

# Skills Recognition International Pty Ltd

## Student Handbook

2024



This Student Handbook  
has been prepared for the students of:

**Skills Recognition International Pty Ltd TA**  
**Skills Recognition International**  
**International Skills Group**

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## Message from the CEO

As CEO of this organisation, I can assure students that I will fully support the implementation of all quality, management and operational functions articulated in this student handbook. I will ensure myself and the SRI team adhere to our underlying philosophy of continuous quality improvement in all aspects of Skills Recognition International's operations. We welcome your input to ensure that our services meet your expectations.

This student handbook provides the direction that informs and guides Skills Recognition International towards the provision of best practice in training development, management, and service delivery. For Skills Recognition International, it will facilitate compliance with the standards regulated by the Australian Skills Quality Authority. For clients of SRI, it will ensure that their investment in training provides the best possible training experience and outcomes.

Thank you for choosing Skills Recognition International to deliver your training needs. We trust that this Handbook will provide the information you need to proceed with your enrolment and successfully complete your training. Prior to enrolment in one of our courses, you will have an opportunity to discuss the information in this Handbook with one of our team who will confirm that you have had a chance to consider this information. If you have any questions prior to enrolment or at any time in the future, please don't hesitate to contact myself or members of the team.

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## OVERVIEW

### Regulatory Framework

As a Registered Training Organisation, Skills Recognition International is subject to the regulatory framework that governs the Australian Vocational Education and Training sector and protects both RTOs and students. The legislative framework established by the [National Vocational Education and Training Regulator Act 2011](#) and related legislation empowers the Australian Skills Quality Authority (ASQA) as the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers according to the Standards for Registered Training Organisations 2015 to ensure nationally approved quality standards for training are met.

The VET Quality Framework is comprised of:

- [Standards for Registered Training Organisations 2015](#)
- [Australian Qualifications Framework](#)
- [Fit and Proper Person Requirements](#)
- [Financial Viability Risk Assessment Requirements](#)
- [Data provision requirements](#)

### Overview of Skills Recognition International

Skills Recognition International recognises the importance and benefits of combining industry experience with tertiary education when striving to deliver programs of highest quality and relevance to the client. All trainers and assessors employed or contracted by SRI have demonstrated significant industry experience in addition to obtaining tertiary qualifications, allowing them to provide a professional, well rounded learning environment for participants. Staff are equipped with the skills to ensure their teaching methods are suitable for all participants, utilising simple language where appropriate to communicate information most effectively. Skills Recognition International strictly adheres to the Standards for RTOs 2015 to continue delivering training services of the highest quality to their clients.

The CEO recognises that opportunities for improvement arise in every aspect of business and has developed an organisational culture within Skills Recognition International to capitalise on these opportunities for improved practice. Skills Recognition International supplies feedback forms to all students at the end of each program, as participant feedback has been identified as an important and valuable factor in monitoring and developing business practices and quality training, ensuring the ever-changing needs and expectations of clients are being met. The CEO also welcomes feedback from other improvement opportunities such as risk assessment, student suggestions, complaints and appeals, validation sessions and audit reports.

Student feedback is critical to our continuous improvement policy. Along with the formal feedback mentioned earlier, students are encouraged to give feedback throughout their enrolment.

To encourage and achieve continuous improvement based on the collection of the above-mentioned data, Skills Recognition International has developed a best practice register which will include a written record of all improvement strategies.

## The 'Student's Journey'

Skills Recognition International CEO has identified the audit approach implemented by ASQA since June 2016. This represents a change to the traditional audit approach applied by regulators.

Key features include:

- Greater use of risk analysis and intelligence to trigger audits ('proactive regulation')
- Greater focus on the student's experience and RTO's practices and behaviours
- Options for longer, standard, or earlier notice periods
- The scope of the audit is flexible, based on intelligence and provider profile.
- Information used to inform audits is drawn from a wider range of sources, including intelligence from other government agencies.
- Greater student input
- Audit outcomes reported against the phases of the student's experience.

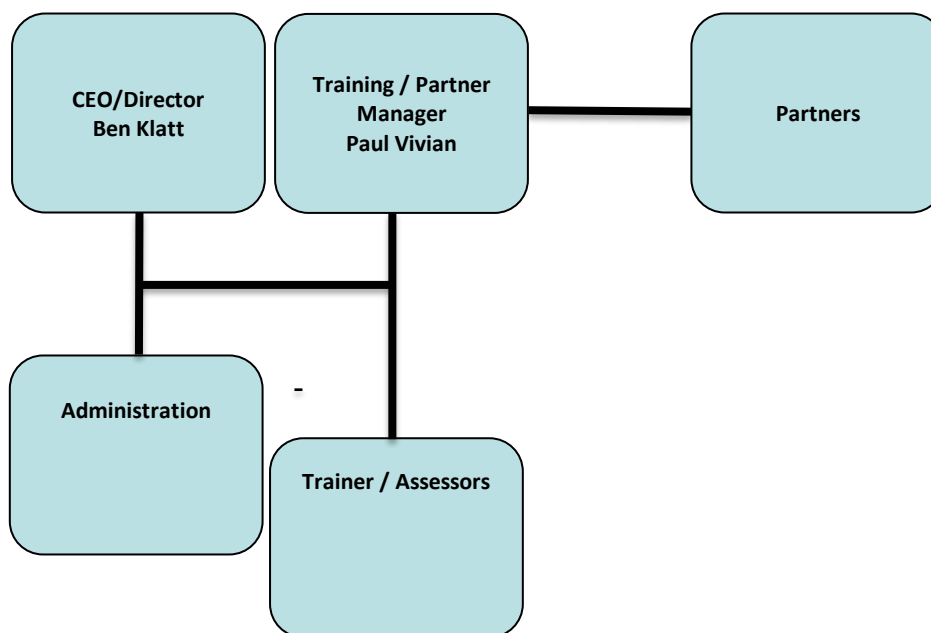
Key phases of the 'student experience' include:

- Marketing and recruitment
- Enrolment
- Fee protection and arrangements
- Support and progression
- Training and assessment
- Completion

Throughout Skills Recognition International's Student Handbook and Quality Management and Operational Framework, each policy, system, and procedure supports ASQA's audit model. Each staff member, particularly trainer and assessor, will ensure the student's experience will provide the best opportunity for a positive vocational outcome.

We sincerely hope your journey as a student with Skills Recognition International will be most enjoyable.

## Skills Recognition International Organisational Structure



This organisational chart illustrates the lines of communication between the management and trainer, which ensures that decision-making, which impacts students, is informed by the experiences of trainers and assessors.

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## Skills Recognition International Courses

### What courses can I study with Skills Recognition International?

All programs offered by Skills Recognition International are aligned to the BSB Business Services, CHC Community Services, FNS Financial Services, ICT Information and Communications Technology, HLT Health and TLI Transport and Logistics training packages for quality assurance and best practice.

Currently, Skills Recognition International can offer students accredited training in the following:

Qualifications:

- BSB30120 Certificate III in Business
- BSB31220 Certificate III in Entrepreneurship and New Business
- BSB40320 Certificate IV in Entrepreneurship and New Business
- BSB40520 Certificate IV in Leadership and Management
- BSB40920 Certificate IV in Project Management Practice
- BSB41419 Certificate IV in Work Health and Safety
- BSB50120 Diploma of Business
- BSB50320 Diploma of Human Resource Management
- BSB50420 Diploma of Leadership and Management
- BSB50620 Diploma of Marketing and Communication
- BSB50820 Diploma of Project Management
- BSB50920 Diploma of Quality Auditing
- BSB51319 Diploma of Work Health and Safety
- BSB60120 Advanced Diploma of Business



- BSB80120 Graduate Diploma of Management (Learning)
- BSB80220 Graduate Diploma of Portfolio Management
- BSB80320 Graduate Diploma of Strategic Leadership
- CHC41215 Certificate IV in Career Development
- CHC81315 Graduate Certificate in Career Development Practice
- CPC20220 Certificate II in Construction Pathways
- FNS40222 Certificate IV in Accounting and Bookkeeping
- FNS60822 Advanced Diploma of Integrated Risk Management
- ICT30120 Certificate III in Information Technology
- ICT30519 Certificate III in Telecommunications Technology

Units of competency:

- HLTINFCOV001 Comply with infection prevention and control policies and procedures
- TLILIC0003 Licence to operate a forklift truck

## What certification will I receive?

Upon successful completion of your course with Skills Recognition International, you will be eligible to receive the following award.

