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Welcome to Vative Academy

Vative Academy is a registered training organisation delivering nationally recognised qualifications throughout Australia. We have an extensive range of qualifications that can suit your training needs. By taking a total end-to-end view on our training, you will benefit significantly from newly acquired skills as we cater for all levels of qualifications ranging from Certificate III through to Advanced Diploma.

Our Purpose, Vision & Character Values

Purpose

Inspiring People and Organisations to achieve their greatest potential

Vision

We provide people and organisations the opportunity to connect with purpose, develop a meaningful vision, set achievable strategy, enhance leadership qualities, and implement continuous improvement

Character Values

Excellence
Service
Integrity
Perseverance
Initiative
Commitment
Empathy
Contact Us

Head Office
260a Blackburn Rd, GLEN WAVERLEY VIC 3150

Telephone
Phone: 1300 82 84 83
Email: info@vative.com.au
Web: www.vativeacademy.edu.au
Find us through our social networks:

- Vative Academy
- @VativeAcademy
- VativeAcademyRTO

Operations
We are a national Registered Training Organisation (RTO ID: 70227) with our head office based in Melbourne, Victoria. We also service all States and Territories across Australia

Chief Executive Officer
Theo Pappas
theo.pappas@vative.com.au

RTO Manager
Nicole Edwards
nicole@vative.com.au
Our Industry

Legislative & Regulatory Requirements

Vative Academy must ensure it complies with the conditions of its registration throughout the period of its registration. These conditions can include those that apply to all RTOs and are described within the National Vocational Education and Training Regulator Act 2012, and those imposed by ASQA and state regulatory bodies on the registration of a particular RTO.

The Australian Skills Quality Authority (ASQA)

As the national regulator for the vocational education and training (VET) sector, the Australian Skills Quality Authority (ASQA) seeks to make sure that the sector’s quality is maintained through the effective regulation of:

- registering training providers as ‘registered training organisations’ (RTOs)
- recommending RTOs as CRICOS providers—providers that can enrol international students
- accrediting vocational education and training (VET) courses
- ensuring that RTOs comply with the conditions and standards for registration, including by carrying out compliance audits.

VET Quality Framework

The vocational education and training (VET) Quality Framework is aimed at achieving greater national consistency in the way RTOs are registered and monitored and in how standards in the vocational education and training (VET) sector are enforced. The VET Quality Framework comprises:

- the Standards for NVR Registered Training Organisations
- the Australian Qualifications Framework
- the Fit and Proper Person Requirements
- the Financial Viability Risk Assessment Requirements
- the Data Provision Requirements
National Recognition

The accredited courses of Vative Academy are nationally recognised. Each course is developed and presented by industry and training professionals. This ensures that students receive relevant, practical and up to date training accompanied by a nationally recognised and industry endorsed qualification with.

Scope of Nationally Recognised Qualifications

Our current scope of registration can be found at: https://training.gov.au/Organisation/Details/70227

Victorian Training Guarantee

Funding Eligibility

Vocational education and training is a great way to gain new skills and upgrade skills. For students who do not hold a post school or who want to gain a higher level of qualification and meet eligibility criteria there are an unlimited number of government subsidises training places.

Am I eligible for a Victorian government-subsidised training place?

You could be eligible for a government-subsidised training place if you are:

- an Australian citizen
- an Australian Permanent Resident (holder of a permanent visa)
- a New Zealand citizen
  and are either of the following:
  - under 20 years of age or
  - 20 years and older and ‘upskilling’ by seeking to enrol in a course at a higher level than your existing qualification

You can also check what you may be eligible for using the interactive Victorian Skills Gateway Eligibility Indicator.


