



**THE
CHANGE
NETWORK**

Student Handbook



As a Registered Training Organisation, The Change Network Pty Ltd has agreed to operate within the Vocational Education and Training Quality Framework.

The information contained in this Handbook outlines our commitment to training and our policies for providing training and assessment services.

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*Smart and Skilled (Training Service NSW) contact details: Smart and Skilled
Website; <https://smartandskilled.nsw.gov.au/>
Smart and Skilled Consumer Protection information:
<https://smartandskilled.nsw.gov.au/for-students/consumer-protection-for-students>
Smart and Skilled Contact Number: 1300 772 104*

1. Introduction

This handbook explains the services offered by The Change Network Pty Limited (TCN) and the 2015 Standards for Registered Training Organisations which guide how we operate as a Registered Training Organisation (RTO). TCN is also an approved Smart & Skilled Provider.

It also explains the processes for enrolment in RTO programs and for recognition of existing qualifications and/or competency. Also included are details about the rights and responsibilities of all students in the training programs, including how to make a complaint or appeal against a decision or an assessment, or against any RTO Staff.

2. About The Change Network

The Change Network is a proudly Australian owned business established in NSW in 2000.

Our goal is to be the complete provider of training solutions and a source of technical information to assist our clients with leadership and management, business, work health and safety (WHS) compliance requirements, maintaining an efficient workplace, improving profitability and keeping both their people and the environment free from harm.

As an RTO, The Change Network has established itself as a leader in the delivery of training solutions and supporting our clients to have skilled employees who are “work ready”.

3. Understanding The Process

To explain how the system works we need to look at some of the individual parts.

What is VET Quality Framework

A nationally accredited qualification can only be delivered by a Registered Training Organisation (RTO). An RTO must meet the requirements of the VET Quality Framework which comprises:

- Standards for Registered Training Organisations 2015—standards to ensure nationally consistent, high-quality training and assessment across Australia's VET system.
- Fit and Proper Person Requirement 2011—which specify the suitability requirements of individuals involved in the operation of a registered training organisation.
- Financial Viability Risk Assessment Requirements 2011—which relate to training organisations' ability to meet financial viability requirements.
- Data Provision Requirements 2012—which sets out the requirement for providers to supply ASQA with data upon request, and to submit quality indicator data annually.
- Australian Qualifications Framework—which is the national policy for regulated qualifications in Australian education and training.

These standards are registered, monitored and enforced by the VET regulator, Australian Skills Quality Authority (ASQA).

What is Vocational Education and Training (VET)?

VET stands for Vocational Education and Training. Its aim is to develop a workforce with the skills and knowledge needed by industry.

Our organisation is registered to provide VET qualifications. These qualifications are based on national training packages and are recognised throughout Australia by both employers and other RTOs (e.g., TAFE colleges, private providers).

What is Competency Based Training (CBT)?

Competency Based Training (CBT) is the method of providing training to ensure that the student has the skills they require to work effectively and safely in the workplace.

What is Competency Based Assessment (CBA)?

Competency Based Assessment (CBA) is the method of deciding whether a student has achieved the level of skill they require to work effectively and safely in the workplace. It involves gathering and assessing evidence in order to decide whether someone has achieved the required level of skills.

With Competency Based Assessments there are no “grades” unlike school or university. VET requires learners to be assessed as either “competent” or “not yet competent”. If learners are deemed “not yet competent” they will be given further opportunities to demonstrate their competence.

What is A Registered Training Organisation?

A Registered Training Organisation (RTO) is a training business which is authorised to deliver and assess certain nationally recognised qualifications. RTOs apply to the Australian Skills Quality Authority (ASQA) to be able to offer training. There are stringent quality requirements and standards to be accredited to deliver training.

RTOs deliver courses or packages of nationally recognised competency-based training (CBT). Students may complete either a full qualification or individual units of competency which contribute towards a qualification.

Upon successful completion of any unit of competency and/or qualification, learners will be issued with a Statement of Attainment, Certificate or Diploma in recognition of the competencies you have achieved.

National VET Regulator Standards and Conditions of Registration

All RTOs in NSW are governed by the Standards for NVR (National VET Regulator) Registered Training Organisations (NVR Standards) made under the National Vocational Education and Training Regulator Act 2012, and The Change Network ensures that we meet with all essential standards and conditions provided in that document. If you wish to see more information about the standards and conditions of registration, please follow [this link](#).

4. Pathways To Further Learning

The Australian qualification system currently runs from Certificate I to Diploma in the vocational training sector followed by University degrees. Successful completion of a Diploma may give you a pathway towards a degree.

5. RTO Staff Code Of Practice

The Change Network ensures that all RTO staff make a commitment to operate within the following Code of Practice to:

- operate within the requirements of the VET Quality Framework;
- ensure their work is carried out efficiently and effectively;
- maintain high standards of skills, knowledge, and legal and ethical standards of practice which reflect favourably both on themselves and The Change Network;
- be aware of situations of actual and potential conflict of interest and to take appropriate action to declare and/or resolve these;
- encourage and maintain a culture of honesty, integrity and open communication;
- encourage and maintain a culture of open discussion of complaints, disagreements and problems as a basis for improvement and development both personally and for the organisation;
- refrain from inappropriate relationships with clients/students;
- ensure that accurate information is provided to clients and students, including their rights under the following policies:
 - access and equity;
 - disputes, complaints and appeals;
 - fees and refunds; and
 - student program support.

6. Student Program Information

Pre-Requisites

Some of the specific training we deliver has pre-requisites, either to the qualification or a unit within the qualification. Specific details of these pre-requisites are contained in individual course information documentation and may also be obtained from our friendly staff. If you have any questions, please do not hesitate to discuss the course with your trainer or our RTO Manager.

Induction

Before enrolment, participants will:

- Be introduced to The Change Network training staff;
- Have the confirmation of the course to be delivered;
- Be informed of the training and assessment procedures, including method, format and purpose of assessment; and
- Be informed of qualification/s to be issued.

Bring Your Own Device Policy

TCN does not provide students with electronic devices. As such, it is a requirement of our courses that you have an electronic device to enable you to participate in classroom activities and complete your course. This information will be provided in the pre-enrolment information session.

The device must meet the following requirements:

- Be charged with at least 7.5 hours of battery life
- Have access to Microsoft Office (Word) or equivalent
- A PDF reader to open PDFs
- Access the internet to conduct basic research

Enrolment Process

As an RTO, we are required to collect personal information about learners and any qualifications they already hold. This information must be completed and will be used by the RTO only for the purposes of satisfying government reporting requirements.

Since January 2015, all students undertaking nationally recognised training in Australia must have a Unique Student Identifier (USI) to receive your qualification or statement of attainment.