Course	Certification
BSB30120 Certificate III in Business	Qualification
BSB31220 Certificate III in Entrepreneurship and New Business	Qualification
BSB40320 Certificate IV in Entrepreneurship and New Business	Qualification
BSB40520 Certificate IV in Leadership and Management	Qualification
BSB40920 Certificate IV in Project Management Practice	Qualification
BSB41419 Certificate IV in Work Health and Safety	Qualification
BSB50120 Diploma of Business	Qualification
BSB50320 Diploma of Human Resource Management	Qualification
BSB50420 Diploma of Leadership and Management	Qualification
BSB50620 Diploma of Marketing and Communication	Qualification
BSB50820 Diploma of Project Management	Qualification
BSB50920 Diploma of Quality Auditing	Qualification
BSB51319 Diploma of Work Health and Safety	Qualification
BSB60120 Advanced Diploma of Business	Qualification
BSB80120 Graduate Diploma of Management (Learning)	Qualification
BSB80220 Graduate Diploma of Portfolio Management	Qualification
BSB80320 Graduate Diploma of Strategic Leadership	Qualification
CHC41215 Certificate IV in Career Development	Qualification
CHC81315 Graduate Certificate in Career Development Practice	Qualification
CPC20220 Certificate II in Construction Pathways	Qualification
FNS40222 Certificate IV in Accounting and Bookkeeping	Qualification
FNS60822 Advanced Diploma of Integrated Risk Management	Qualification
ICT30120 Certificate III in Information Technology	Qualification
ICT30519 Certificate III in Telecommunications Technology	Qualification
HLTINFCOV001 Comply with infection prevention and control policies and procedures.	Statement of Attainment
TLILIC0003 Licence to operate a forklift truck.	Statement of Attainment

After you have met the requirements of your course, you will be issued the relevant Diploma or Certificate with an academic transcript listing all the units of competency you have achieved.

Nationally recognised qualifications are made up of individual units of competency. If you do not meet all of the course requirements but have completed the requirements for one or more units of competency, you will be issued an AQF Statement of Attainment for the unit(s) you have completed.

## How is training delivered?

Training courses with Skills Recognition International are delivered by:

- Face-to-face classroom training
- Online seminars and discussion boards

## What are the prerequisites?

Prerequisites are specific to individual courses. Please consult the course outline for your chosen course for prerequisite information.

## Are there entry requirements?

Please refer to our website for course information and entry requirements.

## How do I enrol?

Enrolment is initiated by you contacting Skills Recognition International. We will despatch to you by suitable means an enrolment form and literature on the course(s) being considered and any other relevant documentation.

All students will receive:

- Pre-enrolment questions
- Language, literacy, and numeracy assessment
- Enrolment form

Once enrolled, students will receive a pre-course letter covering course information and requirements.

Further detail is provided in the section on Student Selection and Enrolment Procedure.

## Our trainers

Skills Recognition International recognises the importance and benefits of combining industry experience with tertiary education when striving to deliver programs of the highest quality and relevance to the client. All trainers and assessors employed or contracted by SRI have demonstrated significant industry experience in addition to obtaining tertiary qualifications, allowing them to provide a professional, well-rounded learning environment for participants. Staff are equipped with the skills to ensure their teaching methods are suitable for all participants, utilising simple language where appropriate to communicate information most effectively. Skills Recognition International strictly adheres to the Standards for RTOs 2015 to continue delivering training services of the highest quality to their clients.

## Our approach

The CEO recognises that opportunities for improvement arise in every aspect of business and has developed an organisational culture within Skills Recognition International to capitalise on these opportunities for improved practice. Skills Recognition International supplies feedback forms to all students at the end of each program, as participant feedback has been identified as an important and valuable factor in monitoring and developing business practices and quality training, ensuring the ever-changing needs and expectations of clients are being met. The CEO also welcomes feedback from other improvement opportunities such as risk assessment, student suggestions, complaints and appeals, validation sessions and audit reports.

As a student with Skills Recognition International, your feedback is critical to our continuous improvement policy. Along with the formal feedback mentioned earlier, students are encouraged to give feedback throughout their enrolment.

To encourage and achieve continuous improvement based on the collection of the above-mentioned data, Skills Recognition International has developed a best practice register which will include a written record of all improvement strategies.

## Student Protection

It is the intention of the CEO of Skills Recognition International that all students will receive the full training services paid for at all times, including but not limited to training and assessment, assessment only, recognition of prior learning or short courses. The continuous improvement and quality management practices employed by Skills Recognition International CEO and staff are designed to proactively identify any anomaly that might cause a business interruption or training failure and address this situation before any students are affected.

The corporate structure, governance, and financial management systems and processes guarantee the training for students enrolled with Skills Recognition International. This guarantee in no way ensures a successful qualification outcome. Skills Recognition International will work with the affected students to protect their rights. This may include but is not limited to:

- A pro-rata refund of course fees
- Facilitating the transfer of the student's study to another suitable RTO

## STUDENT SERVICES AND SUPPORT

### Client focus

Skills Recognition International is committed to delivering high-quality services that support students throughout their training and assessment. This commitment is based on a client-focused operation that produces the best student outcome. Skills Recognition International will ensure students are informed of the services they are to receive, their rights and obligations, and the responsibilities of the RTO. Students who undertake training with Skills Recognition International receive every opportunity to complete their chosen training program successfully. Skills Recognition International will provide students with information before the commencement of services, including any subcontracting arrangements affecting the delivery of training and/or assessment.

SRI takes a systematic approach to establishing and recognising the needs of each client. It is a requirement that all staff members do their utmost to meet the needs of students. Where a student's need is outside the scope or skill of the organisation, they will be referred to an appropriate service or an alternate training organisation.

### Student advice

Skills Recognition International delivers specialised training and assessment services<sup>1</sup>. As such, it is vital that all students are informed of and understand the extent of the training course that they are enrolling in. Skills Recognition International has a process and mechanism to provide all clients with information about the training, assessment and support services to be provided and their rights and obligations before enrolment or entering into an agreement.

#### **In summary, Skills Recognition International will provide:**

- Training programs and services that promote inclusion and are free from discrimination
- Support services, training, assessment and training materials to meet the needs of a variety of individual students
- Consideration of each individual's needs to provide the best opportunity for skill development and attainment of qualifications that can lead to further training or employment
- Opportunity for consultation between staff and students so that all aspects of individual circumstances can be taken into consideration when planning training programs
- Consideration of the views of students' community, government agencies and organisations, and industry when planning training programs
- Access to information and course materials in a readily available, easily understood format

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<sup>1</sup> Services include:

- (a) Pre-enrolment materials;
- (b) Study support and study skills programs;
- (c) Language, Literacy and Numeracy (LLN) programs or referrals to these programs;
- (d) Equipment, resources and/or programs to increase access for students with disabilities;
- (e) Learning resource centres;
- (f) Mediation services or referrals to these services;
- (g) Flexible scheduling and delivery of training and assessment;
- (h) Counselling services or referrals to these services;
- (i) Information technology (IT) support;
- (j) Learning materials in alternative formats, for example, in large print; and
- (k) Learning and assessment programs customised to the workplace.

- Information to assist students in planning their pathway from school or the community to vocational education and training

While Skills Recognition International guarantees that all students will receive the full training services paid for, it does not guarantee a student will successfully complete the course in which they are enrolled or that the student will obtain a particular employment outcome outside the control of Skills Recognition International.

## Student information policy

Skills Recognition International will provide all relevant information and directions to each student before enrolment as part of the student induction to enable the student to make informed decisions about undertaking training with Skills Recognition International. This information will be clear and readily available in print or referral to an electronic copy. This will include details required to source the Skills Recognition International student handbook, available as a PDF document on the SRI website: [www.skillsrecognition.edu.au](http://www.skillsrecognition.edu.au)

Skills Recognition International will provide the following information specific to each student:

- the code, title and currency of the AQF qualification, skill set or VET course to which the student is to be enrolled, as published on the National Register the services the RTO will provide to the student including the:
  - estimated duration of the services
  - expected locations at which the services will be provided.
  - expected modes of delivery
  - name and contact details of any subcontractor which will provide training and assessment to the student.
- the student's obligations including any requirements that Skills Recognition International requires the student to meet to enter and successfully complete their chosen AQF qualification, skill set or VET course.
- any materials and equipment that the student must provide; the educational and support services available to the student.

Where there are any changes to agreed services, Skills Recognition International will advise the student in writing and with a follow-up telephone call as soon as practicable, including in relation to any new third-party arrangements or a change in ownership or changes to existing third-party arrangements.

# Student Selection and Enrolment Procedure

## Student selection

Enrolment and admission into some Skills Recognition International training programs is subject to meeting certain prerequisite conditions and/or entry requirements. Specific details of the prerequisites pertaining to these training programs are contained in individual course documentation and are made available prior to enrolment. In the case that a potential student does not meet the prerequisite conditions and/or entry requirements, Skills Recognition International staff will endeavour to assist them in understanding their options in regard to meeting the standards. Any questions regarding these arrangements can be addressed by trainers or SRI management.

## Enrolment

The enrolment procedure commences when a student contacts Skills Recognition International expressing interest in a training program(s). SRI staff will respond by dispatching by suitable means an enrolment form, student handbook, literature on the program(s) being considered and any other documentation which may be relevant.

Enrolment applications will then be assessed to ensure that the student meets any prerequisites and/or entry requirements that have been set for the selected course. Students will be informed of successful enrolment and sent information on the course and their course induction. Students who do not meet the prerequisites for the selected course will be notified of their unsuccessful enrolment and invited to contact Skills Recognition International to discuss their training needs and alternative opportunities.

