

Participant Handbook



SYSTEC PL | RTO Code 21443

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Contact

The contents of this handbook are accurate at the time of publication but are updated regularly. Enquires about any information contained in this handbook or course content and fee is available from SysTec by contacting:

SysTec Technical Management Services

Phone: 03 94840086

Post Office Box Box 350 Northcote Victoria

Email: admin@systemec-pl.com.au

Web: www.systemec-pl.com.au

Introduction and welcome

SysTec PL is a privately owned company committed to providing its clients with the highest level of customer service in industry training, and technical management services. SysTec PL operates a nationally accredited Registered Training Organisation (RTO 21443).

SysTec PL Training Courses and operations are audited against the rigorous Australian Skills Quality Authority (ASQA). ASQA sets the benchmark for national training and assessment programs in Vocational Education and Training (VET) in Australia. The ASQA ensures that consistent, high quality training and assessment programs are delivered to clients in the VET sector

SysTec RTO (Registered Training Organisation) is committed to providing quality training products and services in support of the building, construction, civil construction, engineering manufacturing and associated other industries. SysTec RTO is committed to fair and flexible training and assessment to suit the needs of its clients and students via:

- on the job or off the job training
- conducting training at an agreed venue or at the client's premises
- providing flexible delivery through distance and online training

The following information is provided to prospective students in relation to enrolment and administration of training and the administration of Training and assessment activities. If you require further information, please contact our staff.

SysTec is a Delegate Signatory

SysTec is an Authorised Delegate of ASQA the National VET Regulator. This means that:

The Managing Director of SysTec has responsibility and authority for ensuring that SysTec:

- complies with the Standards for RTOs across all of its operations and in all of its training/assessment activities, including those undertaken by other persons or bodies on its behalf;
- provides for examination of documentation with reasonable access to all areas, records (including ASQA, Skills Victoria internal audit reports) and staff as required by ASQA for the purpose of audit;
- Complies with the Standards for RTO's in relation to the review process and uses these as a basis for continuous improvement;
- Application is made for any proposed extensions to Scope of Registration directly to the Regulator
- Makes available to the registering body, upon request, details of all operations, including operations in other States or Territories, within SysTec's Scope of Registration;
- Ensures notification is sent to the registering body (ASQA) if operations are commenced in any other State or Territory, including overseas, within 21 days of commencing operations;
- Provides the registering body with accurate and timely information in relation to registration and compliance.
- Is financially sound and it complies with all ATO requirements and engages the services of a qualified external Accountant, and will ensure that:
 - SysTec has financial management policies in place to protect students and complies with these policies
 - SysTecs registering body (ASQA) is provided with formal assurance that SysTec maintains sound financial management related to the Scope of Registration and will upon request upon request, provide certified accounts to ASQA
- SysTec accounts are certified, at least annually, by a qualified accountant, with membership of one of the following:
 - Certified Practicing Accountants Australia
 - The Institute of Chartered Accountants of Australia
 - The National Institute of Accountants or
 - Otherwise registered as an auditor with the Australian Securities & Investment Commission

Purpose of this handbook

Please read this handbook carefully it provides information on a range of issues relevant to completing studies with SysTec RTO. These include:

- Training & assessment services on offer
- Procedures for recognition of prior learning (RPL)
- Complaints and appeals processes
- Policies regarding safety and discrimination
- Information on the way training and assessment is conducted
- How and when assessments are conducted
- Assistance to students
- The privacy of your information.
- Student rights and responsibilities
- What SysTec must do for you

If you are unsure as to any aspect of the information contained in this book Please talk to our enrolment officer Phone 03 94840086.

SysTec complies with the National Vocational Education and Training Act and Training Regulator Act 2011.

Please read this information carefully when you complete sign your enrolment form, you are acknowledging that you have read this handbook and understand its contents.

What is a Registered Training Organisation (RTO?)

Registered Training Organisations (RTOs). RTOs are those training providers registered by the Australian Skills Quality Authority (ASQA) to deliver Vocational Education and Training services.

RTOs are recognised as providers of quality-assured and nationally recognised training and qualifications. A complete list of RTOs is maintained at training.gov.au

Only RTOs can:

- Deliver nationally recognised courses and accredited Australian Qualifications Framework (AQF) VET qualifications
- Apply for Australian, state and territory funding to deliver vocational education and training

Being registered by ASQA means an RTO must act in your best interests and meet the Standards for Registered Training Organisations 2015.

What does 'nationally recognised' mean?