The USI will be a lifelong number which will enable your records and results obtained after Jan 1 2015 to be collected in an online system. By having a USI you will be able to access your training records and results (or transcript) whenever you need to.

As part of the enrolment process you will need to register for a Unique Student Identifier (USI). Your USI will help keep your training records and results together in an online account controlled by you, regardless of what RTO you train with. Each time you enrol to study with a new training organisation your USI will be used to store your training records and results.

By having a USI you will be able to access your training records and results (or transcript) whenever you need. Your USI can be accessed online from your computer, tablet or smart phone and gives you access to your training records and results instantly. You can create your Unique Student Identifier (USI) on this [link](#).

If you do not already have a Unique Student Identifier (USI) and you would like The Change Network to apply for a USI to the Student Identifiers Registrar on your behalf the following items of personal information about you will be requested:

- your name, including first or given name(s), middle name(s) and surname or family name as they appear in an identification document;
- your date of birth, as it appears, in the chosen document of identity;
- your city or town of birth;
- your country of birth;
- your gender; and
- your contact details.

Please complete the USI Privacy form that is included in your enrolment pack.

Your completed enrolment form must be received by The Change Network prior to the commencement of your training. The Change Network's administration staff will let you know if there are any areas on your enrolment form that require further information from you.

If you are applying for a funded training place full details of your eligibility and any applicable student fees will be given to you prior to the finalisation of your enrolment.

Where you are enrolling to complete a full qualification, you will also be asked to assist with the preparation of a training plan. The training plan will list the units of competency you will be required to complete in order to achieve your qualification and will also provide details of how and when assessments will be conducted.

Enrolment duration

Your enrolment commences from the start date stated in your course.

Certificate IV level courses have an 18-month enrolment period, and Diploma courses have a 24-month enrolment period.

The Change Network will attempt to contact participants three times to extend their enrolment period after their scheduled classes have finished. Please note that additional fees may apply in this case.

If you require a longer time to complete your studies, please discuss your intention to deferral with your trainer as a first step. Please note that your request can be processed for a maximum of 12 months. For more details, please refer to the deferral's section in the Student Handbook.

Notification of Enrolment (Only for those enrolled in an NSW Government Funded Course)

The Change Network will follow the procedure below when enrolling students in a Smart and Skilled funded training course:

- a) **Pre-enrolment information:** Prior to enrolment, applicants will be provided with the following information:
- Information about the Course
 - Students rights and responsibilities
 - Information about obtaining a USI
 - The fees chargeable (if applicable)
 - Recognition of Prior Learning (RPL) and Credit Transfer (CT) information
 - Consumer protection information
 - Subcontractor information (if relevant)
 - Procedures required in case of deferral or withdrawal from training
 - Student Support
 - Contact details for any support services provided
- b) **Eligibility:** Upon receipt of the enrolment form, TCN will check applicants' eligibility for the program. Applicants can also check their eligibility on the Eligibility Checker on the Smart and Skilled website, which will also give an indication of the student fee to be paid to enrol in the chosen course. (Refer to the Fees and Refund section below for more information on Student Fees, Concessions and Exemptions). To be eligible for a Smart and Skilled subsidised training, applicants must meet the following criteria:

Type of training	Eligibility criteria
Smart and Skilled course:	<ul style="list-style-type: none"> • Australian citizen, Australian permanent resident, Australian humanitarian visa holder, or New Zealand citizen; • aged 15 years or older; • left school; • live or work in New South Wales (or a defined NSW border), <u>or</u> • Registered as a NSW Apprentice or New Entrant Trainee

- c) **Proof of Eligibility:** Applicants will be asked to provide proof of eligibility and sign the Declaration of Understanding when submitting the online enrolment form. The table below outlines the type of evidence that is acceptable. TCN will explain in detail the ***Proof of Eligibility requirements*** on the enrolment session.

Eligibility Requirement	Evidence Required
USI (Unique Student Identifier)	USI – validity checked with Office of USI registration
Australian (or New Zealand) Citizenship	Participant declaration and signature (The following can be requested to verify residency status: Australian/NZ Birth Certificate or Passport, Green Medicare Card or Naturalization Certificate)
Permanent resident or Humanitarian Visa holder	One of the following must be sighted: Certificate of Evidence of Residency Status (CERS) Passport Humanitarian Visa or substantiate using The Dept. of Immigration and Border Protection's Visa Entitlement Verification Online (VEVO)
Date of birth	Valid USI check and participant signature (completed by the Department)
Place of residency or employment NSW	Participant declaration and signature
If registered as a NSW apprentice or new entrant trainee	Training contract identifier (TCID) – Department System check against Training Contract details stored in Training Services NSW database
Previous Qualification	Participant declaration and signature (Department will check)
Completion of Year 10 or equivalent (if under 17)	Participant declaration and signature
Postcode for ATSI on borders	Participant declaration and signature
Proof for Concession Exemptions	
Concession: Welfare recipient	Centrelink Evidence – proof of benefit or Centrelink Evidence – dependent child of a specified welfare recipient
Exemption: Aboriginal descent	Participant declaration and signature or Community identification
Concession/Exemption: Disability	Centrelink Evidence: proof of Disability Support Pension Documentary evidence of training support needs due to disability. A letter or statement from:

	<p>A medical practitioner</p> <p>An appropriate government agency or</p> <p>Relevant specialist allied health professional or</p> <p>Centrelink evidence – dependent child of a recipient of a Disability Support Pension</p>
Exemption: Social Housing recipient (aged 15 – 30)	<p>Participant declaration and signature</p> <p>Evidence of Commonwealth Welfare Recipient Status or Evidence of a dependent of person with Commonwealth Welfare Recipient Status</p>
Exemption: Long term unemployed	<p>Letter from Employment Service Provider</p>

- d) **Declarations:** Applicants will also be required to sign the following documents:
- Consent to Use and Disclosure of Personal Information as outlined in the enrolment form
 - Privacy Form in case applicants want TCN to apply for USI on their behalf
- e) **RPL and Credit Transfer:** TCN encourages submission of RPL or Credit Transfer prior to enrolment as students' fee will be adjusted according to the number of units granted. Please note that students can still apply throughout the course and they may be entitled to a refund.
- f) **Notification to Department:** On completion of this process a copy of the Notification of Enrolment (NoE) Report will be generated and kept on the students' file. Students will receive a copy of the NoE with their student Commitment ID.
- g) **Fees and Charges:** Students will be informed of all fees, schedule of payments, refunds for withdrawal or deferment and the policy relating to fees paid in advance.
- h) **Training Plan:** Students will receive a copy of the Training Plan which will include TCN contact details, specify the training activity including scheduled hours for each unit, timeframes and delivery modes, details of support services, any RPL and or credit transfer granted and the list of units that meet the training package requirements relating to the qualification in which you are enrolled. The training plan needs to be signed by students and TCN.

