



GALLANG EDUCATION & TRAINING

(RTO#40564)

Student Information Handbook

GALLANG EDUCATION AND TRAINING RTO #40564
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Gallang Education and Training RTO #40564
Gallang Place, Aboriginal and Torres Strait Islander Corporation | ABN 71 168 539 26

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Welcome to Gallang Education and Training (G.E.T.)

GET is a Registered Training Organisation. It is the training arm of Gallang Place Aboriginal and Torres Strait Islander Corporation. We are registered with the RTO Regulator ASQA (Australian Skills Quality Authority). We established ourselves as an RTO in 2012 and we are located in Cannon Hill, Brisbane, QLD 4170.

GET delivers accredited training and non-accredited training to mainly the Aboriginal and Torres Strait Islander people and communities throughout Queensland. We deliver a variety of competencies and our operations comply with the RTO Standards 2015.

We are committed to providing a flexible and innovative learning system where clients' skills and techniques are unsurpassed, allowing them to build and complement their professional and personal lives.

We also service those clients who wish to enter the workforce for the first time and may need accredited training to meet the industry and employment requirements. We work in partnership with the communities and the employers necessary in order to have a desired outcome of employment or further learning.

We are proud of our organisation, of our students, graduates, and staff who strive to achieve excellence and we value your involvement and support. If you have any questions, which you feel are not addressed in this document please feel free to contact our office on 07 3899 5041.

This Handbook contains essential information that will guide you through your time with GET. It is important that you read it carefully before you enrol into a course to make sure you fully understand and agree to all the information given.

An Induction will be given at the start of your course; this may be done on a one to one basis or in a group. This will cover "House Keeping" rules and regulations that will impact on yours and other candidates during your time with GET.

We are a community of students, staff, communities as well as Industry Employers including other connected agencies with a shared mission to create a centre of excellence for stimulating, extensive and up-to-date training programs for Aboriginal and Torres Strait Islander people as well as others. We are committed to developing a participative and supportive environment for all. As a client or staff member, there are rules and regulations, including those detailed in this Handbook, which must be observed in order that the Organisation is a safe and supportive environment for everyone. It is your responsibility to ensure that you are familiar with these provisions and comply with them.

Entry into programs

Studying in the Vocational Education and Training sector is anything but dull. It's about real learning for the world of work rather than a long theoretical treatment of the subject matter.

To begin a program of study, it is important that we make sure you are eligible and also able to have a real chance of achieving your goals. In some cases, we may suggest a higher-level program for you or a lower level program for you depending on what we have available and what your unique learning needs are.

In some courses, it is important for applying students to complete language, literacy and numeracy and even computer literacy assessments. This is merely a way for us to see how we can help you better. This is a confidential assessment and is kept with your learner and cannot be accessed by anyone (other than relevant GET Staff) without your express permission.

COVID – 19

Please note that only those students who are fully vaccinated against COVID-19 are able to attend any of our face to face classes. You must provide evidence of your vaccination to our office or unfortunately we cannot accept your application to attend a face to face class, however you may be able to attend online classes when available.

Please note the majority of courses we run lead to or support employment in the health services industry which currently include vaccination as a requirement of the position.

If you feel unwell, please do not attend class. You must get yourself tested against COVID-19, then isolate and wait until you receive your negative results. If you have been tested positive with COVID, you must provide our office with evidence of your negative results before you can start or continue in any of our classes.

Unique Student Identifier (USI)

All students' nationally recognised training in Australia from 1 January 2015 are required to have a Unique Student Identifier (USI). A USI is an account (or reference number) made up of numbers and letters. The USI will allow students online access to your training records and results (transcript) through your online USI account. GET is not permitted to issue any qualifications until the student has provided their USI number, so please do make sure you provide us your USI at enrolment.

- A USI is required for new and continuing students undertaking nationally recognised Vocational Education and Training (VET) courses to receive their statement of attainment or qualification.
- The USI will be available online and at no cost to the students.
- This USI will stay with students for life and be recorded with any nationally recognised VET course that is undertaken from the 1 January 2015.
- Students can access their USI accounts online from computers, tablets or smart phones anytime.
- Individual can create their USI for free by themselves at this website www.usi.gov.au.

Get will verify with the register, a student identifier provided by the individual student before using that student identifier for any purpose. Get will ensure the security of Student Identifier and all related documentation under its control, including information stored in our student management systems.

Code of Practice

The policies and practices of Gallang Education & Training (GET) are adopted to maintain high professional standards in the management, marketing and delivery of education and training which safeguards the interest and welfare of students and the public.

GET is committed to quality service and a focus on continuous improvement. It values feedback from clients, including students, staff and employers for incorporation into future programs.

GET is committed to Total Quality throughout the organisation and it does this by”

- Acting with integrity in dealing with students, past and present, and with the community, the public, its colleagues, its partners and its suppliers.
- Employing personnel with appropriate qualifications and skills to deliver the training and facilitate the assessment relevant to the training products offered. Assessment will meet the National Standards (SNVR2015). Adequate facilities, equipment and materials will be utilised to ensure the learning environment is conducive to the success of students.
- Marketing courses with integrity, accuracy and professionalism consistent with the educational, cultural and regulatory systems and avoiding vague and ambiguous statements. No false or misleading comparisons are drawn with any other organisation or training product.
- Ensuring potential students have access to information to enable them to make an informed decision about engaging with GET.
- Ensuring that students have access to adequate orientation, counselling and remedial education, including an effective grievance mechanism. These arrangements will be sensitive to the cultural and special needs of the Aboriginal and Torres Strait Islander students and those from different backgrounds.
- Ensuring that the facilities are conducive to the success of each student and that the learning environment is maintained to the highest standards. By ensuring that the training/ assessment staff have the necessary qualifications, industry experience and instructional skills to effectively tutor students within specific courses.
- Ensuring the content of the course syllabus is relevant to the needs of Aboriginal and Torres Strait Islander people and individuals, and that the theoretical and practical elements of the course directly relate to current industry needs.
- Ensuring those staff members who manage others
 - Adopt and display a positive and constructive management approach, demonstrating commitment to GET, its people and its communities.
 - Foster a high level of individual commitment and motivation towards the organisation and one another.
 - Use their authority in a responsible and consistent manner.
 - Assist in the transfer of underlying values between all employees
 - Understand and apply legal and company requirements, policies and procedures which help ensure the consistent, safe and equitable treatment of employees.
 - Support and develop GET’s culture of continuous improvement, supported by open communication at all levels of the organisation.
 - Enhance communication throughout the organisation.

