

STUDENT INFORMATION HANDBOOK



Handbook Disclaimer

This Student Information Handbook contains information that is correct at the time of printing. Changes to legislation and/or Gallang Education & Training policies may impact on the currency of information included.

Gallang Education and Training reserves the right to vary and update information without notice. You are advised to seek any changed information and/or updates from your trainer or by contacting Gallang Education & Training.

This handbook has been prepared as a resource to assist students to understand their obligations and those of Gallang Education & Training. Please carefully read through the information contained in this guide. All students need to read, understand, be familiar with, and follow the policies and procedures outlined in this Handbook. Any queries can be directed to Gallang Education & Training at Training@gallang.qld.edu.au or phone 07 3899 5041, Monday to Friday 8.30 am to 4.40pm.

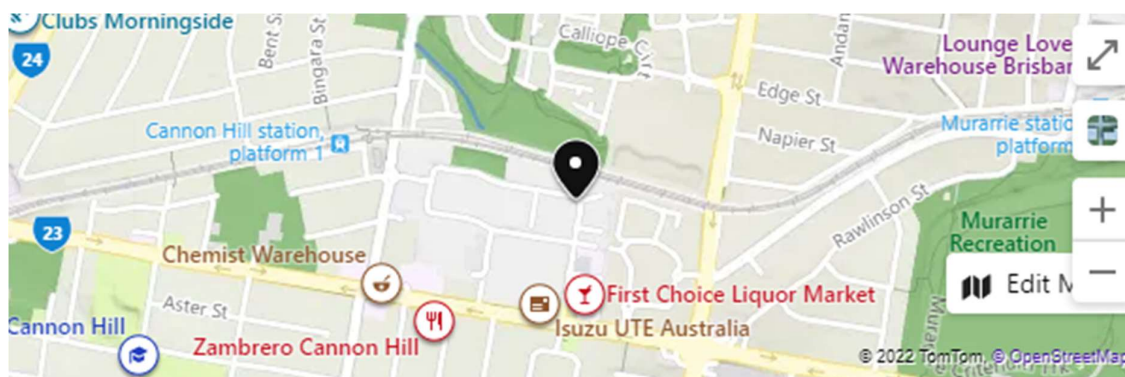
TABLE OF CONTENTS

1	Welcome to Gallang Education and Training	3
2	Gallang Education & Training as a Registered Training Organisation	5
3	Training & Assessment	7
4	Credit Transfer, Recognition of Prior Learning & Accelerated Progression	10
5	Student Support	11
6	Issuance of Awards & Statements of Attainment	13
7	Student Standards of Behavior	13
8	Fees, Charges & Refunds	17
9	Complaints & Appeals	18
10	Privacy & Student Records	19
11	Quality Management Focus	21
12	Legislation, Policies & Guidelines	21

1. WELCOME TO GALLANG EDUCATION & TRAINING (GALLANG EDUCATION & TRAINING.)

1.1 Important Details about Gallang Education and Training (GET)

Provider Code:	40564
ABN:	711 685 39263
Phone:	07 3899 5041
Email:	Training@gallang.qld.edu.au
Website:	https://gallang.qld.edu.au
Location Map:	1/57 Southgate Avenue, Cannon Hill Qld 4170



1.2 Background Information

Gallang Education & Training is a Registered Training Organisation (RTO) which is the training arm of Gallang Place Aboriginal and Torres Strait Islander Corporation. Registered with the Australian Skills Quality Authority (ASQA) we established ourselves as an RTO in 2012.

Gallang Education & Training delivers accredited training and non-accredited training to mainly Aboriginal and Torres Strait Islander people and communities throughout Queensland. We deliver a number of qualifications and courses.

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. We value your involvement and support.

This handbook contains essential information designed to guide students through their time with Gallang Education & Training. It is important students read the handbook carefully before they enroll in a qualification or course to make sure they fully understand and agree to all the information given.

As a student, client or staff member, there are rules and regulations, including those detailed in this handbook, which must be observed in order that Gallang Education & Training provides a safe and supportive environment for everyone. It is the responsibility of each student to ensure they are familiar with these provisions and comply with them.

