

# FIRST KNIGHT INVESTMENTS

T0ID: 5527

## *Student Handbook*



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**WELCOME:** First Knight Investments welcomes you to your training program. We provide a personalised experience for our students and are recognised for quality vocational education and training. We believe we can offer you a valuable learning experience and a qualification to support you in your vocation.

## REGISTERED TRAINING ORGANISATION

As a Registered Training Organisation (**RTO**), First Knight Investments provides nationally accredited training programs to our students. We are committed to ensuring that your training provides you with the skills, knowledge and attitude to help you in your current job and your future career.

The purpose of this induction manual is to assist you by setting out the process by which we train and assess our students and to provide you with information to assist you during your training program.

**Please take the time to read this information carefully to ensure our time together is engaging and productive.**

## THIRD PARTY ARRANGEMENTS

First Knight Investments is ultimately responsible for all aspects of your training and assessment experience. FKI engages Food Business Solutions Pty. Ltd. to provide the following services:

1. Creating, managing and securely storing all students' enrolment data, eligibility documentation and records of training progress and participation
2. Handling of students' personal information and ensuring compliance with all relevant privacy legislation
3. Ensuring the accuracy of all student and training activity data and reporting it to Higher Education and Skills Group (HESG, part of the Department of Education)
4. Development and provision of all training and assessment resources to FKI trainers-assessors as part of their training delivery to students
5. Maintaining the quality management system of FKI
6. Provision of printed AQF certification to FKI students within 30 days of completion and/or withdrawal from training

You can contact Steven Craig directly via [quality@firstknight.com.au](mailto:quality@firstknight.com.au) if you have any queries or concerns relating to the services provided to FKI by Food Business Solutions Pty. Ltd.

You will be advised directly via the email address or phone number you provide during enrolment of any changes to this third party arrangement. First Knight Investments will ensure that any changes do not have an adverse impact on your training and assessment.

## SIGNIFICANT CHANGES TO THE RTO AND THE IMPACT ON STUDENTS

First Knight Investments will ensure that any significant changes to the RTO, including but not limited to changes in ownership, do not have an adverse impact on your training and assessment.

## MISSION STATEMENT

*First Knight Investments is committed to providing excellence in Vocational Education and Training, partnering industry to deliver current and relevant assessment practices in the workplace*

## THE VOCATIONAL EDUCATION AND TRAINING SYSTEM

The Australian Vocational Education and Training (VET) system aims to ensure that the skills of the Australian workforce are sufficient to support internationally competitive commerce and industry and to provide individuals with the opportunity to optimize their potential. There is a clear relationship between Australia's economic performance and the skill level of our workforce.

## VICTORIAN REGISTRATION AND QUALIFICATIONS AUTHORITY (VRQA)

The Victorian Registration and Qualifications Authority (VRQA) is Victoria's education and training regulator. As a Registered Training Organisation (RTO), First Knight Investments must comply with all requirements as set out by the VRQA.

It is an independent statutory authority that works to assure the quality of education and training in Victoria. It applies standards to education and training providers and accredit courses and qualifications. We register apprentices and trainees, approve their employers and assure all parties meet their contractual obligations.

## THE AUSTRALIAN QUALITY TRAINING FRAMEWORK (AQTF)

The meat industry and our students want confidence that FKI has the capacity to deliver quality vocational qualifications to a national standard of consistency. To build consumer confidence, Commonwealth, State and Territory ministers developed a registration system for training providers, known as the Australian Quality Training Framework (AQTF).

The AQTF is a set of nationally agreed standards to ensure the quality of vocational education and training services throughout Australia:

- Registering organisations to deliver training, assess competency and issue Australian Qualifications Framework (AQF) qualifications
- Auditing registered training organisations (RTOs) to ensure they meet (and continue to meet) the requirements of the AQTF
- Applying mutual recognition
- Accrediting courses

The AQTF ensures that all RTO's and the qualifications they issue are recognized throughout Australia. It also makes auditing of the training and assessment activities clearer, more transparent and more consistent.

