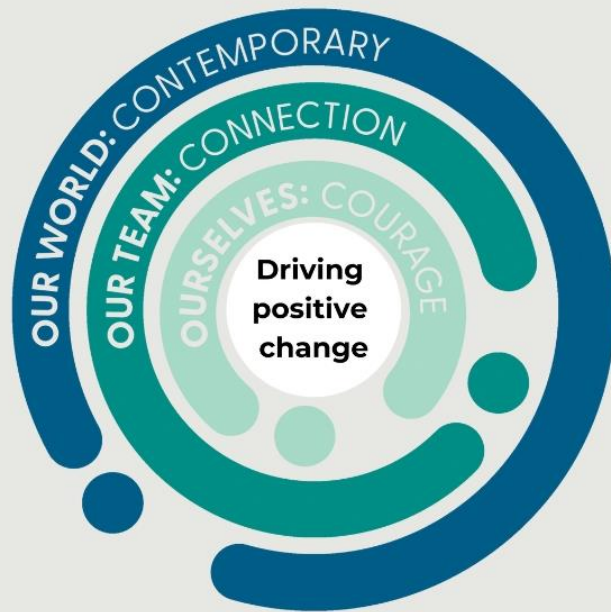

INTERACTION

Student Manual

CELEBRATING
★ 30 ★
YEARS
IN BUSINESS



Welcome to your Course

The purpose of this Student Manual is to both welcome you to your training program and provide you with all the information that you need to know to complete your qualification. It constitutes a part of your enrolment and provides you with important information about a range of matters relating to your rights and responsibilities as a student. These include the following topics, detailed in this manual as under:

1. Enrolment procedures
2. Code of conduct
3. Program delivery
4. Complaints and appeals
5. Demonstrating competency
6. Assessing competency
7. Access to your records
8. Legislation and you
9. Support services
10. What to do if things change

Interaction has been successfully delivering VET learning programs since 1998 and understands your learning needs and the unique issues and challenges you may be facing. We offer vocational training that will enhance your qualifications and equip you with the practical skills and knowledge you need to enhance the way you do your job and successfully navigate your career.

At the commencement of your course, you will be introduced to your trainer(s). Your trainer(s) will support you throughout the delivery of the program. You may also receive additional support from Interaction via virtual one-on-one meetings, email or telephone. If you do have any concerns or special needs, please contact us and we will work together to make sure you are comfortable with your training plan and have all the support you need.

Contact details

If you need to contact us, please use these details:

Telephone: 02 6282 9111

Email: qualifications@interactionconsulting.com.au

As a Registered Training Organisation (RTO) registered with the Australian Skills Quality Authority (ASQA), Interaction has an obligation to ensure the quality of the nationally recognised training and assessment we deliver. We must comply at all times with the Standards for RTO's 2015, which are part of the VET Quality Framework. To ensure compliance we have developed comprehensive internal policies, procedures and systems that guide our operations.

1. Enrolment procedures

Enrolment and Unique Student Identifier (USI)

You will be required to complete and sign an enrolment form prior to the commencement of this course. Along with the enrolment form, all students participating in nationally recognised training must have a 'USI'. A Unique Student Identifier (USI) is a reference number made up of numbers and letters that creates a secure online record of the nationally recognised training completed by an individual.

The USI will make it easier for you to find and collate your VET achievements into a single authenticated transcript and will also ensure that your VET records are not lost. As part of your enrolment, you must either supply your USI (if known) or create a USI and supply us with it. If you need to create your USI, please visit: <http://www.usi.gov.au/Students/Pages/default.aspx>

You may also permit us to create your USI on your behalf. If you are providing us with permission to create your USI we will need a valid form of identification. The ID that you provide for this purpose will be destroyed once we have used it for this purpose. We are unable to issue a qualification or a Statement of Attainment unless we have a valid USI.

Recognition of Prior Learning

Also, as part of the enrolment process, you are entitled to request 'Recognition of Prior Learning' (RPL), which allows you to have relevant experience, knowledge, qualifications (e.g., industry certification or peak body courses) and skills that you have gained before the current program to be formally recognised, contributing towards the achievement of your qualification. We stress here that experience (or qualifications) must be relevant to the program of learning you are undertaking, must be recent and must be validated through evidence.