Please Note: Eligible Individuals accessing their Victorian Training Guarantee entitlement may be impacted towards accessing further government subsidised training;
For Further information on the Victorian Training Guarantee please visit:

Continuous Improvement

Vative Academy is committed to providing high quality service, with a focus on continuous improvement. We welcome, regularly collect and analyse feedback from students, trainers, staff, employers, industry representatives and other stakeholders, in order to review and improve our products and services, as well as policies and procedures. Suggestions for improvements can be e-mailed through to info@vative.com.au

Vative Academy Code of Conduct & Ethics

- We encourage organisational transparency
- We encompass a positive mindset throughout all of our operations
- We provide solutions not barriers to achieve results
- We support, and provide honest feedback to all of our staff, contractors, partners and representatives
- We manage our emotions, control our stress and celebrate all our wins together
- We communicate with honourable intentions
- We think as leaders
- We respect the rights, dignity and worth of all people regardless of their gender, ability, cultural background, sexual orientation, origin, age or creed
- We abide by the rules, guidelines and legislations that regulate our industry
- We respect the privacy and intellectual property of all people and organisations we make contact with
- We do not abuse any of our entitlements, authority or licenses for the benefit of ourselves, others or the organisation
- We do not disregard the health and safety of our people, we care for one another
- We think before we act
- We treat our people and clients with the upmost respect and in an ethical manner
• We are accountable for our actions and ensure quality and compliancy is front and centre

• We do not judge

• We are committed to exceeding our position objectives, accountabilities and contributions

Students and staff are also expected to make sure their own behaviours do not result in other students or staff feeling intimidated, humiliated or offended.

Vative Academy encourages and will support actions by students and staff who feel that they have experienced discrimination or harassment in any Vative Academy activities.

Students and staff have the opportunity to lodge a grievance or complaint. See attached grievance and appeal forms

Access and Equity

In accordance with legislation, no individual will be discriminated against (and access to courses will not be limited) on the basis of:

• Sex
• Sexuality
• Relationship status
• Status as a parent or carer
• Pregnancy
• Breastfeeding
• Race
• Religious or political conviction
• Disability
• Membership or non-membership of an association or organisation of employers or employees
• Age

All students will be recruited in an ethical and responsible manner, which promotes inclusiveness and is consistent with the National Training Package. The dignity and privacy of an individual will be respected at all times.

Information Privacy

Student records and personal information will be stored securely and confidently in accordance with the Information Privacy Act 2000 and Vative Academy Privacy Policy.
Vative Academy will retain all pertinent information collected by us and provided to us solely for the purposes of training, assessment, administration, compliance, statistical analysis, marketing, continuous improvement, complaint and/or conflict resolution.

Vative Academy staff directly involved with student welfare and or student results may access student files. An auditor appointed by ASQA, Skills Victoria or any other registering body for the purpose of reviewing training participation and progress may also access student files.

**Access to records**

You have a right to view your own files and may do so upon written request directly to Vative Academy’s RTO Manager.

Access to a file by a third party other than as above can only be provided with your written consent. Upon reasonable request and notice, Vative Academy staff shall provide you with access to your personal student records and reissue statements of attainment or qualifications achieved within 15 working days. Alternatively you have a right to personally collect the records by calling in advance with an appointment.

**Occupational, Health & Safety**

Vative Academy will endeavour to provide healthy and safe learning environment.

All students enrolled with Vative Academy have both a moral and a legal responsibility for ensuring that his or her own work environment is conducive to good occupational health and safety by:

- Complying with all occupational health and safety instructions, policies and procedures.
- Ensuring that his or her own work environment is conducive to good occupational, health and safety.
- Not wilfully or negligently placing at risk the health and safety of any person
- Taking personal action to eliminate, avoid or minimise hazards of which he or she is aware.
- Seeking information or advice, where necessary, before carrying out new or unfamiliar work.
- Making proper use of all safety devices and personal protective equipment.
- Maintaining dress standards appropriate for the work being done.
• Ensuring that appropriate protective clothing and footwear is worn, at all times.

• Being familiar with emergency and evacuation procedures and the location and use of emergency equipment (where appropriate).

• Complying with the instructions given by emergency response personnel, such as emergency wardens and first aiders.

Any OH&S matters, hazards, incidents or near misses are to be reported to the Chief Executive Officer by submitting an OH&S Form, available within this handbook.

**Drugs and Alcohol Awareness Policy**

All students enrolled at Vative Academy will be required to comply with the Drug and Alcohol Awareness Policy

• Students are not to attend training facilitated by Vative Academy if they are adversely affected by alcohol or drugs.

