



7 Anzac Street, PO Box 570
MOE VIC 3825
Ph: 03 51274544,
Fax: 03 51274693
www.gest.com.au
frontdesk@gest.com.au
ABN: 29 911 894 613

student handbook

Contents

About GEST	4
Course Goals and Outcomes	4
Assessment Process	4
Principles of Assessment	5
Reassessment Process	6
Course Information	6
Code of Practice	6
Enrolment	7
Educational Standards	7
Evaluation of Training	8
GEST's Expectations of Students	8
Student Attendance at Training Sessions and Activities	8
Change in Situation	8
Completion of Learning Requirements	9
Keeping a Copy of Your Work	9
Access to your Student File	9
To obtain a copy of your student record file you will need to complete an Access Authorisation Form. A copy of the Access Authorisation form can be obtained from reception.	9
Competency Based Training and Assessment	9
GEST Policies	11
Anti Discrimination Policy	11
Access & Equity	11
Assessment Appeals Policy	11
Student Concerns, Complaints and Appeals Policy	11
Complaints and Appeals Policy	11
For training related matters	12
For assessment related matters	13
The matter may be resolved by:	14
Course Fees Policy	14
Payment of Enrolment Fees	14
Initial Payment	14
Refund of Fees	14
Entitlements to Refund (government funded courses)	14
Entitlements to Refund (Fee for Service courses)	15
Privacy Policy	15
Plagiarism and Cheating	16
And so what does this mean?	17
Personal Presentation	17
Student Behaviour	17
Study Skills - Tips for Studying Effectively	17
Welfare and Counseling Services	19
Induction	19
Language, Literacy and Numeracy Issues	19
Literacy	19
Numeracy	19
English as a Second Language	19

Occupational Health and Safety.....	20
Who is responsible for Occupational Health and Safety?	20
Students	20
Quality System	20
Qualifications	21
Competent.....	21
Withdrawn	21
Exemption	21
Deferred Result	21
Not Yet Competent	21
Full AQF Certificate	21
Statement of Attainment.....	22
Re-issuing Qualifications	22
Statement of Attendance/Completion	22
Credit Transfer	22
Recognition of Prior Learning (RPL)	22
The steps for RPL	23
Statement of Understanding.....	25



About GEST

Welcome to Gippsland Employment Skills Training Inc.

GEST is a Registered Training Organisation (RTO) and is recognised by the relevant state agencies as a deliverer of nationally recognised training.

GEST is a community, non-profit organisation with a Committee of Management drawn from the local community.

GEST's purpose is to provide a range of quality training, employment and business services to the Gippsland community. GEST's quality control is embedded in the Jobs Australia Standards of Service.

Government Training Courses is the major area of our operations. GEST's Training Courses address Industry and Regional skills shortages through the training and personal development of unskilled, semi-skilled and long term unemployed people.

Course Goals and Outcomes

GEST delivers to you a framework that enables your skills to be measured against nationally accredited standards. This means that you will be entitled to the award of a Statement of Attainment or Qualification upon successful completion of the course.

The course is therefore designed with specific content and goals. The content is grouped together as "Units of Competency". Each Unit of Competency has specific goals against which we must measure your achievement; these are called the Performance Criteria.

Assessment Process

Assessment is a process used to determine whether students can demonstrate competency (ability) against a pre-determined set of measures (assessment methods).

Assessment requires the collecting and validating of evidence which must be recorded by assessors to prove student competence.

Students must be informed prior to an assessment of how assessment will be completed, what the requirements of the assessment are and what assessment methods will be used for the assessment.

Your Trainer will use the Performance Criteria from the Training Package to ensure the assessment is firmly related to each unit of study.

Principles of Assessment

There are four key principles of assessment: All assessments should be valid, reliable, fair and flexible.

This means that an assessment must be:

1. **valid** when it assesses what it claims to assess
2. **reliable** when it is consistent in all situations and with all learners
3. **fair** when it places all learners on equal terms
4. **flexible** when it can accommodate all delivery modes and delivery sites and the needs of learners.

At the end of each Unit or Module in the course, you will be asked to demonstrate that you have learnt and applied the course content. This is called “demonstrating your competency”.