Traineeships

If your training is to be registered as a traineeship, you will also be required to:

- meet with an Apprenticeship Centre to formalise the traineeship and act as the conduit between you, your employer and the government;
- complete and sign a training contract which defines the qualification you are undertaking and the roles and responsibilities of each party during the training period;
- complete and sign a training plan summary which sets out approximate time frames for completion of each unit of competency associated with the completion of the qualification; and
- be provided with an explanation about what is involved in your traineeship and an opportunity to ask any questions you may have.

Training will commence on the date specified in the training contract. If you are a new employee commencement will involve an induction for the site where you will be working.

The day-to-day specifics of training will occur in many ways, depending on your traineeship status, the qualification in which you are enrolled, your supervisor and your trainer/assessor. All necessary information will be provided to you by your manager, supervisor or training advisor as required. If, at any stage, you feel as if you do not know what is required of you, ask your supervisor, manager or your trainer/assessor.

As you learn the necessary information for each competency, you will be given the opportunity to practice the learned skill. When both you and your supervisor are confident in your learning an assessment will be arranged as explained in section 6.1.

Once you have been assessed as competent in all the competencies that make up the qualification you are enrolled in, evidence of your competence will be sent by your assessor to The Change Network for verification. If The Change Network has all the required information you will then be issued with a nationally recognised qualification.

Student Support

As part of their program students may be offered a range of support to meet their development needs. These include:

- Learning and academic support
- Flexible learning options
- Language, Literacy and Numeracy assessments
- Mentoring and coaching
- One-on-one tutoring
- Pre-training interviews
- Guidance from RTO staff

From time to time students may require services from the following:

- Justice of the Peace (JP): The role of a JP is to act as an independent and objective witness to documents people use for official or legal purposes. Find a Justice of the Peace (JP) in your State or Territory at www.australia.gov.au
- Translators and Interpreters (These services may incur a cost) www.naati.com.au

- www.tisnational.gov.au

The Change Network understands that events may occur during the course of training which will limit the student's ability to complete the training course. We will support our students to find the solution appropriate to the student and their circumstances.

The Change Network will assist all students to complete their training.

In the event that you are experiencing any difficulties with your course requirements we would recommend that you speak to your trainer or another RTO Staff member.

We will ensure that the full resources of our RTO are made available to assist you to achieve the required level of competency in all nationally recognised qualifications.

Should you be experiencing any personal difficulties that affect your ability to complete your training you should make contact directly with The Change Network's RTO Manager. Assistance with access to appropriate support, either through The Change Network or an external agency, will be provided.

Language, Literacy and Numeracy (LLN)

The Change Network designs courses which address the needs of most Student types. However, certain assessments and much of the theory presented is supported by written documents. Where individuals are unable to comprehend the written portions of the course, assessors can provide a verbal summary and assessment of core material. Students who are concerned about their ability to comprehend the written material must notify the assessor prior to the commencement to the course.

Assessors will address student comprehension issues within the student/course introduction and will offer support should a student identify that they have language, literacy or numeracy needs or if, the assessor identifies that a student has such a need.

In the event that you require additional LLN assistance, The Change Network will refer you to an organisation within your region qualified to deal with these specific needs. Examples of such organisations are:

- Job Networks (National)
- Mission Australia (National)
- Centrelink (National)

Access and Equity

Access and equity principles are reflected in all policies and services provided by The Change Network. RTO staff recognise the rights of students and provide information, advice and support that is consistent with our core business values and our Code of Practice.

Regardless of cultural background, religion, gender, sexuality, age or disability, students have the right to develop new skills in an environment that is free from discrimination and harassment and to be treated in a fair and considerate manner. In some instances, students may require specialised services or facilities in order to access and fully participate in our services. The Change Network will work with the student/s and/or their employer/s to make reasonable adjustments to accommodate these requirements.

About Your Training (Requesting Information)

Should you wish to request information about your training, you can ask your trainer or you can contact the RTO directly. The RTO will respond to your query within five (5) business days. If more than five (5) business days are required to respond to your request you will be notified as soon as practicable.

You can request personal information in person (to your assessor or RTO Staff), by email or by mail. Details of how to direct these queries are listed below:

Address	Contact
By Mail	Letters may be addressed to the RTO Manager as follows: Suite 4 6 Cowper Wharf Road, Woolloomooloo NSW 2011
By Email	support@changenetwork.com.au
By Phone	Please telephone 1300 848 060 if you wish to make an appointment to discuss your query in person.

7. Deferral, Transfer Or Withdrawal From Training

Deferrals

Please discuss your intention to deferral with your trainer as a first step. Your trainer may refer you to another appropriate staff member to discuss any support that you may require or to the RTO administrator if you have a complaint or grievance. In all instances TCN will endeavour to implement processes that will support you to continue with your training.

In case you decide to defer, you will be required to submit a deferral form [available here](#). Please note that your request can be processed for a maximum of 12 (twelve) months. After this time, you will not be entitled to continue your course.

A learner who wishes to recommence training after discontinuing an Approved Qualification will be treated as a new student and the Notification of Enrolment process must be carried out.

Transferring between providers

A student may withdraw from a qualification and transfer to another Registered Training Organisation to complete their qualification.

Transfer from another Provider to The Change Network

If the student transfers to The Change Network of their own accord, standard credit transfer rules will apply with calculating the student fee. The student must obtain a Statement of Attainment from the initial provider so The Change Network can determine what credit to be granted. Then the student fee can also be calculated correctly.

Transfer from The Change Network to another Provider

If a student Transfers out to another provider, The Change Network will provide the student with a Statement of Attainment listing the competencies that the student has gained, a statement of fees (for Smart & Skilled courses) and an up-to-date training plan.

Transferring Due to Provider Closure or Contract Termination

If the student transfers to The Change Network from another Smart & Skilled provider that has lost their contract or closed, the student will not be charged an excess fee above the total fee that was quoted to the student by the initial provider. For Smart & Skilled courses, where the combined fee is likely to exceed the original fee quoted, The Change Network will contact the Department of Education to confirm the fee to be charged before enrolling the student and the gap will be paid by the Department. The transferring student will need to provide to The Change Network a statement of attainment, a statement of fees (for Smart & Skilled courses) and an up-to-date training plan issued by the previous provider. If the provider has closed and the student cannot obtain these, The Change Network will contact the Department for assistance.

Withdrawals

Please discuss your intention to withdraw with your trainer as a first step. Your trainer may refer you to another appropriate staff member to discuss any support that you may require or to the RTO administrator if you have a complaint or grievance.