• Students who are using prescription drugs that may affect their performance or safety are required to notify their Trainer/Assessor so that appropriate accommodations can be considered.

• Illegal drugs are not to be brought onto, consumed or administered on Vative Academy or Vative Academy client’s premises.

• Student found to be in breach will undergo disciplinary action as described in this handbook

**Learning and Assessment**

Vative Academy acknowledges that you come to the program with a wealth of personal knowledge and life experiences.

You will be encouraged to identify your own learning needs and objectives and preferred strategies and schedule and exercise the maximum possible control over selection of learning materials, learning strategies and timing and type of assessment given the constraints of the course requirements.

To enable you to monitor and control your own learning, you will be given:

• Detailed information regarding learning objectives and clear explanations as to how successful achievement is to be recognised.
• Learning materials and activities that cater for a range of needs, (including differences in educational backgrounds, life experiences, facility with English, numeracy, gender, culture, age, location and disability).

• Frequent, clear and objective feedback as to progress.

• Time and opportunities to fix erroneous concepts and to practice partially mastered skills.

Where there is perceived difficulty in achieving learning goals, you will be provided information relating to possible alternative pathways to achieve goals, options/choices to overcome barriers and ways to access a supportive network.

Assessment is confidential and focuses on what you can do rather than cannot do. It is flexible, uses a variety of assessment tools and includes suggestions and negotiation about future goals/development.

**Client support & provision for language, literacy and numeracy assessment**

On enrolment and during the induction sessions Vative Academy Staff will identify individuals with any special learning requirements, such as Language, Literacy and Numeracy.

Where support is required beyond the training and support staff within Vative Academy, we endeavour to link the participant to Government or private LLN support such as Workplace Education Language and Literacy (WELL) providers. The cost of this service is to be negotiated between the provider and the individual if Government support is not applicable.

**Recognition of Prior Learning (RPL)**

**Recognition of prior learning**

This is an assessment process that assesses an individual’s formal and informal learning to determine the extent to which an individual has achieved the required learning outcomes, competency outcomes or standards for entry, and or partial completion of a qualification.

Vative Academy promotes acknowledgment of ‘non-traditional’ forms of learning as valid pathways for recognition of competency achievement during the RPL assessment process.

The recognition of prior learning (RPL) process conducted by Vative Academy is an assessment process, which provides acknowledgement of all skills and
knowledge gained through the life experiences, work experience, previous training and formal education of applicants.

A variety of RPL assessment options will be available for you to identify whether you have achieved the necessary competencies/learning outcomes to the required standard in the relevant training course or program.

All assessment mechanisms will meet the requirements of the relevant Training Package or VET accredited course; conducted in accordance with the principles of assessment and the rules of evidence; meet workplace and, where relevant, regulatory requirements.

Information will be provided to you by the trainer/assessor; the information will include the assessment process as well as containing simple forms for you to fill out. From the information provided, the assessor will be able to gain a general understanding of the skills and experience you may have, as well as potential referee contacts.

Where you have indicated on your ‘Pre-Training Review’ during induction that you wish to apply for RPL/CT, Vative Academy will contact you to further discuss your application and fees to determine if this is the right alternative training pathway before proceeding.

Credit Transfer

Credit Transfer is the term used for the procedure of granting credit to a student for educational experiences or courses undertaken. When applicants provide original certificates or certified copy of their Statement of Attainment and or Qualifications that they have completed at another Registered Training Organisation, Vative Academy will be able to provide them with a Credit Transfer for the work already completed.

Key Personnel Involved in Training

The qualification that you are enrolled in involves not only yourself and your trainer, but also your employer, Vative Academy and where applicable the Australian Apprenticeship Centre.

The following is an outline of responsibilities and duties:

Your Trainer / Facilitator

All trainers at Vative Academy have experience in workplace training and assessment. Your trainer will be your main point of contact. You are welcome to contact your trainer at any stage of the course during business hours via phone
or email. At induction, your trainer will give you their business card so that you have access to them.

**The RTO Manager**

If you ever have any queries regarding training or you have any issues with your trainer, you can let the RTO manager know by way of a confidential conversation or by following the Appeals, Complaints and Grievance procedures as stated in this manual.