We also accept and provide credit transfer for vocational units of competency that you may have completed previously, if relevant to the qualification you are studying. You can apply for RPL **and/or** credit transfer on enrolment or during your course. Please contact student services via email if you feel you are eligible to apply at qualifications@interactionconsulting.com.au

2. Code of conduct

You have the right to:

- Be treated fairly and with respect by all students and staff
- Learn in a supportive environment that is free from harassment, discrimination and victimisation
- Learn in a healthy and safe environment where the risks to personal health, safety and wellbeing are minimised
- Have your personal details and records kept private and secure according to our Privacy Policy
- Access the information Interaction holds about you
- Have your complaints and appeals dealt with fairly, promptly, confidentially and without retribution
- Make appeals about procedural and assessment decisions
- Receive training, assessment and support services that meet your individual needs
- Be given clear and accurate information about your course, training and assessment arrangements and your progress
- Access the support you need to effectively participate in your training program
- Provide feedback to Interaction on the client services, training, assessment and support services you receive

At the same time, we ask you to:

- **Treat all people with fairness and respect** and not do anything that could offend, embarrass or threaten others, nor harass, victimise, discriminate against or disrupt others. Treat others and their property with respect including their opinions and backgrounds
- **Follow all safety policies and procedures** as directed by staff and report any perceived safety risks as they become known. Do not bring into any premises being used for training purposes any articles or items that may threaten the safety of self or others
- **Approach your course with due personal commitment and integrity** and complete all assessment tasks, learning activities and assignments honestly and without engaging in cheating, collusion or plagiarism or infringing on Copyright
- **Be punctual and professional at all times** while dedicating several hours per week to additional study where you will need to complete your own research and work on necessary assignments, group projects and/or assessments. You should also hand in all assessment tasks, assignments and other evidence of your work with a completed and signed cover sheet.
- **Notify Interaction** if any of your personal or contact details change and/or if you are unable to attend a training session for any reason as soon as possible prior to the commencement of the activity.

3. Program delivery

Your learning program utilises blended learning methodologies that may include a combination of eLearning and trainer-led learning and assessment. E-learning modules will be made available to you once you have completed the enrolment process and will comprise a series of self-paced learning and assessment modules. For each unit of competency, you will be provided with the unit of competence descriptor, the assessment conditions, a learner guide, reading materials and other supporting resources, as well as your assessment activities. While you are responsible for managing your engagement with the learning and assessment activities, Interaction will provide ongoing support and mentorship to learners throughout the program.

Plagiarism, collusion and cheating

These actions will not be tolerated. You are expected to act with integrity at all times and only submit work that is your own or that has been appropriately referenced and includes acknowledgements of all resource materials used in preparing the work. When you submit your assessments, you are confirming that it is your own and that you have not cheated or plagiarised the work or colluded with any other student/s.

If you are suspected to have plagiarised, colluded or cheated, you will be allowed to respond to the allegations. If you are, subsequently, found to have plagiarised, colluded or cheated, disciplinary action may include:

- A request to resubmit the assessment
- Disqualification from undertaking further study with Interaction

Where Interaction has been engaged to deliver the qualification by the student's employer, Interaction is also obligated to report all instances of plagiarism, collusion and/or cheating to that client. The student's employer may independently choose to treat this behaviour as a breach of their own internal, corporate code of conduct.

Plagiarism means to take and use another person's ideas and or manner of expressing them and to pass them off as one's own by failing to give appropriate acknowledgement, including the use of material from any source, staff, students or the internet, published and unpublished works. Plagiarism occurs when students fail to acknowledge that the ideas or work of others are being used. Specifically, it occurs when other people's work and/or ideas are paraphrased and presented without a reference and/or other people's work is copied either in whole or in part. It can also mean that other people's designs, codes or images are presented as the student's own work, or that phrases and passages are used verbatim without quotation marks and/or without a reference to the author or a web page.

Collusion means unauthorised collaboration on assessable written, oral or practical work with another person or persons. Collusion occurs when a student works with others to produce work, which is then presented as the student's own work, or the work of the other person(s). Collusion includes when a student, without the authorisation of trainers involved in the delivery of a unit: works with one or more people to prepare and produce work; allows others to copy their work or share their answer to an assessment task; allows someone else to write (except when the use of a scribe is previously approved by Interaction) or edit their work; writes or edits work for another student or offers to complete work or seek payment for completing academic work for other students. Collusion may be with a fellow course student, or a person or student external to the course cohort.

Cheating refers to any other attempt to submit work for assessment that is not one's own including but not limited to: stealing work, copying work without knowledge, acquiring assessment submissions or actions designed to subvert the rules, policies and procedures of the RTO.