The AQTF requires RTOs to:

- Have documented systems for quality training and assessment
- Conduct an internal audit at least annually
- Have documented agreements with other organisations when they provide training or assessment in partnership
- Have written procedures for recruitment, induction and professional development of Trainee

- Use trainers and assessors with specified competencies
- Follow explicit requirements for quality assurance in assessment
- Have record of all learners on enrolment

Follow specific requirements for developing, validating and implementing learning and assessment strategies.

## KEY LEGISLATION RELEVANT TO FIRST KNIGHT INVESTMENTS

The following important legislation is of key relevance to the compliant operations of FKI and apply to the actions of its staff and students:

### RTO-specific legislation

[VRQA Guidelines for VET Providers](#)

[Australian Quality Training Framework \(AQTF\)](#)

### Victorian legislation

[Occupational Health and Safety Act 2004](#)

[Occupational Health and Safety Regulations 2017](#)

[Equal Opportunity Act 2010](#)

[Disability Act 2006](#)

### Commonwealth legislation

[Age Discrimination Act 2004](#)

[Disability Discrimination Act 1992](#)

[Privacy Act 1988](#)

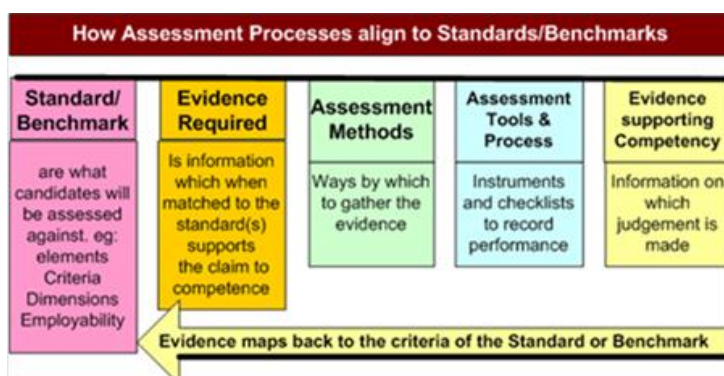
[Racial Discrimination Act 1975](#)

[Sex Discrimination Act 1984](#)

[Fair Work Act 2009](#)

## COMPETENCY-BASED TRAINING

The competency-based approach to learning and performance underpins the whole learning and assessment methodology in the VET sector. To understand this approach is to begin with the very first step of the journey – how we define competence.



**Competence** is defined as the skills and knowledge required to perform the tasks a job requires to the standards demanded by industry. Each industry has defined the minimum knowledge and skill requirements for effective employment in the workplace, which are called competency standards.

Competency-Based Training (CBT) is training based on what a person requires to operate effectively in industry. It focuses on the skills and knowledge an individual has, rather than on how they attained the skills and knowledge. With CBT, the focus is now on what industry expects the holder of a qualification to be able to do in workplace terms at the end of a learning experience, irrespective of how the learning took place.

## TRAINING PACKAGES

Training Packages are the next stage in competency-based training. The minimum skills and knowledge requirements have been written up as competency standards.

These standards are packaged in different ways to represent the work done at all levels within an industry – from the new worker to the experienced technicians and managers. The industry standards form the basis of qualifications.

All that remains is the guidelines for assessment so that assessment is fair and equal for each individual, in every industry and every State and Territory. Each industry has developed these guidelines and because competencies were written to reflect workplace standards, the way to assess skills has changed to better suit each work situation.

To complete your qualification, you need to demonstrate your competence in a specific number of units of competence set out in your training plan. A unit of competency is a key work outcome in your workplace.

Each **Unit of Competence** (UOC) describes the outcomes from the application of a complete set of skills and tasks that are needed to be done as part of a job. **Elements** are the key components that make up each unit and each **Performance Criteria** describes the required level of performance in terms of workplace outcomes.