**The Australian Apprenticeship Centre (AAC)**

The AAC is contracted by the Federal Government to ensure that the traineeship or apprenticeship registration process is in motion. Where applicable, an AAC representative will complete a training contract with you and your employer which formally enters you into a workplace based Australian Apprenticeship.

The AAC representative will visit or call you partway through the course to ensure all training obligations are being met.

**NCVER**

Vative Academy must participate in the National Student Outcomes Survey, managed by the National Centre for Vocational Education and Research (NCVER), by providing Statistical Data File as described by the guidelines.

You may also be requested to participate in a “Learner Questionnaire”, this data will be provided to the registering body as per the Data Provision Legislative Instrument requirements.

**Student Responsibilities**

To make sure you get the most benefits out of your training, Vative Academy encourages all trainees/students to:

- Contact your trainer at the earliest possible convenience if a session needs to be cancelled or re scheduled
- Prepare and revise previous training lessons
- Complete any activities, questions and workplace project/s set by your trainer as agreed by you and your trainer
- Apply the skills learned in the training sessions to your work tasks
• Complete a feedback and/or a training evaluation form which your Trainer may distribute throughout the duration of the training course. This is to assist Vative Academy, Governments, VET Regulators implement their continuous improvement strategies

Attendance Requirement

You will need to attend 100% of the training in order to successfully complete the qualification. Those who miss any part of the training may be given the opportunity to re-sit the part missed in other classes however this decision is to be made by the Trainer on a case-by-case basis.

Employer’s Responsibilities

Where applicable, your employer is expected to do everything in their power to assist you in completing this course.

This includes, but is not limited to:
• Giving you time each month to do the training
• Giving you the opportunity to fulfil your workplace based delivery obligations
• Making sure there is somewhere appropriate to do the training
• Ensure appropriate training facilities, supervision, equipment and resources are available

Workplace Based Delivery

Under VET Regulations and Government guidelines, an employer has a responsibility to ensure trainees/students undertake Workplace Based Delivery, this allows the trainee/student to practice their new skills on the job during their normal working conditions

Course Components

Your course will comprise of:
• A pre training review
• An induction
• Commencement session
• Face to face monthly training and assessment visits
• Workplace support (if undertaken as a Traineeship)
• Additional phone and email contact
• A completion visit

**Pre Training Review**

The pre training review will consist of Vative Academy facilitating the following:

• Roles & responsibilities
• Course selection & structure
• Enrolment form
• Language Literacy and Numeracy (LLN) questionnaire
• Identification of prior learning & special needs
• Previous work experience and formal/Informal education
• Government or regulatory related documents

**Induction**

At this point you and your trainer will have the opportunity to discuss and confirm the training plan, including your application for recognition for prior learning.

Based on your needs, abilities and circumstances, Vative Academy develops the plan; each training plan defines the core, elective and relevant competencies for your qualification.

Any variations to the training plan are to be agreed to by all parties (Student, RTO and the employer – if required) prior to noting those variations on the training plan.

Your trainer will provide you with a copy of your training plan and a student handbook. You will also be provided with a student workbook, which contains all your learning and assessment material. These manuals are for you to keep.
Commencement Visit

At this visit your trainer/assessor will deliver the first unit/s and where you will participate in learning activities and will be provided several opportunities to ask lots and lots of questions.

At the completion of this session your trainer/assessor will provide you detailed information on what evidence needs to be submitted for the successful completion of the unit/s. You and your trainer will schedule and or confirm your subsequent training sessions. These will occur approximately every four weeks.

Progressive training and assessment visits

You can expect the following to occur:

- Your trainer will progress your training as specified on your training plan;
- You will be required to participate in classroom or workplace based activities;
- Your trainer will set assessment tasks, which may include completing questions, workplace activities/projects.
- Assessments will be scheduled to be collected and validated by both you and your trainer.

Assessment

In order for a unit to be deemed competent, you will be required to participate in an assessment. Vative Academy has a range of methods to ensure you are assessed in the most fair and equitable manner. These assessment methods are described to you in your training plan.

The following is a list of methods you may be asked to participate in.

