

IMPACT
COMMUNITY SERVICES
Registered Training Organisation

STUDENT HANDBOOK



Live

Grow

Prosper

IMPACT
COMMUNITY SERVICES
Improving lives since 1978





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Welcome

Thank you for considering / selecting IMPACT Community Services to be your Training Provider, we view it as our privilege and pleasure to have you in our classroom.

We aim to give you the skills, training and confidence to enable you to have a rewarding future. We also aim to inspire you to enjoy your course as you grow your skills and personal development. Our aim is to enable you to have access to top class trainers in their field so you will prosper as you continue to develop yourself professionally and personally.

IMPACT has been operating in our community for more than 40 years and our RTO has operated for more than 30 years. Our endeavour is to support you by providing you with quality training to support your career aspirations.

While we understand your requirements, we have great links to community and understand what employers are looking for. Our trainers remain current in their industry, so they are able to provide you with relevant training.

We look forward to welcoming you to one of our classes in the near future!

Mission

Building a caring and inclusive community through opportunities which empower people, increase individual choice, improve resilience and increase social and economic participation

Vision

Improving lives

Values

Build Trust in Relationships

Cultivate habits that build positive interactions and experiences with others

Empower Others

Walk beside someone as they increase their autonomy, self-determination and decision-making capacity

Be Compassionate

Be part of a place that is built on dignity and respect, applauds individuality and where everyone is welcome

Celebrate Uniqueness

Strive to show kindness and a willingness to support others both in our organisation and in the communities in which we live

Work Together

Leverage collective genius to find new ways to think big, experiment and solve shared problems

Create Positive Impact

Show commitment and drive to energise, engage and inspire others to achieve our shared vision

Strive for Excellence

Pursue continuous growth, high performance and improvement

Training Services

Contact Information

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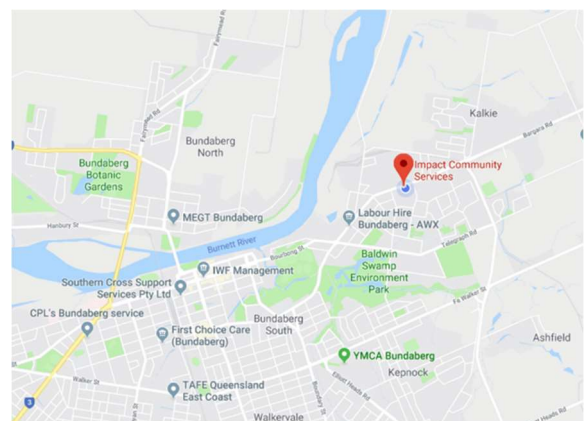
training@impact.org.au

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IMPACT Community Services reserves the right to vary and update information without notice.

Office Hours

IMPACT Community Services hours of business are from 8.00am - 5pm Monday to Thursday and 8.00am – 4.30pm Friday.



Purpose

This Student Handbook sets out the policies and procedures for IMPACT Community Services and is a comprehensive guide for all students. As a condition of enrolment, all students and prospective students are required to read this information carefully to fully understand how IMPACT Community Services operates and where they can find information to assist them throughout their enrolment.

About Us

IMPACT Community Services is a Registered Training Organisation with the Australian Skills Quality Authority (ASQA). IMPACT Community Services has a Quality Management System that is regularly audited.

As an RTO, IMPACT Community is required to adhere to legislation designed to uphold the integrity of nationally recognised qualifications. This includes:

- *National Vocational Education and Training Regulator Act 2011*
- *Standards for Registered Training Organisations (RTOs) 2015*

Additionally, IMPACT Community Services abides by a range of other legal and contractual requirements at a State and Commonwealth level. See Appendix A for a list and links.

IMPACT Community Services is a community based “not for profit” organisation providing support, training and employment assistance.

The organisation was formed in 1978 to conduct the Bundaberg Community Youth Support Scheme, a government funded program for unemployed youth, and has developed and diversified greatly since that time.

As a Registered Training Organisation (RTO) we deliver nationally recognised qualifications.

In Australia, only Registered Training Organisations can issue nationally recognised qualifications. Our RTO provider code is 0115.

IMPACT Community Services has a commitment to providing professional, flexible, up-to-date training and assessing options to suit jobseekers, business and industry needs. IMPACT Community Services works closely with Industry to keep updated on new and emerging trends in our sectors of expertise.

IMPACT Community Services employs highly skilled industry Trainer and Assessors to support you in gaining your qualifications.

IMPACT Community Services welcomes you and looks forward to supporting you to achieve your training goals.