### Pre-course letter

As an additional support to enrolling students, Skills Recognition International will send a pre-course letter to the student prior to the commencement of training. Information includes the time, date and location of training, the resources the student should bring to the course and overview of the units of competency to be studied and the format/style of training to be provided.

### Pre-enrolment Questionnaire

A pre-enrolment questionnaire is provided to each student. Questions are designed to identify the student's needs, so SRI staff members can evaluate any requirements the student may have to improve his/her learning experience and outcome.

The designated SRI staff member will receive and assess each student's pre-enrolment questionnaire. Based on the information in the checklist, the enrolment form, interview, induction and any other relevant correspondence and conversation, SRI staff and management may offer additional support. Examples of the support services may include:

- Study support and study skills programs
- Language, literacy and numeracy (LL&N) programs or referrals to appropriate programs
- Equipment, resources and/or programs to increase access for students with disabilities
- Learning resource centres
- Mediation services or referral to appropriate services
- Flexible scheduling and delivery of training and assessment
- Counselling services or referral to appropriate services
- Information technology support

- Learning materials in alternative formats i.e. large print
- Learning and assessment programs customised to the workplace.

## Induction

On successful completion of the enrolment process, all students will undergo an induction program which will cover:

- Introduction to Skills Recognition International staff and resources available to assist your training.
- Orientation to facilities and resources
- Confirmation of the units of competency in the course and qualification to be issued.
- How training will be conducted and the method, format and purpose of assessment
- Learning and assessment resources to be provided
- Overview of the support services offered by Skills Recognition International, especially for those students who might require additional language, literacy or numeracy support
- Explanation of the Appeals and Complaints procedures
- Career and AQF pathways available to students.

## Student support

Skills Recognition International will assist all Students in their efforts to complete training programs by all methods available and reasonable. The Skills Recognition International Student Handbook advises Students to contact their trainer or the Training Manager if they are experiencing difficulties with any aspect of their studies. Staff will ensure students have access to the full resources of Skills Recognition International to assist them in achieving the required level of competency in all nationally recognised units of competency.

If a student is experiencing personal difficulties, the trainer and assessor will encourage the student to contact Skills Recognition International Training Manager, who will provide discreet, personalised, and confidential assistance according to the nature of the difficulties. Course deferral may be discussed if issues impact the student's study.

If a student's needs exceed the capacity of the support services Skills Recognition International can offer, they will be referred to an appropriate external agency. These needs may be academic needs or personal needs. Extensive information regarding support agencies, resources and services may be sourced online. Skills Recognition International management will assist students in sourcing appropriate support.

Examples of specialist support agencies SRI has a relationship with and may engage:

<b>Covid 19 Mental Health</b>	What you can do to look after your mental wellbeing and look out for those around you <a href="#">Mental Health Support</a>
<b>Head to Health</b>	Digital mental health resources from trusted service providers <a href="https://headtohealth.gov.au/">https://headtohealth.gov.au/</a>
<b>Workplace Wellbeing</b>	Hunterlink National 1800 554 654 <a href="https://hunterlink.org.au/">https://hunterlink.org.au/</a>
<b>Reach Out</b>	Reach Out helps supports people with issues such as drug taking, alcohol or gambling or gaming addiction <a href="http://au.reachout.com/tough-times/addiction">http://au.reachout.com/tough-times/addiction</a>
<b>Counselling Online</b>	Counselling Online is a free 24/7 drug and alcohol counselling service in Australia that supports people affected by alcohol and other drugs. For phone contacts in all Australian States refer to: <a href="http://eheadspace.org.au/">http://eheadspace.org.au/</a>
<b>Head Space</b>	eheadspace is an online and telephone service which supports young people and their families going through a tough time. It is specifically targeted at those aged between 12 and 25. Phone: 1800 650 890 (available from 9am – 1am 7 days a week) <a href="http://www.eheadspace.org.au/">http://www.eheadspace.org.au/</a>
<b>Counselling services</b>	Referral to appropriate 24/7 services such as: Beyond Blue ph: 1300224636 <a href="http://www.beyondblue.org.au">http://www.beyondblue.org.au</a> Lifeline ph: 131114 <a href="http://www.lifeline.org.au">http://www.lifeline.org.au</a>
<b>Reading and Writing Hotline</b>	<a href="http://www.readingwritinghotline.edu.au/information-and-advice">www.readingwritinghotline.edu.au/information-and-advice</a> Phone: 1300 655 506. There are also numerous adult reading/writing apps for smart phones/tablets aimed at supporting literacy.
<b>LLN Training Courses provided by local TAFE Colleges</b>	These institutes have specialist LLN Teachers to support individual participants own level of development and can be accessed via a Google Search of local TAFEs and course availability.

## Flexible delivery and assessment procedures

Skills Recognition International recognises that some people are better suited to learning via teaching methods not usually obtained in the traditional classroom setting. With some minor adjustments to teaching and assessment methods, a student who is having trouble learning and achieving the desired results in the traditional setting may show considerable improvements.

The staff and management of SRI respect these differences among students and will endeavour to make any necessary adjustments to their methods to meet the needs of a variety of students. For example, the inability to complete a written assessment will not be interpreted as a sign of incompetence, provided the student can verbally demonstrate competency.

Acceptable adjustments to teaching and assessment methods may include but are not limited to; having a trainer read assessment materials to students, having a student's spoken responses to assessment questions recorded or allowing a student to sit for an assessment alone in a different room.



SRI staff will pursue any reasonable means within their ability to assist students in achieving the required competency standards. If a student's needs exceed the capacity of the support services Skills Recognition International can offer, they will be referred to an appropriate external agency.

## Reasonable adjustment

Reasonable adjustment means adjustments that can be made to the way in which evidence of student performance can be collected. Whilst reasonable adjustments can be made in terms of the way in which evidence of performance is gathered, the evidence criteria for making competent/not yet competent decisions (and/or awarding grades) should not be altered in any way. That is, the standards expected should be the same irrespective of the group and/or individual being assessed; otherwise, comparability of standards will be compromised.

## Access and Equity

Skills Recognition International is committed to practicing fairness and providing an equal opportunity for all current and potential students to access and participate in learning, and to achieve their learning outcomes regardless of age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment, or remote location that may present a barrier to access, or any other perceived difference in class or category. Skills Recognition International ensures that its practices are as inclusive as possible and do not unreasonably prevent any clients from accessing its services. SRI will address access and equity matters as a nominated part of operational duties.

If a student identifies with one or more of the following priority groups, they may be able to receive additional assistance:

- Aboriginal and/or Torres Strait Islander people
- Carers of people who are ill, aged or who have a disability.
- People with a disability
- Women and girls who are returning to education and training.
- Women and girls who are seeking training opportunities in non-traditional roles.
- Young people aged 15 to 25
- Australian South Sea Islanders
- Parental job seekers
- People with English language, literacy and numeracy needs
- Mature aged workers who require up skilling
- Long term unemployed and disadvantaged jobseekers
- People from different cultural and ethnic backgrounds
- People who speak a language other than English

Skills Recognition International has developed this quality management and operational framework to guide and inform all staff and students in their obligations regarding access and equity. Upon induction into Skills Recognition International, all staff is provided with copies of the policies which they must adhere to throughout all their operations as an SRI staff member. Students are made aware of the access and equity policy via the Skills Recognition International student handbook and informed of their rights to receive access and equity support and to request further information.

Skills Recognition International access and equity policies are in place to ensure that training opportunities are offered to all people on an equal and fair basis in all circumstances, irrespective of their gender, culture, linguistic background, race, socio-economic background, disability, age, marital status, pregnancy, sexual orientation, or carer's responsibilities.

Practising these policies will guarantee that any student who meets Skills Recognition International entry requirements will be accepted into any training programs. If any student or staff member has issues or questions regarding access and equity or believes they have been treated unfairly, they will be directed to SRI's management for consultation.

## **Language, Literacy and Numeracy Assistance**

Skills Recognition International course information and learning materials contain written documentation and in some cases, numerical calculations.

SRI recognises that not all students will have the same level of ability in relation to reading, writing, and performing calculations. When an issue is identified by SRI staff or requested by a student, a language, literacy, and numeracy test will be provided to assess the student's ability. This process is to ensure that all students who commence a training program possess the skills required to understand the presented material and complete assessments.

SRI will endeavour to aid students having difficulty with language, literacy or numeracy to accommodate their needs. In the event that a student's needs exceed the ability of SRI staff to assist, the student will be referred to an external support agency so they have the opportunity to obtain the skills required to complete the training program.

## **Code of Conduct**

Skills Recognition International makes every effort to practice cooperation and mutual respect in all internal and external dealings to uphold high quality, professional training and assessment services. The same disciplined behaviour is expected of students as a contribution to a functional learning environment, and as a sign of respect to staff and fellow students.

## **Professional Behaviour**

SRI Management advises any trainer or staff member who is dissatisfied with the behaviour or performance of a student that they have the authority to:

- Warn the student that their behaviour is unsuitable, or
- Ask a student to leave the class, without refund or acceptance into another course, or
- Immediately cancel the class.