1.3 Code of Practice

The policies and practices of Gallang Education & Training 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, staff, the public and other stakeholders. Gallang Education & Training is committed to quality service and a focus on continuous improvement and demonstrates this by:

- Acting with integrity in dealing with students (past and present) staff, the community, the public, its colleagues, its partners and its suppliers.
- Employing personnel with appropriate qualifications and skills to deliver the training and assessment services relevant to the training products offered.
- Marketing courses with integrity, accuracy and professionalism consistent with educational, cultural and regulatory systems and avoiding vague and ambiguous statements. No false or misleading comparisons are drawn with any other organisation or training products.
- Ensuring potential students have access to information to enable them to make an informed decision about engaging with Gallang Education & Training.
- 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 resources and facilities are conducive to the success of each student and 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 train and assess students within specific courses.
- Ensuring the content of the course/program of study is relevant to the needs of Aboriginal and Torres Strait Islander people and individuals, and 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 Gallang Education & Training, 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 staff members.
 - Understand and apply legal and company requirements, policies and procedures which help ensure the consistent, safe and equitable treatment of employees.
 - Support and develop Gallang Education & Training'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 staff members, students, the public, stakeholders 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 local, 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 staff members, 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.

1.4 Cultural Considerations

GET reflects a wide range of cultural backgrounds, both in students and staff. Staff are available to assist cultural understanding and provide information to students about Australian cultural requirements especially in regard to study.

2. GALLANG EDUCATION & TRAINING AS A REGISTERED TRAINING ORGANISATION

2.1 Vocational Education and Training (VET)

The aim of VET is to produce a workforce with the skills and knowledge needed by industry. VET can be described as learning that directly relates to getting a job. The VET system delivers education and training services for individuals at every stage of their work life – whether they are a student, a job seeker or already employed.

Gallang Education & Training is registered to provide VET qualifications. These qualifications are based on National Training Packages and are recognized throughout Australia both by employers and by other RTOs.

2.2 Entry into a Program of Study

Studying in the vocational education and training (VET) sector is anything but dull. It is 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 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.

Students are required to complete language, literacy and numeracy and even computer literacy assessments. This is merely a way for Gallang Education & Training to see how we can help students better and provide assistance if it is required. T

This is a confidential assessment. It is kept in your student records and can only be accessed by you and relevant GET staff who have the required permission.

2.3 National Recognition

All courses delivered by Gallang Education & Training are nationally recognized under the Australian Qualifications Framework (AQF). The awards given for completion of a VET course are nationally recognised throughout Australia and can be used for employment purposes.

Non-accredited courses (for example, workshops and short courses) may be delivered to meet the needs of a specific business. For these courses, participants will receive a statement of attendance.

2.4 Australian Qualifications Framework

The Australian Qualifications Framework (AQF) is the national policy for regulated qualifications in Australian education and training. It incorporates the qualifications from each education and training sector (vocational education and training sector and the higher education sector) into a single comprehensive national qualifications framework.

The AQF defines the essential characteristics, including the required learning outcomes, of the different types of qualifications issued across the senior secondary education, vocational education and training (VET) and higher education systems in Australia.

The qualifications issued by Gallang Education & Training are recognised by relevant professional bodies throughout Australia. More information on the AQF is available at www.aqf.edu.au

2.5 Unique Student Identifier (USI)

As of 1 January 2015, all students undertaking nationally recognised training in Australia 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 their training records and results (transcript) through their 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 your USI at enrolment. More information on USI includes:

- 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 is available online and at no cost to 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.
- Individuals can create their USI for free by themselves at this website www.usi.gov.au.

Gallang Education & Training will verify with the USI Register, a student identifier provided by an individual student before using that student identifier for any purpose.

Gallang Education & Training will ensure the security of USIs and all related documentation under its control, including information stored in our student management systems.

2.6 Course Cancellations

Whilst every endeavor will be made to conduct all advertised courses, Gallang Education & Training 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 will receive a refund or course credit in this instance.

2.7 Suspension or Cancellation of a Student's Enrolment.

Gallang Education & Training will only defer or temporarily suspend the enrolment of the student on the grounds of:

1. **Compassionate or compelling circumstances** (for example; illness where a medical certificate states that the student is unable to attend classes)

Compassionate or compelling circumstances may include:

- Severe medical conditions to the individual or immediate family member
- Student has sorry business responsibilities
- The student contracts a medical condition or becomes pregnant during the course.
- Student is affected by a natural disaster
- Other special circumstances as considered by the Chief Executive Officer or RTO Manager.