Our courses are delivered in the Bundaberg area by appropriately qualified and experienced trainers, and through a variety of methods. Generally, we offer training in a classroom setting.

Scope of Registration

Full Qualifications

- BSB10120 Certificate I in Workplace Skills
- BSB20120 Certificate II in Workplace Skills
- CHC33021 Certificate III in Individual Support
- CHC43121 Certificate IV in Disability Support
- SIT30622 Certificate III in Hospitality

Units of competency

- HLTAID009 - Provide cardiopulmonary resuscitation
- HLTAID011 - Provide first aid
- SITHFAB021 - Provide responsible service of alcohol
- SITHGAM022 - Provide responsible gambling services

Non-accredited Training

IMPACT Community Services offers professional training including but not limited to the following

- Manual Handling

Course Information

Course Profiles

Course profiles are available on our website. <https://impact.org.au/our-services/grow/training-courses>

Pre-enrolment information is available prior to each course commencement and details the information you need to make an informed decision.

Information Session – Certificate Courses

The Information Session is our opportunity to welcome you to IMPACT Community Services. You will meet your trainer and other Training Services Staff. We will give you an overview of the course and explain the funding that is available for the intake.

At the Information Session you will be given

- Pre-enrolment information
- Course application form
- Information session questionnaire
- LLN indicator tool (online)
- Application for any relevant specific program funding forms (to assist with course costs)
- Student Handbook (online)

Interview

The trainer will arrange an interview to assess your suitability for the course.

Welcome Letter

Upon acceptance to a course, you will receive a welcome letter that will outline the course, curriculum, fees you need to pay, enrolment and what to bring on your first day.

Enrolment

At enrolment you will complete

- Enrolment form
- USI form
- Publicity consent form

*Enrolment can be confirmed once fees have been paid

Short Courses Enrolment Procedures

Short course students will be given course information by Training Services Staff including costs. You will be given the information you need to make an informed decision prior to enrolment.

Entry Requirements

The Pre-enrolment Information Pack will confirm any pre-requisites that are required for entry to the course in which you are interested. Entry requirements may relate to things such as:

- Levels of language, literacy and numeracy skills appropriate for successful completion of the coursework and also, for effective performance in the workplace in the specific job-role. A language, literacy and numeracy assessment is required to be completed as part of the course selection process.
- Access to a relevant workplace and job-role where the required competencies can be learned and practiced
- Access to a computer that has appropriate software and capacity to access learning and assessment materials
- Access to an internet connection with sufficient capacity to download course materials (e.g. broadband connection)
- Access to course specific materials such as personal protective equipment (PPE) or other tools of trade
- Previous work experience
- Previous completion of another qualification that is specified as a pre-requisite for a course

Unique Student Identifier (USI)

A USI is required by all Australians undertaking nationally recognised training. It allows students to link to a secure online record of all qualifications gained regardless of the provider. This system was implemented by the Australian Government in 2015, so it will show student achievements from 1 January 2015 onwards.

As an RTO, IMPACT Community is required to access your USI to issue Certificates or Statements of Attainment for you. All students must either supply their USI upon enrolment or create a USI.

If you do not have a USI, please visit <https://www.usi.gov.au/students/create-your-usi> for more information, and instructions on how to apply. Alternatively, IMPACT Community Services is able to create your USI with your permission.

Student needs assessment

IMPACT Community will complete a Student needs assessment for your learning that will address course requirements as well as your personal circumstances. To assist you will complete a Language, Literacy and Numeracy (LLN) indicator which will identify any areas in which additional support may be required.

Learner Guides

After enrolment, you will be given access to Resources and Learner Guides. Any borrowed books should not be marked and returned promptly.

Duration and Course Times

The duration of your course is outlined in the course profile. Training times for each course vary and will be available on the course profile found on our website. We acknowledge many students have busy lives outside of Impact.

We endeavour to accommodate those who have commitments outside of study, provided it does not impact on the student's ability to complete their training. e.g.: A parent may need to negotiate with the trainer to leave a few minutes early to pick up children. Some may have part time work or other responsibilities that we will aim to accommodate.

Training Extension

IMPACT Community Services will work with you and your circumstances to create a flexible training plan if your needs change to allow you to complete your training, subject to funding and Trainer availability.

Volume of Learning

The Australian Quality Framework (AQF) expresses the time expected to gain a qualification as an equivalent to full-time years. This is known as the 'Volume of Learning'.

Volume of Learning statements provide an indication of the amount of time it is expected that a student would need as a full-time student to achieve the qualification. Volume of Learning figures assume none of the competencies identified in a qualification are currently held.