There will be a number of Assessment Tasks for each Unit. Each Assessment Task measures the required aspects of that unit.

Assessors will utilise a combination of, assessment methods depending on the needs of the student and the requirements of the course.

These include:

- Review the Portfolio of Evidence (including relevant formal qualifications)
- Interviews
- Confirmation of Testimonials
- Validated Workplace Logbooks
- Skills/Challenge testing
- Written and/or Oral tests
- Observation
- Demonstration

GEST also complies with the National Assessment Principles (May 1998) as well as the requirements of Course Curriculum and Training Packages.

Reassessment Process

In support of our commitment to quality assessment, GEST will ensure:

1. Students and clients are provided with not less than two attempts to demonstrate competency against a unit of competency. Further attempts to demonstrate competence and cost will be at the discretion of GEST.
2. Students and clients undertaking High Risk Work licence training will be able to undertake a reassessment at the next scheduled delivery course date. Clients who undertake an assessment two calendar months after the initial assessment are required to re-take the whole assessment. All reassessments must be undertaken within 12 calendar months, the client will be required to complete the training in full prior to assessment.
3. Students and clients are provided with an equitable assessment appeals process.

Course Information

Before enrolling into a course, students receive a course outline, which provides information on:

- Course contract
- Course length
- Course content
- Opportunities for Recognition of Prior Learning (RPL)
- Fees (where appropriate)
- Refund policy
- Location of Training
- Pre-requisites for entry into the course

Code of Practice

The GEST **Code of Practice** outlines a range of organisational commitments and philosophies relating to the delivery of Assessment and Training Services. You will receive a copy of the GEST Code of Practice at your Induction on the first scheduled day of your course.

Enrolment

All students are required to complete an enrolment form prior to commencing training. The information in the enrolment form will be used to assess student eligibility as well as providing key information for our records.

Educational Standards

GEST will ensure that adequate learning resources are available and that the environment supports productive learning:

1. GEST will provide an environment that is conducive to an effective learning process.
2. All training course content will be delivered with a professional and positive attitude.
3. GEST's staff members must meet strict qualification requirements before they are permitted to conduct and validate assessments. All Trainers and Assessors are assessed on their experience, competence and suitability before employment. The minimum qualifications required are as follows:
 - ✓ Certificate IV Training and Assessment or equivalent, plus
 - ✓ Three years relevant industry experience
 - ✓ Any occupation training requirements as stated within course curriculum and/or training packages
 - ✓ Industry experience which is current and relevant
4. Trainers and Assessors are encouraged and assisted to further their industry training and interpersonal skills.
5. Training will always be carried out to the highest recognised and accredited industry standards and comply with the requests of the Australian Quality Training Framework (AQTF). GEST has agreed to recognise the decisions of all other States and Territories in Registering Training Organisations (including the imposition of any conditions or sanctions with respect to registration) and in accrediting courses.
6. The student and Trainer will work together to identify specific needs.
7. The learning process will include training components and personal guidance that address identified needs, and enables participants to achieve vocational goals.

Evaluation of Training

On completion of the training, you are requested to complete a written evaluation of the training you have undertaken. These evaluations are used only by GEST to monitor your feedback regarding the training and to identify opportunities for improvement. Your participation in this activity is very important and is highly valued by the team at GEST.

GEST's Expectations of Students

To obtain the most from undertaking your course with GEST, we encourage you to fully engage in the training process. GEST encourages students to ask questions, participate fully and complete your assessment tasks on time.

To ensure you understand the requirements, GEST requires you to read and sign the GEST Statement of Understanding prior to commencing your course. You will find a copy of the Statement of Understanding at the back of this Student Handbook.

Completing and signing this Statement of Understanding indicates that you have fully read the requirements, understand what is required and agree to abide by the conditions set out in the Statement.

Student Attendance at Training Sessions and Activities

Students will be advised of attendance requirements at induction. Students are expected to attend training and maintain their workbooks to be able to successfully complete their qualification.

