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# Student Handbook

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Document Reference	Version	Approved By	Date	Update details
SSTC-H-005	2.0	Natalie Sell	01/10/2021	Inclusion of Extensions and Fees section, update to credit transfer section.

## DOCUMENT CONTROL

## ABOUT SIMPLE SOLUTIONS

Simple Solutions Training and Consulting (Simple Solutions) is an experienced training organisation that provides training and consultancy services to the aged care, disability and community services sectors.

Simple Solutions prides itself on providing practical, evidence-based education services that support the implementation of person-centred care by their students and that encourages continuous quality improvement and lifelong learning.

Simple Solutions is a Registered Training Organisation and we deliver nationally recognised training and assessment services in the following qualifications:

- FSK10219 Certificate I in Skills for Vocational Pathways
- FSK20119 Certificate II in Skills for Work and Vocational Pathways
- CHC22015 Certificate II in Community Services
- CHC32015 Certificate III in Community Services
- CHC33015 Certificate III in Individual Support
- CHC43115 Certificate IV in Disability
- CHC40313 Certificate IV in Child, Youth and Family Intervention
- CHC43315 Certificate IV in Mental Health
- CHC43515 Certificate IV in Mental Health Peer Work
- CHC43415 Certificate IV in Leisure and Health

In addition, we deliver first aid training and a variety of skill sets which are listed below:

HLTAID011 Provide first aid

HLTAID009 Provide cardiopulmonary resuscitation

HLTAID012 Provide First Aid in an education and care setting

CHCSS00070 Assist Clients with Medication Skill Set

CHCSS00098 Individual Support - Disability Skill Set

CHCSS00097 Individual Support - Ageing Skill Set

CHCSS00081 Induction to Disability skill set

CHCSS00096 Disability Work – Behaviour Support skill set

CHCSS00082 Lead and Mentor

CHCSS00084 Lead and Support Colleagues

CHCSS00075 Chronic Disease Self-Management Skill Set

CHCSS00094 High Support and Complex Care – Disability skill set

CONTACT DETAILS

In person	78 Torquay Road Pialba Qld 4655
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Phone	07 4325 4455
Fax	07 4128 7219
Email:	Info@simplesolution.com.au
RTO ID	45716

## MANAGEMENT

### CODE OF PRACTICE

Simple Solutions Training and Consulting (Simple Solutions) is committed to integrating Access and Equity principles within all services provided to our clients. All staff recognise the rights of students/clients and provide information, advice and support that is consistent with our rules and this Code of Practice.

Regardless of cultural background, gender, sexuality, disability or age you have the right to study in an environment that is free from discrimination and harassment; and to be treated in a fair and considerate manner while you are studying with us.

If, at any time, you feel that we are not abiding by our Code of Practice then report your complaints to your trainer or to Simple Solutions' Chief Executive Officer (CEO). Simple Solutions' policy on handling student complaints is contained in the student handbook.

### VALUES

Simple Solutions is committed to the following organisational values:

- Kindness
- Integrity
- Person-centredness
- Inclusivity
- Respect

### CUSTOMER SERVICE

Simple Solutions is committed to providing exceptional customer service, quality training and assessment services and products. We endeavor to make sure that all courses and workshops listed on our website, or through any other advertising media, are currently available and pricing is true and correct. In the event that a course place is not available or we are unable to fulfill a student's request we will notify the individual concerned within 10 business days of start date to arrange a mutually agreeable alternative time for training, or a full refund.

### PRIVACY AND CONFIDENTIALITY

Simple Solutions will not disclose any information that we gather to any unauthorised third party. We use the information collected only for the services we provide and to provide you with relevant up to date information on Simple Solutions products and services. No client information is shared with organisations outside Simple Solutions except in the case of mandatory reporting obligations or compliance audits.

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## COLLECTING PERSONAL INFORMATION

Personal information is defined as information or opinion, whether true or not, about whose identity can be ascertained from the information or opinion. Personal information must be collected with the individual's consent. Questions cannot be asked nor information gained just for personal interest, nor can they be gained for a purpose that has not been disclosed to the individual. Only lawful and fair means must be used to collect information. Personal information can only be collected directly from an individual or other authorised person such as an employer when it is reasonable and practical to do so, and is not unduly inconveniencing the individual, and only when it is necessary for service activities such as training and assessment. Where personal information must be collected the individual about whom the information is being collected must be informed of:

- Our contact details;
- How they can access the information;
- Why the organisation or individual is collecting information about them;
- How the information will be used or disclosed;
- Any law regarding the collection of the information and the consequences of not providing the information.

Even if an individual's personal information is collected from someone else the individual must still be made aware of all the information stated above.

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## USE AND DISCLOSURE

Information can only be used or disclosed for its original purpose of collection. Information will only be used or disclosed for other or secondary purposes when one or more of the following circumstances apply:

- The individual has consented to its use for a secondary purpose;
- The secondary purpose is related to the primary purpose and the individual would reasonably expect the service to use or disclose the information for that secondary purpose such as during a compliance audit or for assessment purposes;
- Information given indicates potential or intent to harm others or self or commit a criminal act;
- Information given results in the disclosure of a child protection issue;
- Information given results in the identification of potential abuse, assault or neglect;
- The use or disclosure is required by law.

If disclosure of personal information is necessary the person involved in making the disclosure must make a written note of such a disclosure in the journal entry of the relevant person on WiseNet.



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## DATA SECURITY

Simple Solutions will take reasonable precautions to protect personal information so that it is not misused, lost, accessed by unauthorised people, modified or disclosed.

