

Schrole DEVELOP Student Handbook 2020

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Welcome to Schrole DEVELOP

Welcome to Schrole DEVELOP and congratulations on your commitment to furthering your skills and knowledge, we are excited to support you with your learning journey. Our courses are designed by highly qualified staff with extensive industry and training experience which will give you the opportunity for every success in your chosen course.

This Student Handbook outlines a range of processes, procedures and information designed to support, assist, and guide you through your chosen course of study. Enclosed you will find information relating to all aspects of undertaking a training course with Schrole DEVELOP.

If you have any concerns or questions that are not covered in this handbook, please do not hesitate to contact us. All enquiries should be directed to our administration team (courses@etasgroup.edu.au) or by contacting Schrole DEVELOP's RTO Manager Jane Lawson (jane.lawson@schrole.edu.au). We trust you will enjoy your course with us and thank you for choosing to enrol with Schrole DEVELOP.

About Us

Schrole DEVELOP is a leading Registered Training Organisation (RTO #1967) specialising in delivering qualifications through highly customised training programs. Schrole DEVELOP prides itself on effective preparation, project management, quality assurance, and compliance with Standards for RTOs 2015, resulting in a robust and effective training service.

Through collaborative work with our students to ensure that each organisation's unique training needs are met, Schrole DEVELOP has become the RTO of choice for innovative partnerships with Australian and international companies. Schrole DEVELOP's international expansion has proven extremely successful; winning the support of the Mongolian government, mining companies and several international schools.

Schrole DEVELOP's courses and qualifications can be delivered through public workshops, contextualised onsite courses, self-paced learning, and/or live online classrooms.

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Nationally Accredited Training

Schrole DEVELOP offers the following accredited training as part of our scope of registration. Information on each course can be found on our website: www.schroledevelop.edu.au.

- BSB42015- Certificate IV in Leadership and Management (self-paced or face to face at our premises)
- BSB51918- Diploma of Leadership and Management (self-paced or work-based)
- TAE40116 – Certificate IV in Training and Assessment (in your workplace or face to face at our premises or online)
- TAE50216- Diploma of Training Design and Development (self-paced or work-based)

Getting here and Venue information

Schrole DEVELOP is located on the Ground Floor, 142 Hasler Road Osborne Park WA 6017.

To minimise Schrole DEVELOP’s impact on the environment, public transport is recommended as the best method for participants. We are located within walking distance from the Glendalough Train Station (1209 meters) and Transperth Bus 407 passes by our front door. The Transperth website can help you plan your journey: www.transperth.wa.gov.au

Smoking: Smoking is not permitted on Schrole DEVELOP’s premises at ANYTIME – inclusive of the car park

Food Storage and facilities: Our venue has a fridge, coffee facilities, male and female amenities.

Private Vehicle Parking: Please see below information for local area street parking and paid parking information.

Disabled access and parking: In the case of temporary special needs or disability support and parking – please contact our administration staff as we can accommodate special needs and disability support in terms of parking and access. courses@etasgroup.edu.au or phone 9230 7010.



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Pre-enrolment

Prior to enrolling into a chosen course of study, students are encouraged to read the student handbook to understand their role and responsibilities. Students should consider all the information provided in the student handbook to make an informed decision to ensure the course meets their needs. Students should pay particular attention to the course outlines to make certain your learning needs are met. Each course outline provides an overview of the course, the mode of delivery, the resources and support provided and who the course is aimed at. Students should think about if the course will meet their individual learning needs.

Schrole DEVELOP is available to support every student and to discuss their learning needs. Please contact us to discuss how we can support you in your studies.

Language Literacy and Numeracy and Learning support

As part of the enrolment process, individuals are required to complete a language, literacy, and numeracy skills assessment. This allows the facilitator to determine the support that is required throughout the course. The LLN skills assessment will be emailed to you upon receipt of your completed enrolment form. Please submit the completed skills assessment at least two days prior to the course start date.

Learners have access to the assessors for assessment support and complimentary workshops are available for learners requiring additional support with assessments. For further information please contact our training team on 9230 7010.

As Schrole DEVELOP predominantly works directly with organisations, often learner needs will be highlighted by the employer/manager and actions/support will be put in place prior to attendance. If learning support is needed this is generally administered by the trainer and assessor by negotiation with the employer and the student.

Schrole DEVELOP uses the [Australian Core Skills Framework](#) to determine learning foundation skill levels and where support may be needed.