## TRAINING AND ASSESSMENT APPROACH

FKI is committed to learning strategies that are holistic and applicable to your workplace. Our trainers are embedded in your workplace for the duration of the training program and ensure that the training is directly relevant to your current or future job role. Your training will consist of the following types of activities:

- On- and off-the-job training with your FKI trainer
- Workplace-based assessment tasks and activities with your FKI trainer linked to the units of competence in your training plan
- Workplace-based learning on-the-job using a buddy system and in conjunction with your supervisor
- Regular review of your training and assessment progress

FKI gathers evidence of your competence in four main forms over time for each unit of competence:

- On-the-job observations
- On-the-job interviews
- Written activities
- Supervisor appraisal

Once sufficient evidence has been gathered, the trainer will review this evidence and make a decision on competence for each unit of competence.

You will have completed your qualification when this process is completed and you have been deemed competent in all units of competence in your training plan.

## FKI TRAINING AND ASSESSMENT STAFF

FKI training and assessment staff are industry experts in their field with extensive direct experience in the food, meat and/or seafood processing industries. Each trainer-assessor:

1. Holds the required training and assessment qualifications specified by the registering body (VRQA)
2. Holds industry-specific qualifications related to your training program
3. Has sufficient vocational experience in their industry sector
4. Has the required skills and knowledge specific to the units of competence that form part of your training program
5. Maintains their industry and training-assessment knowledge through regular professional development

## **SKILLS FIRST: THE VICTORIAN TRAINING GUARANTEE (VTG)**

The Victorian Training Guarantee (VTG) is a Victorian Government scheme that aims to facilitate access to vocational education and training for people who do not hold a post-school qualification or who want to gain a higher-level qualification than they already hold.

The Victorian Government has mandated that all registered training organisations (such as FKI) must sight evidence and retain a copy of eligibility for the VTG from all students who are commencing a course in a government subsidised place.

If you are one of these students, you are required to prove your eligibility for VTG by providing evidence of residency or citizenship. Your trainer will discuss with you the evidence you must provide to be eligible for VTG funding.

For more information about this scheme visit the Higher Education and Skills website at <http://www.skills.vic.gov.au/victorianskillsgateway/Students/Pages/vtg-eligibility-indicator.aspx>.

## **ENROLMENT PROCESS**

Students are enrolled in a course via a three-step process:

1. Application for Enrolment – student information collection, USI application and identification/eligibility evidence collection
2. LLN test, Pre-Training Review (PTR), Pre-Training Evaluation and Application for RPL (if applicable)
3. Formal enrolment – signing of all enrolment, VTG eligibility forms and training plan

## **TUITION FEES AND CHARGES**

FKI does not charge tuition or any other fees to government-subsidised (Skills First) or fee-for-service students undertaking workplace-based training. All fees are charged to the employer in accordance with any Skills First requirements in effect for VTG-funded students.

## **WHAT IS THE VICTORIAN STUDENT NUMBER (VSN)?**

The VSN is a student identification number that will be assigned by the Department of Education and Early Childhood Development to all students in government and non-government schools, and students up to the age of 25 in Vocational Education and Training Organisations.

The number, which is unique to each student, will be used as a key identifier on a student's records, and will remain with the student throughout his or her education, until reaching the age of 25 at which point the student's VSN will be retired. The VSN is nine digits long, randomly assigned, and tied to stable information about the student (name, date of birth, gender).



## WHAT IS THE UNIQUE STUDENT IDENTIFIER (USI)?

If you are a new or continuing student undertaking nationally recognised training, you need a USI in order to receive your qualification or statement of attainment. If you don't have a USI, a Registered Training Organisation cannot issue your qualification or statement of attainment.