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## STUDENT FILES

All personal and identifying information shall be regarded as confidential between Simple Solutions and the student except under the “Use and Disclosure” component of this policy.

All students have the right of access to their files.

If required, Personal Information relating to the student may only be discussed with the CEO. The exceptions to this are:

- a) Where the student consents in writing to the release of information;
- b) A Report is being made regarding a child protection issue;
- c) Information has to be given to comply with legal requirements;
- d) Where a student discloses intent/action to harm others or self.

The file is and remains the property of Simple Solutions and should only leave the premises under subpoena by a court.

The CEO shall be notified prior to student access to any file.

An employee in a supervisory position or their delegate shall be present to assist the student when accessing information in his/her file.

Written permission from the student must be obtained before information in a file is transmitted to another professional person. This may require consent from a parent or guardian in the case of a person who cannot demonstrate an understanding of the concepts of consent, personal information and privacy.

Information required for statistical purposes, research and evaluation will not identify individuals and wherever possible students shall be informed for what purpose information is being collected.

A breach of confidentiality will result in disciplinary action, including suspension or dismissal.

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## ACCESS AND CORRECTION

Simple Solutions will take all reasonable steps to allow people to access their personal information unless the law does not allow it.

Access will be arranged within five (5) working days of a request.

Simple Solutions may deny access if there is, in the considered opinion of the CEO and relevant staff member/s jointly, that:

- a) Providing access would pose a serious or imminent threat to the life or health of any individual;
- b) The privacy of others would be unreasonably affected;
- c) The request is shown to be frivolous or vexatious;
- d) The personal information relates to existing or anticipated legal proceedings with the individual and the information would not be discoverable through discovery;
- e) Providing access would be unlawful or denying access is required and authorised by law;
- f) Providing access would be likely to prejudice an investigation of unlawful activity or law enforcement, public revenue protection, prevention and remedying of seriously improper conduct, or preparation or conduct of court or tribunal proceedings, either by or on behalf of an enforcement body.
- g) An enforcement body performing a lawful security function requests denial of access to protect national security.

Simple Solutions will always explain reason/s for denial of access.

When information held is found to be incorrect, or shown by an individual to be incorrect, it will then be corrected.

If an individual requests the correction of information held about them and Simple Solutions does not believe it is incorrect then it will be explained to the individual why the information will not be corrected. If requested, Simple Solutions will keep a statement from the individual on file noting their view that the information is not correct.

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## PRIVACY COMPLAINTS

An individual has a right to make a complaint about their treatment in regards to any part of Simple Solutions' privacy policy and procedures.

Simple Solutions promotes the use of a range of technologies and provides these technologies to students through the Learning Lounge.

- Computers, iPads, smartphones, computer files, computer software, apps and the email system are the property of Simple Solutions and, subject to the following exception, are intended to be used only for company business including study purposes for students.
- Whilst the occasional use of computers for personal purposes will be tolerated (provided this is not otherwise a breach of this Policy), you must not do so excessively or allow such conduct to interfere with your normal studies.
- The computer and email system must not be used in a manner that is disruptive or offensive to others.
- It will be a breach of this policy to access, download or send objectionable material including:
  - Pornography, including child pornography. You should be aware that accessing, downloading or sending child pornography is a criminal offence;
  - Material involving the instructions or promotion of crime, violence, hate or discrimination;
  - Material involving an offensive description of violence to compel sexual conduct;
  - Material involving sexually degrading acts;
  - Material that is defamatory and/or vilifies any person or group.
- You must not download, view or send spam, junk mail or pop-ups because they may contain viruses, worms or “Trojan horses”.
- If you receive any pornography, junk email or spam, then it must be deleted immediately.
- If you inadvertently access any website that contains pornographic material this must be reported to your trainer immediately.
- You must do a virus check prior to opening any emails from unknown sources.
- You are prohibited from intentionally creating or sending viruses, worms or “Trojan horses”.
- If you see another student breaching this Policy you must immediately inform management.
- If a student violates this policy they may be excluded from their course.
- If you use any computer for an unlawful purpose you will be reported to the Police and any other appropriate authority.
- Computers and other equipment provided by Simple Solutions are not to be removed from the Simple Solutions training facility at any time.
- Students should not consume food or drink whilst using Simple Solutions computers.
- Students should not save personal passwords or create profiles on Simple Solutions computers.

## SOCIAL MEDIA

Personal and professional use of social media by Simple Solutions staff and students must not bring Simple Solutions into disrepute, imply Simple Solutions endorsement of personal views or disclose, without authorisation, confidential information.

Interactive services, which include social media like Facebook, YouTube, Instagram and Twitter, are part of Simple Solutions interactions with the public and are increasingly part of the work, study and private lives of Simple Solutions staff and students.

## STANDARDS

The following standards apply to work and personal use of interactive services, with both Simple Solutions accounts and personal accounts, by students, at any time:

### **Students:**

1. Do not mix professional and personal in ways likely to bring Simple Solutions into disrepute
2. Do not defame, bully or harass any individual or organisation
3. Do not imply Simple Solutions endorsement of your personal views
4. Do not disclose confidential information obtained through your studies

Simple Solutions will enforce these standards as and when appropriate.

## RESPONSIBILITY

Official Simple Solutions social media accounts are those over which Simple Solutions exercise control. Aspects of control include:

- Establishing the account, which must be authorised by the CEO;
- Publishing content generated, produced, commissioned or acquired by Simple Solutions;
- Moderating user generated content posted on the account, to the extent permitted by the third-party site and in line with the expectations and conventions of existing users of the third-party site;
- And determining if and when the account is to be modified or closed.