- Participate and complete activities
- Answer questions and participate in discussion
- Complete a workplace (or simulated) project
- Demonstrate skills

Completion

Upon completion of the course, receive your qualification (certificate). The certificate will be issued after the following steps have taken place.

Trainees
• Proficient complete on the relevant State based system once all documentation completed and returned to the appropriate AAC (if applicable)
• Trainee files will be audited for all evidence and completed paperwork.
• If applicable, a completion form is to be signed by Trainee and Trainer
• If applicable, claim forms will be issued, signed and returned to Agency for authorisation of payments by yourself and your employer

Students
Your trainer will collate completion paper work and will submit to administration who will audit your evidence, complete you on the student management system and print your certificate.

Training Cancellation
Should you choose to cancel your training, you must notify your trainer immediately as there is a cancellation form that will need to be completed and signed.

Statement of Attainment
If you only complete part of the course, a statement of attainment will be issued for the units where competency is achieved. This is directly transferable to any other RTO in Australia.

Appeals, Complaints and Grievance

Appeal: In law, an appeal is a process for requesting a formal change to an official decision

Complaint: A statement that a situation is unsatisfactory or unacceptable.

Grievance: An official statement of a complaint over something believed to be wrong or unfair.

Despite all efforts to provide excellence in its services to its students and clients Vative Academy acknowledges that complaints may arise that require formal resolution.

Vative Academy shall ensure that:
• All students, clients and staff are aware of the Appeals, Complaints and Grievance Policy/Procedure and
• All complaints received will be given top priority and consideration with the objective to reach a resolution.
You have the right to present a complaint and to appeal any decisions (including assessment decisions), and to be treated fairly in the process.

Vative Academy will treat all complaints and appeals in confidence, involving only those who need to know, and only with the complainant’s permission.

A grievance, complaint or appeal is deemed to be a formal grievance, complaint or appeal when it is made in writing to the RTO Manager.

If you are dissatisfied with any aspect of the course you are undertaking you should first discuss it with your Trainer/Assessor, or if this is not appropriate with the RTO Manager.

If you are unable to resolve your issue with the RTO Manager or it is not appropriate that the RTO Manager deal with it, the matter should be referred to the Chief Executive of Vative Academy.

Where a grievance cannot be resolved through discussion and conciliation Vative Academy acknowledges the need for an appropriate external and independent agent to mediate between the parties, whose details are listed below.

Disputes Settlement Centre
A Division of the Department of Justice
4 / 456 Lonsdale St, Melbourne, Victoria, 3000
GPO Box 4113
Phone: 03 9603 8370
Free Call: 1800 658 528
Email: dscv@justice.vic.gov.au

In the event of a Formal Complaint or Appeal the following steps will be taken.

- Formal complaints and appeals must be made via the ‘Appeals Complaints and Grievances Form’.
- The ‘Appeals, Complaint and Grievances form’ is located in the student handbook, or upon request.
- The ‘Appeals, Complaint and Grievances form’ is to be addressed to the RTO Manager of Vative Academy.
- Upon receipt of the complaint the RTO Manager will investigate within 5 working days and the complainant notified of the result of the investigation within 5 working days.
- The RTO Manager will make contact with you and commence the processes for resolution.
The RTO Manager will provide you with his/her recommendations and outcome including reasons for the decision/s made with reference to ‘Appeals, Complaint and Grievances form’.

Informal complaints will be taken into account, but cannot formally be actioned until the ‘Appeals, complaint and Grievances form’ is completed.

Whereby a Student/Client telephones Vative Academy to make a complaint:

- The person taking the call will be professional and convey confidence at all times regarding Vative Academy and the service products by Vative Academy.
- The person taking the call will refer the complaint to the RTO manager.

Refer to the attached Appeals, Complaints and Grievance Form.

Student Misconduct

Student Plagiarism and Cheating

Plagiarism: is the presentation of the work of another person/other persons as they are one’s own failing to properly acknowledge that person/those persons.

Collusion: Is the act of a student presenting work which is the outcome of working with others as his or her own.

Cheating: is the practice of deceptive acts for the purpose of obtaining competency result in any assessment event. Cheating includes assisting another student to deceptively obtain a competency result.