The following procedure applies in case you still decide to withdraw:

- You should submit a withdrawal form available here, including the date and reasons for your withdrawal
- You will be refunded any outstanding fees in line with the Fee and Refund Policy
- You will be issued Statement of Attainment for units assessed as competent within 28 days of notice of discontinuation
- Your Training Plan will be updated and you will be given a copy
- You will be given the results of any assessments

8. Client Records And Retention Of Client Records

Participants are required to notify The Change Network immediately when their name, address or contact details change. Participants may access their records on request.

The Change Network will maintain evidence of competence and issue of testamurs for a minimum period of 30 years or in accordance with the terms of the current Standards for Registered Training Organisations.

When a student has completed a full qualification, the evidence portfolio submitted by the student will be returned to the student two (2) years after the completion of the qualification.

9. Privacy

As an RTO, The Change Network is required to collect personal information for the purposes of training and assessment, reporting, administration and evaluation of training and assessment activities we deliver. Generally, this information is provided anonymously (i.e., your name is not linked to the specific information provided).

By signing your enrolment form, you are agreeing to the RTO disclosing your personal information where authorised or required by law (for example, RTO reporting requirements). This information may be disclosed without your express consent.

For more details, please refer to TCN privacy policy available on the website.

10. Workplace Health, Safety And Welfare

The Change Network is committed to protecting students, employers, RTO staff and visitors from injury and ensuring their health and well-being.

To meet this commitment The Change Network will:

- ensure compliance with the requirements of all relevant work health and safety (WHS) legislation;
- provide a safe working environment;
- ensure all staff, contractors, visitors and RTO staff are inducted to each site they visit; and
- provide all staff, contractors and visitors with the information, training, safe work procedures and relevant equipment to enable them to carry out their duties safely.

11. Student Rights And Responsibilities

Students have the right to:

- receive quality training and assessment that meets the Standards for Registered Training Organisations (RTOs) 2015;
- receive the training and support necessary to enable competency to be achieved;
- receive AQF certificates and Statements of Attainment on successful completion of the training;
- have access to our consumer protection system, including an identified Consumer Protection Officer and/our Complaints and Appeals Process;
- receive a refund for services not provided in the event of the training program being terminated early or if the agreed services are not provided either by ourselves or by a third party delivering on our behalf;
- have their personal information protected in accordance with the National Privacy Principles and have access to that information on request;
- be fully informed of fees and charges to complete the training course, including charges for equipment;
- be provided with sufficient information regarding the requirements of the training and assessment to enable them to make an informed decision regarding enrolment in the training product;
- be provided with information regarding the implications of government training entitlements and subsidy arrangements in relation to the delivery of the service and enrolment in other training;
- provide a safe training environment free from harassment and discrimination;
- have clear, detailed information about the organisations' services and policies;
- make an informed choice about their participation in the program;
-

Quality services which are:

- appropriate to the agreed program;
- flexible in response to any special requirements such as language and literacy;
- sensitive to and appropriate for their cultural, language, sexual, or religious backgrounds.
- not be discriminated against on the grounds of sex, race, culture, language, religion, marital status, physical or intellectual disability, illness, sexual preference, psychiatric diagnoses, physical characteristics, transgender;
- not be harassed or bullied;
- confidentiality of personal information and choice about disclosure of information (within legal and ethical constraints);
- access to records containing personal information about themselves; and
- express their complaints/disputes and appeals without fear of repercussions and have them dealt with in a fair and consistent manner.

Students have the responsibility to:

- provide true and accurate information;
- abide by The Change Network's Code of Conduct;
- obey any reasonable instructions relating to workplace health and safety;
- complete all required coursework and assessments as scheduled;
- meet assessment deadlines;
- be punctual and attend all scheduled training and assessment sessions;
- ensure that they are free from drugs and alcohol at all times while in the training environment;
- notify The Change Network of any changes in your contact information;
- abide by your organisation's policies and procedures (work based training).

Disciplinary Procedures

The Students' Rights and Responsibilities are designed to ensure that all students receive equal opportunities and gain maximum benefits from their program. On enrolment, each Student must agree to abide by applicable policies.

Whilst in a workplace, failure to abide by workplace policies may result in disciplinary action whereby the student may be asked to leave the session or the program. For existing workers or trainees they must return to their worksite where their manager will be advised.

Behaviours that may result in disciplinary action include (but are not limited to):

- continuous interruptions of trainers, mentors or assessors;
- not complying with site requirements;
- being disrespectful to other students;
- using offensive language;
- harassment of students, facilitators, mentors or assessors;
- acting in an unsafe manner that places themselves and/or others at risk;
- refusing to participate in program activities; and/or
- continued absence at required times without notification or valid reason

Any person asked to leave a program has the right of appeal a decision made by a trainer or assessor. For more details, refer the appeals process outlined in this document.

Feedback from Students

The Change Network is required as an RTO to collect feedback from students and this will be done by providing students with feedback forms to complete at the end of each training program. In addition, students will be provided with a Learner Questionnaire if you are enrolled in a qualification. Where that qualification is delivered over a period of more than one year, you may also receive an additional Learner Questionnaire during the term of your training. The results of the Learner Questionnaires will be provided to ASQA (the government body which is responsible for the RTO compliance) as required. The information is provided anonymously and in aggregate form.

All forms of feedback received from you will be used by The Change Network to improve their processes, operations and resources on an ongoing basis. Please complete and return the feedback form directly to The Change Network.

If you wish to provide feedback at any other stage (i.e. not wait until you receive the feedback form) you can also provide feedback to any RTO Staff, your manager or supervisor, in any way that suits you e.g. verbally, in writing or by email.

Details of how to direct this feedback are listed below:

Address	Contact
By Mail	Letters may be addressed to the RTO Manager as follows: Suite 4 6 Cowper Wharf Road, Woolloomooloo NSW 2011
By Email	support@changenetwork.com.au

12. Ensuring Quality In Training And Assessment

The Change Network has policies and management practices to ensure the highest professional standards in the delivery of training and assessment services.

The Change Network has the capacity to deliver and assess the vocational qualifications for which it has been approved and maintains a learning environment which is conducive to the success of its students.

As an RTO, The Change Network ensures that its trainers and assessors are suitably qualified and that they are also sensitive to the differing needs of their students. The RTO's assessors and trainers monitor and assess the performance of all students and this information is in turn monitored by the RTO.

The Change Network is committed to access and equity principles and processes in the delivery of its training services. It ensures that assessments are conducted in a fair and equitable manner and that they meet the endorsed components of the relevant training package.