Official Simple Solutions accounts may be listed and cross-promoted on Simple Solutions platforms. Personal accounts may not be listed or cross-promoted on Simple Solutions platforms and no personal accounts of staff should be linked to personal accounts of students without CEO consent.

Where an official Simple Solutions account contains a link or reference to an external website Simple Solutions takes no responsibility for the content posted on said external websites simply by virtue of referring to those sites in Simple Solutions content.

If a complaint is received about content on an official Simple Solutions account, Simple Solutions accepts responsibility and the Complaints and Grievances Policy apply.

If a complaint is received about content on a personal account, Simple Solutions does not accept responsibility however relevant disciplinary procedures may apply where there has been a breach of the Student Code of Conduct, Employment Contract or other Simple Solutions policy.

Staff and students are responsible for the content they post on their personal social media accounts.

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## CONSEQUENCES OF BREACH

Breach of this policy may lead to disciplinary action including exclusion from their course for students.

## FEES AND REFUNDS

Simple Solutions training programs are generally delivered on a fee-for-service basis however courses may attract a government subsidy from time to time. Simple Solutions will publish detailed information on the cost of attending a specific course in print form and/or on their website including any relevant eligibility information for government subsidised courses. These details are available on request and are also provided to all students at the time of enrolment.

## PAYMENT OF FEES

Purchase Orders / Invoices for new enrolment will be issued 5 days before the commencement of the class.

All invoiced fees must be paid prior to any training or assessment being undertaken. Fees may be paid by cash, direct deposit or EFTPOS. Fees must be paid as follows:

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### COURSE FEES OF LESS THAN \$1000 PER PERSON

Must be paid in full prior to course commencement.

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### COURSE FEES GREATER THAN \$1000 PER PERSON

Simple Solutions does not accept payments of more than \$1000 in advance for course fees.

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## PAYMENT OPTIONS

Students may request to pay their fees, where the course fee is greater than \$1000, via a payment plan.

Simple Solutions offers payment plans via a third party. Simple Solutions currently utilises humm Australia and Commonwealth Banks StepPay services. Information on these options is currently available by contacting our Student Administration team.

Payment plans must be completed in full prior to the issuance of a qualification and must be paid in full regardless of whether the student withdraws from a course.

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## CREDIT TRANSFERS

There are no fees payable for credit transfers. Where a student has one or more credit transfers they must provide a copy of their Statement of Attainment or Testamur and Record of Results for verification and processing of their Credit Transfer/s prior to commencement of that unit of competency in their current enrolment.

Where such evidence has not been provided prior to the commencement of that unit of competency, the student will be invoiced for the full cost of the unit to be completed. Where the student is accessing a government subsidised course and a subsidy is not payable due to previous attainment of the unit of competency but evidence has not been provided to Simple Solutions, the student will also be invoiced for the full fee for service cost of the unit.

## ADMINISTRATIVE FEES

All students will be provided with a printed copy of their results and any relevant Statement of Attainment or Testamur on the completion of their withdrawal from their course. Withdrawals will be processed within 7 working days.

From time to time, students may also be issued with progressive record/s of results as they progress through their course. This will be issued purely at the discretion of Simple Solutions.

Where a student requests a replacement of a previously issued document the following fees will apply for retrieval and reproduction of these documents.

Replacement Statement of Attainment	\$10
Replacement Testamur	\$20
Replacement presentation folder	\$5

## UNPAID COURSE FEES

No training or assessment will be conducted where a student has outstanding unpaid course fees that have been invoiced and are past the due date for payment.

In addition, no Statements of Attainment, Testamurs or other documents will be provided to students until such time as outstanding course fees are paid.

## REFUNDS

We will issue refunds when:

- A course has been canceled by Simple Solutions
- Training participant notifies Simple Solutions of withdrawal in writing 7 days prior to commencement of training

Where a training participant is unable to participate in training due to extenuating medical or personal circumstances such as a severe illness, injury or death of an immediate family member, Simple Solutions should be notified immediately and a credit of course fees, full or partial refund may be able to be negotiated depending on the nature and expected duration of the extenuating circumstances. Supporting evidence may be required to substantiate any claim under this policy.

In some circumstances, an alternative participant may attend a training course if the original participant is not available. To assist Simple Solutions, we request that you advise us prior to the start of the course where possible and ensure that any pre-course information is relayed to the replacement participant.

All face to face training is devised for a minimum number of participants and Simple Solutions reserves the right to cancel courses or defer courses up to 48 hours prior to commencement. Any fees paid will be refunded where the student has not commenced study or accessed course materials, or an alternative course will be offered.

## COURSE EXTENSIONS AND FEES

Application for an extension of course duration must be made in writing to the RTO Manager by emailing [info@simplesolution.com.au](mailto:info@simplesolution.com.au) at least 4 weeks prior to the scheduled course end date. Written applications must detail all the following:

- The reason(s) the course was unable to be completed within the enrolment duration
- The length of the required extension (1, 3 or 6 months) and justification of the time frame requested
- A plan/timetable demonstrating how the remaining units will be completed within the time of the extension, if granted

When considering an application for an extension the following will be considered:

- Student's progress in the course to date (it is expected that more than 60% of the unit assessments have successfully been completed)
- The circumstance leading to the request for an extension
- The student's plan/timetable demonstrates a commitment to completing the training and assessment requirements within the extended period
- The likelihood of the student finishing within the timeframe requested.
- Vocational Placement – your level of engagement and availability, and the availability of placement options for your training. Extension fees may be waived if Simple Solutions Training and Consulting has been unable to secure placement within the course duration, providing you have completed all theory requirements.

