

**SOMERS
ELITE TRAINING**

STUDENT HANDBOOK

SOMERS ELITE TRAINING PTY LTD
RTO 21697
ACN 132 623 173
27 Fig Court
Cranbourne North. VIC. 3977
T 03 5995 8817
F 03 5995 8827

W www.somerselitetraining.com.au

E julie@somerselitetraining.com.au

PURPOSE OF THE STUDENT HANDBOOK

The Somers Elite Training Student Handbook is an important part of your enrolment process, and clearly outlines how we operate as your Training Provider. Please review before you complete your training, and ensure you contact us if you have any questions on 1800 228 423.

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ENROLMENT PROCESS

You give consent to Somers Elite Training to make any enquiries necessary to verify any information disclosed.

Course outline and information is available via:

- www.somerselitetraining.com.au

- requested by email or phone

Employability Skills are embedded in the training and assessment. Information on the Employability Skills relevant to a qualification or unit of competency can be obtained by visiting

www.employabilityskills.training.com.au

Student register their details by completing a pre-enrolment form (if booking online), then an enrolment form for either online or classroom sessions. Payment is required upon booking (either online or phone) and in full. Once payment and initial enrolment information have been completed, student will be issued with an automated email receipt (for online bookings) or email confirmation (for telephone bookings).

For Online course training- this will be sent instantly following enrolment allowing participant to commence training immediately (instructions are included in confirmation email).

Somers Elite Training is committed to marketing its training and assessment services in an accurate, ethical and responsible manner ensuring that all students are provided with timely and necessary information.

REFUND & TRANSFER POLICY

Refund Policy.

A full refund will be issued in the event that Somers Elite Training fails to deliver the scheduled course in full.

A full refund will be issued if an overpayment for course/s has been made, and supporting evidence is provided.

If a student wishes to cancel a booked course/s, a full refund will ONLY be provided with 3 working days notice prior to the scheduled course date.

Transfers.

Late Arrivals- students arriving later than 15 minutes past scheduled start time will be REFUSED ENTRY into the class, and will be required to contact our office during business hours to reschedule.

Transfers with Notification- students may transfer fee/s, only with prior notice to course commencement date.

In both above instances, a maximum of 2 (two) reschedule dates will be offered, and must be completed within 3 months of initial booking date (or all fees will be forfeited).

No Show/ No Contact- students not showing for a booked course/s and not contacting the office within 24 hours of course date (either via email, direct call or message left), will have no reschedule date or refund offered, and all fees will be forfeited.

OFFICE FREECALL # 1800 228 423. Business hours- 9.30-4.30 Mon-Fri (no weekends or public holidays).

Answering service after hours.

TAX RECEIPT

You will receive a tax invoice once your course enrolment has been processed and payment approved for all online bookings. For telephone bookings, you will be issued a reference number with your confirmation email, and a tax invoice will be sent with the Statement of Attainment.

DOCUMENT REPLACEMENT

Statement Of Attainments, Certificate Of Completion/ Liquor Commission Certificates

A fee of \$15 will be applicable for each Somers Elite Training issued Statement of Attainment & Certificate of Completions due to: incorrect postal details given on enrolment form, misplacement, name alterations and damage or loss by student.

VCGLR Liquor Commission RSA Certificate (Victoria requirement)- this document cannot be replaced by Somers Elite Training once the original has been issued. To obtain a replacement, the VCGLR must be contacted on 1300 182 457 and copy arranged with the Dept. Fees are set by the commission and they will advise at time of call relevant fees applicable.

ID REQUIRMENTS

It is mandatory to include a confirmed form of ID prior to commencement of unit or issuance of Statement of Attainment. The enrolment form will have provisions for this data to be collected, and information provided must be accurate and correct. Statement of Attainments will not be issued until confirmed ID has been received.

COURSE STRUCTURE

Somers Elite Training is committed to providing quality training and assessment services to all enrolled students. Students will be enabled with instant access to training and assessment (for online courses), and on the chosen course date (for all classroom sessions), once payment has been made.