Assessments

The assessment of a student's competency will be carried out fairly, consistently and constructively. The objective of a competency-based assessment (CBA) is to provide each student with an outcome suitable to his or her chosen career path. Upon completion, each student will have a wide base of transferable skills relevant to and consistent with the training and assessment objectives.

The Change Network is committed to conducting training and assessments in a socially responsible environment that is fair and equitable for all students. The emphasis is upon demonstrated capacity of a student to undertake learning and apply this in a real workplace performance context.

Assessment activities can include:

Assessment Activities:	Explanation:
Short Answer Questions:	This type of question provides opportunity to learners to apply their knowledge in a given context. These questions usually require a response word range of 10 – 40 words.
Extended Response Assessment	Require the learner to articulate how they have applied required competencies within a given context, usually based on their workplace experience. Require a longer format response than Short Answer Questions, commonly 2-4 paragraphs.
Assessor Observations	Require learners to demonstrate practical skill sets by accomplishing tasks or presenting information.
Portfolio	Requires the learner to collate and provide a range of evidence, specifically related to the application of workplace tasks. Evidence may include documents, photos, video/audio.
Third Party Reports	Requires learners to complete a range of tasks and activities in the workplace, under the supervision of an appropriately qualified Workplace Supervisor. The Supervisor signs-off whether the learner has undertaken the listed tasks to a standard considered acceptable to that workplace.

All trainers and assessors are responsible for using the assessment tools or techniques provided to conduct internal or workplace assessment. All handouts provided to students will include details of the assessment criteria and methods.

Assessments, regardless of whether through a learning and assessment pathway or an assessment-only pathway will:

- comply with the assessment guidelines included in the applicable nationally endorsed training packages;
- lead to the issue of a Statement of Attainment or qualification under the Australian Quality Framework when a person is assessed as competent against nationally endorsed unit(s) of competency;
- be conducted in accordance with the principles of assessment (validity, reliability, fairness and flexibility) and rules of evidence (Validity, Sufficiency, Authenticity and Currency);
- provide for students to be informed of the context and purpose of the assessment and the assessment process;
- where relevant, focus on the application of knowledge and skill to the standard of performance required in the workplace and cover all aspects of workplace performance, including task skills, task management skills, contingency management skills and job role environment skills;
- involve the evaluation of sufficient evidence to enable objective judgments to be made about whether competency has been attained;
- provide for feedback to the student about the outcomes of the assessment process and guidance on future options;
- be equitable and inclusive for all persons, taking into account individual needs that may affect a person's ability to effectively perform the assessment in a way that is a true representation of their ability; and

- provide for reassessment on appeal.

Before a time and place for the assessment is set, the assessor will ensure that students have received learning in, and have had adequate time to practice, the unit of competency/tasks being assessed prior to assessment taking place. Suitable notice and relevant information regarding upcoming assessments will be given to students.

Our assessment policy ensures that the consistency in assessment involves the achievement of comparable outcomes. The Change Network will validate its assessment strategies by reviewing, comparing and evaluating the assessment process, tools and evidence that contribute to decisions made by a range of assessors against the same competency standards.

Academic integrity (Cheating and plagiarism)

TCN is committed to excellence in providing VET education to its students. As such, TCN expects its students and staff to always embody principles of academic integrity. Any form of academic dishonesty detected will be treated seriously.

Academic misconduct

Academic misconduct takes place when students act dishonestly in an assessment task or examination in order to gain an unfair advantage for themselves or other students.

Plagiarism

Plagiarism occurs when a student submits work for assessment which includes the words or ideas of others without appropriate attribution or reference to the original author. As a learner, it is expected that you will ensure that you only present work that is your own.

Some examples of plagiarism are:

- direct copying of sentences, paragraphs or other extracts from someone else's work without appropriate acknowledgement. Such work includes published or unpublished documents, designs, sounds, images, photographs and films, data and computer code
- paraphrasing someone else's work without acknowledgement by way of reference to the original work using facts, information and ideas directly derived from an identifiable source without acknowledging the source.
- If your work has been found to be plagiarised, you will automatically be deemed Not Yet Competent/Fail in the unit. You may still progress through your training however the unit in question will only be reviewed at the end of your training program.

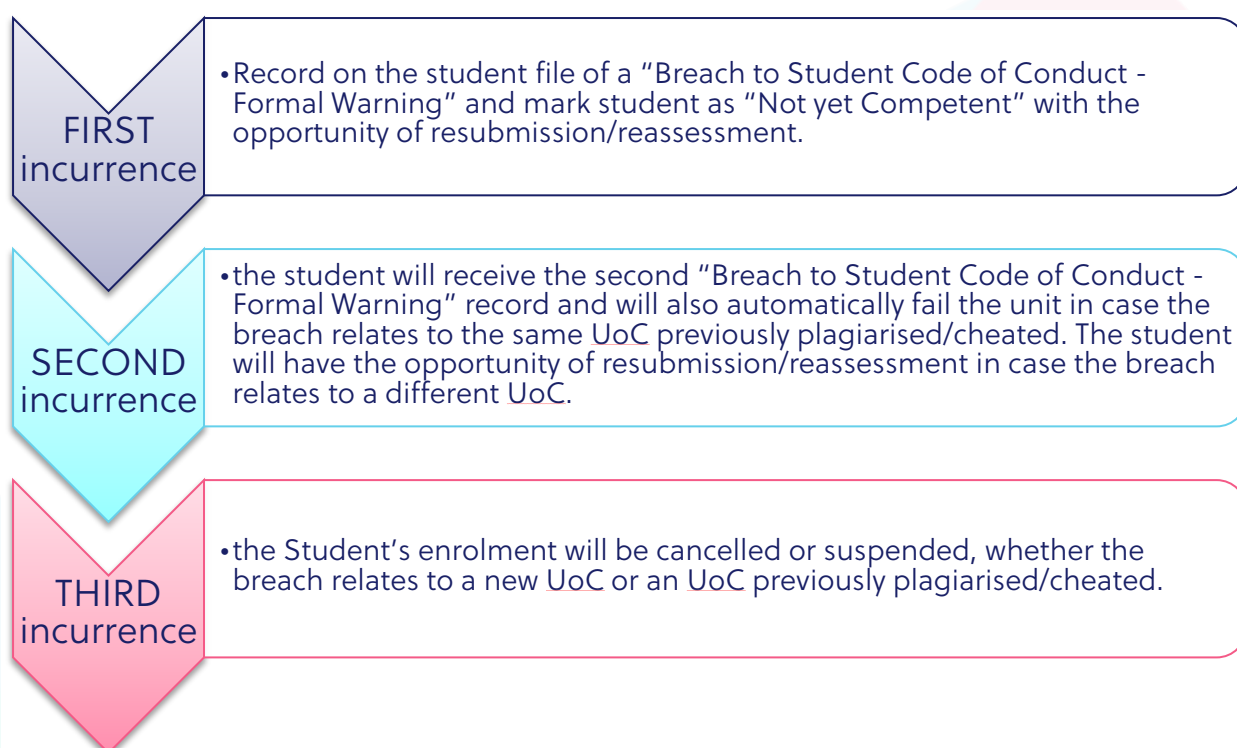
Collusion

Collusion is the presentation by a learner of an assignment as their own that is, in fact, the result in whole or in part of unauthorised collaboration with another person or persons. Collusion involves the cooperation of two or more learners in plagiarism or other forms of academic misconduct and, as such, both parties are subject to disciplinary action. Collusion or copying from other learners is not permitted and will result in a "0" grade and NYC.