If a student wishes to object or lodge an appeal against the disciplinary action taken, they have the right and opportunity to follow the Skills Recognition International complaint procedure.

SRI staff are expected to maintain a professional and ethical working relationship with all other staff members, management and students. Breaches of the disciplinary standards will result in discussion between the relevant trainer and Skills Recognition International, and appropriate action will be taken.

## Plagiarism

### Definition<sup>2</sup>

Plagiarism is the "wrongful appropriation" and "purloining and publication" of another author's "language, thoughts, ideas or expressions," and the representation of them as one's own original work.

### Policy

Plagiarism is considered academic dishonesty and a breach of journalistic ethics. It is subject to serious sanctions such as expulsion. It is quite reasonable to research material in the course of undertaking assessment. All sources, however, must be clearly referenced. Skills Recognition International's CEO takes a very strict approach to plagiarism and proven incidents will not be tolerated.

## FEE INFORMATION

### Fees and charges

Skills Recognition International operates predominately as a 'fee for service' training business. This means all training programs attract fees. All fees will be paid in accordance with the fee structure unless prior arrangements are made with SRI management.

Fee information is available via:

- SRI website
- SRI program brochures
- SRI promotional material
- Direct email from SRI

Each of these information streams clearly identifies all fees and charges, including optional charges such as Recognition of Prior Learning (RPL) fees, and will be updated regularly so that both Skills Recognition International and our clients will be protected.

Skills Recognition International will provide the following fee information, to each student:

- a) The total amount of all fees including course fees, administration fees, materials fees and any other charges;
- b) Payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee;
- c) The nature of the Student Protection offered by the RTO to complete the training and/or assessment once the student has commenced study in their chosen qualification or course;
- d) The fees and charges for additional services, including such items as issuance of a replacement qualification testimonial and the options available to students who are deemed not yet competent on completion of training and assessment; and
- e) The RTO's refund policy.

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<sup>2</sup> From [www.wikipedia.org](http://www.wikipedia.org)

## Fee structure

### Fee for Service Students - Qualifications

Each qualification offered by Skills Recognition International has a specific course fee. The course fee is the maximum fee that may be charged to the student for their selected training program.

The course fee varies depending on a few factors:

- Citizenship
- Prior study
- Online
- Face to face
- Blended
- Credit transfers
- Recognition of Prior Learning (RPL)

Potential students are asked to email or call Skills Recognition International for a free, no-obligation quote.

Our staged, progressive payment schedule will provide fair and equitable training and assessment service. The student will pay for training and assessment services as they are provided.

It is Skills Recognition International's policy that the course fee will be *all-inclusive*. Students will not be 'surprised' by unexpected requirements, fees, or expenses.

Where additional resources normally associated with a program of study are required (for example, reference material, research documents, and own computer), students would be clearly advised of exactly what is required in the student study guide for that program.

### Payment Schedule

Skills Recognition International's policy is to make taking part in quality training and assessment accessible and affordable. Our payment schedule asks students to make equal payments throughout the training program.

The payment schedule is structured around the face-to-face training days as a simple and obvious means to keep track of the student's payments.

Contact our admin team at [admin@skillsrecognition.edu.au](mailto:admin@skillsrecognition.edu.au) to arrange a payment schedule.

### Produce a partial completion statement of attainment.

No fee applies to produce a statement of attainment when the student has partially completed the training program and must withdraw.

### Re-provide certification

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

- Statement of attainment \$25.00+GST
- Qualification (with academic transcript) \$40.00+GST

Details of Skills Recognition International's fee structure are included in the SRI student handbook.

***SRI does not provide hard copies of Qualifications or Statement of Attainments***

## Contact Us

13 Kimberley Crt

Eatons Hill Q 4035

Phone: 1300 909 956

Email: [admin@skillsrecognition.edu.au](mailto:admin@skillsrecognition.edu.au)

## Methods of payment

Students may make payments to Skills Recognition International by any of the following means:

- EFTPOS
- Credit Card (MasterCard and VISA only)
- Direct Deposit
- BPay and Australia Post BillPay (selected locations only)
- PayPal (selected locations only)

## GST

All Nationally Recognised Qualifications, Accredited Courses and Units of Competency delivered by Skills Recognition International are GST-Free in accordance with the Australian Taxation Office GST Rulings GSTR 2000/27, GSTR 2001/1 and GSTR 2003/1.

## Payment Receipts

A tax invoice/receipt will be issued for all payments.

## Refunds

Skills Recognition International will protect fees paid in advance and has a fair and reasonable refund policy.

Information provided prior to enrolment or the commencement of training and assessment, whichever comes first, specifies the student's rights as a consumer, including but not limited to any statutory cooling-off period (where applicable) and the student's right to obtain a refund for services not provided by the Skills Recognition International in the event the:

- Arrangement is terminated early, or
- Skills Recognition International fails to provide the agreed services.

## Refund – Prior to Commencing Training – Qualifications and Short Courses

An application for a refund is addressed according to the amount of notice given by the person making the request:

- 14 days prior to the commencement of the course – 100% refund
- Between 13 days and 7 days prior to the course - 75% refund
- Between 6 days and the commencement of the course – 50% refund
- Withdrawal during the course – no refund. A pro-rata credit is available so the student can complete the course at a later date

### **Refund – After Training has commenced - Qualifications**

A student may ask for a refund of the most recent scheduled payment. Skills Recognition International will refund 100% of the most recent scheduled payment.

For example:

*A student has made their scheduled payments up to and including Payment 5. And taken part in the training and assessment delivered at that point in the course.*

*After completing the face to face training day that coincides with Payment 5, the student approaches a Skills Recognition International representative and asks for a refund.*

*The refund will be 100% of the most recent scheduled payment made.*

*A 100% refund will be made to the student within 48 hours.*

Skills Recognition International will encourage the student to return to the training program in the future.

### **Refund – Short Courses**

An application for a refund is addressed according to the amount of notice given by the person making the request:

- 14 days prior to the commencement of the course – 100% refund
- Between 13 days and 7 days prior to the course - 75% refund
- Between 6 days and the commencement of the course – 50% refund

No refund will be made once the student has commenced the training program. The student may discuss the option to return to the same course at a future date with Skills Recognition International.

## **Protecting fees**

Skills Recognition International will ensure that students' prepaid fees (including enrolment fees, tuition fees, materials fees, and any other fee component that is a mandatory payment for the course) are protected in an appropriate manner.

Student training is further protected by Skills Recognition International's financial management policy and procedure. Any fees taken prior to the commencement of training are deposited into the No 2 (deposit) account. Fees paid in advance are not transferred to the operating account until training commences.

Skills Recognition International will not collect more than \$1500 in advance and will take progressive payments that are proportionate to the training services provided. The payment schedules outlined above support this policy.

### **Third-Party Training**

Where applicable, Skills Recognition International's Student Protection extends to training partners and training conducted by a third party on behalf of the RTO. At this time, Skills Recognition International does not engage third parties.

## TRAINING AND ASSESSMENT

Skills Recognition International is committed to delivering high quality training and assessment services that exceed the expectations of their students. To ensure this, SRI has implemented processes for data collection and analysis within its operations that ensure the continuous improvement of training and assessment. In order to provide high quality outcomes to their clients and students, Skills Recognition International ensures that strategies for training and assessment are developed with effective consultation with industry and stakeholders.

### Principles of Training and Assessment

Training and assessment strategies developed by Skills Recognition International will adhere to the following principles:

- Training and assessment strategies are developed for each qualification/unit of competency that will be delivered and assessed.
- All training programs will require the development of a training and assessment strategy for full and partial completion of a qualification.
- Each training and assessment strategy will be developed in consultation with industry representatives, trainers, assessors, and key stakeholders.
- Training and assessment strategies will reflect the requirements of the relevant training package and will identify target groups.
- Training and assessment strategies will be validated annually through the internal review procedures.

Skills Recognition International will apply the *Principles of Assessment and the Rules of Evidence*.

### Principles of assessment

To ensure quality outcomes, assessment should be:

- Fair
- Flexible
- Valid
- Reliable

#### Fair

Fairness in assessment requires consideration of the individual student's needs and characteristics, and any reasonable adjustments that need to be applied to take account of them. It requires clear communication between the assessor and the student to ensure that the student is fully informed about, understands, and can participate in the assessment process, and agrees that the process is appropriate. It also includes an opportunity for the person being assessed to challenge the result of the assessment and to be re-assessed if necessary.

#### Flexible

To be flexible, assessment should reflect the student's needs; provide for recognition of competencies no matter how, where or when they have been acquired; draw on a range of methods appropriate to the context, competency, and the student; and support continuous competency development.

## **Valid**

Assessment is valid when the process is sound and assesses what it claims to assess. Validity requires that:

- Assessment against the units of competency must cover the broad range of skills.
- Knowledge that are essential to competent performance
- Assessment of knowledge and skills must be integrated with their practical application.
- Judgement of competence must be based on sufficient evidence (that is, evidence gathered on several occasions and in a range of contexts using different assessment methods). The specific evidence requirements of each unit of competency provide advice on sufficiency.