- Protect the health and safety of its employees, customers, the public and other aspects of the environment.
- Improve awareness and management of environmental issues and reduce any adverse impacts of activities on the environment, and
- Promote and apply best practice environmental management to operations.
- Meet all legislative and regulatory requirements of the State and Federal Governments.
- Focus of all its activities on customer service
- Continuously improve its products and processes to meet and exceed customers' needs and expectations and respond to specific customer requests in the shortest possible time frame, thereby building excellent customer relations.
- Ensure all employees, communities and representatives are familiar with and agree to comply with this code.
- Refrain from associating with any enterprise, which could be regarded as acting in breach of this code

Academic Calendar

The Academic Calendar will be dependent on the course demand and the community needs. Not all courses will be available at all times so please enquire at our office.

Courses available

ACCREDITED
CHC32015 Certificate III in Community Services
CHC43315 Certificate IV in Mental Health
CHC51015 Diploma of Counselling
CHC52015 Diploma of Community Services
BSB50420 Diploma of Leadership & Management
CHC81015 Graduate Diploma of Relationship Counselling

We also deliver individual Units if don't want to do the full qualifications i.e. Narrative Approach etc.

Non Accredited:

Aboriginal Mental Health First Aid (AMHFA)
Culture Awareness

Australian Qualifications Framework

The Australian Qualifications Framework is a comprehensive, nationally consistent framework for all qualifications in post compulsory education and training.

Certificate IVs and Diploma's issued by GET are recognised by relevant professional bodies throughout Australia. The level determines the breadth, depth and complexity of skills and knowledge that will be developed during the course of study and the progression into higher levels.

The diagram below sets out the qualifications under the Australian Qualifications Framework (AQF).

Organisations Sector	VET Sector	Higher Education Sector
		Doctoral Degree
		Masters Degree
		Graduate Diploma
		Graduate Certificate
		Bachelor Degree
	Advanced diploma	Advanced diploma
	Diploma	Diploma
	Certificate IV	
	Certificate III	
Certificate II	Certificate II	
Senior Secondary Certificate of Education	Certificate I	

VET

VET stands for Vocational Education and Training. Its aim is to produce a workforce with the skills and knowledge needed by industry. Our organization is registered to provide VET qualifications. These qualifications are based on National Training Packages and will be recognized throughout Australia both by employers and by other Registered Training Organisations (eg. TAFE organisations, private providers).

Competency Based Training and Assessment

Competency Based Training (CBT) is an approach to vocational education and training that places emphasis on what a person can actually do in the workplace, and as a result of completing a course of study or training program. CBT is a flexible form of education/ training, which aims to produce a workforce with the skills and knowledge that industry requires.

Most assessment in organisations and universities is criteria based. This type of assessment judges how well you can do something and awards a grade (eg. A – E, 1 - 5). However for your VET units of competency you will not receive a grade. You are assessed as either **competent** or **not yet competent** in the learning outcomes which make up each module. This means you will be given more than one opportunity to achieve competency.

(A good comparison is with a Driver's License. This does not grade your ability as a driver – it simply shows that you are competent to drive. If you don't pass your first test you can try again until you do.)

Competencies are often assessed in the workplace or in a simulated workplace environment.

Organisational Structure

See Position Descriptions for full explanation of roles.

The Chief Executive has ultimate responsibility and authority for all operational, financial and strategic functions of the Organisation (including those listed under AQTF Standards 1.2, 1.3b, and compliance by the Organisation in totality with the AQF).

The Chief Executive also has responsibility and authority for:

1. Quality improvement processes
2. Assigning personnel and resources to assist auditing functions
3. Disseminating information to clients, staff and stakeholders
4. Financial functions
5. Document version control
6. Access and equity
7. Student and employee counselling support/ complaints/ grievances
8. Authorising marketing material.

Any or all of these responsibilities may be delegated to an authorised officer as decided by the Chief Executive.

National recognition

All courses delivered by GET are nationally recognised under the Australian Qualifications Framework. The awards given for completion of a VET course are nationally recognised throughout Australia and can be used for employment purposes. Non-accredited courses, e.g. workshops and short courses, may be delivered, e.g. to meet the needs of a specific business.

For these courses, participants will receive a Statement of Attendance.

Study Methods

Where possible GET delivers all courses face to face. In the event of a natural disaster (for example COVID-19 pandemic) courses can be delivered online (eg via zoom) with the Trainers/Assessors being present in classes at all times.

You should keep a diary to remind you of any important dates eg for your classes (refer to your timetable) or deadlines for submission of your Assessments for marking.

It is important that you

- attend all classes, and take notes that are clear and easy to understand.
- make sure that you study regularly (both during class and in between classes)
- submit all your assessments

You will be able to monitor your own progress as you go, and if you think you need some extra help speak to your trainer about extra tuition or study tips.

Learning Materials

Enrolment in units of competency without learning materials will only occur under the following circumstances.

- You are applying for Recognition of Prior Learning and do not require materials.
- You are enrolling into a unit that does not require learning materials. For example, workshops and/or short courses.
- You are re-enrolling in the same unit/subject where materials are still current.

You will be sent your learning materials for your first class as soon as your enrolment process is completed and confirmed.

Assessments

There are several ways your learning will be assessed: written, practical assessments, role plays, projects, questions & answers, verbal discussions in class. Refer to your learning materials for specific details.

There are several types of assignments that may be required by the organisation. The following types of assignments are examples of what type of assessments would count towards your final result:

- competency tests/assessments
- reflection books
- practical exercises

- role plays
- case scenarios

Rules for Assessments

In doing your assessments, you must follow the rules given below. Where a breach of these rules is seen to have taken place, the matter will be investigated and discussed with the Student. Substantial or persistent breach of these rules may lead to the cancellation of the relevant enrolment.

Cheating and plagiarism

Cheating is the copying of another Student's work and presenting it as your own work.

Plagiarism is presenting another person's work as your own.

Cheating and plagiarism include the following practices:

- copying the work of another Student
- using paragraphs, sentences, a single sentence or significant parts of a sentence which are copied directly from another person's work and are not enclosed in quotation marks or acknowledged as the other person's work
- summarising another person's work or rewriting it without acknowledged that it came from another person.