Somers Elite Training will provide training and assessment that leads to the achievement of the chosen competency. The assessment will measure competency of the training material delivered during the course. If competency is deemed and, after additional requirements such as ID evidence, Statutory declaration or a manual assessment, which requires a qualified Trainer and Assessor to manually assess the students' performance and/or submitted answers, has been provided, the student will be issued with a Statement of Attainment for the chosen unit. In such cases the Statement of Attainment will be emailed (for online courses), and posted (for all classroom courses) to the student in a timely manner.

ASSESSMENT METHODS

Somers Elite Training maintains high professional standards in the delivery of training and assessment services, and safeguards the interests and welfare of students and clients. We maintain a learning environment that is conducive to the success of all students.

Somers Elite Training delivers and assesses the vocational units of competency for which it has been registered; provides adequate facilities, and uses methods and materials appropriate to the learning and assessment needs of all students.

Somers Elite Training ensures that all our trainers are suitably qualified, have valid industry currency, working with children checks, and are sensitive to the cultural and learning needs of all students. Assessments are conducted in a manner which meets the endorsed components of the relevant accredited short course.

FLEXIBLE LEARNING OPTIONS AND ASSESSMENT PROCEDURES

Somers Elite Training is flexible in the delivery of its training. We pride ourselves on our tailored, hands-on teaching methods and willingness to conduct training at client convenient locations, including regional areas. We offer competency based training which means the training is evidence based and participatory. Competency based training is designed to be an encouraging and motivating training/assessment experience. You are supported by the trainer & assessor during your course to achieve competency. Should you need assistance with any piece of assessment, it is very important that you speak with your trainer & assessor as early as possible. By doing so, you will be able to possibly undertake assessments in a different way. For example, if you feel that you may not be able to read all your written assessment, alternative options may be arranged.

Assessment is the process of collecting evidence and making judgements based on this evidence as to whether a student has demonstrated competency as defined within the Training Package, or achieved the learning outcomes in an accredited course. Somers Elite Training must adhere to the Australian Quality Training Framework (AQTF) standards and the Victorian Registration and Qualifications Authority (VRQA) guidelines as a Registered Training Organisation (RTO).

Throughout your course, various types of assessment will be conducted. These include role plays, case studies, written assessment and general participation throughout the session. The assessment methods will also be discussed by the Trainer & Assessor during the course introduction.

All assessments conducted by Somers Elite Training are based on the principles of validity, reliability, flexibility and fairness.

Assessment processes will:

- Be conducted by a qualified Assessor
- Be equitable for all individuals
- Provide timely and appropriate feedback
- Provide consistency
- Test the competencies based on the Training Package
- Provide reassessments
- Provide an appeals process
- Be flexible
- Provide Recognition of Prior Learning (RPL)
- Provide Recognition of qualifications obtained at another RTO

The assessment methods used are written questioning, practical demonstrations and role play.

If you are deemed **Not Competent** you will be given 1 (one) further opportunity to be re-assessed or alternatively resit the training session at another date at no further cost.

If you do not agree with the assessment outcome you can appeal the decision, please review the complaints and appeals procedure.

CLASSROOM BASED TRAINING

Students are entitled to 1 (one) additional attempt at their classroom based course assessment at no additional cost. If this additional attempt is unsuccessful, the student will have the opportunity to contact Somers Elite Training to discuss the area of assessment which is of concern or resit the module to review course content and resit the assessment. A qualified trainer & assessor may require the student submit additional evidence or provide assistance in relation to the assessment. No further costs are required from the student.

A Statement of Attainment will not be issued until our qualified trainer & assessor has deemed the student as competent, which will be communicated to the student upon completion of the assessment process in our classroom sessions.

Somers Elite Training will promptly provide copies of the Statement of Attainment achieved by enrolled students and provide ongoing assistance to enquiring students with regard to their record of statements of attainment.