Learning support can be supplied and will be made by appointment as well as during and after course times. Contact your trainer or our office to organise designated learning support.

Where there is perceived difficulty in achieving learning goals, discussion with the student will be encouraged. Information will be provided about possible alternative pathways to achieve goals, options/choice to overcome barriers and ways to access a supportive network. This information will vary according to the individual needs of the student.

Schrole DEVELOP encourages students to contact us to discuss specific learning needs so we can offer support with their studies. We will identify learner needs and offer the following support services:

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- Mentoring sessions with a Schrole DEVELOP facilitator where required
- Internal IT support
- Learning materials printed in larger size where required
- Allow extra time to complete assessment activities
- Reasonable adjustment during assessments
- Limited Language, Literacy and Numeracy support internally, or referral to external agencies such as the Australian Dyslexia Association, Read Write Now, Reading and Writing Hotline, TIS – Translation and Interpreting Service
- Referral to external agencies for mental health and general well-being such as ACA-Australian Counselling Association, Beyond Blue, Life without barriers, Lifeline, Mission Australia, National Disability Services, Senses, VISABILITY (formally the Association for the Blind of WA) and the WA Deaf Society Inc.

Access and Equity

Schrole DEVELOP is committed to providing opportunities to all people for advancement, regardless of their background. We ensure that our student selection criteria are non-discriminatory and provide fair access to training for the disadvantaged.

Trainers and assessors apply the principle of reasonable adjustment where it is relevant and appropriate. If a learner/client has a concern or query about an issue they should speak with the trainer in the first instance or the Schrole DEVELOP RTO Manager.

Where a learner identifies as a person with special and/or specific needs requiring reasonable adjustment, then strategies contained in the Government of Western Australia, Department of Training and Workforce Development, Reasonable adjustment: A guide to working with students with disability, 2nd Edition 2013, will be reviewed and used where appropriate.

Our Facilitators

Our facilitators are highly qualified and experienced having been trained to the highest level and hold the necessary qualifications to train and assess in the VET sector.

Our facilitators will be available to assist you throughout your course regardless of which mode of training you are participating in. This is to ensure you have the best opportunity to successfully reach your study goals. Extra learning support can be accessed if necessary by speaking to your course facilitator.

Competency Based Training, RPL and Credit Transfer

Schrole DEVELOP is registered to deliver and assess Nationally Recognised Training under the Vocational Education and Training Quality Framework. We provide competency based training and assessment towards qualifications which are issued under the Australian Qualifications Framework

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Competency is defined as:

"Competency is the consistent application of knowledge and skill to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments."

Flexible Delivery

Flexible delivery means providing training when it best suits the student and / or employer. Flexible delivery focuses on learning rather than teaching and to provide the best possible learning experience for the student. This means that the student has greater control over what, when and how they learn. Contact us to discuss possibilities of flexible delivery and learner directed pathways.

Credit Transfer (CT)

Schrole DEVELOP will accept and provide credit to learners for units of competency where these are evidenced by either an AQF certification document issued by any other RTO or AQF authorised issuing organisation, or, an authenticated VET transcript issued by the Registrar.

Students may apply for a credit transfer by submitting a copy of their original certificate /statement of attainment along with their enrolment. Schrole DEVELOP will email students a verification form to sign so the transcript can be verified. Please refer to our Recognition Policy on our website for further information.

Assessment (including Recognition of Prior Learning - RPL)

Assessment is a process of collecting evidence and making judgements on whether competency has been achieved. To achieve a 'COMPETENT' outcome you must satisfactorily complete all the requirements of your Unit of Competency.

Assessment, within competency-based approaches to learning, is criterion referenced. This means it identifies an individual's achievements of defined outcomes, rather than relating their performance to that of other learners or trainees.

Assessment methods used may include:

- a) Recognition of Prior Learning
- b) Demonstration, observation and simulations
- c) Work samples or portfolios of evidence
- d) Workbook activities or projects
- e) Role-plays
- f) Written questions
- g) Oral presentations

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Recognition of Prior Learning (RPL)

Recognition of prior learning is suitable for individuals who have evidence of previous skills and experience in a training and assessment environment. This could be experience from formal or informal education or previous work experience. If you believe you may be eligible for recognition of prior learning please complete the attached RPL application or contact us on 08 9230 7010 to speak to one of our experienced facilitators. Our policy on recognition or prior learning can be found on our website. RPL can be used to determine advanced standing or to determine a reduction in learning duration, within a training program, reduced assessment requirements or could be used as a process to bypass learning altogether.