2. Misbehavior / Gross Misbehavior

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 Code of Conduct

Note: 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 progress after all avenues have been satisfied relation to the course progress requirements.

The student will be informed in writing of Gallang Education & Training's intention to defer, suspend or cancel the student's enrolment on any of the above grounds and the student's right to appeal.

The decision to defer, suspend or cancel a student enrolment will not take effect until the 28 working day appeal period has passed unless extenuating circumstances relating to the welfare of the student apply.

3. TRAINING & ASSESSMENT

3.1 Competency-based Training (CBT) and Assessment

Competency-based training (CBT) is a method of training which develops the skills, knowledge and attitudes required to achieve competency. Competency-based training is a method of training that focuses on a student's ability to receive, respond to and process information in order to achieve competency. It is geared towards the attainment and demonstration of skills to meet industry-defined standards, rather than to a student's achievement relative to that of others.

Competency means the ability to perform tasks and duties to the standard expected in employment. In order to achieve competence a student must demonstrate they can perform a given task according to the standard set in an endorsed unit of competency.

Competence:

- Involves the application of specific skills, knowledge and attitudes towards work performance in an industry, industry sector or an enterprise.
- Is seldom achieved in a one-off demonstration. It has to be developed holistically, bringing together a range of skills and knowledge and in a real or simulated workplace over time.

3.2 Study Methods

Gallang Education & Training delivers courses via classroom-based face-to-face classes, online/real time delivery or a combination of both. “Online/real time delivery” can be explained as:

- Live video streaming/conferencing using platforms such as Zoom, Skype, Teams.
- Involves real-time interaction between student and trainer.
- Provides for active participation of students and trainers.
- Direct observation or verbal assessment can be undertaken for all assessment components.

Students are encouraged to keep a diary to remind themselves of important dates for classes and deadlines for submission of assessments.

It is important students attend all classes, study regularly and undertake assessments. It is through undertaking these activities that students will be able to monitor their own progress and see whether they need to spend more time studying or attending extra tuition classes with their trainer.

3.3 Cooperative Study

Learning with other students can make learning experience easier and more enjoyable. Students can work through the learning materials together and help each other to understand assessment requirements. In some cases, a student may be able to present a joint or group assignment or project.

3.4 Assessments

There are several ways learning will be assessed including: written, practical assessments, role plays, projects, questions & answers, verbal discussions in class. There are several types of assignments that may be required. The following types of assignments are examples of what type of assessments would count towards a final result:

- Competency tests/assessments
- Reflection books
- Practical exercises
- Role plays
- Case scenarios

3.5 Rules for Assessment

The assessment work submitted by a student as evidence of their knowledge, skills and experience must be their own work, be completed by themselves not by anyone else.

Cheating and plagiarism are not acceptable behaviors. 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 acknowledging that it came from another person.

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

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.

3.6 Submission of Assessments

3.6.1 Check assessment documents before submitting

When a student is ready to submit their assessment, it is important to make sure they have completed the following steps:

- The student has signed and dated where required throughout the assessment document/s, being submitted.
- The student has made and kept a photocopy and/or electronic copy of the assessment document/s they are submitting as record/evidence the work has been completed and submitted to Gallang Education & Training. Posted items are regularly lost in the mail and not all documents sent electronically make it to the expected recipient.
- The student has printed/identified their name clearly on the assessment document/s, to ensure it is very clear who is making the submission.
- The student has submitted all other work required to support their assessment

3.6.2 Re-submitting assessment

Once the student's work is received by Gallang Education & Training, it will be assessed, and the student will be advised of the outcome. If the student is required to re-submit the assessment or if more information is required, the student will be notified by Gallang Education & Training.

There are cases where the work submitted by the student is given an outcome of Not Yet Competent (NYC). In these cases, the student is provided with feedback and given an opportunity to resubmit the work.

A student is provided with two (2) opportunities to resubmit their work. If after the final attempt, they are still determined to be NYC the student is advised that:

- There is no further opportunity to resubmit their work for assessment, and
- If they want to continue with the course, they will need to re-enroll in the course, which includes payment of student fees.

Any outstanding debt from their previous enrolment will have to be finalised before re-enrolment will be able to proceed.