Note: For answers to short-answer questions, you may use the learning material supplied with the subject as the **basis** for your answer, but you should write the answer in your own words.

Cooperative study

Learning with other students can make your learning easier and more enjoyable. You can work through the learning materials together and help each other to understand assessment requirements. In some cases you may be able to present a joint or group assignment or project. You will need to write the names and Student numbers of all Students involved in writing the assignment or the project on the cover sheet. **But submitting a joint or group assignment is only possible when this option is clearly available.** Where the assessment question is an individual one you must prepare and complete the assignment yourself.

Quotations

You are allowed to quote another person's work directly in your assignments if you clearly identify that person's work. You can use quotations to support your answer, but the bulk of your answer should be based on your own thoughts. Quotations should not normally make up more than 10 per cent of your answer.

Submission

All Assessments must be submitted at the end of each block, or before you start your next block. When you are ready to submit your assessment, it is important to ensure you complete the following steps:

1. Make sure you have signed and dated where required throughout your assessment.
2. Make a photocopy of your assessment.
3. Print your name on the front cover of your assessment.
4. Submit all other work required to support your assessment.

Your trainer will mark your work and advise you of the outcome and if you need to resubmit your Assessment or require more information from you.

Re-assessment

Students who have not reached competence in a unit / module after the second attempt may request a re-assessment of competency on completion of the Application for Re-assessment Form.

Accelerated Progression

Accelerated progression (or fast tracking) requires the completion of all designated assessment requirements for a particular unit of competency and must be negotiated with the trainer. No special applications or processes are required and normal enrolment fees apply.

Note: Accelerated progression is NOT an RPL or credit transfer process.

Support Services/Special Needs

Special Consideration

Students who suffer disability, health problems, grief or trauma need to discuss their needs with their trainer or management. There are a range of actions the organisation can take to assist students manage the impacts upon their work.

However the work that student actually produces must be the work upon which decisions are made concerning results.

Cultural Difference

Gallang Education and Training understands that individuals may have differing cultural backgrounds and beliefs and will make every effort to ensure that these differences will not conflict with their work schedules or assigned responsibilities. The organisation will attempt to provide a reasonable accommodation for religious beliefs and practices of such individuals if to do so does not impose an undue hardship for the organisation, or interfere with the employee's ability to perform the essential functions of the position. If you would like to request reasonable accommodation based on your religious beliefs, you should discuss this with your trainers or management. You may be asked to provide appropriate documentation to support your request.

Support Services

Students will meet with their trainers where necessary to review the student's performance and progress and help with any other matter the student wishes to raise.

If you have any special needs you may discuss these with your trainer or our Student Support Co-ordinator, who will assist or refer you appropriately. This includes:

- problems with language, literacy or numeracy
- any other special needs in order to complete your course of study
- the need to talk about personal issues
- study effectiveness
- finance
- course and career issues
- policies and procedures
- people with disabilities are encouraged to make enquiries
- any of the issues listed in this Handbook
- Students may speak to their trainer or management if they have any queries or problems about an academic matter.

Where literacy and numeracy deficiencies are identified, the organisation will work with the student to develop a plan to address the learning gaps. Interventions may include but will not be limited to additional training assistance, referral to other training Institutions, flexible delivery and assessment and other activities deemed appropriate. A review of the program to address student's needs will be conducted yearly and adjusted as required.

GET Management and Staff also will assist students with any other barriers that are impacting upon their learning, i.e. Mental Health, personal issues etc. Networks of organizations are partnering with GET so that services can be referred to and assist the client where necessary. These services and information is available to clients upon their request.

Credit Transfer (CT)

What is Credit Transfer?

Credit Transfer (CT) is the granting of advanced standing on the basis of previous formal study undertaken in an Australian academic institution. Thus the content of previous formal study must exactly match the content of the unit of competency/module(s) for which credit is being sought. The focus is on the documented evidence of the past study and how it relates to the learning outcomes if the target units or qualifications. In other words, it is the evidence provided relating to the intended learning outcome of the past formal learning that is assessed, not the individual.

How Is It Different To RPL?

RPL assesses and recognizes the results of past non-formal and informal learning, no matter how, when or where the learning occurred. It is recognition of an individual's current skills and knowledge and this is the difference between Credit Transfer and RPL.

General Policy

The general policy for Credit Transfer is as follows:

- a. Credit Transfer is the recognition of formal studies successfully completed prior to the enrolment you are seeking from this RTO.
- b. The assessment of credit is on the basis of documentary evidence of past formal studies.
- c. Credit is offered when the Assessor is satisfied that if credit is granted in a unit of competency/module(s), it shall satisfy pre-requisites and Training Package requirements of that unit/qualification.
- d. The assessment of credit needs to be approved by the appropriate Training Manager/Lead Assessor and authorized by the Chief Executive Officer.
- e. Any course or credential being used to apply for credit will normally have been completed not more than five years before the date of enrolment and needs to be certified.

National recognition between RTOs (previously 'mutual recognition') is the recognition by an RTO of an Australian Qualification Framework (AQF) qualification and/or a Statement of Attainment issued by all other Australian RTOs and SRT0 2015.

The individual is responsible for providing the RTO with an up to date/authentic certified copy of any and all previous study for which Credit Transfer is being sought. Administration fees cover the Credit Transfer, so usually there is no cost for the unit where a Credit Transfer applies.

Why Apply For Credit Transfer?

Credit Transfer gives automatic 'exemption' from the relevant units. Some other advantages for applying for Credit Transfer are that students:

1. Previous achievements are credited towards current studies;
2. Save time, effort and education expenses; and
3. Can progress quickly to new and more challenging education.

How Much Does Credit Transfer Cost?

There is no cost for Credit Transfer which will be discussed at enrolment. Students are required to enrol in unit of competency/module(s) in which credit is being sought and no fee will be charged.

Credit Transfer Checklist: Student:

1. Consults with Enrolment Officer to determine the amount of credit, which may be available on the basis of past formal studies.
2. Enrols in a course by completing the enrolment forms.
3. Credit Transfer applications will not be considered if student has not enrolled in a course.
4. Complete the Credit Transfer Application Form
5. Submit the completed Credit Transfer Application and transcripts of previous academic results and enrolment form to the Enrolment Officer. Students will be notified of the decision as soon as possible.

What Will Be The Result Of Credit Transfer?