This means that a course meets the standards required by industry and the qualification or statement of attainment you gain is recognised throughout Australia. Courses undertaken and qualifications issued by an RTO are recognised nationally. SysTec formally recognises all AQF qualifications and Statements of Attainment (SOA) issued by any other RTO.

Please contact us should you wish to investigate and be accredited for recognition of your prior qualifications.

SysTec RTOs can offer qualifications at the following levels:

- Certificates, II, III and IV and Diploma

The distinguishing features of these four qualification levels are:

Certificate II	Certificate III	Certificate IV	Diploma
<p>The competencies enable an individual with this qualification to:</p> <ul style="list-style-type: none"> • Demonstrate basic operational knowledge in a moderate range of areas • Apply a defined range of skills • Apply known solutions to limited range of predictable problems. • Perform a range of tasks theoretical knowledge • Apply a range of well develop skills • Apply known solutions to a variety of predictable problems • Perform processes that require a range of well-developed skills where some discretion and judgement is required • Interpret available information, using discretion and judgement • where choice between a limited range of options is required • Assess and record information from varied sources • Take limited responsibility for own outputs in work and learning 	<p>The competencies enable an individual with this qualification to:</p> <ul style="list-style-type: none"> • Demonstrate some relevant • Take responsibility for own outputs in work and learning • Take limited responsibility for the output of others • Take responsibility for own outputs in work and learning • Take limited responsibility for the output of others 	<p>The competencies enable an individual with this qualification to:</p> <ul style="list-style-type: none"> • Demonstrate understanding of a broad knowledge base incorporating some theoretical concepts • Apply solutions to a defined range of unpredictable problems • Identify and apply skill and knowledge areas to a wide variety of contexts with depth in some areas • Identify, analyse and evaluate information from a variety of sources • Take responsibility for own outputs in relation to specified quality standards • Take limited responsibility for the quantity and quality of the output of others 	<ul style="list-style-type: none"> • The competencies enable an individual with this qualification to: • Demonstrate understanding of a broad knowledge base incorporating theoretical concepts, with substantial depth in some areas • Analyse and plan approaches to technical problems or management requirements • Transfer and apply theoretical concepts and/or technical or creative skills to a range of situations • Evaluate information using it to forecast for planning or research purposes • Take responsibility for own outputs in relation to broad quantity and quality parameters • Take some responsibility for the achievement of group outcomes

Participant Rights and Responsibilities

All course participants have the right to

- Be treated fairly and with respect by staff and other course participants and without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socio-economic status.
- Learn in a supportive and stimulating environment
- Have access to support if required
- Privacy concerning records that contain personal information (subject to statutory requirements)
- Be given information about assessment procedures at the beginning of the competency/module
- Lodge an appeal or grievance without fear of retaliation or victimisation
- Have the principles of natural justice applied during any investigation process
- The right to work and study in a safe, clean, smoke free, orderly and cooperative environment
- The right to express and share ideas and to ask questions
- Expect the education and training they receive will be of a quality consistent with the Standards for Registered Training Organisations 2015, and contractual requirements by relevant state funding guidelines
- Be informed about personal information that is collected about them and the right to review and correct that information
- Have access to our consumer protection complaints system
- Be informed of any changes to courses, requirements or anything that affects students completing their enrolled courses

Course participant responsibilities

- All course participants have a responsibility to treat other participants and RTO staff with respect and fairness, follow any reasonable direction from a member of staff and supply accurate information to the RTO.
- Refrain from indecent or abusive language, drinking and eating in classrooms whilst a trainer is delivering a course.
- Behave responsibly by not littering, harassing fellow participants or staff, damaging, stealing, modifying or misusing RTO or others' property.
- Respect all SysTec RTO property and facilities and to respect the rights of others to use these facilities safely
- Behave responsibly by not possessing or being under the influence of drugs and alcohol.
- Refrain from using mobile telephones or any other electronic devices that may disrupt a class.
- Attend scheduled classes in a punctual manner
- Complete all assessment tasks honestly, and not engage in plagiarism, collusion or cheating
- Follow SysTec RTO safety practices, including wearing approved clothing and protective equipment and following both written and verbal directions given by RTO staff
- Not behave in a way that would offend, embarrass or threaten others
- Comply with all lawful regulations, rules or procedures of the RTO that pertain to the course participant.
- Pay all fees and charges levied by the RTO within the required time frames
- Attend all meetings called by the RTO to discuss course progress
- Meet or carry out all activities agreed with the RTO in relation to maintaining course progress
- Provide honest and constructive feedback to the RTO and its staff on the quality of training and service
- Respect the opinions of others and to engage in rational debate in areas of disagreement