Excessive absenteeism may result in your removal from the course, as outlined below:

- You may be removed from the training course for not attending scheduled training sessions in excess of three (3) consecutive sessions without providing acceptable proof of absence. Acceptable proof of absence can include: Annual Leave, Compassionate Leave, Paternity Leave, Maternity Leave, Adoption Leave, other leave approved by an employer and Sick Leave (you must provide a medical certificate to GEST for the period of training you missed).
- Excessive lateness may result in you being marked absent and also being removed from the course. If you are unable to attend a training session you must contact GEST as soon as possible, with at least 48 hours notice of your inability to attend, where possible.

Change in Situation

You must advise GEST of any changes to your personal details on a Change of Student Enrolment Details Form.

Completion of Learning Requirements

You are required to participate, to the best of your ability, in all training activities and carry out all training tasks your Trainer may ask you to complete.

All self-paced learning workbooks and/or assessments must be completed.

Keeping a Copy of Your Work

GEST strongly recommends that you retain a copy of all your work and any completed Assessment Tasks that you submit to GEST. Should your Assessment Task documentation be lost in the mail or in transit from you to GEST, you will be required to resubmit the Assessment Tasks. Keeping a copy will ensure you do not have to re-do the Assessment Tasks.

Access to your Student File

To obtain a copy of your student record file you will need to complete an Access Authorisation Form. A copy of the Access Authorisation form can be obtained from reception.

Competency Based Training and Assessment

All courses delivered by GEST are assessed under the Principles of Competency Based Training. This means that all courses are built from Units of Competency.

You will be advised of the Units of Competency you will be required to complete during the course before commencement. Please feel free to ask any questions you may have about the Units of Competency when you enrol.

The aim of Competency Based Training is to assess the student's ability to do the activities in each unit instead of sitting an examination that has a specific "pass mark". Your Trainer will assess your competency (ability) in each unit.

Competencies are normally expressed in terms of a Unit of Competence.

Competencies include the skills and tasks that are required in the workplace. When you are being assessed on these activities you will be required to perform them to the level required in the workplace.

All assessment results are recorded. You will be notified of the results of each assessment completed and have access to your assessment records through your Trainer. Qualifications are issued from these assessment results.

At the first training session, you will receive an introduction to the course and your first workbook(s). You will also be required to demonstrate a few of the new skills you learn during the first session. Your Trainer will identify the activities to be completed during the following weeks of your course.

Your training course is industry-based, meaning that you acquire skills you will use in the workplace. You will build on these skills throughout the course with the theory and activities you undertake during your course.

GEST Policies

Anti Discrimination Policy

GEST's student recruitment policy shall provide for its' students equal opportunity regardless of sex, race, colour, national origin, age, religion and physical or mental disability. GEST shall not show favouritism in any area to any student.

Access & Equity

GEST has a Code of Practice that includes an access and equity policy. This document is available on request. It is the responsibility of all GEST staff to ensure the requirements of the access and equity policies are met by GEST at all times.

Assessment Appeals Policy

1. All students have the right to appeal assessment results.
2. Appeals must be written. If the student wants to be re-assessed he or she must submit it in writing.
3. Students will be informed of the Appeals Procedure for Assessments on the first day of the course and prior to assessments.

Student Concerns, Complaints and Appeals Policy

GEST will act on each substantiated complaint. You should advise your Trainer of any concerns you may have regarding your progress throughout your course. GEST has a process in place for managing student complaints or appeals.

Complaints and Appeals Policy

GEST ensures that:

- Course participants have access to a copy of the Complaints and Appeals Policy and Procedure document. To access a copy, speak to the Training Coordinator.
- All disputes, complaints or appeals are handled professionally and confidentially in order to achieve a satisfactory resolution.
- All parties are provided with adequate information to ensure they have a clear understanding of the steps involved in the complaint or appeal procedure.
- All complaint or appeal appeals and outcomes are documented in writing.
- GEST will attempt to resolve any complaints or appeals fairly and equitably within fourteen (14) working days.

Procedures

Each student or client has the opportunity to present his or her own case. GEST will act on any complaint which is substantiated.

Course participants may raise any matters of concern relating to training delivery and assessment, the quality of the learning, course amenities, discrimination, sexual harassment and other issues that may arise.

The policy provides an avenue for most complaints or appeals to be addressed. However in some cases alternative measures may need to be explored.