3.6.3 *Submission of assessments as per training plan timetable*

So as to ensure students progress through their course as per the training plan timetable, they must submit ALL assessment tasks for a unit of competency before they are allowed to commence the next unit of competency identified in their training plan timetable.

3.7 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/

4. CREDIT TRANSFER, RECOGNITION OF PRIOR LEARNING & ACCELERATED PROGRESSION

4.1 Credit Transfer

Credit Transfer (CT) is the granting of credit for previous study (advanced standing) based on previous formal study undertaken in an Australian academic institution.

The content of the previous formal study must exactly match the content of the unit/s of competency) 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 of 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.

The general policy for credit transfer is as follows:

- Credit transfer is the recognition of formal studies successfully completed prior to the enrolment a student is seeking from Gallang Education & Training.
- The assessment of credit is based on documentary evidence of past formal studies.
- Credit is offered when the assessor is satisfied that if credit is granted in a unit/s of competency it shall satisfy pre-requisites and Training Package requirements of that unit/qualification.
- The assessment of credit needs to be approved by the appropriate position, either RTO Manager or Lead Trainer/Assessor.
- Any course or credential being used to apply for credit needs to be certified.

The student is responsible for providing Gallang Education & Training with an up to date, authentic certified copy of any and all previous study for which credit transfer is being sought.

Note: There is no cost for credit transfer, which will be discussed at enrolment. Students are required to enroll in unit/s of competency in which credit is being sought and no fee will be charged.

4.1.1 Credit Transfer Checklist: Student:

The student:

- Consults with Enrolment Officer to determine the amount of credit, which may be available based on past formal studies.

- Enrolls in the course by completing the enrolment form, noting the units for which they are requiring a credit transfer. (Credit transfer applications will not be considered if the student has not enrolled in a course.)
- Submits the completed enrolment form and transcripts of previous academic results to the Enrolment Officer. Students will be notified of the decision as soon as possible.

If the credit transfer application is successful, the applicant 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.

4.1.2 How Is Credit Transfer Different to Recognition of Prior Learning (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.

4.2 Recognition of Prior Learning

Recognition of Prior Learning (RPL) recognizes what you have already learnt, from life experiences, from work experiences both paid and unpaid or from any relevant training. This enables an RTO to assess an application against the course the student wants to undertake. If the student is able to provide adequate evidence to prove they are competent in a particular unit of competency they will not have to study that unit.

In summary, RPL is an assessment-only process that assesses the competency of an individual—competency which may have been acquired through formal, non-formal and/or informal learning. Using the RPL process is not an easy way to achieve a qualification. It is not a matter of time served or amount of experience but 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. Fees for RPL are the same as if the student had enrolled in the unit/s of competency they are seeking RPL for. If a student is interested in RPL they will need to talk with a Gallang Education & Training representative.

4.3 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.)

5. STUDENT SUPPORT

5.1 Reasonable Adjustment

Reasonable adjustment is a term used in the education, employment and VET sectors to refer to any modification made to the learning environment, training delivery or assessment method to help students with disability or ongoing ill health to access and participate in education and training on the same basis as those without disability or ongoing ill health.

Reasonable adjustment as it applies to participation in learning and assessment activities may include:

- Customising resources or activities within a training package or accredited course
- Modifying a presentation medium

- Providing additional support
- Providing assistive or adaptive technologies
- Making additional information accessible both before enrolment and during the course; and
- Monitoring these adjustments to ensure that the student's needs continue to be met.

Reasonable adjustment is not designed to give a student with disability or ongoing ill health an advantage over other students, to change course standards or outcome, or to guarantee success.

In assessing whether a particular adjustment for a student is reasonable, relevant circumstances and interests need to be considered including the:

- Student's disability or ongoing ill health
- Views of the student
- Effect of the adjustment on the student, including the effect on the student's:
 - Ability to achieve learning outcomes
 - Ability to participate in courses or programs and
 - Independence.
- Effect the proposed adjustment on anyone else affected, including the education provider, staff and other students; and
- Costs and benefits of making the adjustments.

Reasonable adjustment does not mean that all student requests are granted. It is about consultation and negotiation to determine what can reasonably be provided. Any adjustment is only reasonable in relation to a student with a disability or ongoing ill health if it balances the interests of all parties affected, this includes the RTO's interests.