4. Complaints and appeals

You may, at some point, feel the need to make a complaint. This could be an informal complaint (defined here as a matter that has a minor impact on the services provided by our business: something which you believe will not require significant action to resolve). The complaint may also be more significant – related to something that you feel will require significant action to resolve and will require a formal complaint to be made. In either case, please rest assured that we are committed to an ongoing continuous improvement model in all aspects of our training. If you are not satisfied with any aspect of your course, or your learning experience (including complaints related to trainers or staff) you are welcome to raise a complaint in writing via email. All complaints will be reviewed and responded to within 30 days. Responses will be made in writing. We will ensure that all complaints and appeals are responded to in a professional, consistent and transparent manner and that they are dealt with promptly, fairly, objectively, with sensitivity and confidentiality at no cost to the individual making the complaint. We will ensure that complaints and appeals are used as an opportunity to identify potential causes of the complaint and take actions to prevent the issues from recurring as well as identify any areas for improvement. We will also ensure that all persons or parties involved in any allegations made are informed of such and are given an opportunity to present their side of the matter.

Moreover, Interaction is committed to providing all people with an environment **free from all forms of harassment, victimisation and bullying**. Interaction will not tolerate any behaviour that harms, intimidates, threatens, victimises, offends, degrades or humiliates another person. Anti-discrimination law defines harassment as any form of behaviour that you do not want, that offends, humiliates or intimidates you and that creates a hostile environment. Examples of harassment (directly or via social media) include: making fun of someone, spreading rumours, offensive jokes, ignoring someone, etc. **Victimisation occurs when a person is treated unfairly** because they have made a discrimination complaint. **Bullying is verbal, physical, social or psychological abuse by a staff member or student**. Bullying falls under Health and Safety

Legislation. If you at any time feel that you are being harassed, victimised or bullied by a staff member or student, you may tell the person that you don't like the behaviour and ask them to stop or complain via our mailbox at:

qualifications@interactionconsulting.com.au

NOTE: Nothing in our procedures limits the rights of an individual to act under Australia's Consumer Protection laws and does not circumscribe an individual's rights to pursue other legal remedies.

5. Demonstrating competency

During the program, you will be expected to develop knowledge and skills that prove you are competent against the units of competency for the qualification being attempted. You must complete all online learning modules and attend all face-to-face workshops as they cover information beyond the scope of the qualification and have been designed to assist you in undertaking your workplace duties and responsibilities. Competency can be developed through participation in the training modules and /or on-the-job development through working with others and undertaking a variety of work tasks and/or participation in other training.

In the case of on-the-job development, some competencies specify a particular activity that must be undertaken while others could involve a wide range of activities. These activities could include reports, displays, work samples, projects, models, items or objects that have been created by the student. Other evidence-gathering techniques may include observation of performance, questioning, workbooks, practical tasks, simulation, interviews or third-party reports.

The assessments you complete will be reviewed by an assessor. When considering competency against each unit of study, the assessor will focus on the application of the skill and knowledge you have gained and how that is applied in the workplace. Included in each assessment is a summary of what the assessor is looking for. In addition, the assessor may be assessing whether your evidence shows (as examples) that you:

- Have used the relevant competency or competencies when completing a task
- Can manage a number of different tasks to complete an activity (e.g., determine the steps involved and their order)
- Are able to determine what to do if things don't go to plan
- Understand the context you are working in, such as what are the relevant procedures or policies or who else needs to be involved.

6. Assessing competency

To complete a specific unit of study you will be assessed against certain assessment criteria. Cumulatively, the learning and assessment activities incorporate the performance and knowledge evidence required to ensure you can satisfy all performance criteria of the specified unit. For each unit of competency, there are a number of tasks that may include a variety of assessment methods, including, as examples:

- Recording your participation in trainer-led modules
- Completion of eLearning
- Contributing to role plays, simulations, pair work or discussion circles

- Producing work examples
- Interviews with your trainer or assessor
- Answering assessment questions.
- Case studies
- Workplace tasks
- Research projects
- Workplace and/or classroom observation

Note: for any assessment, you should not submit work samples that are classified (e.g., protected) or are otherwise sensitive (e.g., documents marked confidential, sensitive – legal sensitive – personal, documents involved in current litigation, documents relating to ongoing investigations, etc.). Such documents should not be used as part of your assessment portfolio. Evidence and work samples that are not sensitive may be used as evidence of competence.

For each unit of competency, you will be provided with detailed assessment instructions for the various tasks you need to complete and which you'll be assessed against. You will also be informed of relevant due dates or timing of assessments to be conducted. Grading of assessments will only commence once you have submitted all assessment requirements for a full unit of competency unless you are re-submitting or providing additional evidence from a previous assessment. It is preferable that you complete a single unit of competency before starting a new one.