A breach of conduct occurs when a course participant

- Assaults, attempts to assault or threatens a person on RTO premises
- Acts contrary to Equal Opportunity practices of the RTO which is committed to the prevention and elimination of discrimination on the grounds of age, impairment, industrial activity, lawful sexual activity, marital status, physical features, political belief or activity, pregnancy, race, religious belief or activity, gender, status as a parent and or personal association with a person who is identified by reference to any of the above attributes.
- Disobeys or disregards any lawful direction given by a staff member of the RTO
- Acts dishonestly or unfairly in connection with a test, assignment or other means of assessment conducted by the RTO
- Engages in any conduct or activity prejudicial to the management and good governance of the SysTec

RTO venue.

- Deliberately obstructs or attempts to deter any employee of the RTO in the performance of their duties
- Willfully damages or wrongfully deals with any RTO property
- Attends the RTO whilst under the influence of alcohol or affected by drugs or possesses, uses or traffics a drug of addiction or drug of dependence within the meaning of the Crimes Act 1958 or the Drugs Poisons and Controlled Substances Act 1981 or any Act in substitution thereof
- Carries or uses items such as firearms, knives, syringes etc as a weapon
- Fails by, or within the agreed required date or period, to pay any fee or charge payable to the RTO
- Fails to comply with workplace health and safety regulations or willfully places another person in a position of risk or danger
- Fails to consistently and regularly attend scheduled classes
- Behaves in a way that impacts on class learning or the performance of a trainer in the performance of their duties
- Constantly interrupts class time through the use or presence of mobile telephones or other electronic devices
- Uses abusive language to others
- Fails to attend meetings called to discuss course progress
- Fails to carry out actions, or engage in activities agreed with the RTO, to maintain course progress
- Fails to formally notify the RTO of a withdrawal from enrolment

Failure by course participants to comply may lead to:

- Warning (noted on file)
- Suspension from course
- Cancellation of enrolment

Feedback, Complaints and Appeals System

SysTec is committed to a process of continuous improvement based on feedback from students, VET Teachers and other stakeholders. We welcome comments which might help us to improve our services, products and processes.

Complaints and Appeals

A complaint is made when you are dissatisfied with a service offered or treatment received at SysTec.

An appeal is made when you disagree with an assessment result decision made by SysTec.

If you make a complaint or appeal;

- The complaint or appeal will be dealt with promptly; the actual length of time involved may vary in accordance with the complexities of the case. Under normal circumstances, you can expect a written response within 10 working days
- You will have the opportunity to present your case at each stage of the procedure
- You have the option of being accompanied/assisted by a third person (such as a family member, friend or counsellor)
- You will not be discriminated against or victimised

Before making a formal complaint please:

Try wherever possible, to resolve concerns or difficulties informally by talking to your Trainer. If the issue is not resolved please follow the process described below.

If you are unhappy or disagree with an assessment decision being deemed Not Yet Competent, you have two opportunities to correct and resubmit your assessments. You should, wherever possible, try to resolve concerns or difficulties with your trainer before making a formal complaint.

Formal Complaints and Appeals Process

Stage One

Formal complaints and appeals may be submitted to the SysTec administration Officer in writing, by email or by phone.

The Managing Director of SysTec will contact you to discuss the issue and if the issue cannot be closed out you will be sent a Complaints and grievance form to complete.

- Receipt of formal complaints and appeals will be acknowledged in writing within 2 working days of receipt
- The Manager will then assess the complaint/appeal, determine the outcome and advise you in writing of their decision within 10 working days. If the complaint/appeal cannot be solved within this time, the complainant will be informed in writing of the reasons within 10 working days and kept up to date on progress
- Where SysTec considers more than 60 calendar days are required to process and finalise the complaint or appeal, we will inform you in writing, including why more than 60 days are required, and maintain regular contact with the complainant/appellant on progress
- If you are unhappy with the decision from Stage One please see Stage Two.

Stage Two

- If you are not satisfied with the outcome of Stage One, You may contact the Managing Director directly and a formal face to face meeting with the Managing Director will be offered.
- After the meeting SysTec will provide a written report, including details of the reasons for the outcome, to the complainant on further steps taken to address the grievance or appeal within ten (10) working days.
- If the complainant is still dissatisfied with the outcome, then a mediator is appointed (the costs involved with mediation shall be borne by SysTec RTO, however if the complaint is deemed vexatious by ASQA SysTec may choose to recover costs).
- If the individual is still aggrieved by the final decision made by the mediator then they shall be informed of their right of appeal to the relevant Federal and or State government dispute resolution bodies and or training registration authority.