Note, unjustifiable hardship is more than an inconvenience or a relatively minor expense. It may relate to severe financial hardship, technical limitations or heritage considerations. For more information on unjustifiable hardship, visit the [Australian Human Rights Commission](https://www.humanrights.gov.au/) website.

5.2 Access and Equity

The ASQA Glossary of terms (<https://www.asqa.gov.au/standards/appendices/glossary>) states access and equity *“means policies and approaches aimed at ensuring that VET is responsive to the individual needs of clients whose age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment or remote location may present a barrier to access, participation and the achievement of suitable outcomes.”*

Further the Standards for RTOs require all RTOs identify and respond to student's needs, typically through the provision of educational and support services.

Disclosure of disability or ongoing ill health is the student's choice and is not a requirement for participation in a VET course or program. However, Gallang Education & Training recognises that encouraging students to share information about the impact of their disability or ongoing ill health on their learning early in their engagement with Gallang Education & Training helps make timely reasonable adjustments. To this end Gallang Education & Training asked a question about disability/special requirements on the enrolment form.

Gallang Education & Training cannot force any student to disclose a disability and engage in reasonable adjustments, but Gallang Education & Training works to reduce the discomfort of

disclosure by providing clear information about:

- The opportunity for all students to have the assessment process tailored to meet their needs; and
- The processes involved in working with each student to develop a suitable assessment strategy.

5.3 Language Literacy and Numeracy (LLN)

As part of the Gallang Education & Training enrolment application assessment process each student is provided a copy of the Gallang Education & Training LLN Kit. This must be completed before a student can commence training with Gallang Education & Training as it is a significant factor in determining a student's eligibility to enroll.

Where literacy and numeracy deficiencies are identified, Gallang Education & Training 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.

5.4 Overseas Qualifications

If a student has overseas qualifications, it is suggested they may first wish to have them recognised through the overseas qualifications process. Where possible Gallang Education & Training provides general advice to students in this situation, for example:

- Documents and qualifications will need to be certified, and
- Documents must be in English or translated into English.

6. ISSUANCE OF AWARDS & STATEMENTS OF ATTAINMENT

Gallang Education & Training will issue AQF certification:

- Only to students who it has assessed as meeting the requirements of the training product specified in the relevant training package and
- Within 30 calendar days of the student being assessed as meeting the requirements of the training product and providing all agreed fees the student owes to the Gallang Education & Training have been paid. (Clause 3.3 of the Standards for RTOs).

7. STUDENT STANDARD OF BEHAVIOUR

7.1 Obligations of a Student

The emphasis at Gallang Education & Training is on students exercising rules of common sense and common courtesy. As a student, a Gallang Education & Training student has an obligation to:

- Treat all people, and their property, with respect and consideration
- Attend all classes as scheduled and on time
- 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.
- Pay student fees
- 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.

7.2 Rights/Expectations of a Student

As a student, a Gallang Education & Training student has a right to expect to be:

- 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
- Have access to services such as counselling and language support.

7.3 Misconduct

Gallang Education & Training expects students to participate with a commitment to the completion of their studies, including regularly submitting assessment items, attending scheduled classes and behaving in a manner that does not contravene workplace health and safety or the principle of respect for others. Gallang Education & Training views student misconduct seriously.

Student misconduct is any behavior of a student which:

- Disrupts the learning of others
- Prevents Gallang Education & Training staff members from performing their duties
- Endangers the health and safety of staff, students or the public
- Interferes with the conduct of Gallang Education & Training operations.

Students are expected to behave in an honest, respectful manner appropriate for a learning environment, and in a way that will uphold the integrity of Gallang Education & Training.

Consequences of student misconduct vary up to and including expulsion from the course. Examples of student misconduct include, but are not limited to:

- Academic misconduct including plagiarism and cheating
- Harassment, bullying and/or discrimination
- Physical and / or verbal abuse
- Failing to comply with directions
- Falsifying information
- Any behavior or act that is against the law, including vandalism and theft

- Any behavior that endangers the health, safety and wellbeing of others
- Intentionally damaging equipment, materials or reputation belonging to Gallang Education & Training and/or a partner organisation such as a school or workplace.