Students or clients who feel they may have been unfairly treated or have not been given the full training that they expected, may follow the procedures listed below.

For training related matters

Steps

1. Discuss the matter with your Trainer. If not satisfied you may then:
2. Lodge a complaint or appeal. To do this you will need to request a Notice of Complaint or Appeal form from GEST. Complete the form and return to the Training Coordinator with any additional information you wish to provide.
3. You should describe your complaint or appeal clearly and fully on the form. You can attach additional information and a letter. You can also send an email to GEST with additional information should you wish. Please address your correspondence to the Training Coordinator. It is important you ensure you provide sufficient details about yourself, the course and the circumstances surrounding the complaint or appeal.
4. Once the Notice of Complaint or Appeal form has been received and logged in the Complaints Register, The Training Coordinator will discuss the circumstances with another Trainer and contact you with the result within fourteen (14) working days of receipt of your complaint or appeal. You or a representative will have an opportunity to formally present your case. You will also receive a written statement of the outcome of your complaint or appeal, including reasons for the decision will be documented and provided.
5. Please email to: frontdesk@gest.com.au or Mail to: GEST Training Coordinator, PO Box 570, Moe, 3825, Victoria.
6. Where a complaint or appeal cannot be resolved through discussion and conciliation, we acknowledge the need for an appropriate external and independent agent to mediate between the parties. GEST will contract such a person as and when required.

For assessment related matters

If you are advised that a Unit is Not Yet Competent, but you believe that:

- You genuinely do have the required degree of competency; and
- That you have provided reasonable proof of this to GEST

Then you may query or appeal that result. The process is quite simple, and is allowed by GEST to ensure that all students are fully satisfied with the fairness and accuracy of our assessment processes.

To appeal a decision:

Steps

1. Discuss the matter with your Trainer. If not satisfied you may then:
2. Lodge a query or an appeal. To do this you will need to speak to the Training Coordinator. You may also need to complete a Notice of Complaint or Appeal form. Once you complete the form, return it to the Training Coordinator with any additional information you wish to provide.
3. You should describe the details of your appeal clearly and fully on the form. You can attach additional information and a letter. You can also send the information as an email. Please address your correspondence to the Training Coordinator. It is important you ensure you provide sufficient details about yourself, the course and the circumstances surrounding the appeal
4. Once the Notice of Complaint or Appeal form has been received and logged in the Complaints Register, The Training Coordinator will discuss the circumstances with another Trainer and contact you with the result within fourteen (14) working days of receipt of your appeal. You or your representative will have an opportunity to formally present your case. You will also receive a written statement of the outcome of your appeal; including reasons for the decision will be documented and provided.
5. Please email to: frontdesk@gest.com.au or Mail to: GEST Training Department, PO Box 570, Moe, 3825, Victoria.
6. Where an appeal cannot be resolved through discussion and conciliation, we acknowledge the need for an appropriate external and independent agent to mediate between the parties. GEST will contract such a person as and when required.

GEST will encourage the parties to approach a complaint or appeal with an open view and to attempt to resolve problems through discussion and conciliation. A Corrective Action Record will be raised and filed in the Quality Compliance Folder for future reference.

The matter may be resolved by:

1. Granting the appeal, or
2. Rejecting the appeal, or
3. Referring the matter to an independent external assessor for resolution.
4. A written statement of the appeal outcome including reasons for the decision will be documented and provided.

Course Fees Policy

GEST charges a nominal fee per course a student is enrolled in.

Those students who receive a Government Benefit (ie: Pension or Allowance) may be exempt from paying this fee or may receive concession rates.

Students claiming an exemption must provide proof that they are receiving benefits (e.g. Health Benefits Card, Health Care Card, and Pension Concession Card).

Payment of Enrolment Fees

Enrolment fees must be paid as per Government regulation or individual arrangement.

Initial Payment

GEST requires a payment of no more than \$1,000 put towards course enrolment fees.

In line with our values on equity and access, students may approach GEST should they have circumstances that warrant consideration of an alternative payment structure.