Procedure and Penalties

Any student found guilty of either cheating or plagiarising will immediately fail that assessment and have the incident recorded on their student record and be issued with a "Breach to Student Code of Conduct Formal Warning".

Plagiarism constitutes an academic offence for which you can be disciplined, and the following penalties can be applied:



In all stages, the student will be informed of their right to appeal following TCN Complaints and Appeals Policy.

How do you prevent plagiarism from happening?

In any assessment, including the learner guide, you must give credit to the sources for the ideas you are using.

By referencing your work, you will avoid plagiarism and it will give credibility to your answers. As mentioned, this gives you credibility in your answers and gives credit to those who wrote the original information. Just remember that your assessor is looking for you to demonstrate your knowledge so make sure you are answering the questions with that in mind.

Generally, Harvard referencing is an acceptable form to use and there are many online tools to assist you such as;

- <https://www.citethisforme.com/>
- <https://www.mybib.com/tools/harvard-referencing-generator>

For further details on referencing, please refer to your Learner Assessment Workbook.

Assessment Submission Marking Time

The marking time for initial submissions is approximately 20 working days (28 calendar days). When your assessment is allocated to an assessor for marking, you will be sent an email letting you know. Only call the office to check on your submission if the 20 working days has lapsed.

Assessment Resubmissions

Three (3) assessment attempts (original submission and two re-submissions) per unit of competency are included in the course fee. Further attempts may result on an additional fee of \$50 per re-attempt.

Contact your Trainer /Assessor to discuss assessment resubmission details in case you are in this situation. Please note that learners also have the right to appeal (review of assessment outcome) in case they are not satisfied with the outcome (see Appeals section in this handbook).

For all re-submissions submitted, the turnaround time for assessment decisions is 14 working days.

Results of the training and assessment conducted will be recorded in our electronic learner database file for a period of 30 years as per legislation.

Reasonable Adjustment

Reasonable adjustment, as defined through the Disability Discrimination Act 1992, relates to a measure or action taken by an education provider to assist a learner with a disability (Disability Standards for Education, 2005). The Change Network must provide equitable, efficient and timely reasonable adjustment for students with disabilities who undertake assessments, while maintaining the integrity of those assessments. This may include learners with:

- Physical disabilities
- Limited language
- Limited literacy and numeracy skills
- Limited communication skills
- Limited learning abilities

Examples of reasonable adjustments include:

Examples of Reasonable Adjustments:	Explanation:
<p><u>Rest Breaks:</u> Typically, 5-10 min extra per 30 min of assessment time</p>	<p>Used when a student is physically or psychological incapable of completing the task in a continuous period</p>
<p><u>Extra Working Time:</u> Generally, an extra 5 min per 30 min of assessment time</p>	<p>Provided when a student's performance is impaired by a diagnosed learning disorder resulting in low comprehension of foundation skills required to fairly complete the task within time constraints or physical disability such as movement or vision impairments. There may be special cases which require more time depending on the complexity of the condition.</p>
<p><u>Special Format Papers:</u> Use of large print or coloured paper</p>	<p>Students with impaired vision may require format changes.</p>
<p><u>Verbal Assessment:</u> Generally, sparingly used and explicitly recorded using a modification form</p>	<p>Conducted when a student is unable to relay their knowledge through written means within timed assessments. This is usually due to an inability to write e.g. if a person has a physical disability and cannot type (i.e. a student who has had a stroke, so a trainer dictates the response.</p>
<p><u>Reader:</u> A trainer may read the question to the student in a written test</p>	<p>Students can have a trainer read the question to them verbally when they struggle to comprehend the question due to language or reading difficulties. The trainer must ensure they are not facilitating the student to acquire the answer beyond their scope of knowledge.</p>
<p><u>Clarifier, Rewording:</u> A trainer may need to re-word an assessment question</p>	<p>Re-wording an assessment question (mainly in a resubmission) can be implemented where there is an identified language/ vocabulary barrier. This may involve rewording the question more simply but still in line with the UOC criteria it is mapped to.</p>
<p><u>Scribe</u> Involves writing or typing the students answer</p>	<p>This process does not involve suggesting or prompting the student for ideas or words in order to bridge a gap to competency where student knowledge doesn't exist. The answer must be written explicitly as spoken by the student.</p>
<p><u>Use Of A Computer/Assistive Technology:</u> Where available</p>	<p>Certain disabilities may require the use of computers or assistive technology.</p>
<p><u>Modification To Environment:</u> Typically, separate supervision, special</p>	<p>Generally, those students with specific medical/mental health conditions which affect concentration and access may require a separate room and supervision.</p>
<p><u>Access To Medication</u> Access to or breaks to take medication</p>	<p>Conditions such as diabetes, asthma etc. may require prompt administration of medication.</p>

Students seeking assistance for disabilities/impairment or long-term conditions must state it in the online application form and declare that they are seeking assistance from The Change Network. This will assist The Change Network to provide reasonable adjustment, on a module/unit basis, in a timely manner.

In certain circumstances, where a prospective student's needs cannot be met, The Change Network will assist the student in locating another provider who can offer Subsidised Training that has the necessary resources.

TCN complies with the Disability Standards for Education available at the Department of Education, Skills and Employment [here](#).

Principles of Assessment and Reasonable Adjustment

Flexibility and fairness apply to the modification of assessments which ensures reasonable adjustment can be accommodated to meet the students needs. The degree of modification is limited to both what is considered reasonable and what will still ensure the integrity of the unit and validity of the assessment.

13. Issuing Qualifications

The Change Network can only issue testamurs (Certificates or Statements of Attainment) in respect of nationally endorsed training packages included in its scope of registration.

Where a student completes only some of the requirements of a qualification, a Statement of Attainment will be issued, noting the units of competency which have been completed.

All testamurs are processed by authorised staff in accordance with the RTO's procedures and policies and will be issued within 30 days to those students who have achieved the required outcomes of the assessment process.