### ***Awarding an extension***

Students will be notified in writing of the outcome of the application for an extension, within 7 working days of receipt of the application, containing all required information.

Only one extension is available per course and will be limited to a maximum of six months.

Once granted, the extension time period will commence from the original scheduled end date of the course.

### **Medical Deferment**

A Medical deferment if granted shall be for no longer than a 6-month period.

### ***Rejecting applications for an extension***

If unsuccessful, the RTO Manager or delegate will respond in writing within 7 working days of the full application being received.

Students whose applications for an extension are not successful will receive a Statement of Attainment for all units successfully completed upon course enrolment end date.



## Fees

Training Product	1 month	3 months	6 months
Certificate II Courses	\$50	\$75	\$150
Certificate III Courses	\$100	\$150	\$300
Certificate IV Courses	\$250	\$375	\$500
Skillssets and other Courses	\$225	\$275	N/A

These are the only options for extension periods.

Fees will be invoiced for the extension duration when the extension is approved. If a student finishes earlier than the approved timeframe, no refunds will be made.

Certificates will not be issued until all outstanding fees have been paid.

Students will not have access to the eLearning online platform; Moodle, until the extension fee has been paid.

## STUDENT MANAGEMENT AND SUPPORT

### ENROLMENT

Training participants must complete an Enrolment Form (paper based or online) prior to participating in a training program. The Enrolment Form provides Simple Solutions with all relevant personal information and collects data as a regulatory requirement for government agencies. All information provided is confidential and retained according to relevant Privacy legislation and our Privacy and Confidentiality policy.

Prospective students should also indicate on the Enrolment Form their requirement for assistance for special needs.

Information on the course delivery mode is provided to all students at the time of enrolment.

Where staff are unable to provide information to a prospective student immediately, we will respond to their enquiry within 5 working days.

## STUDENT INDUCTION AND ORIENTATION

All students are allocated to a specific trainer, where possible, at the time of enrolment. Each student will receive an induction and orientation from their trainer, administration staff or via online learning which will include the provision of the following information where relevant to the course;

- Admission procedures and criteria
- Arrangements for the recognition of prior learning
- Assessment facilities and equipment
- Assessment policy
- Assessment procedures
- Attendance (where relevant)
- Code of Practice
- Competencies to be achieved by participants
- Disciplinary regulations
- Entry requirements, prerequisites
- Equipment (where relevant)
- Expectations of students
- Facilities and equipment, including WHS requirements
- Fees and charges
- Complaints/appeal procedure
- Learning outcomes
- Vocational placement requirements including police checks (where relevant)
- Refund policy
- Trainer and assessor support and communication

Following induction and orientation but **prior to the commencement of any training or assessment activities**, if a student decides that they are unable to meet their obligations or are dissatisfied with the terms of their enrolment they may withdraw from the course without penalty and will be provided with a full refund of any fees paid. This must be done within 2 working days of induction and orientation. Students should note that all online training is logged automatically so accessing the training activities via the online learning environment will be monitored.

## STUDENT CODE OF CONDUCT

The Simple Solutions Code of Conduct applies to all students enrolled with our organisation and aims to ensure the safety, comfort and wellbeing of everyone involved in your course:

- Respect yourself and others – harassment, bullying, physical or verbal assault will not be tolerated. This includes comments that may be made via social media and other public forums.
- Arrive on time for face to face training and appointments with your trainer/assessor and return promptly from breaks – if you are going to be late arriving or absent, call or SMS

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your trainer or the training venue to advise them and do not cause unnecessary disruption when you arrive

- Behave appropriately - ensure your actions and words support learning and teaching
- Dress appropriately – appropriate clothing and footwear (no thongs) must be worn at all times
- Mobile phones must be turned off in class
- Adhere to Workplace Health and Safety requirements
- Respect the property of Simple Solutions - do not damage or remove property from your training area and return any issued training or assessment equipment in the same condition it was provided to you i.e. Clean, complete and in good working order.

#### Simple Solutions:

- Does not allow illegal drugs or anyone under the influence of legal or illegal drugs or alcohol in the training environment
- Requires people who take medication to be aware of medicinal side effects and not to combine it with anything that can place themselves or others at risk.

Breaches of the Simple Solutions Student Code of Conduct may result in disciplinary action as outlined in the Student Misconduct Policy.

Illegal activities will be referred to the police.

#### TRAINEE MANAGEMENT

All trainees will be provided with induction and orientation in accordance with the Student Induction and Orientation policy. In addition, trainees and employers will receive additional induction and orientation specific to their obligations under their specific traineeship contract.

#### STUDENT CONTRIBUTION FEES

Trainees are required, by their relevant state government, to make a contribution to the cost of their training in the form of a Student Co-Contribution Payment. This payment is calculated based on the published nominal hours for the core and elective units that the trainee is enrolled in multiplied by the current student contribution rate as published by the relevant state government which changes from time to time. These fees are payable directly to Simple Solutions.

There are circumstances under which a student may apply for a partial or full waiver of these fees. To apply for a waiver the student must complete the Fee Waiver Form which they can obtain from Simple Solutions via the administration officer or their trainer. These applications are assessed and approved by Simple Solutions based on the relevant state government policy and contract requirements.