Trainers & Assessors

- Trainers & Assessors must know and consistently implement the policy of Vative Academy regarding plagiarism
- Trainers & Assessors must provide information to students regarding referencing
- Trainers & Assessors must ensure that students understand the definitions provided in this policy
- Trainers & Assessors must be vigilant and detect plagiarism
Students

- Students must understand and comply with this policy
- Students must ensure all sources of information are referenced
- Students must take reasonable precautions to ensure work cannot be copied

If a Student plagiarises / cheats:

- Vative Academy will automatically issue the Student with a Not Yet Competent result for the unit/s of competency under assessment and request the student to re-submit and provide evidence of their own competency. This may occur in the presence of the Trainer if required.
- If the student is found to have plagiarised on more than one occasion the Trainer & Assessor of Vative Academy will intervene and determine if a suspension or cancellation of enrolment is required.

Appeals can be lodged using Vative Academy Appeals, Complaints and Grievance procedure

Disciplinary procedure for course participants

The following information outlines the procedures to be followed when codes of conduct or performance by participants are below the accepted standards of Vative Academy.

Minor occurrences
Typically, discipline required from minor incidences and occurrences will be in the form of informal oral warnings. The trainer/assessor should have a full discussion with the participant regarding the issue and will give the participant an opportunity to respond or provide additional information. Even though informal warnings are verbal, each one will be noted on the student file. This will include, date, time and reason for warning.

Formal Disciplinary Action
Where the incident or occurrence is considered beyond a minor breach or is an ongoing minor breach that has not been suitably rectified, as part of moving to formal discipline, the trainer/assessor will:

- Hold a discussion in private with the participant. The trainer/assessor should state the problem clearly and allow the participant to respond.
- Undertake a thorough fact find which includes collection of information relating to the problem/issue from all parties involved, including those who have been witness to the breach.
• Follow-up with the participant after all the information has been gathered, to report the findings. If the trainer/assessor intends to move forward to formal discipline, this should be communicated to the participant at this point.

• At this point the trainer or assessor should include a brief statement of the problem/issue and the expectations of Vative Academy, details of the time and place where the meeting to be held between the participant, trainer and Vative Academy’s RTO Manager.

• Provide written notification of intention to move to formal action within 48 hrs.

Another discussion will take place in the presence of a manager where a written report will be tabled that should be identified as a disciplinary warning. The report will describe in detail the circumstances that prompted its writing, date, time, and location, what was said, heard or observed, indicate why the behaviour is unacceptable, review the decisions reached during the discussion regarding how the participant should correct the problem.

State that if the behaviour continues, additional corrective measures may be taken, which may result in the termination of the training agreement, expulsion from the training program, etc.

If the written warning does not lead to any mutually agreed outcome, the participant can expect termination of the training agreement. The participant should be notified in writing of the termination of the training agreement. The letter should outline the reason(s) for the termination and dates of the termination.

At any point of the disciplinary process the participant wishes to raise a grievance, he/she should lodge a formal complaint using the Appeals, Complaint and Grievance Form. All documentation completed and collected will be stored in the students file.

User Choice

User Choice is a national policy governing the flow of public funds to registered training organisations (RTOs). The purpose of User Choice is to make vocational education and training (VET) more responsive to the needs of industry and employers.

To achieve the level of responsiveness to the needs of the VET client, a number of commitments are made in the User Choice policy. Under User Choice, public funding for training would flow to an individual training provider as selected by the employers involved in Australian Apprenticeships/trainees/studentships. The funding arrangements promised to:

• allow employers to select the provider of their choice;
• empower employers to negotiate about aspects of training including content,
• location and timing; and
• provide a greater level of contestability amongst training providers, therefore
• Improving responsiveness and diversity between public and private
  providers.

For more information on User Choice visit - www.training.gov.au

**Additional Useful Contacts**

**ASQA**
Info line - 1300 701 801
Making a complaint to ASQA – to make a complaint about an RTO, please complete the Complaint about a registered training organisation form.

You can submit the form by emailing complaintsteam@asqa.gov.au.