All learners (or RPL candidates) are entitled to apply for eligibility for RPL in the course or qualification in which they are currently or wish to be enrolled in, however in the interest of fairness and likelihood of success a qualified assessor will determine whether or not a candidate is likely to be able to supply the relevant evidence to be a successful RPL candidate.

In all cases, the responsibility is on the learner to document and present evidence to justify a claim for RPL. The evidence may be collected from formal, non-formal and informal learning. RPL will be conducted with the same rigour as any other form of assessment and meets the principles of assessment and rules of evidence and is no means an easier pathway, but rather an alternative to a training and assessment pathway and will require significant attention to the evidence requirements of selected units.

Assessment Submission and Deadlines

Assessments which are not completed in class are to be submitted (within 30 days of the date of the last day of class or by written negotiation with your trainer) via Cloud Assess, Schrole DEVELOP’s Learning Management System. All students will be emailed their log in details before the course commences. Once you log on to the platform you will be taken through a trial of how to use it. All course materials can be accessed here and due dates for outstanding assessments will be set. Students will use the learning management system in the course and submit the assessments on the platform. The trainer will mark each assessment and provide feedback on the platform.

Extensions need to be requested in writing via email. One extension will be granted without any reasons necessary. Further extensions may require medical certification or other substantial requirements or extenuating circumstances evidence.

Assessment resubmissions and subsequent allowances

You are afforded a total of three (3) submissions for assessment in any one Module/Cluster or individually delivered unit after unsatisfactory results.

Upon assessment of the final submission if you are deemed Not Yet Competent you may choose to reenrol (there may be a cost) or engage the appeals process if you think you have not received appropriate results.

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Assessment Decisions

Assessment decisions are made by qualified and experienced Assessors who must ensure the Principles of Assessment and the Rules of Evidence are satisfied at all times. This means only supplied evidence is used to make assessment decisions.

Assessment Appeals

If you are not satisfied with the assessment decision, all candidates have the right to appeal see our complaints and appeals policy located on our website. Please note that all assessors are bound by the limitations and obligation of the Standards for RTO’s 2015 and the VET training Act 2011.

Records Management & Replacement / Re-issue of documentation

We maintain records of training and assessment for every learner. If a learner does not have an up-to-date copy of their training record (indicating progress) they are welcome to request one from the trainer or administration staff at any stage. If a learner needs a replacement Statement of Attainment or qualification after they have completed training, they must submit a written request to administration. (There may be administration costs for re-prints that have been lost or destroyed by students). Schrole DEVELOP can reproduce qualification/statements for 30 years from issuance in accordance with the RTO standards of the day. Please contact our should you require information on reissuing certifications.

Workplace Health and Safety

Schrole DEVELOP is committed to implementing, maintaining, and continuously improving Workplace Health and Safety in all training locations. The management of Schrole Group recognises that it has a responsibility to provide and maintain a safe environment for staff, students and visitors alike.

Schrole DEVELOP will conduct our own safety evaluation at your induction to your training facility. This will include the emergency evacuation procedure for your location if none exists.

Our training rooms have the Schrole Group Evacuation Plan which is placed on the walls in all training rooms and work areas throughout our training locations.

Schrole DEVELOP has nominated wardens whose role is to help you exit safely from the building in the event of an emergency evacuation. Wardens can be clearly identified by their yellow high visibility vests and caps. It is important that you respond to an emergency evacuation immediately and follow the warden’s instructions.

First aid facilities and a defibrillator are provided in the kitchen area at Schrole Group.

Schrole Group is a non-smoking site and smoking is prohibited in all areas including car parks.

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Under the Occupational Safety and Health Act 1984 and Regulations of 1996 it is a requirement to report all accidents and incidents in the workplace. All accidents and incidents must be reported using the Schrole Group accidents/incidents report form, which is available from administration.