Refund of Fees

Entitlements to Refund (government funded courses)

Students can withdraw from a course at any stage. However, students wishing to withdraw from the course and apply for a refund of fees are required to withdraw no later than four (4) weeks from the commencement date of the course to be eligible for a refund. Course withdrawals must be lodged on a GEST Withdrawal and Refunds Form within this period and will result in a refund of the tuition fee paid, less the minimum charge. Withdrawals after a four (4) week period will not be considered for a refund of fees.

This policy was been put in place in accordance with the Ministerial Directions on Fees and Charges (2009). In the event that this policy and the Ministerial Directions are found to disagree, the current Ministerial Directions will be followed.

1. If a student withdraws by written notice from one of GEST's government funded courses at any time up to four (4) weeks from the commencement date of the course, GEST will refund the tuition fee paid, less the minimum charge.
2. If a student gives written notice to GEST at any time up to four (4) weeks after the start of the course in a government funded course that the student proposes to withdraw from the course in order to take up a place with another provider and withdraws from the course within the four (4) weeks, then GEST will refund the full fees for that course.
3. If a GEST course is cancelled at any time during a student enrolment, then GEST will refund the full tuition fee for that course, plus any fees for materials which have not been used.
4. If a student does not undertake part of a course because of recognised prior learning in respect of that part of the course, then GEST will refund an amount equal to the difference between the tuition fee that has been paid, and the tuition fee for the parts of the course that the student will take.
5. Refunds greater than these amounts may be granted at the discretion of the Chief Executive Officer.

Entitlements to Refund (Fee for Service courses)

Refunds will only be paid to students who withdraw by giving notice within seven (7) days prior to the commencement of a Fee for Service course. Students who fail to give sufficient notice will be given the opportunity to transfer their enrolment to the next scheduled course, if available.

Refunds will not be granted for failing to attend a Fee for Service course.

Privacy Policy

GEST will ensure that it respects the privacy of students, prospective students and employers by implementing the National Privacy Principles.

The National Privacy Principles (NPPs) in the Privacy Act (Privacy Amendment (Private Sector) Act 2000) sets out how private sector organisations should collect, use, keep secure and disclose personal information. The principles give individuals a right to know what information an organisation holds about them and a right to correct that information if it is wrong.

GEST will ensure that it operates consistently with the National Privacy Principles and only collects the personal information that is necessary for the conduct of our business, and that we will use that information in the manner for which it was intended.

Students will have access to all information we hold on them, and we will store and use the information appropriately and limit access to only those who have a legal reason to have access to that information, or whom the student has given permission.

Student information will not be provided to anyone else unless we have the permission from the student or are specifically allowed or required to provide the information by law.

For example student information is only given to the following bodies where required:

- Department of Education, Employment and Workplace Relations – DEEWR
- Department of Planning and Community Development – DPCD
- State Training Authorities – STA
- Employers, where the student is a trainee

Students will sign an Authority to Release – Student Enrolment Form which authorises release of their details.

GEST collects personal information solely for the purpose of operating as a Registered Training Organisation under the Australian Quality Training Framework administered by the Victorian Government who is the registered authority. The requirements of the registering authority may mean the release of your personal information for the purposes of audit.

Under the National Privacy Principles you can access your personal information and you may request corrections of information that is incorrect or out of date. Students who request access to their information will be given full access to the details they want. No cost will be charged for them accessing their information.

While you are undertaking your training course, there will be times when GEST and/or its Training Consultant, Business Development Consultant, Administration Officer may need to discuss your situation with others.

GEST is required to ask for your permission in writing with reference to release of information. You will find the “Authority to Release Information” in your Student Registration Form and you will need signed this prior to the course starting.

Plagiarism and Cheating

Plagiarism is the action or practice of taking and using, as one’s own thoughts or writings those of another without acknowledgement. The following practices constitute acts of plagiarism:

- Where paragraphs, sentences, a single sentence or significant parts of a sentence are copied directly from a source, are not enclosed in quotation marks and appropriately footnoted;
- Where direct quotations are not used but are paraphrased or summarized, and the source of the material is not acknowledged either by footnoting or other simple reference within the text of the paper;
- Where an idea which appears elsewhere in any form is used or developed without reference being made to the author or the source of that data.

And so what does this mean?

Basically you can use someone else's ideas, but you must acknowledge that person's words.