## ACCESS AND EQUITY

Simple Solutions is committed to access and equity in the provision of training and related services and accordingly to improving people's chances of getting into and succeeding in vocational education, training and employment. As a Registered Training Organisation we accept the challenge of ensuring that training and related opportunities extend to all members of our diverse community.

Simple Solutions personnel are aware and committed to the principles of access and equity. Access and equity issues are addressed during staff induction and during staff meetings and professional development activities.

Access and equity are addressed within our Code of Practice. The Code of Practice is openly communicated to all training participants and training and assessment staff.

Simple Solutions endeavours to eliminate, so far as is possible, discrimination against persons on the grounds of;

- Sex
- Marital status or pregnancy
- Family responsibility or family status
- Race
- Religious or political conviction
- Impairment
- Age, etc

Simple Solutions will not tolerate sexual harassment and racial harassment in the workplace and / or in its training facilities and promotes recognition and acceptance within the community of the equality of men and women; and all races and of all persons regardless of their religious or political convictions, impairments or ages.

## LEARNER SUPPORT

Simple Solutions is committed to fostering a conducive learning environment for all students including those undertaking their studies via online learning.

In developing and delivering all training, Simple Solutions will endeavor to:

- Assist students with program related difficulties in and out of class.
- Encourage students to feel a course can be mastered.
- Show concern for students' needs, their self-esteem and their learning, e.g. By handling personal learning problems in a thoughtful and sensitive way; considering the needs of students from equity backgrounds; providing remediation work for individual students.
- Show respect for students' beliefs and values while encouraging them to reflect on those beliefs and values.
- Show a sensitivity to students' hopes, expectations and intentions.

- Give attention to students' concerns about occupational preparation, provide information on occupational trends and the implications of different courses and programs.
- Have knowledge of and, when necessary, directs students to teaching support services/programs available within the organisation/community.

Simple Solutions understands the importance of the development of clear avenues of communication between the training organisation and its students. At Simple Solutions, points of contact with students are extensive and well managed across a range of media (including email, face to face, telephone, video conference and correspondence). Simple Solutions encourages students to avail themselves of the contact points that are available to assist them in the achievement of their personal learning goals.

Simple Solutions endeavors to support the unique learning needs of each student however we acknowledge that some learning needs may be outside our scope of practice. Students are encouraged to disclose to their trainer or assessor any specific learning needs that they may have as soon as they are aware of them so that arrangements can be made to meet those needs.

Learners may be able to be supported in one or more of the following ways:

- Through the use of screen readers and other communication technologies
- Via the provision of alternative assessment
- By the application of reasonable adjustment to assessment requirements
- Through the provision of alternative learning materials
- By other methods as required

Simple Solutions also has a dedicated Student Welfare Officer who is available to assist students with a range of personal and career planning issues that may be impacting on their studies. The Student Welfare Officer is available in person in our Hervey Bay office or via phone on 07 4325 4455.

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#### TRAINER COMMUNICATION AND MARKING STANDARDS

Simple Solutions is committed to supporting student progression through the responsiveness of our trainers to student enquiries and marking of submitted assessments.

To assist with this, we ask that students contact their trainer directly in the first instance for any training and assessment enquiries. This reduces any lag that may occur in administration staff passing your message on to your trainer. Also, as our trainers are based in various locations and work a range of hours (not all full time) so direct contact and communication with your trainer is best.

Trainers undertake to respond to all email enquiries within 5 working days however from time to time this may not be possible due to your trainer being on leave. If you have not received a response in this time and you have been unable to contact your trainer directly by phone or your

enquiry is urgent please contact our administration team and they will follow it up and if necessary get another trainer to assist you.

Simple Solutions understands that students are very keen to know the outcome of their assessments and whilst some of your assessment questions may be marked automatically in Moodle the majority of them do have to be marked manually by your assessor. Please allow sufficient time for your trainer to undertake this task. If you have not heard from your trainer within 14 days of submission of your assessment and are worried about the outcome of your assessment please feel free to contact them.

Trainers work to the following Service Standards:

- Marking: 14 working days
- Feedback to students: 14 working days
- Online student contact: 14 working days

#### LANGUAGE, LITERACY AND NUMERACY

Simple Solutions acknowledges that all courses it delivers include Language, Literacy and Numeracy tasks. As a result, Simple Solutions trainers provide materials, resources and assessment tasks at a level of complexity required in the workplace for that competency only. Trainers also provide opportunities for repeated and supported practice.

Students will be required to complete a Language, Literacy and Numeracy assessment prior to commencement of their course.

Simple Solutions reserves the right to refuse any student entry to their chosen course where, following a language, literacy and numeracy assessment, the assessor determines, in their professional opinion, that the student does not currently have the language, literacy and/or numeracy skills to successfully complete the course.

Simple Solutions can refer students to specialist literacy and numeracy support services if necessary and has specialist language, literacy and numeracy professionals on staff.

Should students wish to obtain specialist literacy and numeracy support they can enrol in a Foundation Skills program with Simple Solutions.

#### COMPLAINTS AND GRIEVANCES

Simple Solutions has an established process for dealing with complaints and grievances. Complainants may have a support person or advocate of their choice attend any meetings or discussions throughout the complaints process.

1. Participants in Simple Solutions training programs are asked to complete a Feedback Form to allow you to give feedback on various aspects of the training you have undertaken. You may include your name on this form if you wish to be contacted in regards to your comments.