You should make every attempt to complete assessments within the time-period specific by your trainer and/or Interaction. As part of the ongoing assessment process, your assessor will provide you with written feedback and confirm the outcome of the task. Where a specific assessment activity is marked as not satisfactory, you will be provided with feedback and be given the opportunity to resubmit/re-attempt the task. A unit of competency will be marked as competent once all assessment activities for the unit have been marked as satisfactory.

Reasonable adjustment in assessment

Some students may need modifications to assessments due to disability, illness or special considerations and this is called 'reasonable adjustment'. Please speak to your assessor if you think that you may need an adjustment made. Note these adjustments are made at the discretion of your assessor and RTO, based on your identified needs. Reasonable adjustment can involve:

- Making training and assessment resources and methods more accessible, e.g., providing learner workbooks in an audio format or on different coloured paper
- Adapting physical facilities and/or equipment such as setting up hearing loops
- Making changes to the assessment arrangements such as more time allowed for assessments
- Making changes to the way evidence for assessment is gathered such as written questions asked orally

Grading terminology

Our trainers will use (one of) the terms indicated in the chart below when marking your assessments within each unit of training and (one of) the terms for marking the entire unit. Individual tasks within a unit of competence are marked as 'Satisfactory' (S) or 'Not Satisfactory' (NS). Entire units of competence are marked as 'Competent' (C) or 'Not Yet Competent' (NYC). Credit transfers and 'RPL' carry the designations 'CT' or 'RPL'.

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| SATISFACTORY | S | Awarded to a student who has demonstrated that they are proficient to the specified standard against a set of criteria being assessed for a specific assessment task within a training unit. |
| NOT SATISFACTORY | NS | Awarded to a student who has failed to demonstrate that they are proficient to the specified standard against a set of criteria being assessed. |
| COMPETENT | C | Awarded to a student who has achieved all the elements specified for a unit of competency to the specified standard. |
| NOT YET COMPETENT | NYC | Awarded to a student who has failed to achieve all the elements specified to the specified standard. |
| CREDIT TRANSFER | CT | Credit transfer (of a relevant unit from another training qualification) |
| RECOGNITION OF PRIOR LEARNING | RPL | Recognised as competent through Recognition of Prior Learning |

Assessment Reviews

If you are not satisfied with the outcome of a competency assessment, a review may be requested. This must be done within ten working days of the notification of the original assessment by emailing a detailed explanation of why you feel the outcome was unsatisfactory to:

qualifications@interactionconsulting.com.au.

If you are still not satisfied with the resolution of your appeal, the National Complaints Code directs you to seek further assistance from the Australian Skills Quality Authority (ASQA), whose details are listed below.

Australian Skills Quality Authority (ASQA) - GPO Box 9928, Melbourne, VIC, 3001 Ph: 1300 701 801

Web: <http://www.asqa.gov.au/>

Issuance of qualifications

Upon successful completion of a course, students will be issued with the appropriate certification. On completion, at a competent level, of all Units of Competency within the appropriate course, students will be eligible to receive qualifications, including a certificate (testamur) and a record of results. Upon completion of the course, if students do not complete all required subjects at a competent level, they will not be eligible to receive a certificate. They will, however, be eligible to receive a Statement of Attainment for individual units successfully completed.

AQF certification documentation is required to be issued to a learner within 30 calendar days of the learner being assessed as meeting the requirements of the training product if the training program in which the learner is enrolled is complete and providing all financial arrangements to the RTO have been finalised. All qualifications and statements of attainment will be issued without alteration or erasure and be identified by a college student number – printed on the qualification or statement. Interaction will maintain a record of all qualifications issued for a period of 30 years.

7. Access to your records

You may access or obtain a copy of the records that Interaction holds about you at any time. This includes personal information and records of participation and progress. If you want to access or obtain a copy of records, you must make a request in writing via the qualifications@interactionconsulting.com.au mailbox, outlining which records you wish to access.

If you consider the information that Interaction holds about you to be incorrect, incomplete, out of date or misleading, you can request that the information be amended. Where a record is found to be inaccurate, a correction will be made. Where you request that a record be amended because it is inaccurate, but the record is found to be accurate, the details of the request for amendment will be noted on the record.

8. Legislation and you

As a student, you have both rights and responsibilities under applicable legislation.