If Credit Transfer application is successful applicants will be awarded a CT grade. This grade is appropriate where a student is granted advanced standing and is exempt from the requirement of the subject/unit/module on the basis of academic achievement gained from the same institution or from another institution.

Recognition of Prior Learning (RPL)

What Is RPL?

Recognition of Prior Learning (RPL) recognises what you have already learnt, from life experiences, from work experiences both paid and unpaid or from any relevant training. This enables us to assess your application against the course you wish to undertake. If you are able to provide adequate evidence to prove you are competent in a particular unit you may not have to study that unit.

Why Apply? – What's In It For Me?

It is important to apply for RPL if you think you may already have got some experience that might be relevant to the unit.

The advantages of applying for RPL are:

You can work out whether your experience is similar to that required by the unit.

1. If you are able to provide evidence to RPL against a unit of competence the study you have to undertake to complete the course would be less.
2. It means that you only study units which are new and challenging. You do not have to do units in which you have already gained competence through the RPL process.
3. It recognises that you have gained skills, knowledge and life experiences prior to entering a course.

What RPL is Not

Using the RPL process is not an easy way to get a qualification. It is not a matter of time served or amount of experience but the specific and relevant learning, assessed according to the set Competency Standards. Applicants need to be committed to supporting their case by locating and providing suitable evidence and documentation. This often requires a significant effort.

Overseas Qualifications

If you have overseas qualifications you may first wish to have them recognized through the overseas qualifications process. Please make an enquiry so we can assist in your referral. Your documents and qualifications will need to be certified, and must be in English or translated into English. If you are seeking RPL and you cannot provide sufficient documentation, you may be required to demonstrate competency by other means.

Apply for RPL by discussing this with our enrolment officer. You will be required to complete the RPL kit, provide all current and certified valid documentations and evidence to support your RPL application.

How Much Does RPL Cost?

There is a cost for RPL which is based on the overall course cost outlined in Brochures on specific qualifications and can be discussed at enrolment.

Currently our RPL fee is based on a figure of 60% of full course fee. You can seek RPL for a full qualification or individual units and the fee schedule provides for both of these options.

Issuance and recognition of awards

GET will ensure the following:

- Issue qualifications or statements of attainment to Students within 28 days of the final assessment results being completed and subject to the payment of all fees as per Clause 3.3 (SRT0 2015).
- All qualifications and Statements of Attainment will meet AQF specifications
- The CEO will issue qualifications to students within 30 calendar days of the final assessment results being completed, subject to compliance with the USI requirements.
- A Statement of Attainment will be issued for partial completion of a qualification or individual unit(s) of competency or recognised short course.
- All Testamurs, Certificates & Statement of Attainment will conform to the templates provided by the NSSC Version 1 March 2013 or its successors.
- A copy of student results and notation of the qualification issued will be retained in the student file or on the electronic database, and will be retained by the organisation for 7 years.
- No Certificate / Statement of Attainment will be issued for any unit of competency/course unless the organisation is registered as an RTO for the issuing of that qualification/ statement of attainment (explicit units only).
- The CEO or nominee is responsible for authorising and issuing all Statements of Attainment or Certificates within GET scope of registration.
- The RTO will meet the requirements of the Student Identifier Scheme

Student Rules & Guidelines

Your Rights and Responsibilities

The emphasis at the organisation is on Students exercising rules of common sense and common courtesy.

As a Student it is your responsibility to:

- treat all people, and their property, with respect and consideration
- attend all classes punctually
- observe normal safety practices, including no smoking in buildings
- participate in scheduled assessment events and submit written assessment items on time
- participate fully in all curriculum activities, and allow others to do the same
- not engage in plagiarism or cheating in any assessment or test and provide authentic original assessment evidence
- behave in a responsible manner i.e. no littering, harassing or offending fellow Students or staff, or damaging property.
- secure all personal items and maintain responsibility for them

These are adult responsibilities which must be met. If they are not then a Student may be required to explain why his/her place should remain open.

As a Student you are entitled to:

- be treated fairly, with consideration and respect
- given guidelines of work expected
- be informed of assessment procedures, including your right to have existing skills recognised.
- learn in an environment free of discrimination and harassment
- pursue your educational goals in a supportive and stimulating environment
- given help and support to cope with both the work and the organisation/learning environment
- services such as counselling and language support

Students will be considered as enrolled if they pay a deposit for the course, their Job Service Provider has paid for their course or they are enrolled through a funded body.

Conduct

Good Conduct is expected from Students at all times. Organisation rules and regulations must be adhered to and any Student in breach of those rules will be disciplined.

Breaches of conduct occur in the cases of:

- action which adversely affects Health and Safety.
- harassment of other Students or members of staff.
- disregard organisation rules and regulations.

Suggestions and Complaints

The organisation welcomes feedback, both positive and negative – staff are actually instructed to encourage suggestions and complaints! If you have a problem, complaint or suggestion that you feel we should know about, please approach or contact our Student Support Officer or any staff to lodge your complaint, either express it verbally, or put it in writing, see P27 of this handbook for the Complaints process.

Dress Code

No uniform is set, in keeping with the adult-orientation of the Organisation, but Students should dress appropriately and comfortably. You must be dressed neat and tidy at all times.

Some training and/or assessment may demand certain clothing to meet industry standard requirements or for safety reasons. Students are required to wear closed footwear in all classes and in all Organisation premises. There should be no offensive slogans on T Shirts or other clothing including hats. Hats are not to be worn in class, extenuating circumstances will be considered by staff on a needs basis.

Attendance

It is possible that frequent absences could jeopardise a Student's performance in a particular course. Unfortunately poor attendance, even though for genuine reasons, may mean that the requirement for a qualification is ultimately not met by a student, leading to the non-completion of a course.

There are no compulsory attendance requirements for most Australian Students. However, participation and attendance at classes maximises your prospects of success.

Attendance may also be requested from time to time at information sessions (meetings) and other organisation activities, e.g. field trips. Trainers also keep an attendance roll each lesson. Where there is a mandatory reporting due to funded courses, the student will be informed and asked to acknowledge that their attendance will be reportable to their employer, Centrelink, Job Service Provider and Funding Body.

We do respect and recognise sorry business and you will be given time off to attend it.