The USI is a reference number made up of ten numbers and letters that:

- Creates a secure online record of your recognised training and qualifications gained in Australia, from all training providers you undertake recognised training with
- Will give you access to your training records and transcripts
- Can be accessed online, anytime and anywhere
- Is free and easy to create
- Belongs to you and stays with you for life

You will be asked to provide your USI to FKI if you already have one. If you don't have a USI, FKI can create one on your behalf with your permission or you can visit <https://www.usi.gov.au/> to create one for yourself.

## STUDENT SUPPORT SERVICES

Achieving your goals can be hampered by a range of personal, family related, socio-economic, cultural and psychological factors. These factors could create an extra burden on you because of your specific situation.

If you are experiencing any difficulties relating to your work environment, job role or specific issues outside of the workplace that are having an impact on you at work, please speak to your Human Resources Manager and they will assist you where possible.

If you are experiencing any difficulties with any aspects of your training program that are having a direct impact on your learning, please speak to your trainer in the first instance or contact FKI' Administration team on 03 5429 3445 or via [admin@firstknight.com.au](mailto:admin@firstknight.com.au).

## LANGUAGE, LITERACY AND NUMERACY EVALUATION

FKI undertakes a Language, Literacy and Numeracy (LLN) evaluation as part of the Pre-Training Review during the enrolment stage. This is a means of determining your current LLN abilities and to assess if you may need any additional support to complete your training. Your trainer will determine the best way to support you if FKI identifies that you have any LLN issues. This may be in the form of reasonable adjustment of assessment tasks where possible and/or through the provision of LLN learning support packages to assist you in bringing your LLN skills up to the standard required to perform all aspects of your job role.

LLN assessment is not used to stream or exclude any students from training but used as a guide to ensure a better learning experience and help students achieve their goals.

## REASONABLE ADJUSTMENT

The RTO may apply reasonable adjustment as part of its assessment process for students with special learning needs or learning difficulty according to the nature of the learning need. Reasonable adjustments can be made to ensure that students are not presented with artificial barriers to demonstrating on-the-job competence.



However, there is a limit to the adjustment that can be applied given the physical nature of the job role and the work environment: Students are already employed prior to commencing training as they have been deemed capable of succeeding in the selected job role by the employer.

Reasonable adjustments may include additional educational support in relation to special learning needs, learning difficulty or LLN support. These will be recorded in the student file and will not compromise the competency standard.

## ACCESS AND EQUITY

FKI seeks to provide fair and equal access to training regardless of culture, gender, ethnicity or disability. Each trainer seeks to adapt their teaching approach to suit individual students' needs. FKI encourages each student to identify any special needs with their trainer during the pre-training review stage of the enrolment process.

## RECOGNITION OF QUALIFICATIONS ISSUED BY OTHER RTOS AND CREDIT TRANSFER

AQF Qualifications and Statements of Attainment issued by other Registered Training Organisations are recognised by FKI.

Credit transfer can be applied to any units of competence that a student has successfully completed at any other Registered Training Organisation (RTO) which will form part of their qualification undertaken with FKI.

FKI will review the units of competence already held by the student to determine if credit transfer can be applied to any units of competence that will form part of the qualification to be undertaken.

In order for this recognition to occur, either of the following must be presented:

1. *Original or certified copies of qualifications*
2. *An authenticated VET transcript issued by the Registrar is presented (as defined in the Student Identifiers Act 2014)*

FKI is not obliged to issue an AQF qualification or Statement of Attainment that is achieved wholly through recognition of units of competence completed at other RTO(s).

## RECOGNITION OF PRIOR LEARNING (RPL)

FKI actively promotes, acknowledges and gives formal credit for skills and knowledge of enrolled and potential students. We encourage you to apply for recognition of prior learning and will assess you to see if you can demonstrate or prove competencies which would normally be assessed after undertaking your training.

During the enrolment process, the training staff will specifically ask if you wish to apply for RPL and will assist you in this process. They will complete the relevant RPL application form and advise you on what documentation is required from you.

Some workers have already gained skills and knowledge to do the job, either through training or through experience. This skills and knowledge can be recognised. The Australian Quality Training Framework requires RTO's to offer a recognition process to all students when they enrol.