## **Reliable**

Reliability refers to the degree to which evidence presented for assessment is consistently interpreted and results are consistent with assessment outcomes. Reliability requires the assessor to have the essential competencies in assessment and relevant vocational competencies (or to assess in conjunction with someone who has the vocational competencies). It can only be achieved when assessors share a common interpretation of the assessment requirements of the unit(s) being assessed.

## **Rules of Evidence**

These are closely related to the principles of assessment and provide guidance on the collection of evidence to ensure that it is:

- Valid
- Sufficient
- Authentic
- Current

## **Valid**

Assessment is valid when the process is sound and assesses what it claims to assess. Validity requires that:

- Assessment against the units of competency must cover the broad range of skills.
- Knowledge that are essential to competent performance
- Assessment of knowledge and skills must be integrated with their practical application.
- Judgement of competence must be based on sufficient evidence (that is, evidence gathered on several occasions and in a range of contexts using different assessment methods). The specific evidence requirements of each unit of competency provide advice on sufficiency.

## **Sufficient**

Sufficiency relates to the quality and quantity of evidence assessed. It requires collection of enough appropriate evidence to ensure that all aspects of competency have been satisfied and that competency can be demonstrated repeatedly. Supplementary sources of evidence may be necessary. The specific evidence requirements of each unit of competency provide advice on sufficiency.



## **Authentic**

To accept evidence as authentic, an assessor must be assured that the evidence presented for assessment is the student's own work.

## **Current**

In assessment, currency relates to the age of the evidence presented by a student to demonstrate that they are still competent. Competency requires demonstration of current performance, so the evidence collected must be from either the present or the very recent past.

## **Assessment Policy**

Skills Recognition International acknowledges the critical role that assessment plays in determining the competency of students. In developing the assessment (including RPL) for each qualification and unit of competence, the CEO will ensure:

- Compliance with the assessment guidelines from the relevant training package, qualification, and unit of competence of accredited course
- Assessment leads to a qualification or statement of attainment under the Australian Qualifications Framework (AQF)
- Assessment complies with the principles of competency based assessment and informs the student of the purpose and context of the assessment
- The rules of evidence guide the collection of evidence to support the principles of validity and reliability.
- The application of knowledge and skills is relevant to the standard expected in the workplace, including skills for managing work tasks, contingencies and the job environment.
- Timely and appropriate feedback is given to students.
- Assessment complies with SRI's access and equity policy.
- All students have access to re-assessment on appeal.

Skills Recognition International implements an assessment system that ensures that assessment (including Recognition of Prior Learning) complies with the assessment requirements of the relevant training package or VET accredited course. Skills Recognition International recognises that each unit of competency contains assessment requirements relating to; performance evidence, knowledge evidence and assessment conditions.

## **Connecting Training and Assessment with Industry**

### **Industry Engagement**

***“Training and assessment practices are relevant to the needs of industry and informed by industry engagement.”***

All aspects of Skills Recognition International training and assessment are informed by meaningful industry engagement. To maximise the outcomes for students, Skills Recognition International ensures that every opportunity to connect training and assessment with the workplace is utilised. Opportunities will be developed in consultation with the relevant industry personnel and responsibilities clearly communicated to all involved.

To identify a range of delivery and assessment methods that meet a variety of needs, an ongoing schedule of industry liaison and consultation will be adhered to. These consultations will be documented with meetings and memorandums acknowledged by those industry and enterprise representatives involved in consultation relating to the development and ongoing review of assessment strategies.

Skills Recognition International will:

- Involve industry personnel in planning training programs, where they are relevant to the training and assessment program.
- Ensure that the training and assessment program makes full use of opportunities presented by industry.
- Consult with industry personnel in the development of workplace training and assessment processes.
- Monitor the student's progress.

Information from industry stakeholders is used to continuously improve training and assessment. Several programs that engage employers or other stakeholders who contribute to each student's training, assessment, and support services to meet their individual needs are available. In addition, Skills Recognition International utilises industry engagement to inform the currency of trainers and assessors industry skills.

## **Apprenticeships and traineeships**

At this time Skills Recognition International will not seek to engage apprentices or trainees, apply for government funding or enter government incentive schemes. Skills Recognition International CEO may take the decision to change this policy in the future.

## RECOGNISING QUALIFICATIONS and PRIOR LEARNING

### Unique Student Identifier

The [Unique Student Identifier \(USI\)](#) scheme allows students to access a single online record of their VET achievements. The online system provides each student with a USI and allows for reliable confirmation of these achievements by employers and other RTOs. The USI scheme will provide a national online authenticated record of student's training attainment and will serve as a building block for a range of vocational education and training reforms. Over time, the ability of students to access and share their training records will make enrolment processes more efficient for training providers and students.

Skills Recognition International will only issue a qualification or statement of attainment to a student after the student has provided a verified USI or SRI applies for a USI on behalf of the student. To avoid any delays in issuing certification documentation SRI will ensure that student's USIs are applied for or verified USI at the time of enrolment. Skills Recognition International will protect the security of all information related to USIs.

Security measures are in place to protect both digital and hard-copy records from loss, damage or unauthorised access. SRI stores paper-based records in locked cabinets. Digital records are backed up on a Cloud system. All AQF certification documentation issued by SRI is kept for 30 years.

When reporting data about the training, each record of nationally recognised training that is provided to the National Centre for Vocational Education Research (NCVER) national VET provider collection will have a USI attached. This USI will be used to draw down on this data collection in real time. This means that, in the future, students will be able to draw down a record of their VET achievements from one place. They can view this online, or they can use the data to develop a transcript that they can attach to a job application, for example.

The USI will be increasingly useful for Skills Recognition International when the data builds; Skills Recognition International (with the student's permission) will be able to draw down information about that student's previous VET attainments throughout Australia. This will assist with assessing student's admission to courses and in some circumstances, their eligibility for funding. Training providers will have access to an online information source to manage student transfers between training providers, and the assessment of credit transfer and pre-requisites.

More information is available from the [Department of Industry's website](#), where a comprehensive [video](#) outlines the USI scheme for Skills Recognition International staff.

### Recognising Qualifications from another RTO

Skills Recognition International will recognise all AQF qualifications and statements of attainment issued by any other RTO. If any ambiguity is detected when validating a student's certification, SRI will seek verification from the relevant RTO before recognising the qualification or statement of attainment.

Students enrolling with Skills Recognition International will be made aware of the recognition of qualifications policy by SRI staff at the time of enrolment to offer the opportunity of recognition of relevant qualifications or statements of attainment prior to the commencement of training. SRI trainers will remind students of the policy progressively throughout the duration of their course.

When a student presents an AQF qualification or statement of attainment to a trainer or staff member, a copy of the certificate/s will be taken and submitted to Skills Recognition International for verification. Skills Recognition International will verify the authenticity of the qualification or statement of attainment.

The verified copy of the qualification or statement of attainment is placed in the student's file. Once verification of the qualification or statement of attainment has been established, SRI staff will inform the student and offer an exemption from the relevant unit(s) of competency. Staff will ensure the student is aware of and understands what component(s) of their training and assessment are affected. SRI staff will update the student's records accordingly.

## **Credit Transfer**

Credit transfer refers to the transferral of academic credit obtained by students through participation in courses or national training package qualifications with other RTOs, towards a qualification offered by Skills Recognition International. Credit transfer is granted on the basis that the credit validates the student's competency within the relevant qualification/unit of competence. Credit transfer of a qualification/unit of competence is available to all students enrolling in any training program offered by Skills Recognition International.

## **Recognition of Prior Learning**

Skills Recognition International appreciates the value of workplace and industry experience and recognises that students will acquire vocational skills and knowledge from a variety of sources other than formal training. These skills are legitimate irrespective of how they were acquired and the RPL process is designed to provide validation of such relevant skills.

Recognition of Prior Learning (RPL) is an assessment process that assesses an individual's formal, non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to, and/or partial or total completion of a VET qualification.

To grant RPL, the assessor must be confident that the student is currently competent against the endorsed industry or enterprise competency standards or outcomes specified in Australian Qualifications Framework accredited courses. The evidence may take a variety of forms and could include certification, references from past employers, testimonials from clients and work samples. The assessor must ensure that the evidence is authentic, valid, reliable, current, and sufficient.

## **Skills Recognition International's Recognition of Prior Learning process**

The recognition of prior learning (RPL) process will be offered to and explained to all students.

Students who believe they have already obtained current skills and knowledge that would otherwise be covered in the qualification/unit of competence for which they intend to study, should apply for RPL at the time of enrolment. The student's skills and knowledge will be assessed and validated, and where appropriate, units of competency will be acknowledged, and face-to-face training will be reduced.

As part of the Skills Recognition International enrolment policy, trainers will advise students of the availability of RPL, explain what the process involves and how it relates to the attainment of the qualification in some circumstances. When relevant, trainers will remind students of this option progressively throughout their time in training to provide multiple opportunities for students to engage in the RPL process.

## RPL fee

The student will be charged the scheduled RPL course fee. This includes the initial application, consultation in person or via phone with a suitably qualified assessor, the RPL assessment and (if successful) certification.