Students rights and responsibilities

Schrole DEVELOP ask that you participate in the training with an open mind and maintain a positive attitude to your learning program, we ask that you adhere to our Student Code of Conduct:

- The right to be treated in a fair, equitable and respectful manner, regardless of age, gender, race, sexuality, religion or origin
- The right to access services and facilities as identified in the pre-enrolment information
- The right to learn in an environment that is free from discrimination and intimidation from others
- The right be taught by qualified trainers and assessors
- The right to learn in a safe environment free from hazards and risks
- No fees are payable in advance by employers or learners, fees are payable upon the attendance of at least part of one training or assessment session. Any pre-payment is purely voluntary on the employer or students’ part.
- RPL may be explored by all students (eligibility is not guaranteed and is subject to prior experience and skills)
- The right to have access our complaints and appeals policy to resolve disputes and issues. Please review our complaints and appeals policy located on our website.
- Learners or employers may be entitled to a refund in accordance with our refund policy which is located on our website

Students Code of Conduct:

- Be respectful of cultural and social diversity whilst training with us
- Collaborate and contribute to the learning environment with your peers
- Comply with our policies and procedures whilst training with our organisation
- Be actively involved in the training program to give yourself the best learning outcomes. Observations of your participation are part of the assessment process
- Manage your study time effectively to give yourself the best opportunity to meet the performance criteria
- Acknowledge that in some cases the qualifications you are enrolled in may be required by legislation and possession of some higher level qualifications may not count towards RPL or credit due to the nature of the training package or standard.
- Commit to training and assessment wholly and ensure all work is your own and cannot be attributed to another’s work, see plagiarism and collusion.
- Submit assessments within deadlines
- Attendance in face to face training sessions is expected to be 100% (absences must be explained, and alternative attendance may be required)
- Use the IT and WIFI facilities in accordance with relevant laws and responsible use practices for the purpose of education and training during your studies.

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Plagiarism and Collusion

Any work submitted for assessment which is found to be fraudulent for reasons of collusion or plagiarism will result in Not Yet Competent (NYC) being recorded for the work submitted.

Plagiarism means presenting the work or property of another person as if it were one's own, without appropriate acknowledgment or referencing. It includes:

- copying or submitting new and original idea or production derived from an existing source
- using another person's ideas, work or research data without due acknowledgment
- copying of sentences or paragraphs from one or more sources which are the work or data of other persons. This includes material found on the internet
- submitting work which has been produced for you by someone else
- submitting work previously assessed for another candidate

Collusion, is to falsely represent the individual contribution of the assessment evidence. This occurs when the assessment has been completed as a part of a collaboration project, when the intent is to be wholly your own work. You can work together, however all work submitted must be significantly different to the work submitted by other members of the group.

If students have been found to have colluded, plagiarised or cheated, there are penalties and processes that are followed. Students may be reprimanded in any of the following ways:

- Not Yet Competent for all or part of the assessment
- Be required to repeat the assessment or complete a new assessment
- Meeting with the RTO Manager to discuss the collusion
- Cancel the students enrollment in the course

Breaches of Code of Conduct

All students are expected to take responsibility for their own learning and behaviour during both training and assessment. To ensure all learners receive an opportunity to access their learning, any learner who displays disruptive behaviour may be asked to leave the training session.

Disruptive behaviours may include but are not limited to:

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- being disrespectful to other participants and/or the trainer
- using offensive language or gestures
- harassment including sexual harassment
- acting in an unsafe manner that places themselves or others at risk
- collusion and/or plagiarism
- physical or verbal assault
- theft
- damage to property
- continued absence at required times, especially for assessments

Any breaches of discipline will result in the student being given one 'verbal warning'. Further breaches will result in instant removal from the training environment. Any person who is asked to leave a session has the right of appeal through our appeals process in writing within 14 days. Where a student is removed from the training environment for inappropriate behaviour or violation of the code of conduct all fees paid will be non-refundable.

Our Commitment to our students:

- Be treated with respect
- Have access to your personal information
- Be able to appeal assessment decisions or make complaints with confidence of no victimization
- Pursue your learning goals with support and understanding
- Be provided with all necessary resources to undertake your enrolled program
- Certifications will be issued in accordance with the AQF Issuance Policy.
- Training and assessment is provided in accordance with our registration as an RTO under the Training Accreditation Council and Standards for RTO's 2015. We are committed to high quality training and assessment in the delivery and assessment of Nationally Recognised Training and qualifications issued under the Australian Qualifications Framework.

Appeals and Complaints

All participants in Schrole DEVELOP training and assessment services have the right to lodge an appeal or complaint if they are dissatisfied with the services provided.

Before instituting an appeal or making a complaint, where reasonable it is preferred that the person or people concerned attempt resolution through discussion. You can find further information by downloading our complaints and appeals policy and accessing our complaints and appeals form on our website under about us/policies and documents.