There may be times when your Trainer asks you to complete an assignment as part of a group, in this instance your work will be submitted as one group entity and therefore each student's work will be the same. In this instance and only this instance the use of combined students work is allowed.

Cheating is the copying of someone else's work, sharing or copying an individual assessment, test or assignment, or doing someone else's assessment, test or assignment for them

The consequences of being caught plagiarising or cheating may include: repeating the entire unit or even suspension from your course.

Personal Presentation

You are expected to wear clean, appropriate attire during your training. This includes proper footwear. Bare-feet will not be permitted and you will be asked to leave the class if you attend in bare-feet. Please remember that personal hygiene is important when working closely with other students in the classroom environment.

Should you undertake a work placement as part of your training, your Trainer will provide instructions as the appropriate clothing you will be required to wear and what the workplace expectations are for the period of your placement.

Student Behaviour

Consumption, or being under the influence, of alcohol or illicit substances during training hours or abusing a trainer or other student is unacceptable and will result in you being asked to leave the premises. Continued abuse of this policy will result in your removal from the Training course. Students' behaviour must not disrupt or threaten other students or GEST personnel. Should you engage in any abusive behaviour, verbal or physical violence you will be instantly dismissed from your course.

Study Skills - Tips for Studying Effectively

- Make a weekly timetable that includes time for study, mark in deadline dates for any work that needs to be handed in for assessment e.g. assignments, projects.
- Keep up to date with class work by taking notes during session and reviewing work at home.
- Prioritise your study with your work and personal life; you may have to give something up to be able to meet your study commitments.
- Revise your work prior to the next training session.
- Do take regular breaks during study sessions.

- Study at the time of day that best suits you.
- Give yourself a reward (snack, cup of tea or coffee) when you have completed the study task for the session.
- Visualise what you are reading about.
- Develop notes as you read, noting any new terms.
- Relate what you are reading about to what you already know.
- Ensure that you have plenty of fresh air, as one of your brains main foods is oxygen.

Welfare and Counseling Services

GEST provides guidance where possible to assist clients in meeting their learning needs and course expectations through the provision of support by Trainers and Training Coordinator.

If you need assistance to plan your career, speak to your Trainer or to the GEST Training Coordinator or arrange an appointment with GEST's Career Counselor.

Induction

You will be provided with an Induction on the first scheduled day of your course. This involves information about the course requirements, familiarisation with your training facilities and other relevant information regarding your training. If you miss your Induction, please speak to your Trainer.

Language, Literacy and Numeracy Issues

Literacy

Students requiring any assistance or support with language, literacy or numeracy should speak confidentially with their Trainer.

Where consistent with course requirements, students with concerns about having insufficient language, literacy and/or numeracy skills to complete the course may be provided with adjusted course materials and assessment strategies that assist them in meeting qualification requirements through other methods.

Numeracy

Where courses require a specific level of numeracy, GEST will include a self assessment section to enable participants who enroll or are planning to enroll to determine if they have sufficient numeracy levels to successfully complete a course. Where consistent with course requirements students with concerns about having insufficient numeracy skills to complete the course will be provided with adjusted course materials and assessment strategies that assist them in meeting qualification requirements through other methods.

English as a Second Language

Generally a guide to the level of English language skills required to complete the course is your ability to read aloud the details on the Enrolment Form. If you are able to complete this process then you should have sufficient language skills to successfully complete the course.

Students with identified ESL needs, or personal concerns can be given access to specialist support services to enable them to improve their English standards.

Where consistent with course requirements, students with insufficient English skills to complete the course will be provided adjusted course materials and assessment strategies to assist them in meeting qualification requirements through other methods.

Occupational Health and Safety

GEST is committed to providing a safe and healthy environment for all students. We aim to achieve the highest degree Occupational Health and Safety and Security by adhering to Government Legislation and taking personal interest in the well being of our staff and visitors.

You are required to wear appropriate attire when attending training sessions, including shoes. You will be excluded from the training session if you are not wearing appropriate footwear due to the inherent dangers associated with the wearing of inappropriate footwear.

GEST abides by the following Commonwealth and State Acts and Legislation to maintain its position as an organisation committed to the Health, Safety and Security of all employees, contractors, students and visitors.