Smoking

Because of the dangers to health caused by smoking, and the duty of the organisation to provide, as far as is reasonably practicable, a working environment which is healthy, all organisation premises are 'no-smoking' areas. This rule applies equally to students, employees, contractors and other visitors to the organisation. GET complies with all relevant legislative requirements around this topic and Students can access the relevant guidelines at Admin if they wish to do so.

Keeping the Organisation Informed

It is your responsibility that you keep the organisation informed of information relating to you, especially details of addresses.

You should therefore notify administration of changes to the following data.

- your name, title or marital status
- your addresses - local, home or postal
- your contact phone number

You must remember that failing to provide the organisation with full and accurate information about yourself and your program could have an adverse effect, for example in terms of timetabling examinations or ensuring that important correspondence reaches you.

Policies and Procedures

Medical Emergencies

In an emergency you should protect yourself from the danger, ensure bystanders are not at risk and then look at assisting the casualty if you are suitably qualified to do so. **DO NOT MOVE THE CASUALTY** unless you are certain that there is no danger to them. Notify a staff member immediately. We have First Aid Officers and qualified staff at the Organisation to deal with an emergency. Any staff member will know who to contact and the procedures to follow. First Aid officers are noted in the Personnel List at the end of this Handbook.

Evacuation Procedure

Staff will advise their classes of the assembly point and the route to be taken to this area. You should remain in your class groups to assist the verification of the whereabouts of all persons on campus. The buildings must not be re-entered until you have been instructed to do so by Chief Fire Warden. Your lecturer will be the last to leave the room and will follow your group to the evacuation area. Go to the nearest fire exit in an orderly fashion - do not rush. Follow any instructions issued by fire wardens and close any doors on the way out. Be prepared to assist people with a disability, people who are injured or elderly people. When outside, go to the nearest nominated assembly area and remain there until the all-clear signal is given. Do not leave the grounds or move vehicles until the all clear is given.

After evacuation you will be formed into a group, the roll checked and medical assistance will be given if necessary. You must stay with your group until notified otherwise.

All this information will be address when Student commences training. There are Maps and evacuation procedures on each wall within the premises, they are identified with the colour yellow and each entry and exit from the premises. Students must participate in all Emergency Drills as required by the Building's Safety Code.

Misconduct

The following actions are examples of misconduct for which students would receive a warning from the organisation:

- persistent lateness for classes
- long periods of unexplained absence, where there is an attendance requirement
- breach of organisation rules and regulations
- consistent failure to show proper standards of politeness and courtesy to Students and staff.

Gross Misconduct

These cases could lead to a Student being excluded from organisation, either for a set period or permanently. The following is an indication (though not exhaustive) of where gross misconduct could lead to exclusion.

- wilful or reckless disregard of safety regulations.

- failure to follow instructions from a member of staff to carry out actions which are lawful and reasonable
- attending organisation while under the influence of drink or drugs.
- any assault or bullying of another Student or member of staff within organisation premises
- theft or wilful damage to property belonging to a Student, member of staff or the Organisation.

Bullying

Any Student who is worried or concerned about bullying should speak to a member of staff. Any Students who are involved in bullying other Students will be disciplined.

Damage to Property

Students will be required to make good to the satisfaction of the Organisation any damage or loss they may have caused to any property of the Organisation.

Drugs and Alcohol

Students are requested to respect other peoples right to a productive learning environment and refrain from using alcohol or social drugs on our premises.

Where a Student is affected by alcohol or drugs, lecturing staff may take appropriate action to:

- prohibit the Student from taking part in any learning activity (particularly practical exercises); and/or
- direct the Student to leave the class.

Gambling

Gambling is prohibited in the Organisation premises.

Academic Misconduct

Cheating

Cheating in tests or examinations includes, but is not limited to:

- dishonest or attempted dishonest conduct such as speaking to other Students or communicating with them under any circumstances whatsoever;
- bringing into the examination room any textbook, notebook, memorandum, other written material or mechanical or electronic device not authorised by the examination;
- writing an examination or part of it, or consulting any person or materials outside the confines of the examination room without permission to do so; and

- leaving answer papers exposed to view, or persistent attempts to read other Students' examination papers.

Other Academic Misconduct

Other academic misconduct includes, but is not limited to:

- tampering or attempts to tamper with examination scripts, class work, grades or class records;
- failure to abide by directions of an instructor regarding the individuality of work handed in;
- acquisition, attempted acquisition, possession, or distribution of examination materials or information without the authorisation of the instructor;
- impersonation of another Student in an examination or other class assignment;
- falsification or fabrication of clinical or laboratory reports; and
- non-authorised tape recording of lectures.

Complicity

Any Student who voluntarily and consciously aids another Student in the commission of one or more of these offences is also guilty of the offence of academic misconduct.

Copyright

The law requires copyright royalty payments for the reproduction of a considerable amount of published material, notably books.

For study and research purposes students are allowed to copy 10% or one chapter of a book or one article per issue of a journal. More extensive reproduction is sometimes possible - check with the publisher.

For further information please read the copyright act at:

http://www.austlii.edu.au/au/legis/cth/consol_act/ca1968133/

Fees and Refunds

Introduction

The following will provide you with information about the Gallang Education & Training Fees and Refund policies.

Fees are levied on all courses, details of which are contained in the relevant course information sheet.

Applications are taken and then confirmed with potential students confirming enrolment in a course once all documentation has been submitted. The following documents are required to be returned to GET.

- Enrolment form
- Signed Appendix 2 - Acknowledgement Declaration from the Student Handbook
- Signed Appendix 1 – Acknowledgment Declaration from the Fees and Refund Policy
- A registration deposit fee (as applicable to the course)

A confirmation letter of enrolment is sent to students on finalising the application submitted

Fees and Charges

Payment of Fees

Course fees must be paid via Bank Transfer only directly to Gallang Place's account number on your invoice.

All fees must be paid before the course completion.

Students are liable for the financial commitment to the RTO for the duration of their course. Students whose fees are in arrears may have their enrolment suspended or cancelled unless prior arrangements have been made with the Executive Officer of Training

Application Fee

Individual students enrolling in courses which they are paying for themselves are required to include an application fee equivalent to 10% of the cost of their chosen course with their enrolment application to a maximum of \$1500.

Students who are accepted into a course will have this amount deducted from their total course fees. Students who are not offered a place within a course will have their application fee refunded in full.