The time frames account for **all activities** a student would undertake, including supervised training activities, classroom sessions, online modules and/or workplace learning, as well as individual study, practice and learning.

More information on Volume of Learning can be accessed at:

[What is an appropriate volume of learning for a qualification type? | Australian Skills Quality Authority \(ASQA\)](#)

IMPACT training programs are delivered through face to face training in a combination of classroom and industry simulated environments. This structured learning is supported by self-directed learning and assessment activities. Classroom attendance is considered an important component of IMPACT's training courses and students are required to attend scheduled class time

Student Attendance

If you are unable to attend a session, please contact your Trainer on their mobile or call our reception on 4153 4233. It is preferred if you can call prior to your course start time.

In most cases, the maximum period for non-negotiated absences by students over the length of a training course is 4 days, or less as advised for shorter courses. It is considered that in most training courses it will be impossible to achieve certain competencies if you have prolonged periods of time away from the class. After a period of 4 days consecutive non-attendance (non-contactable or invalid reason) your trainer along with Training Services management and other stakeholders will make a decision as to whether it is feasible for you to continue, extend or be withdrawn.

Please communicate regularly with your Trainer or the Training Services Manager if you are absent so that arrangements can be made, and decisions agreed as to your continuation in the course.

Fees

Costs are clearly documented on the course profile for each training program and will be discussed with you prior to enrolment. The information you provide will help determine the funding available to you and the amount of your co-contribution.

Any funding is subject to meeting eligibility criteria of the body who has made the funding available. While we can give a guide to eligibility, we treat everyone on an individual case by case basis to ensure you are given the best options.

IMPACT Community Services currently access to several streams of funding through the Queensland State Government including

- Certificate 3 Guarantee (QLD)
- Community Work Skills – SQW (Qld)
- Get Set for Work – SQW (Qld)
- Xtreme Turnabout – SQW (Qld)

Funding may assist you gain an initial or subsequent qualification at no cost to you. If you are eligible for Certificate 3 Guarantee only that means you will have a small co-contribution to pay.

Holders of concession cards (e.g. Health Care Card, Pensioner Concession Card or Veteran Affairs Pensioner Concession Card), may be eligible for a concession fee.

Pre-paid Fees

Student who are ineligible for any other funding will pay the full fee. This is listed on the course profile and these students will make payments in advance. Full fee paying means you will pre-pay fees before the relevant services have been provided. These include payments made at any time before, during or after the learner enrolls.

IMPACT Community Services will not accept more than \$1500 **prior** to the commencement of a qualification; or collect more than \$1500 in advance from a learner, **following commencement of enrolment**

Students may make payments for additional units as units already paid for are commenced.

Payment methods

The standard payment methods accepted by IMPACT Community Services include:

- Credit card
- Debit cards
- EFTPOS
- Electronic Bank Transfer (EFT)
- Cash

Fees must be paid by the due date agreed in your payment plan. This will be clearly stated prior to your enrolment.

Please note that outstanding fees may result in cancellation of your enrolment and/or IMPACT Community withholding the issue of qualifications until all fees are paid. If you have trouble paying your fees, please contact us on **074153 4233** to discuss options.

If you are experiencing financial difficulty, please contact IMPACT Community as early as possible to discuss options.

Training Materials

IMPACT Community will provide you with Learner Guides for each unit. Please speak with **your trainer** or contact us on **074153 4233** if replacement materials are required.

It is your responsibility to return any loaned Learner Guides promptly to IMPACT Community Services. Resources that are damaged, lost or not returned will result in an invoice to cover the cost being issued.

Re-issue of Transcripts

An administration fee of **\$25 (\$30 if posted)** applies to re-issue a copy of your Certificate or Statement of Attainment.

Refunds

IMPACT Community Services offer a full refund where a training program is cancelled or discontinued for the units that have not been commenced. However, the Managing Director reserves the right to refund monies where the student has withdrawn from training for what the Managing Director considers to be a good reason.

Course Withdrawal

If you wish to request a refund, you must advise IMPACT Community in writing of your decision within 14 days of notification of withdrawal from the course. Send your notification to request a refund to the Training Services Manager and include the following information:

- Your name
- Contact details (address, phone, email etc.)
- Effective date of the cancellation
- Reason for refund request

Your application will be reviewed, and you will be advised of the outcome within 7 working days.

All certificate courses will incur an administration fee of up to \$100. Any refunds can be requested for any amount paid in excess of the admin fee.