ONLINE BASED TRAINING

Somers Elite Training conducts online training and assessment for Provide Responsible Gambling Services (2.5 hours duration) & RSG Refresher (45 minute duration). Online assessment methods used are in the form of scenario based assessment, case studies and multiple choice questions. Students are entitled to unlimited login before the course expiry date (as outlined in course confirmation). Please refer to terms & conditions.

AUTHENTICITY CHECKS

By accepting the terms of the Course Enrolment Declaration you are warranting that you are the person completing this course and as per the Terms and Conditions, you give consent to Somers Elite Training to verify information disclosed in this application with particular regards to identity.

You will be required to make a declaration in the presence of our trainer & assessor that you completed the assessment.

If it is established that you were not the person actually completing the assessment, any Statement of Attainment issued will be revoked and the Licensing Authority in your State will be contacted.

In addition to the aforementioned declaration, most courses require students to provide identification, which is reviewed and confirmed prior to issuance of a Statement of Attainment. Somers Elite Training reserves the right to randomly select and contact students to verify identification and to ensure authenticity.

CERTIFICATION

Upon successful completion of your course you will be forwarded the Nationally Recognised Statement of Attainment for RSA, RSG & Food Safety, and VCGLR Approved Certificate of Completion for RSG Refresher. Please keep these documents safe; if you lose or damage your original certificate then please contact Somers Elite Training. Replacement fees are applicable (please refer to Replacement policy).

RSA- an additional document will be provided for the RSA for VCGLR compliance requirements.

The Statement of Attainment issued by Somers Elite Training is recognised throughout most states & territories in Australia (please check your relevant state & territory requirements). You can use the units listed on your Statement of Attainment to gain credit in relevant qualifications should you decide later to undertake more study in the future.

RECOGNITION OF QUALIFICATIONS ISSUED BY OTHER PROVIDERS

Recognition applies nationally and means that Somers Elite Training recognises AQF Statements of Attainment and AQF Qualifications issued by other Registered Training Organisations. Other RTOs must also accept qualifications provided by Somers Elite Training. To be granted recognition of a gained qualification you will be required to provide a certified copy of the original Statement of Attainment that reflect the unit you are wanting recognition for.

NATIONAL RECOGNITION

Somers Elite Training is a nationally registered training organisation issuing Statement of Attainment qualifications under the Australian Qualifications Framework (AQTF). All units delivered by Somers Elite Training are nationally recognised; however it is a requirement that certain units of competencies require individual state/territory related information set by the individual state/territory regulatory authorities. It is your obligation, and is imperative that you are aware of and identify the laws and regulations applicable to your location. Somers Elite Training provides accurate information applicable to each state/territory in Australia. In some cases, regulatory authorities in some states/territories may require participants to complete bridging courses. This information can be found at your relevant state/territories regulatory authority websites.

TRAINING PACKAGES

Training packages are sets of nationally endorsed standards and qualifications for recognising and assessing people's skills, and describes the skills knowledge and attitude needed to perform effectively in the workplace. They do not prescribe how an individual should be trained. Teachers and trainers develop learning strategies depending on learners' needs, abilities and circumstances.

Training Packages are developed by industry through Service Skills Australia, recognised bodies or by enterprises to meet the identified training needs of specific industries or industry sectors. To gain national endorsement, developers must provide evidence of extensive consultation and support within the industry area or enterprise. Training Packages complete a quality assurance process and are then endorsed by the Service Skills Australia and placed on the training.gov website. Reviews ensure Training Packages remain current to meet industry needs and allow issues that arise during their implementation to be addressed.

The Nationally Recognised short courses delivered by Somers Elite Training are based on individual units of competency from National Training Packages. The short courses are assessed in accordance with the criteria set out in these nationally recognised units of competency.