Participant enrolment and training process

Does the course of training contain prerequisites?

When the course guide states that there are Prerequisites, it means that there are preliminary courses or qualifications that need to be obtained before you can enroll in the subject you have chosen. It is important to review the course information for each course to determine if you hold the prerequisites before enrolling. If you do not have the prerequisite for a course we will try to assist you in understanding your options.

How do I enroll?

Enrolment and admission into some SysTec courses are subject to availability of and access to a workplace for demonstration of practical exercises. This may also involve access to some equipment or tools for courses in the Civil Construction Package. Please talk to the enrolment officer before you enroll

Enrolment can be initiated by:

1. Enrolling online: www.Systec-pl.com.au
2. Phoning: [03 94840086](tel:0394840086)

When enrolling by phone we will send you an enrolment form and information on the course(s) being considered. Where enrolling on line, enrolment will be completed online and relevant course information will be made available online.

Enrolment applications are assessed to ensure that the participant meets any prerequisites that have been set for the selected course. You will be informed of successful enrolment and sent information on the course including equipment and resources provided or required.

At The Commencement of face to face courses

Every course begins with an induction program including:

- Introduction to Training staff
- Overview of facilities, emergency procedures, housekeeping items
- Confirmation of the course being delivered
- The training and assessment procedures including method, format and purpose of assessment
- Qualifications to be issued

What is provided?

All fees will be paid according to the fee structure disclosed at time of enrolment. Course fees are usually all inclusive. Where this is not the case you will be formally notified of any changes prior to enrolment.

Inclusions:

- All training and assessments
- Support
- Any participant learner workbooks, handouts
- Classrooms and facilities
- Access to equipment necessary in the training (Unless otherwise stated).

Where additional resources normally associated with a program of study are required (e.g. reference material, research documents, own computer) the participant will be clearly advised of exactly what is required in the pre-course materials or enrolment confirmation for the program.

Course fees can be accessed from our [website](#) or by contacting our office. Our refund and cancellation policy and other terms and conditions are stated in the enrolment package and in this manual.

Support

All general participant course enquiries are to be directed to your trainer and assessor on the day of training. Additional support enquires are to be directed our office on 03 94840086

Distance based learning support

Your Trainer and Assessor will be in regular contact by email and phone throughout the duration of your course Your trainer will try to reply to emails within one. If you are concerned that your email has not been received please contact the Office on 03 94840086.

Assistance

We understand that completion of assessments takes time and effort. If you are experiencing difficulties please contact your trainer and assessor.

Wherever possible we will endeavor to assist participants through provision of (but not limited to)

- Personalised and confidential assistance where appropriate
- Access to Language and literacy resources
- Access to SysTec facilities.
- Access to appropriate external agencies

Language, Literacy and Numeracy (LLN) Assistance

SysTec is committed to providing a high quality education and training service for all students. We understand that some students may have difficulty in reading and writing or language, literacy and numeracy (LLN). This can affect the learning experience. SysTec offers assistance at every level to students having difficulty with Language and literacy issues please alert the administration team or Trainer and Assessor if you have any concerns

When you enroll you will be asked to undertake a self-assessment of your skills in language and basic numeracy.

Where there is a potential issue will endeavor to help you through adjusting the way we deliver or assess the courses you are enrolled in.

If we feel the gap in learning is too great we will provide you with some external contacts that will be able to assist you.

Reasonable adjustment

SysTec RTO recognises that in some cases adjustment to the learning and assessment methods used to better reflect their learning style.

SysTec will endeavor to make any reasonable adjustments to the methods used to deliver an outcome to students with needs provided the adjustments do not significantly affect the integrity of the learning and assessment process.

. Reasonable adjustments to accommodate requirements may include:

- Writing material in plain English
- Providing one on one assistance to learners with difficulties
- Reading written material to participants
- Providing a writer for participants who cannot write
- Providing an interpreter or provide documentation that has been translated
- Using signs, pictures and graphics
- Video recordings or participant demonstrating skills and verbally answering responses
- Interviewing the employer/supervisor about their work
- Asking participants to demonstrate their skills on-the-job.

Where adjustments are made a **declaration** is to be stated, describing how the assessment was adjusted and signed by the participant and the assessor.