Payment options

Fees in Advance

In the case where a student wishes to pay more than the application fee with their enrolment application, the amount will not exceed \$1,500.00 prior to the course commencement.

Following course commencement, GET may require payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student does not exceed \$1,500 (which is the prepaid amount).

GET has appropriate safeguards and fair options in place for any monies paid in advance and that these funds are not used until courses and or units have commenced.

Overdue Fees

Where student fees are overdue, you may incur extra charges so please make payments on time or speak with our office to make arrangements.

If your fees continue to be overdue, you may be suspended from class, not be sent any training materials, and your account will be sent to a professional collection Services for further collection of fees.

Students will be liable for any fees charged by Professional Collection Services in relation to collection of overdue fees owed by the student to GET.

Students need to be aware that from time to time and depending upon circumstance, there may-be additional fees incurred. These fees relate to costs incurred for:

- Reproduction of statements of attainment /certificates (\$50.00)
- Resitting of an assessment after the second attempt or for misconduct (\$300.00)
- Student Contribution Fees associated with subsidised qualifications (refer brochure for different courses)

At no stage will the student be charged for any additional fees other than the fee that is declared at the time of enrolment.

GET will not issue any certificate or diploma until all outstanding fees are paid.

Fees and Refund Policy

GET has appropriate safeguards and fair options in place for any monies paid in advance and that these funds are not used until courses and or units have commenced.

Gallang Education & Training guarantee that once a student has commenced a course the student has every opportunity to complete the course.

In the event that a course is cancelled while in progress due to circumstances beyond the control of the RTO, the student will be provided with a refund of fees on hold or offered a transfer to another course or similar course.

Will safeguard any money paid by you in advance of your course by not using funds until the course has commenced.

Will refund you any prepaid money paid by you in full in the event we cancel or discontinue a course.

If you withdraw from a course due to illness, (verified by a medical certificate) we will refund any prepaid course fees paid less the Registration fee of your course.

NOTE: This also includes less the fees for any subject that has been started

Should you withdraw for any other reason other than illness; with less than two weeks' notice you will forfeit 50% of your prepaid course cost.

NOTE: Should you withdraw with more than 2 weeks' notice you will be liable to pay for subjects commenced.

If you fail to commence the course you will forfeit all monies paid.

NOTE: This means that in the case:

- *where you do not commence the course;*
- *we are unable to contact you after all reasonable attempts have been made;*
- *that we do not hear from you with sufficient evidence or reason*
- *You will forfeit all monies paid*

Students who have any queries regarding eligibility for refunds should contact the Student Support Officer in the first instance.

Refunds

To apply for a refund, a written claim must be submitted on the Application for Refund Form 031A (to be obtained from the GET office) to the Executive of Training of the RTO and this should be submitted prior to course commencement.

An application for a refund will be finalised within 28 business days after a claim has been received. Refund is assessed on a case by case basis. Refunds will only be refunded to the person who entered into the contract with the RTO and will not be provided to a third party.

All refunds are paid electronically. No refunds will be in cash.

Agreeing to the Refund policy does not remove the right of the student to take further action under Australia's consumer protection laws or to pursue other legal remedies. Please see Complaints Policy. The processes in this Complaints policy do not circumscribe the student's right to pursue other legal remedies.

Publication

This refund policy will be made available to students and persons seeking to enrol with Gallang Place by publication on the website (www.gallangplace.org.au).

Definitions:

GET; Gallang Education & Training

Course offer; is a defined length of time for which a student is enrolled, comprising of a commencement date and end date.

Course fees; are the tuition fees payable by the student for a course offer.

Course of Study; program, units of competency leading to a qualification.

RTO; Registered Training Organisation

Complaints and Appeals for Academic and Non-Academic Matters

A grievance may arise if you believe that an incorrect decision or inappropriate behaviour has adversely affected your rights. The grievance procedure allows you to pursue a problem which you feel needs to be resolved. If you experience a difficulty at the organisation you should make every effort to resolve the matter through informal discussion.

Examples non-academic matters include:

- inappropriate application of a GET policy, such as access and equity, health and safety, fees and charges, skills recognition
- inappropriate application of government legislation
- being unfairly assessed
- having an enrolment unreasonably terminated
- being required to meet unreasonable requirements for a qualification that extend the normal requirements
- being the subject of retaliation for exercising your rights under this policy
- being the subject of misconduct by a staff member.

Examples for academic matters include;

- academic progress
- assessment
- curriculum and awards in a course of study

1. Speak to the person concerned:

Speak firstly to your trainer/assessor directly for clarification or our Student Support Coordinator. Students should not raise issues during class time but should raise matters of concern outside of class time. This may be by phone, email, person to person, then complete the Students should raise issues that relate to their own study and encourage others to do the same rather than raising issues for other people. Trainers and Assessors have available to students a 'Complaint form' that they may fill in to help them record issues that they feel uncertain about. This may help in expressing a concern and remembering details clearly. (The 'Complaint form' is for both academic and non-academic issues).

Other provisions:

Students are also welcome to nominate their own support person to bring up matters of concern about academic issues with the trainer/assessor as well. This may be to have support culturally for example.

2. Make a formal complaint:

If the matter is not sorted so that you feel that you have a fair outcome, put your complaint in writing to the Student Support Officer. The Student Support Officer will then assess the grievance, determine the outcome and advise the complainant of their decision within 20 working days.

3. Appeal (Internal):

If the complainant is not satisfied with the outcome they may lodge an appeal in writing to the Executive Officer - Training. The complainant's appeal will be determined by the Executive Officer - Training who will conduct all necessary consultations with the complainant and other relevant persons and make a determination of the appeal. The complainant will be advised in writing of the outcome of their appeal, including the reasons for the decision within 28 working days.

4. Feedback to Student:

Students will be provided with written feedback about the progress of the complaint and the outcome of this complaint.

5. Independent Review (External):

If you feel that you still have not received a fair outcome or ruling and you would like to take the academic matter further, you may seek independent recommendation from our Regulator - ASQA (Australian Skills Quality Authority): <https://www.asqa.gov.au/students/complaints>

6. Change Process:

The Executive Officer - Training will raise issues of concern, or recommendations for change of process from any independent source in the next RTO Management Meeting under Continuous Improvement (Opportunity for Improvement Form) in order to provide change to ensure issues impacting students negatively have been resolved.

All staff members will be informed of specific changes in staff meetings and changes to process or policies will be recorded in the Staff Handbook.