7.4 Disciplinary Action

Consequences for misconduct will depend on the severity and frequency of the behaviors/s. In cases of either minor or major misconduct Gallang Education & Training reserves the right to immediately suspend a student from training to allow sufficient time (up to five (5) business days) to investigate the matter.

Once the investigation has been completed the student is notified in writing and given the 'right to respond'. This is usually a further five (5) business days but the timeframes can be changed to accommodate the needs of the investigation and the parties.

Whilst suspended a student is not entitled to enter a Gallang Education & Training premises.

If the student is an apprentice or trainee DESBT will be immediately contacted.

Consequences for misconduct include, but are not limited to:

- Formal reprimand (warning)
- Suspension from the course
- Student to reimburse the costs incurred by any damage caused
- Cancellation of the course without refund and/or credit
- The matter is referred to the police.

The following actions are examples of misconduct for which students would receive a **warning** from Gallang Education & Training:

- 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 other students and staff.

Gross misconduct could lead to a student being **excluded**, either for a set period or permanently. The following is an indication (though not exhaustive) of where gross misconduct could lead to exclusion.

- Willful 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 Gallang Education & Training's premises or delivery site
- Theft or willful damage to property belonging to a student, member of staff or the organisation.

7.5 Academic Misconduct

7.5.1 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 student's examination papers.

7.5.2 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-authorized tape recording of lectures.

7.5.3 Complicity

Any student who voluntarily and consciously aids another student in the commission of one (1) or more of the above-mentioned offences is also guilty of the offence of academic misconduct.

7.6 **Feedback and Complaints**

Gallang Education & Training welcomes feedback, both positive and negative. If a student has a problem, complaint or suggestion, Gallang Education & Training encourages students to contact a Student Support Officer or any staff to lodge their complaint, either express it verbally, or put it in writing.

7.7 **Dress Code**

In keeping with the adult orientation of Gallang Education & Training no uniform is set, but students should dress appropriately and comfortably. Students are expected to always be dressed neat and tidy.

Some training and/or assessment may demand certain clothing to meet industry standard requirements or for safety reasons, for example the requirement to wear closed footwear.

7.8 **Attendance**

Students are expected to attend all nominated classes – be they physical face to face classes or classes provided via Zoom or other electronic means. It is possible that frequent absences could jeopardize a student's performance in a particular course.

Poor attendance, even for genuine reasons, may mean that the requirement for a qualification is ultimately not met by the student, leading to the non-completion of a course. Trainers also keep an attendance roll for each lesson/class.

Gallang Education & Training respects and recognizes sorry business and students will be given

time off to attend it.

7.9 Smoking, Drugs and Alcohol

Students are requested to respect other people's right to a productive learning environment and refrain from using alcohol, social drugs and smoking on Gallang Education & Training's premises and other delivery sites

Gallang Education & Training is a smoke-free workplace. Smoking is prohibited in all buildings and only permissible at designated locations away from building entrances. There is to be no smoking within four (4) meters of a building entrance.

Any student under the influence of drugs and/or alcohol is not permitted on Gallang Education & Training premises, to use Gallang Education & Training facilities or equipment, or to engage in any Gallang Education & Training activity.

These rules apply equally to students, employees, contractors and other visitors to the organisation. GET complies with all relevant legislative requirements around this topic. Where a student is affected by alcohol or drugs, 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.

7.10 Bullying

Any student who is worried or concerned about bullying should speak to a member of Gallang Education & Training staff. any students have been identified as being involved in bullying other Students will be disciplined.

7.11 Damage to Property

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

7.12 Gambling

Gambling is prohibited on any Gallang Education & Training premises.

8. FEES, CHARGES & REFUNDS

8.1 Payment of Fees

Fees are levied on all courses, details of which are contained in the relevant Course Information Booklet and as per the Gallang Education & Training Fee Schedule.

The fees to be paid will depend on whether:

- There is a government subsidy available for the course chosen and the student meets the eligibility criteria for this subsidy. (For example, the Department of Employment, Small Business and Training (DESBT), Queensland VET Investment Program Higher-Level Skills)

OR

- The student is paying for the course themselves through a fee for service arrangement

OR

- An employer or another agency is subsidising the course for the student.

Applications are taken and then confirmed with potential students, confirming enrolment in a course once all documentation has been submitted and fee payment arrangements finalised, including 'time to pay' arrangements.