- Occupational Health and Safety (Commonwealth Employees) Act 1991
- Applicable State Workers Compensation legislation
- Applicable State Workplace Rehabilitation legislation

Who is responsible for Occupational Health and Safety?

All employees, contractors and students are responsible for their own Occupational Health and Safety in the training environment.

Students

You are responsible for not only your own health and safety but also the health and safety of others within the training environment.

You should report to your Trainer any unsafe conditions, faulty equipment and accidents in the training environment immediately you become aware of it.

You are required to abide by all OH&S practices and comply with health and safety regulations.

Quality System

GEST has been approved as a registered training organisation.

GEST has demonstrated compliance with set National Policies, Practices, Guidelines and Protocols related to operation as a training organisation.

GEST operates under a set of policies and procedures, which comply with the National Standards of the Australian Quality Training Framework (AQTF). For more information about GEST's registration and accreditation contact your trainer.

Qualifications

All students participating in training with GEST, shall be issued with either a

- Full AQF Certificate, or
- Statement of Attainment, or
- Statement of Attendance/Completion

The following results are used to record unit outcomes on the above documents.

Competent

The student has demonstrated competency in all outcomes for that unit.

Withdrawn

The student has withdrawn one quarter of the way through the unit and not completed all required learning outcomes.

Exemption

The student has been granted exemption from studying the unit due to previous study or an approved Recognition of Prior Learning process. GEST will collect and validate evidence that demonstrates the student's competence for this unit.

Deferred Result

Indicates that assessment has not been finished.

Not Yet Competent

The student has been assessed and has not yet demonstrated competency in all the learning outcomes for an individual unit.

Full AQF Certificate

A Full AQF Certificate is issued when the Student has completed all requirements for a qualification as listed in the syllabus document.

Statement of Attainment

A Statement of Attainment is issued where candidates have partially completed a qualification. This may be done in two ways.

1. The student does not complete the full requirements for the qualification, or
2. Units or modules have been delivered from an accredited and registered course.

The code and title of all units successfully completed by the student are listed on the Statement of Attainment.

The Certificate or Statement of Attainment is forwarded to the student's home address, four (4) to six (6) weeks after the course is completed.

Please ensure that you complete a Change of Student Enrolment form should your contact details change (name, address and telephone number). It is important that we have your current contact details so that your certificate is received promptly, replacement certificates and/or statement of attainment will incur a fee of \$20.00.

Re-issuing Qualifications

If your Certificate or Statement of Attainment is misplaced or damaged, contact the Training Coordinator to order a replacement. However, please note that GEST **will not** re-issue an original of your Certificate or Statement of Attainment but you will be issued a certified copy of your original Certificate or Statement of Attainment at a cost of \$20.00 per Certificate or Statement of Attainment.

Statement of Attendance/Completion

This is a Statement of Attendance where students may have attended (part) of a course but not achieved competency. GEST recognises the AQF qualifications and Statements of Attainments issued by other Registered Training Organisations.

Credit Transfer

Students who have completed units from their course at other institutes will be given recognition on presentation of a verified transcript, award or statement of attainment.

Recognition of Prior Learning (RPL)

All students will be given the opportunity to apply for Recognition of Prior Learning (RPL) for industry skills or life skills, or where credit or credit transfer may apply. *Recognition of Prior Learning (RPL) acknowledges the full range of an individual's skills and knowledge, irrespective of how it has been acquired. This includes competencies gained through formal study, work experience, employment and other life experiences.*

If you wish to apply for RPL you must speak to the Training Coordinator at the time of enrolment. If you wish to apply for Recognition of either your past qualifications or experience you would need to do so within two weeks of enrolment.

The Training Coordinator will provide you with the relevant application form and will also inform you of the outcomes of units within the course so that you can decide whether your application is warranted or not.

If you have a relevant prior Qualification or a Statement of Attainment issued under the Australian Qualifications Framework from any state or territory, GEST will automatically give exemptions for those units of competency.