RELEVANT WEBSITES

National VET Information
www.training.gov.au

Victorian Registration and
Qualifications Authority
www.vrqa.vic.gov.au

My Skills
Australia's Directory of Training
www.myskills.gov.au/

The Australian Qualification
Framework
www.aqf.edu.au

Service Industry Skills Council
www.serviceskills.com.au

SKILLS- Unique Student
Identifier
<http://www.usi.gov.au/>

STUDENT RECORDS

All students have access to current and accurate records of their training & results. Students seeking information should in the first instance contact Somers Elite Training using the 'Contact Us' form on our website.

CONFIDENTIALITY AND PRIVACY

Somers Elite Training is committed to best practices in its records management practices and systems, responding in a timely manner to all requests of information from present and past students. Our entire team are required to apply themselves to the provisions of the Privacy Act 1998 and the Student Identifiers Act 2014. Student records information may be provided to VRQA (Victorian Registration & Qualifications Authority), ASQA (Australian Skills Quality Authority), and VCGLR (Victorian Commission for Gambling and Liquor Regulation) upon request.

Somers Elite Training current policy reflects a commitment to a 30-year period for record of attainment record retention and complies with AQF Standard 23.3. We will only disclose information that we have about you:

- To the extent specifically required by law; or
- To the extent specifically required as an RTO for compliance purposes; or
- For the purposes of this agreement (including disclosing information in connection with any queries or claims).

Information provided by you is considered confidential and will not be divulged to any third party, nor will it be sold.

Further information can be found at <http://www.oaic.gov.au/privacy/privacy-act/the-privacy-act> and <http://usi.gov.au/Students/Pages/student-privacy.aspx>

UNIQUE STUDENT IDENTIFIER (USI)

From January 1st 2015, if you're studying any nationally recognised training in Australia, you will be required to have a Unique Student Identifier (USI). A Unique Student Identifier (USI) is a reference number made up of numbers and letters that gives students access to their USI account.

The USI will be available online and at no cost to the student. This USI will stay with the student for life and be recorded with any nationally recognised VET course that is undertaken from January 2015. All students MUST obtain a USI. We will not be able to issue the Statement of Attainment without a USI. Somers Elite Training can apply for a USI on your behalf if you do not have one. Certain personal data will need to be collected to do so, and once the USI has been created, that personal data will be securely destroyed as outlined in the Somers Elite Training Privacy Policy (USI Procedure).

To read about the USI in detail visit <http://usi.gov.au/Pages/default.aspx#>

LANGUAGE, LITERACY AND NUMERACY (LLN)

Somers Elite Training, where possible, provide training and assessment support services that meet learners individual needs regardless of their age, gender, culture or background. We recognize some participants require more assistance than others. Participants with language, literacy or numeracy issues should notify Somers Elite Training by highlighting the “Language & Cultural Diversity” section of the enrolment page. Participants who request additional assistance will be provided with the appropriate support and guidance with the aim of assisting the student to obtain competency in the course undertaken. This assistance provided by Somers Elite Training will be within the principles of fairness and flexibility of workplace assessment and will be offered in a discrete manner.

Somers Elite Training require a minimum level of English. Participants with English difficulties may be eligible for free English tuition provided by the Adult Migrant English Program (AMEP). Information on this program can be found at www.immi.gov.au/amep. Random sampling of students is conducted to ensure the authenticity of those completing online learning and assessment. A minimum standard of language, literacy and numeracy is required to complete classroom or online learning. If the participant fraudulently declares the minimum level is met, a Statement of Attainment may not be issued. All students are questioned at the time of enrolment where they are provided with the opportunity to declare special needs in this area. If this is not indicated, the student has declared they have the minimum language, literacy and numeracy skills to proceed with either classroom or online learning.

ACCESS AND EQUITY

Somers Elite Training has a legal and moral obligation to provide an environment free from discrimination based on age, sex, race, disability, religion, political conviction, sexual preference, medical or criminal history. We respect the rights and beliefs of all of our team, clients and students, ensuring all are aware of and will adhere to our access and equity principles and processes. Training delivery and assessment is catered for in a valid, reliable, fair and flexible manner. Any person believing that they have experienced any form of discrimination through their relationship with Somers Elite Training should report their complaint immediately to the CEO Julie Barrett.