Assessment

SysTec ensures that training and assessment activities:

- Meet the requirements of the relevant VET accredited qualification or course
- Will be conducted as per the principles of assessment and the rules of evidence
- That assessments are valid, fair flexible and reliable
- Will meet workplace and , regulatory requirements

- Are systematically validated
- Have been developed through effective consultation with industry

Training and assessments are conducted by trainers and assessors who have the necessary training and assessment competencies; relevant vocational competencies at least to the level being delivered or assessed; and can demonstrate current industry skills directly relevant to the training/assessment being undertaken.

Assessment methods can include but are not limited to practical demonstration, projects, case studies, oral questions, assignments, portfolios, written work, role plays or observation of activities. Assessments will usually involve both formative and summative assessment theory and demonstration

Assessment in a competency-based environment is based around the acquisition of knowledge and then a demonstrable use of that knowledge in a practical sense. For most of our courses, you will be required to undertake assessment of a theoretical nature and demonstrate skills or in a practical environment.

Submitting Authentic Work Cheating and Plagiarism

Submission of work that is not your own or wholesale copying of another's work without attribution is not permitted. Where this is found to have occurred, it may result in failure.

All work submitted must be your own work. SysTec may verify this in multiple ways:

- Confirmation and declaration on the assessment book for qualification (assessment summary sheet completed)
- Visual confirmation of assessments being completed
- Workplace supervisor verification
- Additional verbal questions given to participants in ad hoc telephone interviews
- Review of written materials to ensure style and quality consistency
- Comparison against texts

Where cases of are identified trainer and assessor will refer matters to the RTO Manager

Assessment attempts

Participants will be given up to three (3) attempts at any one assessment instrument. The trainer/assessor will mark C (Competent or NYC Not yet competent to indicate the assessment decision. Where NYC is indicated you will receive further training/coaching before re-assessment occurs.

If after the third attempt, participants are still deemed to have not satisfactorily met the assessment requirements, a re-evaluation will take place that will include a discussion with an independent assessor. (I.e. not the assessor who conducted the assessment) including a review of the assessment outcome.

Where a participant has failed to meet the competency standards of the assessment after further training has been undertaken a result of 'Not Yet Competent' will be recorded. The participant will be given the opportunity to be reassessed at a later time, or re-enroll into a future course to increase their level of competency.

If at any stage a participant feels that they were not being treated fairly in this process, an appeal can be lodged. Please refer to the complaints and appeals section.

Completion dates

All assessments must be submitted within the time frames specified by your trainer and assessor. If participants are unable to submit assessment an extension of the due date must be applied for.

Recognition of prior learning (RPL)

Recognition of prior learning (RPL) is a term used to describe a process where by a student submits sufficient evidence to verify they already have, through a combination of experience and formal and informal learning, the ability to demonstrate the competencies associated with a qualification or accredited unit.

To apply for RPL there will be the need to conduct an interview where the trainer and assessor will determine your suitability for RPL application.

After submission of evidence trainers and assessors will decide to accept the evidence as partial or full credit for a unit or reject the application.

An RPL interview and kit may be accessed by contacting our office.

When compiling RPL documentary evidence you may include the following documentary evidence, but not limited to:

- Formal qualifications, certificates, and results transcripts
- Portfolios examples of work
- Training record book or learning logs;
- Details of unaccredited courses, development activities
- Recent referees – references, letters from previous employers or supervisors
- Third party reports –
- Samples of projects, Work or other evidence
- Resume or work history
- Position Description and roles

Credit transfer

In order to receive credit transfer, the participant is required to provide the original or a JP certified copy of the AQF qualification and transcript of results or statement of attainment issued by another Registered Training Organisation.

Assessment records

SysTec complies with its obligations to ensure the accuracy, integrity and currency of records and the privacy of students and participants.

Individual participant records will be stored in a secure office area. The electronic records are stored in our Student management system and are protected by password access.

Electronic records are backed up daily to multiple drives and off site. Records will be kept for a period of 30 years in electronic format

Paper based records will be scanned and securely shredded every six (6) months in accordance with the ASQA directions.

Access to individual Participant training records will be granted to:

- The Trainer and assessor to update the records who they work with
- Administrative staff responsible for student management
- Management staff as required
- Officers of ASQA or their representatives for activities required under the Standards for Registered Training Organisation's.

Or those required by law such as:

- People as permitted by law to access these records (e.g. subpoena, search warrants, social service benefits)
- Participants authorising releases of specific information to third parties in writing
- The participants themselves, after making application in writing.