Full AQF qualifications are only issued where all units of competency relevant to the qualification have been successfully completed. Where all units and competency have not been successfully completed, a Statement of Attainment for units completed will be issued detailing the AQF qualification from which the units have been taken.

Replacement of Qualifications

Requests for replacement qualifications or statements of attainment incur an additional administrative fee as detailed on the website.

14. Fees And Refunds

Payment is required upon receipt of invoice. All changes/transfers and cancellations must be received in writing.

Change/Transfer of Bookings

Transfers (for all days of a course) are available prior to the commencement of a course. If notification is received five (5) working days prior to course commencement our administration fee is waived.

If a transfer is made less than five (5) working days prior to the commencement of a course, an administration fee of \$55 (includes GST) per transfer per person applies.

Transfers are not available if notified any later than 5pm on the working day prior to the course commencement.

Cancellation of Bookings

If a cancellation is received ten (10) working days or more prior to the course commencement no fee is payable.

If a cancellation is received less than 10 (10) working days prior to the course commencement the full course fee is payable.

If there is non-attendance at the course and no notification received prior to course commencement the full course fee is payable.

Fees and Refunds (Only for those enrolled in an NSW Government Funded Course – Smart and Skilled)

Under Smart and Skilled program, students contribute towards the cost of training through the payment of a student fee. The total funds received by The Change Network is made up of the student fee and the subsidy from the government. The fees are set by the government. However, fees may be reduced in case students are entitled for a concession.

Learners can check if they are entitled to a concession or exemption when checking their eligibility for a Smart and Skilled as outlined in the Notification of Enrolment Student Information.

The Change Network will confirm this amount when the enrolment process has been completed.

Other information that learners should know about Fees and Refunds processes:

- Concessions or exemptions to student fees are set by the government on completion of enrolment and cannot be changed. Please ensure that you provide The Change Network with all relevant information before enrolment;
- The Change Network informs learners of any additional costs for equipment, textbooks or field trips prior to enrolment (information is also available in the course information and on the website);
- Learners must have paid at least 50% of the student fees prior to commencing training;
- Learners must have paid the student fees in full by the end of the training course, otherwise The Change Network will not issue a certificate;
- Learners are entitled to three attempts to complete a unit of competency without additional cost (original submission plus 2 re-submissions). Any further attempts may incur a charge. Please check The Change Network website for additional costs information;
- Learners who have been granted RPL or Credit Transfer before the enrolment process will have their student fee adjusted to reflect the number of units awarded recognition;
- In case Learners are awarded RPL after enrolment, The Change Network will refund the fees paid or adjust any outstanding fees.

First or Subsequent Qualification (Only for those Enrolled in an NSW Government Funded Course – Smart and Skilled)

The student fee will differ in case learners have completed other qualifications since leaving school. Learners who have another qualification will pay a higher student fee.

Learners who meet the Smart and Skilled eligibility conditions to undertake a qualification (up to and including Certificate III), without achieving any post-school qualifications, will be entitled to a lower fee for their first Smart and Skilled subsidised course at Certificate III level or lower.

Learners will pay a higher fee for any subsequent Smart and Skilled courses they may undertake.

Concessions and Exemptions (Only For Those Enrolled In An NSW Government Funded Course)

Learners are entitled to a concession for Qualifications up to and including Certificate IV, in case they are in receipt of a Commonwealth Benefit or are the dependent of someone on such benefit.

Learners will be entitled to an exemption of fees if they:

- Are Aboriginal or Torres Strait Islander;
- Have a disability;
- 15 – 30 years and live in Social Housing

Additional Fees

Additional fees that learners may incur are:

Product	Price
Replacement Certificate or Statement of Attainment	AUD \$50
Reassessment/Resubmission fee (3 attempts given at no cost - original submission plus 2 re-submissions/re-attempts)	AUD \$50 per re-attempt/resubmission
Re-Print of Materials	AUD \$50 per material + postage
RPL Application Fee	AUD \$300 per unit
Enrolment Extension	AUD \$300 per unit

Recovery of Outstanding Fees

If fees are not paid in full by the end of course delivery as per the payment schedule supplied at the enrolment no Certificate will be issued and in certain circumstances, The Change Network may refer the debt to a Debt Collection Agency.

Refund Information

The following refund policy applies depending on each circumstance:

Scenarios:	Explanation:
Withdrawing From A Training Program	<ul style="list-style-type: none"> Students will be entitled to a full refund of fees paid if they withdraw 10 working days before the scheduled start of the training program. If a student withdraws less than 10 business days of starting the training program, they will be entitled to 50% of fees paid. After training program has commenced no refund will be made.
If a training program is cancelled before commencement	A full refund of fees paid will be made.

Provider's Guarantee and refund information

The following refund policy applies in case of a default by The Change Network:

If a training program does not begin on the agreed commencement date	A full refund of fees paid will be made.
In case for any reason the training program can no longer be delivered	A refund of the amount paid proportional to the amount of training not delivered will be made.

15. Existing Qualifications

If you have an existing qualification or current relevant experience, please let us know when enrolling. You may be eligible for credit transfer or wish to apply for recognition of your existing skills and experience.

What Can Be Recognised?

Under the Australian Quality Framework competencies may be attained in a variety of ways. These can include:

- Completed or partially completed formal courses/training programs that a person has undertaken in the past;
- Industry based training programs;
- Learning results of life experience; and/or
- An overseas qualification.

In order to recognise existing qualifications you must demonstrate to the assessor that you are competent against the currently endorsed competency standards or outcomes specified in Australian Quality Framework (AQF) accredited courses.

Credit Transfer (CT)

The Change Network recognises the credentials issued by any other RTO based in any State or Territory of Australia. This includes Statements of Attainment for specific units of competency and any qualifications issued under the Australian Quality Framework (AQF).

The credit transfer (CT) process is integrated into the skills recognition and development programs via the training plan that is established with each student. Each student is given the opportunity to provide evidence of existing qualifications. Credit Transfer can only be granted upon the presentation of a previously obtained Certificate or Statement of Attainment.

Recognition of Prior Learning (RPL)

Recognition of current competency and recognition of prior learning (RPL) is the recognition of competency which may have been gained through prior learning, on the job or life experience.

The Change Network believes that it is vital that a student can demonstrate current competency (rather than, say, demonstrating what they have learned in the past). Evidence to show competency may include documentation of existing knowledge and experience.

These include:

- Work produced
- Work records documentation
- Statements from others
- Statements from previous study/courses
- Life experience
- Work experience

Many competencies also require demonstration of practical activities and problem solving.

If you feel you have extensive industry experience in the qualification vocation you are enrolling in, please contact a TCN staff via email (support@changenetwork.com.au) and ask for a RPL Application Form.