Under the **Workplace Health and Safety Act 2011**, Interaction must provide a safe environment for both staff and students, as well as provide information to staff and students in relation to health, safety and welfare. Interaction has policies and procedures in place to ensure your safety, and on commencement of your course, you will be provided with information about health and safety.

As a student you also have a responsibility to follow instructions and rules and to behave in ways that are safe and do not endanger the health and safety of others. Always ensure that you:

- Immediately report hazards to your facilitator
- Seek assistance from your facilitator if you become ill or injured during your workshop
- Only assist another person who is ill or injured if it is safe to do so. If you're not sure, call on your facilitator for assistance
- Complete an incident report as required
- Ensure you are familiar with emergency evacuation procedures and in the case of an emergency, follow the instructions given to you by a Warden
- Do not leave bags or personal belongings lying around where someone else could trip over them.

Your personal information is collected from individuals in order that Interaction can carry out its business functions. Interaction only collects and stores information that is directly related to its business purposes and legal requirements of providing nationally recognised training and assessment. In collecting personal information, Interaction complies with the requirements set out in **the Privacy Act 1988** and the relevant privacy legislation and regulations of the States and Territories in which the RTO operates.

We are required by law (under **the National Vocational Education and Training Regulator Act 2011** to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector. We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the **Privacy Act 1988 (Cth)** (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include: populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage,

and understanding the VET market. You may subsequently receive a student survey which may be run by a government department or an NCVET employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

The personal information about students enrolled in a course with Interaction may also be shared with the Australian Government and designated authorities, such as ASQA (the RTO's registering body), and the ACT Government via Skills Canberra. This includes personal details, contact details, course enrolment information, unit outcomes, AQF certification and statement issuance and information about training participation and progress.

Interaction will not disclose an individual's personal information to any other person or organisation unless:

- The individual has given written consent
- Interaction believes, on reasonable grounds, that the disclosure is necessary to prevent or lessen a serious threat to the life or health of the individual concerned or another person
- The disclosure is required or authorised by, or under, law
- The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of public revenue.

Any person or organisation to which information is disclosed is not permitted to use or disclose the information for a purpose other than for which the information was supplied to them.

9. Support services

We are committed to ensuring that you get all the support you need to be successful in your studies. Initially, at enrolment, the enrolment form you complete will help us to identify any support you need. Based on the information you provide in your enrolment; we will contact you to discuss your support needs.

Once you are engaged in your program, you will be able to receive tech and admin support by calling us on our main phone number and/or by emailing us or your trainer. All students have access to trainers and assessors by email and students are made aware that this is available through information provided in the first unit of their course. One-on-one video conferencing sessions are at the trainer or assessor's discretion. In some cases, it's beneficial to meet with a student on a video conference instead of a phone call.

Interaction also commits to providing **equity in access** to the level of training and support required by each student. All students are supported in a manner that enables them to achieve their full potential and success in their training outcomes

If you are struggling with any aspect of your learning journey or in any way or have a question, please contact student support via qualifications@interactionconsulting.com.au

Please also note that there are a variety of free resources that could help you with your program. These include:

RefMe

Allows your camera to scan a book's barcode and create a citation

Oxford Dictionary

To quickly check the definitions of a word

Evernote

Great for taking notes on the go, can add pictures and audio files too

Freedom

This app locks your phone while study for a distraction-free experience

Todoist

A great app for creating to-do lists

Vocabula

Helps build your vocabulary

Study Habits

Helps improve memory, develop effective study habits

Ted app

Listen to a range of motivating and educational ted talks

10. What to do if things change

Changes to your course or other significant changes to program delivery

We will notify you promptly if there are any changes to our RTO, the course, or the arrangements for training and assessment. In turn, please make sure we always have your most current home address, email address and mobile number on file so we can notify you of any changes if applicable. Depending on the type of change, we will notify you via email.

Similarly, if your contact details change, please let our student services team know so that we can update your student records and ensure you receive any appropriate communications and of course your certificate. You can let us know of any changes to your details by emailing our mailbox at qualifications@interactionconsulting.com.au

If you transfer to a different company, or if you are promoted into a new role, or even if you resign during the course, you may still be able to complete your training. If your course was paid for by an employer, we recommend speaking to your employer to see if you can continue the course.

At Interaction, we value your opinion and welcome feedback on your training experience. If at any time you would like to send through feedback, feel free to email us and let us know how to improve and/or what you enjoyed. In addition, upon completion of your qualification, you will be sent a link to a learner questionnaire. Please take some time to complete this as your feedback helps guide us on making improvements to future training programs.

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