7. Record of Complaint:

All complaints will be recorded and held confidentially on file whilst the complaint is being resolved and for a further five (5) years after the complaint has been resolved. These records can be accessed by the student during this time by requesting a copy from the RTO.

Conflict of Interest

GET expects you to avoid involvement in activities which might conflict, or appear to conflict, with your institutional responsibilities. These situations can create an appearance of impropriety, or where government funds are involved, violate the law. No set of rules or guidelines can cover all the varied circumstances that may arise. We depend on your good judgment in handling these matters. If you have any questions concerning this policy or its applications, contact your supervisor or Management.

Harassment

The organisation believes all staff and Students have a right to be treated fairly and to work and learn in an environment free of harassment or discrimination on the basis of sex, race, marital status, age or disability, or in relation to breach of duties, conflict of interest or corruption.

Everyone within the organisation must respect the rights and dignities of others, which includes refraining from unwanted physical, verbal and non-verbal conduct, bullying and any other conduct which denigrates, ridicules, intimidates or is physically abusive of an individual or group.

Sexual harassment is against the law. It is any form of unwelcome sexual attention that is intimidating, humiliating or offensive. What constitutes sexual harassment to one person may be acceptable to another. It is every learner's right to a sexual harassment-free environment.

Where a Student believes s/he is the victim of harassment, they should approach and confide with any member of staff. Normally the Student's trainer/assessor should be approached, although if the allegation relates to that trainer/assessor then speak with the Student Support Officer, who will take you through the Complaints process.

Health and Safety

GET recognises that safety is an essential part of all its activities and their aim is to safeguard, so far as is reasonably practicable, the health, safety and welfare at work of all its staff, students and visitors. We encourage an attitude of mind which accepts good safety practice as normal. Students should always conduct themselves in a safe manner.

The organisation has a legal responsibility to provide a safe environment for Students. You also have a responsibility to look after your own safety and that of others. This means that you must:

- acquaint yourself with the Health & Safety Regulations
- observe all safety regulations imposed by the organisation and all safety related signs.
- not interfere with fire extinguishers, fire notices or anything else provided for your safety.
- report anything that might cause an accident.

The following advice represents good safe practice and should be followed by all:

1. Make sure you are familiar with the fire procedures in the buildings you use both on the organisation's premises and in your place of residence.
2. Always switch off electrical appliances at the main socket after use, not simply on the appliance.
3. Electrical circuits should not be overloaded; if in doubt ask for advice.
4. Only proprietary brands of electrical appliances are allowed on the organisation's premises. You may be held responsible for any harm which may occur to anyone as a result of equipment you bring into the premises.
5. Where there are gas appliances, be careful to turn them off after use.
6. Report any faulty or malfunctioning equipment immediately and ensure that no one else can use it until a repair has been carried out.
7. Some trainers/staff are First Aid Certified. Refer to the Personnel list at the end of this Handbook for all First Aid trained staff.
8. All accidents should be reported to a responsible person in the area where they occur as soon as possible after their occurrence. This includes any accident occurring on the organisation's premises and elsewhere when involved in activities which are part of your course (eg field trips).
9. Make sure you know the positions of the nearest telephones for use in emergencies.

Course Cancellations

Whilst every endeavour will be made to conduct all advertised courses, the organisation reserves the right to change or cancel timetables, class locations, course offerings, teachers and other such details or circumstances beyond our control that affect enrolments. Every effort will be made to advise students of any changes. Students automatically receive a refund or course credit in this instance.

Suspend or Cancel a Student's Enrolment

GET will only defer or temporarily suspend the enrolment of the student on the grounds of:

1. Compassionate or compelling circumstances (e.g. illness where a medical certificate states that the student is unable to attend classes) or

Compassionate or compelling circumstances may include:

- Severe medical conditions to the individual or immediate family member
- Death in the family
- Student contracts medical condition or become pregnant during the course.
- Student is affected by a natural disaster
- Other special circumstances as considered by the Director

2. Misbehaviour by the student

A student may be suspended, or deferred for the following reasons:

- Bullying
- Sexual Harassment – towards staff or other students
- Plagiarism or cheating
- Stealing property from GET or another student or staff member
- Drugs and/or alcohol
- Acting in an unsafe manner or violent manner
- Racial Discrimination
- Verbal Abuse
- Any breach of the signed Code of Conduct

The Trainer has the right to withdraw the student from training immediately if there is an unsafe learning environment for students.

3. Unsatisfactory Course attendance or course progress

- Less than 80% course attendance
- Unsatisfactory course progresses after all avenues have been satisfied relation to the course progress policy.

The student will be informed in writing of the RTO's intention to defer, suspend or cancel the student's enrolment on any of the above grounds and the student right to appeal within 28 working days. The decision to defer, suspend or cancel a student enrolment will not take affect until the 28 working day appeal period has passed unless extenuating circumstances relation to the welfare of the student apply.

Your Privacy & Records

Access to Records

Information about you is collected only for the purpose of providing training and assessment services and as required by laws and regulations. Information from your records, except as required by law or under the Standards for Registered Training Organisations, will not be disclosed to anyone outside the organisation without your written consent (and that of your parent or guardian if you are under 18). You can view your personal records by contacting administration.

Information Collected from E-Mail

E-mail from you will be treated as a public record and will be retained. We will not add any details from your e-mail to a mailing list, nor will we disclose these details to third parties without your consent, or unless permitted or required by law. Our Server may monitor e-mail traffic for system troubleshooting and maintenance purposes only.

As an alternative, you may wish to use the telephone or send your request to our postal address.

Information Collected from Website Transactions

Unless you specifically provide us with your details, such as subscribing to a service, enrolling in a course, filling in a survey or completing an online communication, we will not collect any personal information about you.

Cookies (programming that recognises you from previous visits) are used on our website. In order for us to improve our site and for statistical purposes, our Server may make a record of your visit and logs the following information:

- user's server address
- user's top-level domain name (for example .com, .gov, .au, etc)
- date and time of visit to the site
- pages accessed and documents downloaded
- previous site visited, and
- type of browser used.

No attempt is or will be made to identify users or their browsing activities except, in the unlikely event of an investigation, where a law enforcement agency may exercise a warrant to inspect activity logs.

Photos:

Photos may be requested by GET, permission must be given by the Student in writing upon enrolment. This is not compulsory and permission can be withdrawn at any time in writing. The students are informed of what the photo's will be used for i.e. Media or Training purposes.