2. Where you have a grievance that is more specific than a comment, training participants are asked to contact the Simple Solutions CEO to discuss this grievance and/or forward your grievance in writing to the Simple Solutions CEO.
3. All grievances are recorded in a Complaints and Feedback Register and will be responded to within 5 working days.
4. The Simple Solutions CEO will take relevant action resulting from the complaint and inform complainants of that action.

If your complaint or grievance has not been resolved to your satisfaction at the conclusion of this process complainants may choose to pursue their complaint in one or more of the following ways:

- Contact the Department of Employment Small Business and Training on 13 74 68
- Contact the Queensland Training Ombudsman on 1800 773 048
- Make a complaint through asqaconnect
- Make a complaint through the Office of Fair Trading  
<https://www.qld.gov.au/law/fair-trading>

Not all of these options are available for all complaints. You should check the scope of each organisation to ensure that you contact the correct organisation for your particular complaint.

#### STUDENT MISCONDUCT

Students at all times must maintain appropriate behaviour and follow the Simple Solutions Behaviour and Conduct Policy and the Student Code of Conduct. Penalties for breaches of rules or unsuitable or disruptive behaviour will be imposed depending on the nature and severity of the breach.

In the case of minor breaches, a warning will be given and penalties imposed for subsequent breaches.

In the case of major or repeated breaches, penalties may be imposed immediately including;

- Suspension from the course
- Reporting of breaches to Job Active Provider, Disability Employment Service, and/or Centrelink
- Exclusion from the course (no refunds are applicable)
- Commencement of legal action
- Referral to the police service in the relevant jurisdiction.

All disciplinary matters will be handled by the CEO or her delegate.

## TRAINING AND ASSESSMENT

### ASSESSMENT

All assessment undertaken by students will comply with the Assessment Guidelines included in the applicable endorsed qualification being studied. The assessment process will be valid, reliable, fair and flexible.

### INFORMATION

Information will be provided of the context and purpose of the assessment and the assessment process. Feedback will be provided to students about the outcomes of the assessment process.

### STANDARD OF WORK

Students will be provided with criteria for the completion of any assessment activity including assignments, project, workplace activity, examinations or group activities.

Students should complete their assessment activity in-line with the set criteria. This may include such activities as length of response, method of response, referencing, lay-out and presentation methods or styles.

Standards of work will be reflective of the content, performance criteria or elements required of a (or group of) module/s or competency/ies and/or in-line with relevant and current workplace practices.

### ASSESSMENT DATES

Student will be required to meet dates in a range of ways such as:

- Submission dates for assignments and projects
- Predetermined assessment activities held during face to face assessment time (ie role plays, presentations, group activities)
- Examination dates
- Workplace visits by Simple Solutions assessors.

If students comply with the required assessment dates, but are initially assessed as not yet competent, they are entitled to a second attempt (resubmission). Resubmission should take place within four weeks. Should additional resubmission be required this will be negotiated with the student, employer and Simple Solutions however no more than two resubmissions will be accepted. Where work placement is an integral part of the assessment activities, the submission and resubmission dates will usually reflect an end of qualification date.



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## RESUBMISSION ACTIVITIES

If students are requested to resubmit or redo assessment activities they will only be reassessed on the components initially determined as not yet competent. To ensure equity and fairness of assessment for all students, resubmission activities may vary from those originally set by the teacher/assessor.

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## LATE SUBMISSIONS

It is the student's responsibility to attend and participate in scheduled assessments. If the student is unable to attend a scheduled assessment session or submit an assessment item by the due date, the student must notify Simple Solutions prior to the assessment.

If a student submits or requests to undertake an activity after the assessment date, but before the end of their current enrolment period for that module/competency, the activity will be marked. There will be no resubmission option for late assessments unless they have been pre approved.

- The request must be in writing.

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## RE-EVALUATION PROCESS

A student who is not satisfied with the result provided on an assessment activity has the right to approach the appropriate trainer or assessor concerned for a re-evaluation no later than 14 days after results have been notified to the student.

If a student still has concerns with their result they should refer to the RTO Complaints Appeals and Feedback Policy and Procedure.

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## ASSESSMENTS RETAINED BY SIMPLE SOLUTIONS

In order to meet a range of auditing requirements, Simple Solutions will be retaining evidence of student's work submitted. This may be in the form of, but not exclusive to:

- Keeping the originals of any assessment items submitted
- Keeping the samples of assignments submitted
- Keeping photographic, video or audio evidence of projects, presentations, interviews or work placement activities.

In each case, students will be provided with a criteria response sheet or other appropriate feedback attached to the assessment items submitted (particularly relevant for written assignments).

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## ASSESSMENT ITEMS

Simple Solutions retains hard copy or electronic versions of all completed student assessment items for each student for a minimum of six months from the date on which the judgment of competence for the student was made or for the duration of the student's enrolment, whichever is the longer period.

Students may request in writing, before the end of this period, to collect their completed assessment items from Simple Solutions at the end of this period. If no such request has been received, Simple Solutions reserves the right to destroy these assessment items at their discretion.

## ASSESSMENT FOR STUDENTS WITH SPECIAL NEEDS

Where students have special needs, assessment tasks may be adjusted and assessment methods may be negotiated to meet candidate special needs, within reasonable limits of feasibility and cost to Simple Solutions.

Alternative assessment methods may include but not be limited to:

- Face-to-face interview
- Evidence submitted on audio tape, CD/DVD
- Reprinting / enlarging print of assessment tools.

Where students feel they may require assistance with assessment they should, in the first instance, advise Simple Solutions at the time of enrolment. If this need becomes apparent during the course the student should immediately approach their trainer/assessor and Simple Solutions to negotiate the process.