Students have the right to submit an Appeal (including Academic Appeals) or Complaint and must be in writing using the process in the Schrole DEVELOP Complaints and Appeals Policy and the Schrole DEVELOP Complaint and Appeal Form.

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An Appeal or Complaint should be lodged as soon as possible in writing on an Complain and Appeal Form addressed to the RTO Manager. These forms are available on request or from our website. The Schrole DEVELOP RTO Manager and COO will conduct an investigation, assess the situation, and take appropriate action. If the complaint is related to training, the RTO Manager will arrange a meeting with the trainer and student to discuss the issue and seek resolution. Appeals or complaints related to administration matters will be investigated openly and as quickly as possible to resolve the issue.

In the event of an appeal or complaint against Schrole DEVELOP trainers and/or assessors involving an alleged breach of the law, the matter should be reported in the same way so that the appropriate action may be taken. If the issue is not resolved to the satisfaction of the complainant, the matter will be referred to the appropriate authority.

Schrole DEVELOP supports the rights of a student to lodge a grievance or complaint and will not impair that right in any way. Schrole DEVELOP will do everything possible to address all grievances or complaints in an unbiased and professional manner.

We endeavour to resolve all complaints and appeals within 60 calendar days of the initial application. Should Schrole DEVELOP require more than 60 calendar days the complainant will be notified in writing and reasons for the delay will be supplied. The complainant will be updated regularly regarding the progress of their complaint.

Compliant documentation and processes will be stored in accordance with relevant retention requirements according to regulatory standards in force at the time.

Privacy Policy

Schrole DEVELOP manages personal information in an open and transparent way. This is evident in the implementation of practices, procedures, and system we outline in this policy to ensures our compliance with the APPs. For further information please refer to the Schrole DEVELOP Privacy Policy available on our website.

National VET Data Policy - New Privacy Notice – 2019

Under the *Data Provision Requirements 2012*, Schrole DEVELOP is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on the enrolment form), may be used, or disclosed by Schrole DEVELOP for statistical, administrative, regulatory and research purposes. Schrole DEVELOP may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and NCVER.

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- Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:
 - populating authenticated VET transcripts;
 - facilitating statistics and research relating to education, including surveys and data linkage;
 - pre-populating RTO student enrolment forms;
 - understanding how the VET market operates, for policy, workforce planning and consumer information; and
 - administering VET, including program administration, regulation, monitoring and evaluation.

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

NCVER will collect, hold, use and disclose your personal information in accordance with the *Privacy Act 1988* (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au). The National VET data policy Schedule 1 holds further detail.

Responsible use of Social Media and Schrole DEVELOP IT and WIFI

Schrole DEVELOP has a Facebook and LinkedIn page and we invite you join our Facebook page and follow us on LinkedIn. All events, information and photos will be posted on this official Facebook page. Please be advised this page is managed daily and requires discipline in communication. Please refrain from defamatory or inappropriate language. Please do not create a new Facebook group or site using the name of Schrole DEVELOP, Schrole ETAS or ETAS Group or any similar name that may be seen to represent the RTO.

We also provide WIFI services at our locations and expressly prohibit any use of these services for purposes other than educational or research towards your training and assessment. Inappropriate use will be tracked by our monitoring systems and where necessary referred to employers and authorities if necessary.

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Issuance of Certification, Testamurs, Statements of Attainment

All Schrole DEVELOP graduates who have completed a program of learning that leads to the award of an AQF qualification are entitled to receive the following certification documentation on award of their qualification:

- A testamur, and
- A record of results, or
- Statement of Attainment

Students who complete *part* of the requirements of an AQF qualification in which they are enrolled are entitled to receive a Statement of Attainment. The issuance of a Statement of Attainment recognises that students do not always study a whole AQF qualification. They may choose to complete only a unit, a selection of units or a skill set of competence within Schrole DEVELOP scope or registration. The Schrole DEVELOP Statement of Attainment ensures it cannot be mistaken for a testamur for a full AQF qualification.

Certification - Eligible learners and timeframes

Schrole DEVELOP will only issue AQF certification documentation to a learner whom we have assessed as meeting the requirements of the training product as specified in the relevant training package and satisfied the rules of evidence. This award will be issued within 30 calendar days of the learner being assessed as meeting the requirements of the training product and providing all agreed fees the learner owes to Schrole DEVELOP have been paid. (This is not 30 days from your submission of assessment).