Course fees must be paid via Bank Transfer directly to account details provided on the invoice sent to the student or other party who is responsible for the payment of the fees.

Note:

- A student will be unable to commence a course (or progress through the course) if the course fees have not been paid.
- If fees are outstanding at the completion of a course the student will not be issued with an award/certification until such time as the fees are paid.
- A student whose fees are in arrears may have their enrolment suspended or cancelled unless prior arrangements have been made with Gallang Education & Training.
- A student (or other specified party) is liable for the financial commitment to Gallang Education & Training for the duration of the course.
- If the services of a professional collection agency are required for the collection of overdue fees, the student will be responsible for the fees incurred in engaging this service.

8.2 DESBT Higher Level Skills Program

The Department of Employment, Small Business and Training (DESBT), Queensland VET Investment Program Higher-Level Skills program is mentioned earlier in this section. Under this program, students must contribute to the costs of training and assessment services for certificate IV level (and above qualifications or priority skills sets). Students must also meet the participant eligibility criteria determined by DESBT.

The qualification *CHC43315 Certificate IV in Mental Health* is available to eligible students through Gallang Education & Training and the following Student Contribution Fees apply:

- Concessional \$150 (Payable at enrolment) - \$150
- Non – concessional (Payable at enrolment) - \$300

More information is available in the Course Information Booklet for this qualification.

8.3 Fee Refund

Should a student withdraw from a course for any reason, a full or partial refund may be applicable, as per the [Gallang Education & Training Fees, Charges & Refund Policy](#).

Students experiencing these circumstances should contact Gallang Education & Training to discuss their individual circumstances.

9. COMPLAINTS & APPEALS

Whilst as a student, an individual can lodge an appeal if they disagree with a decision regarding an assessment outcome. Students are encouraged to speak with their trainer/assessor in the first instance. If they are not satisfied with the outcome of that discussion, a student may request a formal review of the assessment decision as per the [Gallang Education & Training Complaints and Appeals Policy](#).

A student can also make a complaint about:

- Academic matters
- Non-academic matters

- Non-academic matters from persons seeking to enroll with Gallang Education & Training in a course or unit of study.

10. PRIVACY & STUDENT RECORDS

10.1 Privacy

Gallang Education & Training considers a student's privacy to be of the utmost importance and strongly supports the privacy and confidentiality of its students in all aspects of its business operations. Information is collected and stored in accordance with the *Privacy Act 1988 (Commonwealth)* and *Australian Privacy Principles 2014*.

Certain general, non-specific information such as location, sex, age and results may be passed on to agencies to inform future funding arrangements and/or statistical data gathering requirements. Gallang Education & Training will not give out student information to any person or agency without their permission unless Gallang Education & Training is required by law.

More information is available in the [Gallang Education & Training Privacy Policy](#).

10.2 Access to Records

Students have the right to request information or have access to their own individual records. If a student wishes to access their student file, they need to direct their enquiry to their trainer who will be able to provide the requested information or access.

If a student wishes to access any hard copy records, they may be required to attend the offices of Gallang Education & Training and provide suitable photo identification, such as a current driver's license or passport, prior to access being granted.

The student will be able to view all records privately.

10.3 Information Collected from E-Mail

E-mail from a student will be treated as a public record and will be retained.

Gallang Education & Training will not add any details from your e-mail to a mailing list, nor will Gallang Education & Training disclose any details to third parties without consent, or unless permitted or required by law. Our server may monitor e-mail traffic for system troubleshooting and maintenance purposes only.

10.4 Information Collected from Website Transactions

Unless an individual specifically provides Gallang Education & Training their details, such as subscribing to a service, enrolling in a course, filling in a survey or completing an online communication, Gallang Education & Training will not collect any personal information about this person.

Although cookies (programming that recognises you from previous visits) are not currently used on this site, they may be used in the future to verify who users are when they are accessing personalised areas of our site. In the event of a cookie being created students will be made aware of this, and the reason why.

In order for Gallang Education & Training 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 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.

10.5 Photos

Photos may be requested by Gallang Education & Training and 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. Students are informed of what the photos will be used for. This could include social media, publicity or training purposes.

10.6 Updating Student Records

It is the responsibility of the student to keep Gallang Education & Training informed of and up to date with all related personal information, especially details of addresses and contact details. To achieve this, students must notify Gallang Education & Training (in a timely manner) of changes to the following data:

- Name, title or marital status
- Addresses - local, home or postal
- Contact phone number and email address.