Certificates

Testamur

The Testamur for an AQF qualification issued identifies with the words 'The qualification is recognised within the Australian Qualifications Framework' or the use of any AQF logo authorised by the AQF Council

- SysTec RTO maintains a register of all AQF qualifications that are issued
- SysTec RTO uses the NRT logo in accordance with its conditions of use.

Statement of Attainment

- Statements of Attainment do not include the Australian Qualifications Framework (AQF) words or logo
- SysTec RTO uses the NRT logo in accordance with current conditions of use
- SysTec RTO has developed a Statement of Attainment template to ensure that it cannot be mistaken for a full AQF qualification
- The words 'Statement of Attainment' is placed prominently at the top of the document.

To reduce fraudulent reproduction

- All Testamurs and Statements of Attainment will have an identification number that is unique to the course participant who completed the course.
- The course participant's record of results will be placed on the back of the Testamur and or Statement of Attainment.
- To ensure templates (WorkSafe included) remain compliant and current, they will be regularly updated.
- Electronic copies of course participant data will be maintained in SysTec's RTO Student Management System and back-ups maintained.

Where the candidate requests a new copy of his/her certification the following fees apply:

- Statement of attainment \$50.00+GST
- Accreditation card (ID Card) \$50.00+GST
- Qualification (with Academic Transcript) \$50.00+GST

Requests for re-prints are required in writing and are to provide the following details:

1. Full Name (as presented on drivers licence)
2. Current mailing address
3. Course name and name of unit of competency (if known)

Financial Fealty Fees, Charges and refunds

SysTec complies with all legal requirements relating to financial transactions and protection of student fees. We do not collect any more than \$1,500 per individual in advance of the course. We also maintain all business insurances and Fees are clearly disclosed in written confirmation prior to enrolment in a course.

For group bookings, we will invoice the company/employer contact upon commencement of the course. Our standard terms are 14 days.

Course fees are due and payable as specified on the tax invoice or at time of online enrolment.

RPL Fees and Charges

When you apply for an RPL the interview will be free of charge. During this time a price will be provided. This will generally be around 80% of the course cost.

Where you not able to achieve the full qualification through RPL and gap training is required, a training plan and costing structure will be determined.

Cancellations and refunds

Cancellation/Withdrawal prior to course commencement

Should a cancellation of enrolment be advised more than ten (10) working days prior to the course, the course participant can be enrolled into a future equivalent course or may request a full refund.

Should a cancellation of enrolment be advised within three (3) to ten (10) working days prior to the course, no refund is applicable. The full fee will be credited towards another SysTec RTO training course and must be used within twelve (12) months by the enrolled course participant or nominated substitute or it will be forfeited.

Should a cancellation of enrolment be advised less than three (3) working days prior to the course no refund is applicable. A non-transferable fee of 20% is charged to cover incurred administration costs. The remaining 80% is credited towards another SysTec RTO training course and must be used within twelve (12) months or it will be forfeited.

When no notice is given of non-attendance, no refund or transfer is applicable and the full fee is forfeited.

In cases of medical or financial hardship (documentation to be supplied by course participant) where notification is received within five (5) working days prior to the commencement of a course, up to 100% of the fees may be refunded less the non-refundable booking fee (20%).

Withdrawal after course commencement

Cancellations and request for change must be made in writing and sent to systec@systec-pl.com.au.

Upon receipt of written confirmation of withdrawal from a course the course participant will be offered the opportunity to reschedule.

If the student would not like to reschedule they must complete a Refund Application.

When a refund is payable this will be forwarded to the course participant within ten (10) business days of receipt of written notification and or supply of supporting documentation.

An administrative (20% of course) fee is payable upon cancellation.

Where a course participant supplies a medical certificate or documentation of financial hardship within five (5) days of course commencement then they will be entitled to a full refund.

A list of refunds will be maintained in the Student Management System.

Privacy

SysTec RTO collects personal information solely for the purpose of operating as a Registered Training Organisation under the VET Quality Framework administered by the Australian Skills Quality Authority (ASQA) who is the National VET Regulator (NVR). The requirements of the NVR may mean the release of course participant and or trainer/assessor personal information for the purposes of an audit.

Personal information includes but is not limited to information such as a person's name, address, identification number, financial information, marital status or billing details.

SysTec RTO will comply with all relevant privacy legislation; SysTec RTO abides by the National Privacy Principles (NPP) and does not provide course participants, contractor or staff member details to anyone in any way that may be considered as breaching National Privacy Principles.