Further information can be found at: <http://www.humanrightscommission.vic.gov.au/>

LEGISLATIVE COMPLIANCE

Somers Elite Training conducts annual reviews to ensure that it is compliant with all State and Federal legislative requirements for RTO's including but not limited to OHS, Harassment, Disability, Sex, Racial & Religious, Human Rights, Equal Opportunity Discrimination, Vocational Education and Training Legislation, and Privacy.

WELFARE AND GUIDANCE

A participant experiencing any difficulty or concerns about their training experience should discuss with the trainer & assessor or CEO Julie Barrett where a range of solutions may be discussed and provided.

CHEATING

Under no circumstances should you copy or plagiarise another student's work. If Somers Elite Training trainers & assessors find that copying or plagiarism has occurred, students involved will be deemed Not Competent, and will be required to complete another assessment.

DISCIPLINARY PROCEDURES

Any student who is found to be cheating, harassing other students or staff, or breaking the law in any way will face disciplinary action. This may involve asking the student to leave the course immediately with no refund of monies paid, and in extreme circumstances, may involve a report to the Police and prosecution.

COMPLAINTS AND APPEALS

Somers Elite Training characterise a complaint as a situation arising which causes a student/staff member concern, discomfort or torment.

Complaints will be dealt with in accordance to the following standards:

- An informal approach will be taken where possible, initially
- All complaints will be dealt with in a prompt manner
- The complainant must describe the complaint in full detail, in writing
- Before any resolution is attempted the accused party will be provided with the details of the complaint and granted the opportunity to inform Somers Elite Training of their side of the story
- All dealings will be dealt with in a fair, honest and non-bias manner
- If issues are of a legal matter then they will be referred on to the correct authorities

In accordance with Somers Elite Training privacy policy, the involvement of all parties will be kept private and confidential.

Below are the steps that must be taken in the resolution of a complaint:

Somers Elite Training encourages, if possible, to discuss the issue with person involved in the complaint to try to resolve the matter. If still unresolved you must complete the complaint / appeal form and forward to CEO Julie Barrett. CEO will investigate any substantiated complaint and a written reply will be provided within 7 working days.

If unresolved within 7 working days of receiving the letter, advise the CEO that you want to have your complaint heard by a person that is independent to Somers Elite Training. (This should occur within 7 working days) The independent person should make a written determination stating the reasons for the outcome within 7 working days of the decision. If corrective action is required this will be implemented through the continuous improvement process.

SAFETY AND SECURITY

The Somers Elite Training team take your safety & security seriously, and are committed to providing training environments which meet those needs. We conduct our training sessions between the hours of 9am and 10pm mid-week, and 9-5.30 weekends, and have ensured all our partner venues comply with State safety & security regulation requirements. All venues have professional security personnel on duty, fully trained and supportive staff, car parks are well lit, full disability access, OH&S and Emergency policies in place, and internal & external areas are under video surveillance. Students under 18 years of age are also required to be signed in & out of the class by a parent or guardian to ensure safety for underage students as per VRQA Standards. Your trainer & assessor will elaborate further on these points at your session.

PERSONAL PROPERTY

Somers Elite Training will not be held responsible for any personal belongings. It is advisable not to bring valuables or large amounts of money to training.

TELEPHONE CALLS

Personal phone calls are not permitted during training sessions, except in emergencies. Phones should be turned off or silent and phone calls made during designated breaks only.

DRINKING, SMOKING AND DRUGS

No student shall present for training adversely affected by alcohol of any other substance. This will result in exclusion from the course, with no refund of fees.

If found with illicit drugs, or aiding and abetting other persons in the sale or taking of illicit drugs on the training premises, immediate removal from the course will occur, with no refund of fees. You may also be reported to the police.

If you have any questions or which to discuss any points contained in this document, please contact Julie Barrett, CEO direct on 03 5995 8817.

Many thanks for your attention.