Where the student cannot achieve the full qualification through RPL and gap training is required, a training plan and cost structure will be mutually agreed upon. The basis of the cost structure will be pro-rata on a unit-by-unit basis based on the scheduled course fee.

## RPL System

Skills Recognition International utilises an online Recognition of Prior Learning assessment platform. RPL applicants will be provided access to the platform and given clear instructions on uploading their evidence.

# RECORDS

Skills Recognition International has a clearly documented quality administrative and records management system in place to secure the accuracy, integrity, and currency of records, to keep documentation up-to-date and to secure any confidential information obtained by Skills Recognition International and committees, individuals or organisations acting on its behalf.

Data is collected and stored in accordance with the processes outlined in this document and Skills Recognition International's record management procedures ensure timely and accurate records inform the continuous improvement processes of Skills Recognition International. In addition, these records management procedures will ensure that all documentation providing evidence of compliance to the essential standards of registration is accurately maintained.

## Record keeping procedures

Upon enrolment, student's details will be entered into Skills Recognition International's database. This process initiates the establishment of the student's individual file which is then used to record all future details pertaining to the student. Documents pertaining to students currently enrolled are stored in secure, individual student files which are managed by Skills Recognition International's staff. The file is retained by Skills Recognition International, and management of the file will be in accordance with Skills Recognition International's training records policy.

Skills Recognition International will retain client records for a period of thirty (30) years. These records include:

- Records of assessment results
- Records of attainment of units of competency and qualifications
- Copies of certificates and statements of attainment
- Student enrolments
- Fees paid and refunds given.

Skills Recognition International will also maintain records of staff profiles detailing qualifications and industry experience and other documentation necessary to develop, implement and maintain Skills Recognition International's quality system.

## Completed assessments.

Each assessment submitted by every student will be retained for a minimum period of six (6) months. Individual student records will be stored in a lockable steel filing cabinet in a locked secure office area.

At the expiration of six (6) months period, the student's assessments will be scanned and stored electronically for thirty (30) years. The electronic records are stored utilising AVETMISS compliant software and access is restricted by a password system.

## Results of assessment records

Student assessment results will be recorded electronically within the Skills Recognition International database system and will be retained for thirty (30) years. This information may be used to provide annual competency completion reports and/or AVETMISS reports, as required and will provide sufficient information to re-issue the testamur, if required.

A copy of each testamur issued is scanned and retained in Adobe PDF format. If requested, the testamur may be re-printed at any time within the thirty (30) year period after issue. This method ensures the original format, design, signature, date and units of competency are re-printed accurately and with a minimum of effort and expense.

## AVETMISS Reporting

AVETMISS stands for the Australian Vocational Education and Training Management Information Statistical Standard. It is a national data standard that ensures consistent and accurate capture and reporting of VET information about students. The National Centre for Vocational Education Research (NCVER) is the custodian of the standard.

Skills Recognition International submits AVETMISS reports to NCVER annually. These reports include all student and training data including:

- age, sex and other demographic information
- Indigenous and disability information
- geographic location
- type of provider (for example, government or private)  
location of training delivery
- enrolments in units of competency, as part of a qualification, and modules as part of courses
- how it was studied (for example, classroom, workplace or online)
- how it was funded
- the results obtained for unit/module (outcome)

This reporting is made under the authority of the Data Provision Requirements that are established by agreement of Training Ministers across Australia under the National Vocational Education and Training Regulator Act 2011.

## Access to Records

Skills Recognition International has implemented a record management system that ensures that all students have access to accurate information regarding their learning in a timely fashion. To ensure this, employees are informed of their responsibilities for record keeping and the process is monitored through the continuous improvement process and improved where necessary. This section outlines the data management procedures that support this records management system.

## Access to Student Records

Access to individual student training records will be limited to those such as:

- Trainers and assessors to access and update the records of the students whom they are working with.
- Management staff as required to ensure the smooth and efficient operation of the business.
- Officers of ASQA or their representatives for activities required under the standards for registered training organisations.

Skills Recognition International's trainers and assessors will maintain accurate and current records of each student's progress and achievement of competencies in their study. These records will be entered on the Skills Recognition International's database system during training and assessment or immediately at the completion of training and assessment.

As students complete each competency, the trainer or assessor will check the achievements against the relevant qualification packaging rules and sign off successfully completed competencies. All details of full or partially completed competencies will be recorded and stored on the student's file.

Upon completion of all relevant competencies within a qualification, the student will be entitled to receiving the full qualification. The certificate and statement of results and/or statement of attainment will be produced and presented to the student. A scanned electronic copy of all signed qualifications issued will be converted to PDF format and secured in the student's file.

## Student Access to Records

Students have the right to request information about or have access to their own individual records. Skills Recognition International trainers and assessors or administration staff will provide the requested information or access. Students also have the right to request a hard copy of their own individual file that can be supplied as a printout from records retained within the data management system.

You should feel free to ask your Skills Recognition International trainer and assessor or administration staff at any time for a printout of your progress.

## Privacy

Skills Recognition International considers student privacy to be of utmost importance and will practice a high standard of care and concern regarding maintaining student privacy in all aspects of business operations. Any persons external to the organisation acting on behalf of Skills Recognition International are made aware of the confidentiality procedures and privacy policies prior to commencing work with Skills Recognition International.

Skills Recognition International will comply with all legislative requirements including the Privacy Act 1988 (Commonwealth) and the [Australian Privacy Principles \(2014\)](http://www.privacy.gov.au). Skills Recognition International ensures no student information is disclosed without the student's consent, except as required by law or in adherence to the Standards for RTOs. Student consent must be obtained in writing from the student, unless the student is under the age of 18 years, in which case written consent from their parent or guardian must be obtained. Consent to disclosure of information forms and/or letters will be recorded.

## Security

Skills Recognition International ensures further security of records by complying with the storage requirements detailed in ASQA's General directive: *Retention requirements for completed student assessment items*, 22 June 2012. This directive includes requirements for storage including: safeguards against unauthorised access, fire, flood, termites or any other pests, and to ensure that copies of records can be produced if the originals are destroyed or inaccessible. Skills Recognition International enhances its compliance with this directive by protecting electronic files with up-to-date virus protection, firewall and spy ware protection software.

The data management system is Cloud based and offers the security and integrity expected of a reputable Cloud storage system. In addition, electronic records are copied to a portable hard drive, every four (4) week period. The portable hard drive is stored off site in a fire proof secure location.

Skills Recognition International software and hardcopy systems will retain student's results for a period of no less than thirty (30) years. If requested, enrolment information, training and assessment information or results of assessment will be provided in electronic format wherever possible.

Paper-based records will be scanned and saved in Adobe PDF format. Paper records will be securely shredded every twelve (12) months following Skills Recognition International CEO's directions.

## Ceasing Operation

If Skills Recognition International ceases to operate, its records will be transferred to ASQA in the appropriate format and detail as specified by the Department at the time of ceasing RTO operations. All other records, including training records, taxation records, and business and commercial records, will be retained for a period of at least seven (7) years. Skills Recognition International will ensure that any confidential information acquired by the business, individuals, or committees or organisations acting on its behalf is securely stored.



## COMPLAINTS AND APPEALS

SRI strives to ensure that each student is satisfied with their learning experience and outcome. It is anticipated that issues of concern can be resolved by meaningful and respectful communication that is encouraged by Skills Recognition International. In the unlikely event that this is not the case, all students have access to rigorous, fair and timely complaint and appeal processes which are outlined in this section of the policy and procedures document

Skills Recognition International has a defined and transparent complaints and appeals process based on the principles of natural justice and fairness that will ensure student's complaints and appeals are addressed effectively and efficiently. Skills Recognition International's complaints and appeals policy ensures students and clients understand their rights and the responsibilities of the RTO.

Any complaints or appeals will be reviewed as part of the continuous improvement process and where corrective action has been highlighted, it will be implemented as a priority. This approach ensures that outcome of the complaints process provides a positive and constructive contribution to the operations of Skills Recognition International.

### Complaints

A student may lodge a complaint regarding the RTO; Third Party; Subcontractor; another student or Trainer. There is also provision for all interested stakeholders to make a complaint if they feel aggrieved. For example, a Trainer may lodge a complaint against a student.

A complaints procedure is available to all persons wishing to make a complaint, appeal, or any other manner of objection in relation to the conduct of Skills Recognition International. The complaints procedure will address both formal and informal complaints. All formal complaints must be submitted in writing to SRI management and will be heard and addressed, including a response to the aggrieved person, within five (5) working days of receipt.

SRI management will maintain a complaint register to document the course of action and resolution of all formal complaints. All complaints substantiated by the complaint procedure will be reviewed as part of the Skills Recognition International continuous improvement procedure.

It is the responsibility of SRI management to ensure adherence to the complaint procedure and that resolution is sought in all reasonable circumstances. This includes informing and assisting students with the complaint procedure and supply of complaint forms.

