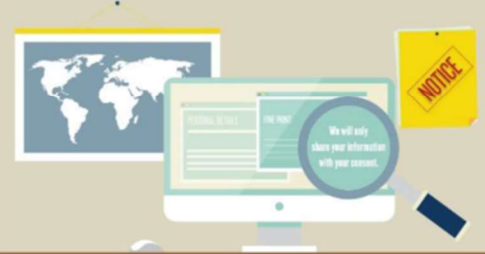
- 1 -

KNOW YOUR RIGHTS

- 2 -

READ PRIVACY POLICIES AND COLLECTION NOTICES

Tip: If you don't understand a privacy policy or notice, ask for an explanation.



Tip: Don't give out your personal information unless you are comfortable with how it is going to be used.



- 3 -

ALWAYS ASK WHY, HOW AND WHO

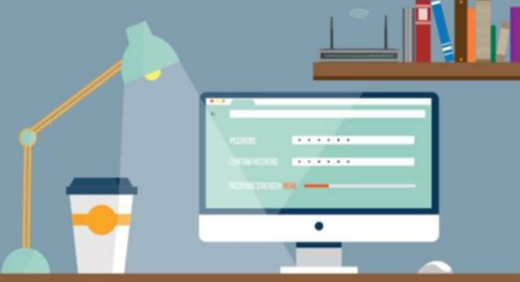
- 4 -

CHECK YOUR CREDIT REPORT

Tip: Make sure your credit information is correct and up-to-date.



Tip: Use strong passwords and don't use the same ones across different accounts.



- 5 -

PROTECT YOURSELF ONLINE

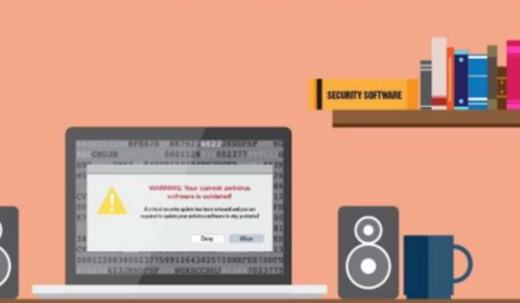
- 6 -

BE AWARE OF YOUR MOBILE SECURITY

Tip: Treat your phone like your wallet, and keep it secured at all times.



Tip: Keep your online security tools up-to-date.



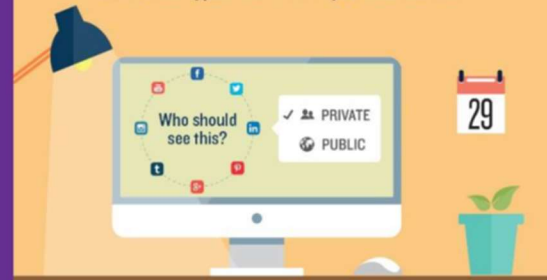
- 7 -

USE SECURITY SOFTWARE

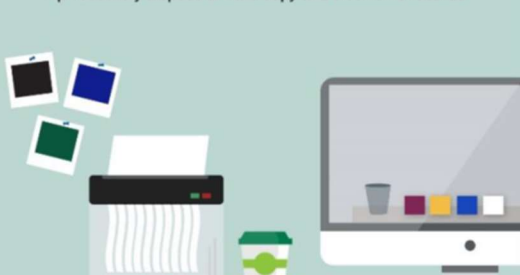
- 8 -

BE CAREFUL WHAT YOU SHARE ON SOCIAL MEDIA

Tip: Use your social media privacy settings to control the amount and type of information you want to share.



Tip: Securely dispose of hard copy and electronic records.



- 9 -

DON'T LEAVE YOUR PERSONAL INFORMATION LYING AROUND

- 10 -

BEWARE OF SCAMS

Tip: If it looks too good to be true, don't share your personal information!