SysTec RTO requires that all staff and contractors treat all information received or otherwise obtained in the course of employment as confidential and they should not disclose any information gained through a third party without the express approval of the Managing Director of SysTec RTO.

Confidentiality requirements are placed in all contracts of employment, MoU/Partnership Agreements, Contractor Contracts and Enrolment forms.

Upon request of SysTec RTO all original documents, other material and copies which contain confidential information must be returned.

Where a staff member or contractor has any doubt in relation to confidentiality or privacy, they are requested to check with the Managing Director or delegate of SysTec RTO.

All staff and contractors are to be supplied with SysTec RTO's Code of Practice upon commencement of employment or business with SysTec RTO.

SysTec RTO retains the course participant's permission in writing, with reference to the release of information for audit purposes, via the participant's signature at the end of the Enrolment form.

Under the National Privacy Principles (NPP) the course participant, staff member and or contractor are able to access his/her personal information, and may correct inaccurate or outdated information.

Ethical Marketing and Advertising

SysTec ensures that all marketing and advertising of AQF and VET qualifications to prospective clients is ethical, accurate and consistent with its scope of registration

Work Health and Safety/ Occupational Health and Safety

The *Work Health and Safety Act 2011* sets out the requirements for protection of workers and members of the public. The requirements are to:

- Secure the health, safety and welfare of employees and other persons at work
- Eliminate, at the source, risks to health, safety or welfare of employees and other persons at work

- Ensure that the health and safety of members of the public is not placed at risk by the conduct of undertakings by employers and self-employed persons
- Provide for the involvement of employees, employers, and organisations representing those persons, in the formulation and implementation of health, safety and welfare standards.

In order to meet these requirements SysTec RTO is committed to provide:

- A safe workplace, with a safe system of work and
- Properly maintained facilities and equipment

The following procedures and standards must be observed to achieve a safe working and learning environment:

- Risk assessment
- Evacuation plan (fire and other workplace emergencies)
- Accident/ Incident reporting
- Rehabilitation
- Risk identification
- PPE/chemicals (Storage)
- Manual handling techniques and training
- Equipment checks and maintenance
- Equipment safe storage
- Fire hazards identified and fire prevention
- Participant safety

Harassment and discrimination

Discrimination based on race, ethnicity, gender, ability, disability, sexuality and religion is illegal and unacceptable.

Discrimination is the treatment or consideration of, or making a distinction in favour of or against, a person based on the group, class, or category to which that person belongs to rather than on individual merit. It includes behaviour such as less favourable treatment, unfair exclusion and asking discriminatory questions.

SysTec RTO has a responsibility to provide an environment that is free from discrimination.

SysTec RTO will attempt to ensure that all course content and online material is free of discriminatory content.

SysTec RTO takes great care to ensure that all course participants and staff members are treated fairly and equitably and that everyone on SysTec RTO premises complies with anti-discrimination legislation.

SysTec RTO will ensure that all groups who are affected by decision making outcomes are consulted, their input will be treated fairly, and decision making processes and outcomes will be meritorious and free from discrimination.

All decision making processes will be open to scrutiny, with processes for appealing decisions and for regular review of processes to be adopted.

SysTec RTO considers harassment, victimisation and bullying in any form; verbal, writing, online or physical, by or toward employees, contractors, suppliers, course participants or clients as unacceptable.

The boundaries of what constitutes harassment, victimisation and bullying may vary from person to person and SysTec RTO staff and course participants of SysTec RTO should recognise and respect the boundaries of others.

Persons who believe they are experiencing discrimination, harassment and or bullying should refer the matter to the Managing Director of SysTec RTO immediately so that prompt action can be taken.

All reports of discrimination, harassment, victimisation and or bullying will be treated seriously, impartially and sensitively.

Access and equity

SysTec RTO is committed to providing a fair and equitable training and working environment for all course participants and SysTec RTO personnel.

All course participants have the right to be treated fairly and to participate in a training programme in an environment that is free from harassment and or discrimination.

As part of SysTec's Registered Training Organisation (RTO) status we aim to provide training courses and pathways where programme design, course content, training facilities and all aspects of the training and assessment process are available in a way that allows equality of opportunity to all course participants.

SysTec RTO will endeavour to provide quality training for all social groups by ensuring our training courses are accessible, inclusive, supportive of individual learning needs whilst meeting industry and community needs.