## TRAINING PROCESS

### As your Training Provider, FKI will:

- Explain the training and assessment process
- Help to identify and assess your current skills and knowledge
- Develop a training plan
- Provide you with a training mentor
- Work with your workplace supervisor to develop training strategies
- Arrange on-the-job and off-the-job training and assessment sessions as required
- Provide any training resources required
- Monitor your progress throughout the training program
- Record your progress on file and store this information confidentially
- Provide you with access to your student record at any time
  - As a student of FKI, you have the right to access and review the records of your enrolment and training and assessment progress at any time
- Issue a Certificate or Statement of Attainment at the completion of, or withdrawal from, your training

### You will be expected to:

- Work closely with your workplace trainer on a regular basis, who will be training and assessing your skills in the workplace
- Participate in all aspects of the training program during work time by attending scheduled training activities, completing workplace tasks whilst being observed and interviewed by your trainer and activities to test your knowledge
- Review your progress with your trainer to determine if the on-the-job training is leading you towards the level of skill required by your Training Plan
- Provide feedback to FKI on your training experience
- Discuss any concerns with your workplace supervisor, employer, or trainer

### Your Employer will:

- Provide training support in the workplace as part of your employment to help you achieve the standards
- Provide a safe working environment
- Provide the necessary workplace equipment
- Pay applicable tuition fees on your behalf
- Provide feedback to you and your trainer on your progress
- Liaise with FKI about your training progress and assessment procedures

## ACCESS TO STUDENT RECORDS

Your student record of current participation and progress is held securely in paper and electronic format. Access to your student record can be arranged through your trainer and FKI will make these records available to you as soon as practicable.

## DISCIPLINARY PROCEDURES

FKI rarely needs to apply disciplinary actions to students. If undisciplined behaviour does occur and it is disturbing the learning of others or the safety or harmony of the learning environment:

- The student may be required to leave the learning environment

- The trainer may need to refer the issue to the student's supervisor for informal or formal resolution depending on the nature of the incident(s)
- The issue may need to be referred to FKI management for other action

Disciplinary action may need to be taken if it is determined that students have committed plagiarism or collusion as defined below:

#### Plagiarism

*"The act of representing as one's own original work the creative works of another, without appropriate acknowledgment of the author or source."*

#### Collusion

*"The presentation by a student of an assignment as his or her own which is in fact the result in whole or in part of unauthorised collaboration with another person or persons."*

*Collusion involves the cooperation of two or more students in plagiarism or other forms of academic misconduct. Both the student presenting the assignment and the student(s) willingly supplying unauthorised material (colluders) are considered participants in the act of academic misconduct."*

#### Cheating as:

*"An immoral way of achieving a goal - breaking of rules to gain unfair advantage in a competitive situation."*

If plagiarism and/or cheating is detected as part of the assessment process, the students involved will be temporarily suspended from the training program whilst FKI consults with their employer as to a suitable course of action. This may involve removal of the trainee from the training program if directed by the employer.

A full review of all assessment materials submitted by the student will also be conducted by FKI to determine if re-assessment by alternate means in some or all enrolled units is necessary to ensure that existing and/or pending assessment outcomes are valid.

### **WITHDRAWING FROM A TRAINING PROGRAM**

If you need to withdraw from the course for any reason, please notify your workplace trainer so that they can complete any outstanding assessment paperwork and advise our administration team of your withdrawal.

If you are unable to achieve the full qualification due to withdrawing from the training program before it is fully completed, you will be issued a Statement of Attainment (SOA) for all units of competence that you were assessed in as competent.

### **CERTIFICATES AND STATEMENTS OF ATTAINMENT**

On the successful completion of your training program, FKI will issue a Certificate or Statement of Attainment (SOA). This certification will record your name, date of completion, qualification name and detail the units of competence completed.