RPL is assessed against the units of competency in a course based on the completion of one or a combination of the following:

1. Review of Evidence including relevant Formal Qualifications
2. Interviews
3. Confirmation of Testimonials
4. Validated Workplace Logbooks
5. Skills/Challenge testing
6. Written/Oral reviews

The steps for RPL

1. Student requests recognition at enrolment;
2. Appropriate qualification is identified at enrolment;
3. Appropriate competency is identified at enrolment;
4. Training Coordinator will advise student of evidence required; The student will be given access to the full curriculum so they can clearly identify the learning outcomes or competencies they have to apply;
5. Student collects evidence to support claim for RPL, which must be submitted to RTO within two weeks. An application form should be completed and forwarded, with any supporting evidence, to the Training Coordinator;
6. RTO will then analyse individual experience and qualifications against appropriate learning outcomes/competency statements, the Training Coordinator and Trainer will complete this process;
7. If claim matches learning outcomes/competencies then full recognition is granted;
8. If claim does not match learning outcomes/competencies then further evidence will be requested, this may also involve an interview where applicant will support his/her case. Further evidence must be supplied within two weeks;

9. If further evidence is not recognised then claim will be rejected, a letter of advice will be forwarded to applicant advising of decision either way;
10. Student may appeal decision and ask for a subject matter expert to make a recommendation, the cost of this further process will be shared equally by the student and GEST;
11. Letter of advice will be forwarded to student outlining the costs of further process. Once student has paid his/her share of cost for further process (*must be received within 1 week of request for payment*). The Subject Matter Expert will be obtained and his recommendation will be heard;
12. Letter of advice of outcome will be forwarded to applicant within two weeks of final decision;
13. Completed RPL Application Form with attachments will be placed on the students file
14. Details of the Application recorded on the RPL Register.



Statement of Understanding

Please tick your response in column at right and initial each one in the space underneath	
I acknowledge that I have been provided with a copy of the GEST Student Handbook and been given time to read it. The Training Coordinator has explained the Policies, Procedures and relevant information contained in the Handbook during my course Induction Session and I have had the opportunity to ask questions and have them answered. I agree to abide by the requirements identified in the GEST Student Handbook.	Yes <input type="checkbox"/> No <input type="checkbox"/>
I acknowledge I have been provided with a copy of the GEST Code of Practice and given time to read it. The Training Coordinator has explained the information contained in the Code of Practice at my course Induction Session and I have had the opportunity to ask questions and have them answered.	Yes <input type="checkbox"/> No <input type="checkbox"/>
I acknowledge that my participation in the course requires me to: <ul style="list-style-type: none"> • take ownership of my learning, • seek assistance, advice and guidance from my Trainer when I need it • undertake all work requirements for the course • be prepared for and attend scheduled training sessions • complete tasks in a timely manner. I agree to abide by these requirements.	Yes <input type="checkbox"/> No <input type="checkbox"/>
<ul style="list-style-type: none"> • I undertake to notify GEST immediately should I have a change of address during the course. • I also undertake to contact GEST if I am unable to attend my training session as soon as possible prior to the training session. I agree to abide by these requirements.	Yes <input type="checkbox"/> No <input type="checkbox"/>
<ol style="list-style-type: none"> 1. I have read this Statement of Understanding which was provided to me at my Course Induction Session at GEST. 2. I acknowledge that I understand the content and I agree to abide by its requirements for the duration of my training with GEST. 3. I understand that non-compliance with the requirements will result in disciplinary action at the discretion of my, Trainer and/or GEST. 	Yes <input type="checkbox"/> No <input type="checkbox"/>
GEST is contracted to provide training funded by Skills Victoria. Skills Victoria Guidelines require, GEST to collect Survey Data from Students. As a result Students may be asked to complete a National Centre for Vocational Education and Research (NCVER) survey at completion of their course.	

Complete the details below – Please Print

Student's First Name		Student's Last Name	
Student's Signature		Date Signed	
Witness's Name		Witness's Signature	
Course Name		Trainer's Name	
Date Course Commences		Date of Induction	

Student's Emergency Contact Person Name, contact details/phone relationship to student and number/s	
---	--

Please list any medical conditions GEST should know about to ensure your safety - *List any medical conditions that may affect your training at right:*

This statement of understanding must be completed and returned to the GEST Training Coordinator / Trainer after the orientation/induction session.