Quality Management Focus

GET has a commitment to providing a quality service and a focus on continuous improvement. We value feedback from clients, including Students, staff and employers for incorporation into our operations and future programs.

An Opportunity for Improvement form is available from administration and we welcome all interested parties to fill them in with a view to improve our service.

This form can be used for example:

- Improvement of courses including delivery, assessment and resources
- Improvement of working conditions, facilities and management
- Complaints and suggestions
- Work Place Health and Safety

These forms can be handed to the Manager or posted in the mail. These forms will be used to improve relationships and working conditions within the company.

AQTF Quality Assurance Feedback Forms are also offered to the client to complete. These surveys and questions are mandated by the Regulator (ASQA) and are used to evaluate GET's performance and give valuable feedback so that quality of service and training can be improved upon. All students are encouraged to fill these in and can do so without putting their name to the document.

Student Handling

Gallang Education & Training meets the required student handling procedures such as:

- Enrolment
- Induction
- Records Handling
- Evaluation
- Assessment
- Reporting
- Issuing of Certificates

All student outcomes are recorded on the recognized Student Data Base AVETMISS and will be handled within the required processes to meet the conditions as set by the regulative body.

Course Information

All course information including packaging rules and career pathways are given to the student upon enquiry and application for the course. This is given as an information sheet and students can have it explained in full upon request.

This information is also shared with Job Service Providers and other relevant agencies to allow them to guide their client in their choices.

Post Course Assistance

Gallang Education & Training recognize that once students have completed their education and training course with us, there is a reasonable timeframe post course for support. We do not guarantee employment but as part of our commitment to the outcomes of our student we will assist where possible to enable our client to have support such as advice and assistance with the processes involved in job searching or making decisions around further learning. This is done in partnership with their Job Service Provider and any other agency.

General Legislative and Regulatory Requirements

GET ensures that compliance with Commonwealth/State legislation and regulations relevant to its operations is integrated into its policies and procedures and that compliance is maintained.

Management is responsible for providing access to the following state, federal and commonwealth laws, legislation/consolidated acts and providing copies of relevant policies and information to staff and Students that significantly affects their duties and participation in education and training, including, but not limited to:

Commonwealth (Cth) Legislation:

- National Vocational Education and Training Regulator Act 2011. *(Cth)*
- Privacy Act 1988 / Privacy Amendment (Private Sector) Act 2000 *(Cth)*
- Australian Human Rights Commission Act 1986 *(Cth)*
- Sex Discrimination Act 1984 *(Cth)*
- Racial Discrimination Act 1975 *(Cth)*
- Age Discrimination Act 2004 *(Cth)*
- Disability Discrimination Act 1992 *(Cth)*
- Disability Standards for Education 2005 *(Cth)*
- Fair Work Act 2009 *(Cth)*
- Copyright Act 1968 *(Cth)*
- Competition and Consumer Act 2010 *(Cth)*
- Higher Education Support Act 2003 *(Cth)*

Queensland Legislation:

- Disability Services Act 2006
- Fair Trading Act 1989
- Vocational Education, Training and Employment Act 2000
- Workplace Health and Safety Act 2011
- Workplace Health and Safety Regulation 2011
- Electronic Transactions (QLD) Act 2001
- Commission for Children and Young People and Child Guardian Act 2000 (Qld)
- Anti-Discrimination Act 1991 - Regulations 2005

Links to the above are available to employees on the company Intranet.

Further Information

There are many organisations and government bodies associated with Nationally Recognised Training. The following list provides some useful contacts.

National, State & Territory Government Bodies

<http://www.myfuture.edu.au/Assist%20Others/Career%20Practitioners/Government%20Sites.aspx>

For any sites that are necessary a student can ask Admin for assistance to access the sites via the organizations internet facilities.

Other Useful sites

Training.gov.au (TGA) (<http://www.training.gov.au>)- (has replaced the NTIS) and is now the database on Vocational Education and Training in Australia. TGA is the official National Register of information on Training Packages, Qualifications, Courses, Units of Competency and Registered Training Organisations (RTOs) and has been developed for experienced training sector users.

Information on this site is maintained by the Registration and Course Accreditation Bodies (RCABs) and the Industry Skills Councils (ISCs).

This site provides information about Federal Government education, employment and workplace relation policies in Australia.

Visit the [Department of Education, Employment and Workplace Relations \(DEEWR\) \(external link\)](#) website.

Australian Apprenticeships:

The Australian Apprenticeships site provides general information about what an Australian Apprenticeship is, as well as four sections providing information specific to different user groups. These sections are for employer, a job seeker, a school leaver and a careers advisor.

Visit the [Australian Apprenticeships \(external link\)](#) website.

Skills Australia:

Skills Australia is an independent statutory body, providing advice to the Minister for Education, Employment and Workplace Relations on Australia's current, emerging and future workforce skills needs and workforce development needs.

Visit the [Skills Australia \(external link\)](#) website.

Industry Skills Council:

Industry Skills Councils have the two key roles of: -

- providing accurate industry intelligence to the Vocational Education and Training sector about current and future skill needs and training requirements, including through industry skills reports, and
- supporting the development, implementation and continuous improvement of quality nationally recognised training products and services, including Training Packages.

Visit the [Industry Skills Councils \(external link\)](#) website.

FOR OTHER INDUSTRY BODIES VISIT THE SITE ON: [www. training.gov.au](http://www.training.gov.au)

Policies and Procedures

GET have incorporated information for this Student Handbook from the following Policies and Procedures:

- Quality Management
- Workplace Health and Safety
- Access and Equity
- Refund
- Human Resources
- Continuous Improvement
- Risk Management
- Record Management
- Marketing
- Financial Management
- Student Handling

When developing and updating these Policies and Procedures GET takes into consideration feedback from Students, Staff and other Stakeholders as part of our continuous improvement processes.

Personnel

Position	Name	Email
Chief Executive	Rachel Malthouse	ceo@gallangplace.org.au
Executive Officer - Training	Katalina Tupuola	katalina.t@gallang.qld.edu.au
Executive Officer - Finance		finance@gallangplace.org.au
Student Support/Admin	Shikira Wilson	training@gallang.qld.edu.au
Enrolment/Admin	Tahnee Rogers	training@gallang.qld.edu.au