Where the appellant remains dissatisfied with the outcome of the appeals handling procedure, the appellant is to be directed to the following external agencies:

- An independent agency or consultant within the VET sector
- The Office of Fair Trading in relation to consumer protection issues
- [National Training Complaints Hotline](#) on 133 873

## Appeals

The Skills Recognition International appeals process is concerned with a student's right to request change to decisions or processes of an official nature, usually in relation to academic or procedural matters.

In the case of a student's appeal against specific assessment decisions, the student should first discuss the decision(s) with the relevant trainer or assessor and request re-evaluation. The trainer or assessor will hear the student's appeal, make fair judgement to the best of their ability as to whether change(s) are required and then discuss their final decision with the student.

If the student is still dissatisfied with the trainer or assessor's decision, they have the right to take the appeal to the management team. The formal notice of appeal is required to comply with the following principles upon submission to management:

- The notice of appeal should be in writing, addressed to Skills Recognition International for referral to the management team and submitted within five (5) days of notification of the outcome of the trainer or assessor's re-evaluation process.
- The notice of appeal must be submitted within the specified timeframe otherwise the original result will stand. If a student's appeal needs to be deferred due to emergency circumstances, such as in the case of serious illness or injury, a medical certificate supporting the case must be forward to management. The notice of deferral must be submitted within three (3) working days of the conclusion date displayed on the medical certificate.

It is the responsibility of SRI management to ensure adherence to the appeal procedure and that resolution is sought in all reasonable circumstances. This includes informing and assisting students with the appeal procedure and supply of appeal forms.

All appeals will be reviewed at the monthly management meeting and, if appropriate, result in a continuous improvement process.

Where the appellant remains dissatisfied with the outcome of the appeals handling procedure, the appellant is to be directed to the following external agencies:

- An independent agency or consultant within the VET sector
- The Office of Fair Trading in relation to consumer protection issues
- [National Training Complaints Hotline](#) on 133 873

## Complaints/Appeals Procedure

All persons wishing to make a complaint, appeal, or any other manner of objection in relation to the conduct of Skills Recognition International or any third party (such as other students, outsourced trainers, subcontractors, staff, trainers, assessors) have access to the following procedure:

### Informal complaint/appeal:

- An initial complaint or appeal will involve the student communicating directly with Skills Recognition International verbally or by other appropriate means.
- All persons identified or subject to a complaint will be notified in writing of the content of the complaint and/or allegation and afforded all-natural justice and procedural fairness response mechanisms.
- SRI management will decide, discuss their judgement with the student and record the outcome of the complaint or appeal.

- Students dissatisfied with the outcome of Skills Recognition International’s decision may initiate the formal complaint procedure.

**Formal complaint/appeal:**

- It is normal procedure that all formal complaints proceed only after the initial informal complaint or appeal procedure has been finalised.
- The formal complaint or appeal is to be submitted in writing, and the procedure and outcome recorded by SRI management.
- On receipt of a formal complaint, the CEO or a nominated senior management person independent of the complaint will notify the complainant in writing that they have received the submission.
- The CEO will convene the complaint committee to hear the complaint.
- The complaint committee will consist of a panel of members with no previous involvement or vested interest in the outcome of the complaint or appeal. Members of the committee should include:
  - A representative of SRI management
  - A SRI staff member
  - A person independent of Skills Recognition International (i.e. Richard Turner of TBS Consulting)
- The complainant/appellant shall be given an opportunity to present the case to the committee and may be accompanied by one (1) other person as support or as representation.
- Staff member(s) involved shall be given an opportunity to present their case to the committee and may be accompanied by one (1) other person as support or as representation.
- The complaint committee will reach a decision on the complaint or appeal after consideration of each case presented.
- The complaint committee will inform all parties involved of the outcome in writing within five (5) working days of making the decision.

All complaints and appeals will be reviewed at Skills Recognition International monthly management meeting. Continuous improvement procedures may be actioned when the complaint/appeal procedure results in identification of factors appropriate for improvement to internal operations. When the initial causative factor of the complaint identifies a problem with current Skills Recognition International policies and/or procedures, the continuous improvement procedure will ensure changes are made to prevent reoccurrence of the problem.

**Delayed processes**

In the unusual circumstances where a delay in the complaint or appeal process occurs, where longer than sixty (60) calendar days are required to process and finalise the complaint or appeal, Skills Recognition International will inform the complainant or appellant in writing. In line with the importance that Skills Recognition International places on open and transparent processes and communication, the first written communication will be made at five (5) days. From that point, the complainants or appellant will be regularly updated on the progress of the matter. Including reasons why more time is required.

## LEGISLATIVE REQUIREMENTS

Registered training organisations are subject to legislation pertaining to training and assessment, as well as business practice. Skills Recognition International will comply with relevant legislation and regulatory requirements and will inform all staff and clients of the requirements that affect their duties or participation in vocational education and training. SRI recognises that compliance with legislative requirements underpins the effective implementation of its operations and ensures accountability and transparency of activities of both management and staff.

### Current Legislation

Current legislation is available online at: <http://austlii.edu.au>

Examples of legislation relevant to the training business, its staff and students includes but is not limited to:

#### Commonwealth legislation:

- Copyright Act 1968
- Commonwealth Privacy Act 1988/Privacy Amendment Act 2012/Privacy Regulation 2013
- Commonwealth Sex Discrimination Act 1984
- Commonwealth Racial Discrimination Act 1975
- Commonwealth Age Discrimination Act 2004
- Commonwealth Disability Discrimination Act 1992
- National Vocational Education and Training Regulator Act 2011
  - Standards for VET Regulators 2015
  - Standards for registered Training Organisations 2015

#### Queensland legislation:

- Child Protection Reform Amendment Act 2014
- Disability Services Act 2006
- Anti-Discrimination Act 1991
- Fair Trading Act 1989
- Further Education and Training Act 2014
- Work Health and Safety Act 2011

#### Training authorities/regulators:

- National VET Regulator (NVR)
- Department of Education and Training
- Department of Employment
- Australian Skills Quality Authority (ASQA)

# Skills Recognition International Legislation Implementation

## Work, Health and Safety Policy

The Work Health and Safety Act 2011 outlines the requirements of an RTO in establishing and maintaining workplace health and safety standards. The requirements of an RTO as specified in the above mentioned Act 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.

It is an obligation under legislation that all Skills Recognition International employees and management contribute to and assist in maintaining workplace health and safety and risk management operations as part of their role within the RTO. Skills Recognition International management is responsible for providing the following standards as part of its commitment to employees and clients:

- A safe workplace, with a safe system of work
- Adequate workplace health and safety professional development for Skills Recognition International students, employees, management and stakeholders
- Properly maintained facilities and equipment
- A clean, tidy, suitably designed workplace with the safe storage of goods.

Skills Recognition International has initiated procedures, policies, guidelines, and work instructions, practicing an ongoing commitment to workplace health and safety including each site used for training delivery.

The following procedures and standards are observed by Skills Recognition International to achieve a safe working and learning environment:

- Maintain a safe, clean and efficient working environment.
- Evacuation plan (fire, bomb, major incident)
- Emergency control
- Accident/Incident reporting
- Rehabilitation
- Risk identification reporting
- PPE/chemicals (storage)
- Manual handling techniques and training
- Store and dispose of waste according to WHS regulations.
- Equipment checks and maintenance.

- Equipment safe storage
- Fire hazards identified and fire prevention.
- Student safety
- Unsafe situations identified and reported.
- First aid and safety procedures displayed, for all Skills Recognition International staff and students to see.

## **COVID – 19 Policy**

### **Hygiene**

Skills Recognition International staff and management will provide and promote hand sanitiser stations for use on entering building and other locations and ensure adequate supplies of hand soap and paper towels are available for staff and students.

- A hand sanitiser station is available at reception.
- Electronic hand dryers have been installed in all bathrooms removing the need to paper towels.
- Commercial hand soap has been stocked and is available in bathrooms.
- Department of health signage (information) has been wall mounted to all bathroom rooms.

Staff have been instructed to disinfect all high activity touch points at least twice daily. For example, but not limited to:

- Door handles
- Cupboard handles
- Light switches
- Classroom table surfaces
- Benchtops
- Touch screens
- Shared equipment

The kitchen area and kitchen utensils will be cleaned after each use.

### **Physical distancing and limiting attendance.**

Were a Covid 19 outbreak to occur, SRI will comply with any additional restrictions imposed by the Queensland or Australian governments. Currently, the following applies:

- Student's classroom seating is 1m apart.
- Students must use their own seat. 'Hot seating' or swapping seats is not permitted.
- Class seating is arranged so students do not face each other.

Masks are not required to be worn by staff or students at this time.

Skills Recognition International requires all staff and management to be vaccinated against Covid 19 and strongly recommend to students they receive their vaccination.

Student class groups will not exceed the proposed number of 15.

All air-conditioning and ventilation meet the requirements expected of RTO premises.

Students are encouraged to request a Covid 19 test if they experience any symptoms. The student will apply the principles of self-isolation. A test result will normally be returned within 24 hours which means a student who returns a negative test will experience little or no disruption.

Reference is made to the Skills Recognition International Student Support policy and procedure as/if required.