Or alternatively you can print and fill out the form, and post it to:

Complaints team
Australian Skills Quality Authority
GPO Box 9928
Melbourne VIC 3001

**State and Territory Training Authorities (STAs)**

State Training Authorities are government departments in each State or Territory responsible for the operation of the Vocational Education and Training (VET) system (including Australian Apprenticeships) within that jurisdiction.

Each STA participates in the formulation of national policy, planning and objectives, and promotes and implements the agreed policies and priorities in the State or Territory.

Specific areas of State or Territory responsibility include:

• Quality of training issues
• Quality of VET product
• Registration and certification of Australian Apprenticeships training agreements
• Registration and monitoring of Group Training Organisations (GTOs)
• Employment arrangements surrounding Australian Apprentices
• Registration and certifications of qualifications/vocations
- Registrations and monitoring of Registered Training Organisations
- Allegations of misuse of User Choice training funding

**Victoria**

Department of Education and Training  
2 Treasury Place, East Melbourne  
Ph: (03) 9637 2000  
Web: [www.skills.vic.gov.au](http://www.skills.vic.gov.au)

**New South Wales**

State Training Services  
NSW Department of Education and Communities  
Locked Bag 53, Darlington NSW 1300  
Ph: 13 28 11 (NSW callers) or (02) 9266 8704 (interstate callers)  

**Australian Capital Territory**

ACT Department of Education and Training  
Training and Tertiary Education Directorate  
220 Northbourne Avenue, Braddon, ACT 2612  
Ph: (02) 6207 5111  

**South Australia**

Department of State Development  
GPO Box 320  
Adelaide SA 5001  
Ph: 1800 506 266  

**Tasmania**

Skills Tasmania  
GPO Box 169, Hobart, TAS 7001  
Ph: 1800 655 846  
Web: [www.skills.tas.gov.au](http://www.skills.tas.gov.au)
Northern Territory

Department of Business & Employment
Mitchell Centre, 11th Floor, 55-59 Mitchell Street
GPO Box 3200, Darwin NT 0801
Ph: (08) 8901 1357
Fax: (08) 8901 4903
Web: www.nt.gov.au

Queensland

Department of Education and Training
LMB 527 GPO, Brisbane QLD 4001
Ph: 1300 369 935
Web: www.training.qld.gov.au

Western Australia

Department of Training and Workforce Development
Locked Bag 16, Osborne Park Delivery Centre WA 6916
Ph: (08) 6551 5000
Web: www.dtwd.wa.gov.au

Australian Apprenticeships Referral Line

To find an Australian Apprenticeships Centre in your region please visit www.australianapprenticeships.gov.au or call 13 38 73.

Support Services

Vative Academy offers student support services to assist learners in achieving their education and developmental potential through the provision of specialised professional aid. Student support services are established to assist students with additional needs or at risk of disengagement to strengthen the capacity of the education system.

Vative Academy can direct students to services such as psychologists, guidance officers, language, literacy & numeracy (LLN) program specialists, speech pathologists, interpreters, social workers, counsellors and other related professionals.

Students may discuss these matters directly with your relevant Trainer or alternatively may confidentially contact the RTO Manager or the Chief Executive of Vative Academy to attain such support services and contact details.
# Appeals, Complaints, Grievance and OHS Form

<table>
<thead>
<tr>
<th>Name of Person Reporting:</th>
<th>Company (if applicable):</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reported to</td>
<td></td>
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<tr>
<td>RTO Manager</td>
<td>Appeal ☐</td>
</tr>
<tr>
<td>Chief Executive</td>
<td>Complaint ☐</td>
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<tr>
<td></td>
<td>Grievance ☐</td>
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<tr>
<td></td>
<td>OHS ☐</td>
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</tbody>
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<table>
<thead>
<tr>
<th>Description of Issue</th>
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<table>
<thead>
<tr>
<th>Expected Outcome</th>
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<table>
<thead>
<tr>
<th>Action already taken by person reporting issue</th>
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<table>
<thead>
<tr>
<th>Appellant/Complainant</th>
<th>Signed:</th>
<th>Date:</th>
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<table>
<thead>
<tr>
<th>RTO Manager/CEO</th>
<th>Signed:</th>
<th>Date:</th>
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<tbody>
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