Failing to provide Gallang Education & Training with full and accurate information about themselves (in a timely manner when there are changes) could have an adverse effect, for example:

- In terms of timetabling examinations or ensuring that important correspondence reaches them.
- If a student is not able to be contacted and has not attended classes or submitted assessment, they may be withdrawn from their course.

10.7 Records Management

Gallang Education & Training acknowledges that student records are imperative to ensuring the smooth coordination of a student's training and assessment. The minimum standard for student records management is that all student records:

- Are well maintained,
- Contain accurate, complete and current information
- Are retained as per regulatory and legislative requirements and
- Are disposed of as per regulatory and legislative requirements.

More information is available in the [Gallang Education & Training Records Management Policy](#).

11. QUALITY MANAGEMENT FOCUS

11.1 Continuous Improvement

Gallang Education & Training has a commitment to providing quality service and a focus on continuous improvement. Gallang Education & Training values feedback from clients, including

students, staff and employers for incorporation into our operations and future programs.

While there is an 'Opportunity for Improvement' form available from Gallang Education & Training administration an email providing details of your concerns and suggestions will be sufficient to engage in discussions. Examples of suggestions which can be made include:

- Improvement of courses including delivery, assessment and resources
- Improvement of working conditions, facilities and management
- Complaints and suggestions
- Workplace health and safety

These forms or emails should be provided to the RTO Manager or posted in the mail.

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 Gallang Education & Training'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.

11.2 Student Handling

Gallang Education & Training meets the required student handling and management 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.

12. LEGISLATION, STANDARDS & GUIDELINES

As a registered training organisation, Gallang Education & Training is required to adhere to wide variety of legislation, standards and guidelines, specific examples include:

12.1 Cultural Safety

The term cultural safety in the context of this handbook and the courses provided by Gallang Education & Training is being used to demonstrate a commitment to provide training and assessment services that are welcoming and respectful of indigenous culture.

It is about connecting with and drawing upon cultural knowledge to apply cultural protocols and obligations to the training and assessment services developed and delivered by Gallang Education & Training for both indigenous and non-indigenous students.

12.2 Workplace Health & Safety

Gallang Education & Training recognizes workplace health and safety is an essential part of all its activities and aims to safeguard, so far as is reasonably practicable, the health, safety and welfare at work of all its staff, students and visitors. Gallang Education & Training works to

ensure good safety practice as normal.

Gallang Education & Training acknowledges it has a legal responsibility to provide a safe environment for students and staff who in turn have a responsibility to look after their own safety and that of others. This means that students and staff must:

- Acquaint themselves with the health & safety regulations
- Observe all safety regulations imposed by Gallang Education & Training, including all safety related signs.
- Not interfere with fire extinguishers, fire notices or anything else provided for safety.
- Report anything that might cause an accident.

12.3 Harassment

Gallang Education & Training acknowledges all staff and students have a right to be treated fairly and to work and learn in an environment free of harassment or discrimination based on sex, race, marital status, age or disability, or in relation to breach of duties, conflict of interest or corruption.

Students and staff are expected to 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.

12.4 Sexual harassment

Sexual harassment is prohibited in Queensland under the Anti-Discrimination Act 1991 and complaints about sexual harassment can be made to the Queensland Anti-discrimination Commissioner.

The prohibition on sexual harassment applies in all areas of life including work, study and recreation.

Sexual harassment is any unwanted or unwelcome sexual behavior where a reasonable person would have anticipated the possibility that the person harassed would feel offended, humiliated or intimidated. What constitutes sexual harassment to one person may be acceptable to another. It is every student'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 A Gallang Education & Training staff member. Normally the Student's trainer/assessor should be approached, although if the allegation relates to that trainer/assessor then they should speak with the Student Support Officer.

12.5 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*
- *Further Education and Training Act 2014*
- *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*

16.6 Student Information Handbook Verification

Gallang Education & Training enrolment processes confirm students have been given access to and the opportunity to read and understand this Student Information Handbook prior to enrolling in a Gallang Education & Training course.

If there is any aspect or information in this Student Information Handbook which a student is unsure of, they are encouraged to contact Gallang Education & Training for clarification.