Simple Solutions will be guided by the publication "Reasonable adjustment in teaching, learning and assessment for learners with disability: A guide for VET practitioners" published by the Department of Education, Small Business and Training in the delivery of our training and assessment to learners with a disability. This document can be accessed at:

[https://desbt.qld.gov.au/\\_data/assets/pdf\\_file/0028/8299/reasonable-adjustment-for-web.pdf](https://desbt.qld.gov.au/_data/assets/pdf_file/0028/8299/reasonable-adjustment-for-web.pdf)

## ASSESSMENT APPEALS

All candidates may appeal assessment outcomes. Appeals may be based upon the following circumstances:

- Insufficient information provided to the candidate prior to the assessment
- Incorrect information provided to the candidate prior to assessment
- Assessor did not consider all evidence submitted
- Any other matter deemed relevant by the CEO.

In these circumstances the candidate should forward a written appeal to the Simple Solutions CEO. Appeals must be received by Simple Solutions within 14 days of receipt of the final assessment outcome.

The appeal should outline the candidate's concerns and detail:

- The candidate's full personal details, ie. Name, address, and date of birth
- The date and time of the assessment
- The unit of competence being assessed
- All information that the candidate wishes to be considered for the appeal
- The reason for the appeal.

Upon receipt of an appeal the Simple Solutions CEO will notify the appellant of receipt of the appeal within 5 working days.

The CEO will undertake a review of the grounds for the appeal and, where required, may engage an alternative assessor to re-assess the students work. This process will be completed as efficiently as possible however depending on the quantity and nature of the assessments to be reviewed the review process may take some time to complete.

The CEO will notify the appellant as to the progress of the appeal and the expected date of the review process within one month of receipt of the appeal if it has not been completed by this time.

All outcomes of the appeals process are binding and no further internal appeal will be considered.

#### OUTCOMES AND QUALIFICATIONS

Student results and qualifications are issued in a timely manner and in accordance with national guidelines. Statements of Attainment will be issued to those participants who undertake assessment. Certificates of Attendance will be issued to those participants who do not undertake assessment. All Qualifications, Statements of Attainment and Certificates of Attendance will be dispatched within 21 working days of recording of final assessment outcome by the assessor and payment of fees.

Assessment outcomes are recorded using the following result codes.

C	Competent
NYC	Not Yet Competent
RPL	Recognition of Prior Learning
W	Withdrawn
NA	Not complete
CT	Credit granted for Statements of Attainment issued by Other RTO's

All student records are kept confidential and securely archived. Students may access their files upon written request to Simple Solutions.

## CHEATING

Cheating is defined as "any fraudulent response whatsoever by students to any item of assessment including any actions which may otherwise defeat the purposes of assessment" (Australian National University. (2007). 2007 Undergraduate Handbook. Canberra: Australian National University.).

Any form of cheating constitutes a major infringement of the Simple Solutions' academic values. As such, any cheating, including but not limited to collusion and plagiarism, will result in an automatic fail and suspension from further classes. The student must provide a written application addressed to the Simple Solutions CEO showing due cause as to why the student should be allowed to return to study. The application will be reviewed as part of a student review process and the CEO will decide on appropriate action.

## COLLUSION

All parties who collude (get together) and copy an assessment item(s) for the purpose of deception will fail. A result of "not yet competent" will be issued. This failure will also extend to the author of the original assessment item(s).

## PLAGIARISM

Plagiarism is "the act of taking and using another person's work as one's own" (ANU Handbook, 2007). Any of the following acts constitutes plagiarism unless the work is appropriately acknowledged:

- Copying the work of another student
- Directly copying any part of another's work
- Summarising the work of another
- Using an idea derived from another person's work.

## RECOGNITION OF PRIOR LEARNING (RPL)

Skills Recognition includes Recognition of Prior Learning (RPL). Recognition of Prior Learning is a form of assessment. Simple Solutions offers RPL for all students enrolled in most qualifications.

## WHAT IS RECOGNITION OF PRIOR LEARNING (RPL)?

Recognition of Prior Learning (RPL) is the acknowledgement of a person's skills and knowledge acquired through previous training, work or life experience. RPL may be used to grant status or credit in or towards a subject, module, or unit of competence.

The assessment of RPL may be embedded within Simple Solutions' assessment tools. RPL may also be applied for as a separate process.

#### HOW IS RPL ASSESSED?

If you believe that you might be eligible for Recognition of Prior Learning, Simple Solutions is pleased to offer you this facility.

RPL is available to all prospective students. Candidates may apply for recognition of their learning and skills by supplying evidence of:

- Previous recognised training undertaken
- Work and life experiences
- Non-formally recognised training undertaken.

Examples of forms of evidence may include but are not limited to:

- Certificates/credentials gained from previous courses
- Work samples
- Video of performance
- Examining & evaluating items of work
- Support letters from employer/supervisor
- On the job demonstrations
- Producing completed items/photographs
- Oral presentation to RPL assessor

Candidates may make application to Simple Solutions using:

- The RPL Information Kit available from their trainer or our administration;
- Our online RPL pathways where available.

Candidates may be invited to attend an interview process to discuss their application. Further information or documentation may be requested. An assessment and verification of the application will be undertaken by an assessor.

Applicants will be notified of the assessment decision. Skills recognition assessments and outcomes will be recorded and relevant qualifications/Statements of Attainment will be issued where applicable.

Candidates may appeal a decision. Appeals should be lodged with Simple Solutions in line with the Simple Solutions Assessment Policy.