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Legislative Compliance

Schrole DEVELOP is subject to a variety of legislation which can impact on our training and assessment practices as well as general business practices. This legislation includes:

- [Standards for Registered Training Organisations 2015](#)
- [Equal Opportunity Act 1984](#)
- [Occupational Safety and Health Act 1984](#)
- [Human Rights Commission Act 1986](#)
- [Human Rights \(Sexual Conduct\) Act 1994](#)
- [Sex Discrimination Act 1984](#)
- [Disability Discrimination Act 1992](#)
- [Disability Standards for Education 2005](#)
- [Racial Discrimination Act 1975](#)
- [Age Discrimination Act 2004](#)
- [Privacy Act 1988 including the National Privacy Principles \(Regulations 2013\)](#)
- [Skilling Australia’s Workforce Act 2005](#)
- [Copyright Act 1968](#)
- [Copyright Amendment \(Online Infringement\) Act 2015](#)
- [Copyright Amendment \(Digital Agenda\) Act 2000](#)
- [Archives Act 1983](#)
- [Fair Work Act 2009](#)
- [Student Identifiers Act 2014](#)
- [Workplace Gender Equality Act 2012](#)
- [Independent Contractors Act 2006](#)
- [Mining Regulations 1981 \(WA\)](#)

All legislation can be accessed via www.legislation.gov.au and www.slp.wa.gov.au. Schrole DEVELOP will monitor changes to this legislation and where those changes affect Schrole DEVELOP operations, staff, student or stakeholders we will notify all personnel concerned.

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Unique Student Identifier (USI)

From 1 January 2015, all students doing national recognised training need to have a Unique Student Identifier (USI). A USI is a reference number made up of numbers and letters. Creating a USI is free. It creates a secure online record of your nationally recognised training that you can access anytime and anywhere, and it is yours for life.

The USI is linked to the National Vocational Education and Training (VET) Data Collection, and this means an individual's nationally recognised training and qualifications gained anywhere in Australia, from different training organisations, will be kept all together.

How to Obtain a USI

It is free and easy to create your own USI.

- **Step 1** Have at least one (1) or preferably two (2) forms of ID ready from the list below:
 - Driver's Licence
 - Medicare Card
 - Australian Passport
 - Visa (with Non-Australian Passport) for international students
 - Birth Certificate (Australian)
 - Certificate of Registration by Descent
 - Citizenship Certificate

Important: To ensure we keep all of your training records together, the USI will be linked to your name as it appears on the form of ID you used to create the USI. The personal details entered when you create a USI must match exactly with those on your form of ID. If you do not have proof of ID from the list above, you can contact Schrole DEVELOP about the other forms of ID we can accept to help you get a USI.

- **Step 2** Have your personal contact details ready (such as; email address, mobile number or address).
- **Step 3** Visit the USI website at: www.usi.gov.au
- **Step 4** Select the 'Create a USI' link and follow the steps.
- **Step 5** Agree to the Terms and Conditions.
- **Step 6** Follow the instructions to create a USI – it should only take a few minutes. Upon completion, the USI will be displayed on the screen. It will also be sent to your preferred method of contact.
- **Step 7** You should then write down the USI and keep it somewhere handy and safe.

If you have any questions or require help then please contact our team on 9230 7010.

Schrole DEVELOP will not issue AQF certification documentation to an individual without being in receipt of a verified Unique Student Identifier for that individual, unless an exemption applies under the [Student Identifiers Act 2014](#). Your USI is destroyed on all documents after verification and exists only in our secure Student Management system.

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Privacy policies and complaints

You can find further information on how the Registrar collects, uses and discloses the personal information about you in the Registrar’s Privacy Policy at www.usi.gov.au/Pages/privacy-policy.aspx or by contacting the Registrar at usi@industry.gov.au or telephone 13 38 73. The Registrar’s Privacy Policy contains information about how you may access and seek correction of the personal information held about you and how you may make a complaint about a breach of privacy by the Registrar in connection with the USI and how such complaints will be dealt with.

You may also make a complaint to the Information Commissioner about an interference with privacy pursuant to the Privacy Act, which includes the following:

- misuse or interference of or unauthorised collection, use, access, modification, or disclosure of USIs; and
- a failure by Us to destroy personal information collected by you only for the purpose of applying for a USI on your behalf.

For information about how Schrole DEVELOP collects, uses and discloses your personal information generally, including how you can make a complaint about a breach of privacy, please refer to Schrole DEVELOP privacy policy which can be found on our website.

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