## Harassment and Discrimination Policy

Under Australian law it is a requirement of every workplace to ensure it provides an environment free from all forms of harassment and discrimination, including victimisation and bullying. In doing so, all staff and students are treated fairly and have the opportunity to feel safe, valued and respected.

**Discrimination** is where a person treats or proposes to treat, a person with an attribute less favourably than another person without the attribute is or would be treated under the same circumstances. Examples include but are not limited to discrimination by age, disability, employment, nationality, religion, gender and sexual orientation.

**Harassment** is any unwelcome and uninvited comment or action that results in a person being intimidated, offended, humiliated, or embarrassed.

**Bullying** is any unwelcome and offensive behaviour that intimidates, humiliates and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insults, spreading false or malicious rumours, isolating or ignoring a person, putting people under unnecessary pressure and sabotaging someone's work or their ability to complete their work.

At Skills Recognition International it is made known that if a person considers that he or she has been or is being harassed, this person should be encouraged to inform the other party that their behaviour is objectionable and should not be continued, provided they are comfortable with confronting the offender. In instances where the person is not comfortable discussing the matter with the offending party, a trainer or other SRI staff member should be informed of the situation. In this case it becomes the responsibility of the relevant staff member to follow Skills Recognition International policy and procedures to rectify the situation.

The following principles and processes are implemented by Skills Recognition International to achieve a working and learning environment that is free from harassment and discrimination:

- It is the right of all staff and students to work and study in an environment free of any form of harassment and discrimination.
- All reports of harassment and discrimination will be treated seriously, in an unbiased, respectful, and sensitive manner. Any form of harassment and discrimination is considered unacceptable behaviour and will not be tolerated by Skills Recognition International
- When SRI management is informed of any event involving harassment or discrimination, it is their responsibility to take immediate and appropriate action to address it
- In dealing with all complaints, the rights of all individuals involved should be respected and confidentiality should be maintained.
- It is the intention of SRI management that a process of discussion, cooperation and conciliation will resolve all complaints. The aim is to achieve an acceptable outcome for the involved parties while minimising any potential damage to the organisation.

- Both the person making the complaint and the person against whom the complaint has been made will receive information, support and assistance in resolving the issue from SRI management.
- Victimisation is unacceptable and will not be tolerated. No person making a complaint or assisting in the investigation of a complaint should be victimised.
- Harassment or discrimination should not be confused with legitimate comment and advice (including constructive feedback) given appropriately by management or trainers. Managers and trainers should be conscious of how they present their feedback to ensure the message is not misinterpreted.
- Staff and students should not make any frivolous or malicious complaints. All staff and students are expected to participate in the complaint resolution process in confidence that the procedures are designed to ensure fair resolution.

## Working with Persons Under 18 Years of Age

There is no single national framework setting out the requirements for obtaining Working with Children Checks or Police Checks. Each state and territory has their own procedures and it is necessary to fulfil the requirements in the jurisdiction(s) in which you are working. Relevant legislation and state and territory screening programs are explained in this [linked table](#). Including [State and Territory requirements](#).

In Queensland the Working With Children Check (Risk management and screening) Act 2000 applies. Individuals are required to apply for a working with children check known as a “Blue Card”.

Students under 18 years of age may enrol with Skills Recognition International. According to the law, a child is considered any individual less than 18 years of age.

SRI management recommend that all staff obtain the appropriate pre-employment screening which is mandatory in those cases where staff are required to train children Information regarding Police checks and Working with Children Checks is available from the [Australian Institute of Family Studies](#).

Skills Recognition International will ensure that all students are protected from all forms of harm, including bullying, harassment, discrimination, and intimidation. All staff are required to report to SRI management any behaviour that can reasonably be considered harmful or potentially harmful to students, or where it is reasonable to believe that a student has been harmed or requires protection from harm.

In cases where allegations or information indicate it is reasonable to believe a student has suffered from or may require protection from harm, Skills Recognition International will report to situation the relevant authorities.



## Consumer Rights

### Consumer protection

On 1 January 2011, the Australian Consumer Law commenced and the Trade Practices Act 1974 was repealed and replaced by the Competition and Consumer Act 2010. The Australian Consumer Law provides for:

- National consumer protection and fair trading laws
- Enhanced enforcement powers and redress mechanisms
- A national unfair contract terms law
- A new national product safety regime
- A new national consumer guarantees law

### Contractual agreement

Students who enrol in a training program with Skills Recognition International should be aware that they are entering into a contractual agreement. With a view to ensuring all students are fully aware of their rights and obligations, Skills Recognition International will design agreements, enrolment forms, service agreements or similar using a logical format and simple English. This may include, but is not limited to:

- Wording that allows the perspective student to know what they are agreeing to
- Clearly explained disclaimers
- No misleading or deceptive behaviour
- No actions, omissions or dialogue (written or verbal) that may force or coerce the student
- Fair dealings for disadvantaged students

For more information on consumer rights, please refer to [www.consumerlaw.gov.au](http://www.consumerlaw.gov.au)

### Privacy Principles

The Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Privacy Amendment Act) made many significant changes to the Privacy Act 1988 (Privacy Act). These changes commenced on 12 March 2014. The Privacy Regulation 2013, made under the Privacy Act, also commenced on 12 March 2014.

Privacy Principles that are strictly applied to all aspects of Skills Recognition International's operations include:

#### Collection

Skills Recognition International will only collect necessary information pertaining to one or more specific operations. The student will be informed as to the purpose for which details are being collected.

#### Use and disclosure

Skills Recognition International will ensure student personal information is not used or disclosed for secondary purposes without obtaining explicit consent from the student, unless a prescribed exception applies.

### **Data quality**

Skills Recognition International will take all reasonable measures to ensure that all students' personal information that is collected, used or disclosed is accurate, current and complete.

### **Data security**

Skills Recognition International will take all reasonable measures to ensure all collected students' personal information is protected from misuse, loss or damage, and that all data and record storage is secure from unauthorised access, modification or disclosure.

### **Openness**

Skills Recognition International will maintain documentation which detail how students' personal information is collected, managed and used. When a student makes an enquiry in relation to information collected, SRI will explain what information is held, for what purpose it is held and what procedures outline the collection and use of information.

### **Access and correction**

Skills Recognition International will allow students access to personal information held in all circumstances unless prescribed exceptions apply. If the student identifies errors within the information, SRI will correct and update to file.

### **Unique identifiers**

Skills Recognition International will not assign students unique identifiers except when it is necessary for efficiency of operations. Commonwealth Government identifiers, such as Medicare numbers or Tax File Numbers, will only be used for the purposes of which they were issued.

### **Anonymity**

Skills Recognition International will provide students the opportunity to interact with the business without requiring the student to make their identity known in any circumstances it is practical and possible to do so.

### **Trans-border data flows**

Skills Recognition International privacy protection principles apply to the transfer of data throughout Australia.

### **Sensitive information**

Skills Recognition International will request specific consent from a student in circumstances where it is necessary to collect sensitive information. Sensitive information may include but is not limited to; information relating to a student's health, criminal record, racial or ethnic background.

## **Copyright**

Provisions under Part VB of The Copyright Act 1968 allow all educational institutions to copy and communicate third party material to distribute to students, within the limitations of the Statutory Education license. The Copyright Agency Ltd (CAL) administers the Statutory Education license on behalf of the Attorney General's Department.

Any RTO electing to hold this license is legally allowed to introduce a wide variety of material into its training environment, both in hardcopy and digital format, without having to obtain direct permission from the owner.

The Statutory Education license facilitates compliance and good governance across the industry, while at the same time ensuring the freedom and flexibility of sharing information without infringing copyright legislation.

Without this license, an educational institution is generally not allowed to reproduce any third party material from any source, other than where there is a direct license/subscription in place or permission has been granted by the creator of the work.

**Australian Skills Quality Authority (ASQA)** is the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers according to the Standards for Registered Training Organisations 2015 to ensure nationally approved quality standards for training are met.

## Vocational Education and Training Regulations

The VET Quality Framework is comprised of:

- [Standards for Registered Training Organisations 2015](#)
- [Australian Qualifications Framework](#)
- [Fit and Proper Person Requirements](#)
- [Financial Viability Risk Assessment Requirements](#)
- [Data provision requirements](#)

The Framework established by the [National Vocational Education and Training Regulator Act 2011](#)

The legislative framework established by the [National Act 2011](#) and related legislation:

- Gives ASQA the power to audit an RTO at any time
- Gives ASQA the power to apply sanctions (including applying conditions to, suspending or cancelling a registration)
- Allows providers to seek a review of ASQA decisions

[Standards for Registered Training Organisations 2015](#) form part of the VET Quality Framework, a system which ensures the integrity of nationally recognised qualifications. These Standards underpin the risk based regulatory system that aims to increase the confidence of students and employers in the integrity of VET qualifications.

**Skills Recognition International  
Student  
Acknowledgement Declaration**

I acknowledge that I, \_\_\_\_\_, have received, read and fully understood the contents of this student handbook, which outlines the conditions of my rights and responsibilities as a student of Skills Recognition International.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Name of Witness

\_\_\_\_\_  
Signature of Witness

\_\_\_\_\_  
Date