Your certificate or statement of attainment will be issued to you within 30 days of you either completing or withdrawing from your qualification and will be presented to you in person at your workplace if possible or mailed directly to your home address.

If you lose your certificate or statement of attainment, please contact our administration team on 03 5429 3445 or [admin@FKI.com.au](mailto:admin@FKI.com.au) to organise a replacement to be issued. There is no additional charge for this service.

## COMPLAINTS PROCESS

The purpose of this process is to provide fair, transparent and consistent processes for dealing with any complaints raised by students. A complaint may involve the conduct of:

1. FKI, its trainers, assessors or other staff
2. A third party or other staff providing services on behalf of FKI – this includes Food Business Solutions Pty. Ltd.
3. Another student of FKI

Complaints may be in relation to harassment, discrimination, bullying, the quality of training, assessment or resources or any other issues impacting on a student's learning.

All complaints will be taken seriously, handled professionally and confidentially in order to achieve a timely and appropriate outcome.

This process is applicable to all training, assessment and related services provided to students by First Knight Investments, its trainers-assessors and Food Business Solutions Pty. Ltd.

### ***Step 1 Informal***

FKI encourages open communication and an environment of trust. Therefore, any student with a complaint relevant to the training and assessment is encouraged to firstly raise the matter directly with the other party concerned.

A meeting should be requested, by or with the student, at which time the matter in dispute can be raised and a resolution sought. This should occur within 7 days of the complaint first being raised and the informal meeting being requested.

The relevant parties will attempt to resolve the issue and the student will be advised of the outcome in writing within 7 days of this meeting.

If the student feels that a satisfactory outcome has not been achieved he/she may proceed to Step 2 in the process.

### ***Step 2 Formal***

Should the matter remain unresolved following Step 1, or should Step 1 be inappropriate, the student is encouraged to contact the Director (Justin Gathercole) or the Training Manager (David Cunningham) in writing using the Complaints Form (this can be obtained from the training staff).

Once the complaint has been formally raised, the Director in conjunction with the Training Manager should schedule a formal meeting within 7 days of receiving the formal complaint.

The student has the right to have an independent observer attend the meeting to witness and document the discussions.

The Director must make a decision and initiate actions as required to resolve the complaint within 7 days of the meeting.

The student will be advised of the outcome in writing within 7 days of this meeting.

If the student feels that a satisfactory outcome has not been achieved he/she may proceed to Step 3 in the process.

### ***Step 3 Resolution by External Arbitration***

Should the matter remain unresolved following Step 2, or should Step 2 be inappropriate, the student is encouraged to contact an external arbiter for consideration and due intervention, as necessary, in order to reach an objective solution to the matter in dispute.

The Director (Justin Gathercole) may also decide that contacting an external arbiter is the best course of action.

Details of a suitable independent arbiter are:

Dawes and Vary  
SHEPPARTON OFFICE  
PO Box 2272  
159 Welsford Street  
SHEPPARTON VIC 3630

Tel: (03) 5820 0200

Fax: (03) 5831 5377

<http://www.dvrlawyers.com.au>

This arbitration must be initiated as soon as is practicable and may be dependent on the availability of the external arbiter. Mediations can usually be arranged within a fortnight, depending on availability of all parties. It will be at a location that is most convenient to all parties.

The student will be advised of the outcome in writing by the external arbiter in accordance with their processes and timeframes.

If the student feels that a satisfactory outcome has not been achieved he/she may proceed to Step 4 in the process.

### ***Step 4 Resolution by External Authority***

Should the student be unsatisfied and the matter remains unresolved following Step 3 and all other avenues have been exhausted, the student should seek the advice of the independent state registering body for FKI: Victorian Registration and Qualifications Authority (VRQA).

All students have the right to seek redress through the VRQA.