#### CREDIT TRANSFERS

Simple Solutions will recognise Qualifications and Statements of Attainment issued by other Registered Training Organisations upon production and verification of the Qualification or Statement of Attainment.

## VOCATIONAL EDUCATION AND TRAINING (VET)

### WHAT IS IT?

Vocational education and training (VET) is 'education and training for work'. It exists to develop and recognise the competencies or skills of learners for the workplace.

It has traditionally been seen as post-secondary, non-university education and training, focusing on apprenticeships. But reforms in the past decade now see vocational education and training programs offered in secondary schools, stronger links with university study options and eight levels of qualifications offered in most industries, including high growth, new economy industries.

**Providers of learning and assessment services** are registered by the system and regularly audited for service quality. The system enables providers to operate anywhere in Australia, and to issue nationally-recognised qualifications. Registered Training Organisations include TAFE institutes, private training and assessment organisations, enterprises, universities, schools and adult education providers.

**System clients** are the learners themselves (students, apprentices, training participants and trainees) and their employers.

**Industry-led** - Vocational Education and Training in Australia is an industry-led system, through the leadership of the Department of Education, Employment and Workplace Relations (DEEWR) and through the development of industry-recognised training packages by representative bodies.

### TRAINING PACKAGES

Training Packages are an integrated set of nationally endorsed standards, guidelines and qualifications for training, assessing and recognising people's skills, developed by industry to meet the training needs of an industry or group of industries.

Training packages consist of competency standards, assessment guidelines and qualifications. Optional non-endorsed components may consist of support materials such as learning strategies, assessment resources and professional development materials.

Training Packages are developed by industry through national industry skills councils, Recognised Bodies or by enterprises to meet the identified training needs of specific industries or industry sectors. To gain national endorsement, developers must provide evidence of extensive consultation and support within the industry area or enterprise.

Training Packages complete a quality assurance process and are then endorsed and placed on [training.gov.au](http://training.gov.au)

Training Packages have been developed to meet the skills needs of many industries – these include: Metals, Community Services, Health, Business Services, Transport and Distribution,

Forest & Forest Products, Racing Industry, etc. They are reviewed regularly – usually every three years to ensure they remain relevant to industry needs and to allow issues that arise during their implementation to be addressed.

#### OTHER VET TERMINOLOGY & DEFINITIONS

The following is a listing of other relevant vocational education and training terminology and definitions to help students' understanding of the context of their study and assessment.

#### COMPETENCY BASED TRAINING (CBT)

Competency-based training (CBT) is training which develops the skills, knowledge and attitudes required to achieve competency standards.

#### COMPETENCY STANDARD

A competency standard is an industry-determined specification of performance which sets out the skills and knowledge required to operate effectively in employment. Competency standards are made up of units of competency, which are made up of elements, performance criteria, a range of variables, and an evidence guide. Competency standards are an endorsed component of a training package.

#### COMPETENCY BASED ASSESSMENT (CBA)

Competency based assessment (CBA) is the gathering and judging of evidence in order to decide whether a person has achieved a standard of competence.

#### COMPETENCE

Competence is achieved when an individual can perform and apply a combination of skills and knowledge to the standard required in a range of situations in the workplace.

#### ASSESSMENT

Assessment is the process of gathering and judging evidence in order to decide whether a person has achieved a standard or objective.

#### QUALITY IN AUSTRALIAN TRAINING

Quality in the Australian vocational education and training system is contributed to by two frameworks:

1. The Standards for NVR Registered Training Organisations; and
2. The Australian Qualifications Framework.

The following is a brief explanation of these two aspects of training in Australia.

#### THE STANDARDS FOR NVR REGISTERED TRAINING ORGANISATIONS

The standards are used by The Australia Skills Quality Authority (ASQA) as an instrument in protecting the interests of all students undertaking vocational education and training in Australia.

The standards guide nationally consistent, high-quality training and assessment services in the vocational education and training system.

#### AUSTRALIAN QUALIFICATIONS FRAMEWORK

The Australian Qualifications Framework (AQF) is a single, coherent framework for qualifications from Senior Secondary Certificates through to Doctoral Degrees.

The Framework links together all these qualifications and is a highly visible, quality-assured national system of educational recognition which promotes lifelong learning and a seamless and diverse education and training system.

It covers qualifications issued by secondary schools, vocational education and training (VET) providers and higher education institutions. All qualifications are nationally-recognised.

#### AQF Qualification by Sector of Accreditation

Schools Sector Accreditation	Vocational Education and Training Sector Accreditation	Higher Education Sector Accreditation
Senior Secondary Certificate of Education	Vocational Graduate Diploma	<a href="#">Doctoral Degree</a> <a href="#">Masters Degree</a> <a href="#">Graduate Diploma</a>
	Vocational Graduate Certificate	<a href="#">Graduate Certificate</a> <a href="#">Bachelor Degree</a> <a href="#">Associate Degree, Advanced Diploma</a> <a href="#">Diploma</a>
	Advanced Diploma	
	Diploma	
	Certificate IV	
	Certificate III	
	Certificate II	
Certificate I		

Within the framework, there are eight VET qualifications available: Certificates I, II, III and IV; Diploma, Advanced Diploma, Vocational Graduate Certificate and Vocational Graduate Diploma.

Training Packages specify the combination of competency standards required to achieve a particular qualification. Learners who complete some, but not all, competencies for a qualification are awarded a statement of attainment. When they are assessed as competent in the remaining standards, they attain the qualification.