SysTec RTO is committed to working in compliance with State and Commonwealth laws governing anti-discrimination and equal opportunity. This Policy is intended to guide the equitable access to training programmes offered under the RTO to such groups including but not limited to

- Women
- Aboriginal and Torres Strait Islanders
- People from Non English Speaking (NESB) backgrounds,
- People with disabilities
- Rural and isolated individuals/communities
- People with numeracy and literacy issues
- Sole parents
- Unemployed
- People re-entering the workforce
- People entering the workforce from a different vocation

SysTec RTO promotes a training environment that provides quality training for our clients, without compromising OH&S standards or relevant regulations, we aim to

- Create a training environment that is conducive to all,
- Create a safe and welcoming learning environment,
- Encourage diversity of course participants and input into the training experience
- Encourage persons that may feel excluded or have had unsuccessful training experiences in the past to participate.

SysTec RTO will comply with all relevant legislation and ensure that staff and contractors are aware of their obligations under the

- Age Discrimination Act 2004
- Australian Human Rights Commission Act 1986
- Disability Discrimination Act 1992
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Work Place Gender Equality Act 2012
- Fair Work Act 2009
- Victoria Equal Opportunity Act 1995
- Vic OHS Act/ WHS Act

SysTec RTO personnel have a responsibility to support and promote the principles of equity and access at all times.

SysTec RTO personnel and course participants must respect the rights of others and treat colleagues and clients fairly.

It is unlawful to harass or otherwise victimise anyone because he or she has lodged a complaint of harassment and or victimisation, or because he or she has assisted in the investigation of such a complaint.

Continuous improvement

SysTec RTO collects and analyses stakeholder and client feedback and satisfaction data on the services provided to continuously improve the management of services and products delivered by the RTO, and as required within the VET Quality Framework.

Continuous improvement will occur through the evaluation of feedback and complaints; improvement in products, processes, services, complaints; nonconformance with procedures or accreditation conditions as detailed in the VQF; legislation changes; Training Package updates and management reviews.

SysTec RTO will conduct an annual management review to ensure the RTO continues to meet the needs of clients and stakeholders. This process involves reviewing RTO operations to ensure the system and personnel are delivering services detailed in agreements with clients and that stakeholders are consulted.

SysTec RTO conducts an internal audit of compliance with the VET Quality Framework annually, or as required.

Any non-compliance with the VET Quality Framework as a result of the audit outcomes are analysed with strategies and time frames established to correct any non-conformances.

SysTec RTO conducts validation and moderation of assessments with trainers/assessors and industry representatives to ensure that the RTO provides best practice training in the civil construction and OH&S industries.

SysTec RTO seeks to improve its full range of operations, products and services through documentation of quality improvements.

Transition to training packages

It is the responsibility of SysTec RTO to monitor training packages relevant to its Scope of Registration and to identify when a training package qualification, component and or accredited course on its Scope of Registration has been revised and a new version published.

SysTec RTO will manage the transition from superseded training package qualifications, components and or accredited courses within twelve (12) months of their publication on the National Register via training.gov.au.

The Managing Director or delegate of SysTec RTO reviews currency of training package qualifications, components and accredited courses that are on SysTec RTO's Scope of Registration on a regular basis, at review meetings and before the publication of SysTec RTO's training calendar.

If a transition arrangement is required, the Managing Director or delegate of SysTec RTO will be responsible for the management of the process. This will ensure that SysTec RTO is operating and delivering the current version and or is managing the transition from any superseded training package qualifications, components and or accredited courses responsibly.

SysTec RTO must commence enrolments in the replacement qualification, component or accredited course as soon as is practical but it must be no later than twelve (12) months from the date of publication of the replacement training package qualification, component or accredited course on the National Register.

Working with persons under 18 years of age

SysTec RTO is committed to child safety.

All students under eighteen (18) years of age who are supported by Systec RTO have a right to feel and be safe. We want children to be safe, happy and empowered. We support and respect all children. We are committed to the safety, participation and empowerment of all children.

We promote diversity and tolerance, and people from all walks of life and cultural backgrounds are welcome. In particular we:

- Promote the cultural safety, participation and empowerment of Aboriginal children;
- Promote the cultural safety, participation and empowerment of children from culturally and/or linguistically diverse backgrounds; and
- Ensure that children with a disability are safe and can participate equally.

We have zero tolerance of child abuse, and all allegations and safety concerns will be treated very seriously and consistently with our robust policies and procedures. We have legal and moral obligations to contact authorities when we are worried about a child's safety, which we follow rigorously.

SysTec is committed to preventing child abuse and identifying risks early, and removing and reducing these risks. We have robust human resources and recruitment practices for all personnel and committed to regularly training and education our personnel on child abuse risks.