The VRQA is the state body for RTO registration and has the power to take appropriate action:

#### **VRQA**

Level 4  
Casselden Place  
2 Lonsdale Street  
Melbourne VIC 3000

**Postal Address:**

GPO Box 2317  
Melbourne Vic 3001

**Phone:** (03) 9637 2806

Students may also contact the National Complaints Hotline on 13 38 73 or by submitting an email. Further information can be found at <https://www.education.gov.au/NTCH>.

## **APPEALS PROCESS**

If students have any concerns in relation to any assessment or other decisions made by FKI, they are advised to discuss these initially with the trainer or by contacting the Director (Justin Gathercole) or the Training Manager (David Cunningham).

The appeals process is to be followed when a student does not agree with any decision made by FKI, its trainers-assessors or Food Business Solutions Pty. Ltd.

Any appeals relating to assessment will be referred to an independent assessor and, if necessary, the students' employer.

This process is applicable to any decisions made relating to all training, assessment and related services provided to students by First Knight Investments, its trainers-assessors and Food Business Solutions Pty. Ltd.

### ***Step 1 Informal***

The issue is raised directly with the training staff concerned in an attempt to provide an opportunity for a satisfactory resolution. This may involve scheduling a re-assessment of the learner for the unit(s) of competency in question.

The relevant parties should attempt to resolve the issue and the student will be advised of the outcome in writing within 7 days of the issue being raised.

If the student feels that a satisfactory outcome has not been achieved he/she may proceed to Step 2 in the process.

### ***Step 2 Formal***

Should the matter remain unresolved following Step 1, the appeal is formally raised in writing with the Director (Justin Gathercole) using the Appeals form. The Appeals Form can be obtained from the trainer or the Director ([justin@gathercole.com.au](mailto:justin@gathercole.com.au)).

The Director will refer assessment appeals to an independent assessor for examination and resolution. The independent assessor will review all existing assessment documentation to determine course of action – such as re-assessment as required.

Appeals against any other decisions made by FKI will be considered and decided upon by the Director.

The student will be advised of the outcome of the appeal in writing within 14 days of formally raising the appeal.

### ***Step 3 Resolution by External Authority***

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Should the matter remain unresolved following Step 2 and all other avenues have been exhausted, the student may seek the advice of the independent state registering body for FKI: Victorian Registration and Qualifications Authority (VRQA).

All students have the right to seek redress through the VRQA.  
The VRQA is the state body for RTO registration and has the power to take appropriate action:

**VRQA**

Level 4  
Casselden Place  
2 Lonsdale Street  
Melbourne VIC 3000

**Postal Address:**

GPO Box 2317  
Melbourne Vic 3001  
**Phone:** (03) 9637 2806

Students may also contact the National Complaints Hotline on 13 38 73 or by submitting an email. Further information can be found at <https://www.education.gov.au/NTCH>.

## **FEEDBACK ON THE TRAINING PROGRAM**

### **Internal student survey**

Your feedback on the quality of your training experience with us is important. This feedback is confidential and is only used for the purposes of improving the quality of our service to students.

A few months before the scheduled end of your training program, you will be asked to complete a short internal survey to obtain your feedback on your experience of the enrolment process, the provision of information about the training to you and the training program itself.



## **External student surveys**

### **AQTF Learner Survey**

At the end of the training program, you will be asked to complete an AQTF Learner Survey, which collects standardised information on the training program.

RTOs are required to have their students complete these surveys and the feedback is collected anonymously.

FKI compiles all of the results and is required to submit a report to the VRQA on the data collected.

### **Higher Education and Skills Group (HESG) Skills First survey**

If your training is subsidised by the Victorian government under Skills First, you may be contacted by HESG via telephone to complete a student survey.

All RTOs that deliver government-subsidised training are audited and their students surveyed on a regular basis by HESG to ensure that they are delivering quality training and assessment services to its students.

### **National Centre for Vocational Education Research (NCVER)**

Any student that has undertaken any training with any university, TAFE or RTO may be contacted by NCVER to obtain feedback on the quality and outcomes of their training.

This survey is voluntary and students can opt out of being contacted during the formal enrolment stage.

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