Acceptable Evidence

Recognition of Prior Learning (RPL) evidence may include, but is not limited to:

- Copies of pay slips, resumes, performance appraisals or other employment related documentation;
- Samples of completed work;
- References from current and prior employers, supervisors and colleagues; and
- Testimonials as to capabilities from persons holding relevant qualifications in the area being assessed.

Please talk to us during the enrolment phase if you would like more information on the process and requirements for recognition of prior learning (RPL).

Fees for RPL application

An RPL Application fee applies. This is non-refundable charge, whether the RPL application has been successful or not. Please check additional fees table available in this student handbook and at The Change Network website.

Appealing RPL outcomes

If the student is not satisfied with the outcomes of an RPL application, they may appeal the outcome as same as other assessment decisions. Further information on the appeals process is available in this Student Handbook.

Fees for RPL Or CT (Only For Those Enrolled In An NSW Government Funded Course)

Under the Smart and Skilled Program, fees will be adjusted to reflect any RPL or CT and, if completed after enrolment, any refunds or adjustments to outstanding fees will be made. For further details refer to the Smart and Skilled Fee and Refund Information.

16. RTO Complaint

Any Student or client, potential Student or client, or third party may lodge a complaint with The Change Network with the reasonable expectation that all matters, and issues will be treated with integrity and privacy and handled systematically, objectively and appropriately in accordance with the principles of natural justice and procedural fairness.

A complaint may be lodged in respect of the conduct of:

- The Change Network, its trainers, assessors or other staff;
- A third-party providing RTO services on behalf of The Change Network, its trainers, assessors or other staff; or
- Another Change Network Student.

In respect of dissatisfaction with an assessment result, please refer to the Appeals Policy listed below. All complaint claims and actions are free of charge to the complainant.

How to Notify a Complaint

The student may choose to submit a formal complaint by completing the [Complaint/Appeal online form](#).

Please ensure include the following information:

- Date of incident;
- Names of those directly involved in incident;
- Names of those indirectly involved in the incident and
- A detailed description of the incident about which you are lodging your complaint.

How is a Complaint Handled?

Immediately upon receipt:

- The Administration Officer will acknowledge receipt of the complaint in writing to the complainant within five days of receipt of the complaint and copy this acknowledgement to the CEO.
- Any person involved in an investigation of a complaint may choose to have an advocate or support person present at any stage during the investigation process.
- The complaint will be investigated by the CEO and the RTO Manager, with support from relevant Staff, within ten working days of acknowledging receipt of the complaint.

- The CEO and the RTO Manager will address the complaint by recommending follow up action in writing to all parties within five working days of completing investigations.
- All correspondence relating to the complaint will be filed on the students' file.
- Following the procedure above, a complainant will expect a formal response to their complaint in writing as soon as practicable within a maximum of 40 business days.

Throughout the process, TCN is responsible for:

- Fully understanding the nature of the complaint
- Exploring all options and possible implications for resolving the issue with the complaint or aggrieved person
- Avoiding any behaviour which might reasonably be interpreted as judgemental
- Finding a solution and resolving the matter with the least amount of disruption for all parties.
- Ensuring the process is actioned and closed-out within the timeframes specified.

Throughout the process, the complainant has the right to:

- Receive and respond to any documentation, as appropriate, that is submitted in connection with the complaint
- Have a complaint dealt with and treated confidentially with details only disclosed with express permission
- Be provided with reasons and a full explanation in writing for decisions and actions taken as part of the complaints process.

17. Appealing A Decision

Appeals Process

Appeals arise when a complainant is dissatisfied with the results of their official complaint, or the result of an assessment decision (including RPL). The essential nature of an appeal is that it is a request to reconsider a decision made by The Change Network. All appeals are free of charge.

The student can lodge an internal appeal in the following circumstances, if a student:

- Deems the outcome of the formal complaint inappropriate or not satisfactory and has new supporting evidence; or,
- Has received a decision made by TCN that may have adversely affected them.

The student may choose to submit an internal appeal by completing [the Complaint/Appeal online form](#) providing the applicable supporting evidence. TCN reserves the right to reject the internal appeal if no additional supporting evidence is provided.

Please ensure include the following information:

- Names of those directly involved in the incident;
- Names of those indirectly involved in the incident;
- A detailed description of the incident about which you are lodging your complaint and

- Date of original decision (if appealing a previously unresolved complaint).

How is an Assessment Appeal Handled?

Immediately upon receipt:

- The Administration Officer will acknowledge receipt of the appeal in writing to the complainant within five days of receipt of the appeal and copy this acknowledgement to the CEO.
- TCN will ensure that all parties have the opportunity to present their case.
- Any person involved in an investigation of an appeal may choose to have an advocate or support person present at any stage during the investigation process.
- The appeal will be investigated by the CEO and the RTO Manager (or by an impartial staff who has not been involved initially in the complaint outcome) with support from relevant RTO Staff, within ten working days of acknowledging receipt of the complaint.
- TCN will address the appeal by recommending follow up action in writing to all parties within five working days of completing investigations.
- All correspondence relating to the appeal will be filed on the Students' file.

Following the procedure above, a complainant will expect a formal response to their appeal in writing within a maximum of 40 business days.

Further Action

If, having gone through the complaints and appeals process there is still dissatisfaction with the result for any person involved in the complaint and appeal process, a request in writing must be made to The Change Network (support@changenetwork.com.au) requesting referral of the matter to an independent consultant.

The Change Network uses an external independent consultant for this purpose and will refer any outstanding matters to the independent consultant for resolution.

The independent consultant is Gabrielle Deschamps of Roubaix Consulting Pty Limited.

There is a cost payable for the referral of a matter to the independent consultant. This cost is \$1,300 per day (plus GST), and this amount will be payable by the person requesting the referral to the independent consultant. There will be a minimum charge of one day for this service, and the fee may increase, dependent upon the time required for the independent consultant to review the complaint, appeal and possible investigation of the initial complaint.

The decision of the independent consultant will be final.

Support During the Complaint Process

Any person involved in the investigation of a complaint may choose to have a support person present at any stage of the appeal process.

18. Consumer Protection Information

As a learner undertaking a vocational education and training course, you are protected under Australian Consumer Law and under State and Territory consumer protection laws. These protections include areas such as unfair contract terms, the consumer guarantees, to statutory a cooling-off period, and unscrupulous sales practices. You can find out more information about your rights as a consumer from the Australian Consumer Law website which includes a range of helpful guides relating to specific areas of protection. For more details, please visit the Australian Consumer Law website [here](#). Please refer to the Consumer Protection Policy available at the TCN website for further information.

We hope you enjoy your training experience at The Change Network.
Remember that we are here to support you.



**THE
CHANGE
NETWORK**

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