- If the course has already commenced, a pro-rata refund may be calculated for the units of study not already started
- Any co-contribution fees paid for Government subsidised training will be refunded for the units not trained
- Satisfactory evidence for withdrawal (e.g. medical certificate) must be provided
- Any refund will be at the discretion of IMPACT Community

Privacy

IMPACT Community strongly supports the privacy and confidentiality of its students. Information is collected and stored in accordance with the *Privacy Act 1988*. Certain general, non-specific information such as location, gender, age and results may be passed on to agencies to inform future funding arrangements and/or statistical data gathering requirements.

We will not release your information to any person or agency without your permission, unless we are required to do so by law.

IMPACT Community is required to comply with the *Australian Privacy Principles* which are outlined in Schedule 1 of the *Privacy Act 1988*.

As a Registered Training Organisation, IMPACT Community has obligations to collect information from students who access the services provided by this organisation.

The information collected may include but is not limited to:

- Contact details
- Personal history, records and notes
- Literacy and numeracy levels
- Educational standards/levels attained
- Ethnic/cultural background
- Health information

The information collected may be used to:

- Record contacts made with students
- Detail outcomes of activities undertaken by people accessing services
- Provide necessary information to Centrelink
- Gather statistical information for the Government or IMPACT Community Services
- Provide feedback to referring agencies e.g. jobactive (with permission)

Information may be accessed by authorised Government officials or regulatory bodies in the course of monitoring or auditing Government contracts

Individuals may access their personal information and request corrections where necessary. All student information is kept securely, and records are retained and disposed of according to Government Statutory requirements.

Staff at IMPACT Community Services are aware of and adhere to the principles and requirements of the Privacy Act 1988.

Under the *Data Provision Requirements 2012*, IMPACT Community Services is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information including the personal information contained on the enrolment form, may be used or disclosed by IMPACT Community Services for statistical, administrative, regulatory and research purposes. IMPACT Community Services may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and NCVER

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- Populating authenticated VET transcripts;
- Facilitating statistics and research relating to education, including surveys and data linkage;
- Pre-populating RTO student enrolment forms;
- Understanding how the VET market operates, for policy, workforce planning and consumer information; and
- Administering VET, including program administration, regulation, monitoring and evaluation.

You may receive a student survey which may be administered by a government department or NCVER employee, agent or third-party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the *Privacy Act 1988* (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

Access to Your Records

If you wish to access your student information file, please direct your enquiry to the Training Services Manager **07 4153 4233**

Student Service

IMPACT Community Services has sound management practices to ensure effective student service. Staff are suitably trained, and their skills and knowledge upgraded on an ongoing basis to ensure that training delivery meets industry standards.

IMPACT Community Services has experienced staff who are available to assist students requiring emergency welfare/and/or emotional support.

Other Support Services

IMPACT Community is at all times concerned for the welfare of its students. If you are experiencing difficulties and/or require counselling or personal support, there are a number of professional organisations well equipped to offer services to help. Included are:

- Lifeline: 13 11 14 or www.lifeline.org.au
- Beyond Blue: 1300 22 4636 or www.beyondblue.org.au
- Salvation Army: 13 SALVOS (13 72 58) or www.salvos.org.au

Students with Special Needs

Students are encouraged to inform trainers and staff of any special needs. Where possible, IMPACT Community Services will attempt to provide equipment or implement strategies to meet these needs.

Access and Equity

IMPACT Community will work to meet the needs of the community and individuals and/or groups who might be otherwise disadvantaged. This includes providing fair allocation of resources and equal opportunity to access training services. IMPACT Community prohibits discrimination based on factors including:

- Gender
- Age
- Marital status
- Sexual orientation
- Race
- Ethnicity
- Religious background
- Parental status

IMPACT Community will work to ensure all participants have the right resources available to allow successful completion of course requirements. This includes flexible delivery and assessment arrangements where necessary, and LLN support.

Code of Conduct

As a responsible member of the VET community, IMPACT Community follows the standards for Registered Training Organisation (RTOs) 2015. These standards ensure that the training delivered meets industry requirements and has integrity for employment and further study. They also ensure RTO's operate ethically and consider the needs of both learners and industry. Similarly, IMPACT Community has expectations for student behaviour. These are outlined in the section 'Student Conduct'.

Student Code of Conduct

The following are expectations of behaviour while at IMPACT Community Services.

Compliance with these expectations is required by all students. Failure to do so may result in cancellation of your enrolment.

Be Punctual

Punctuality shows that you are committed and displays a mutual regard for the other professionals you work and study with.

Absenteeism

If you are going to be away from Class and/or Vocational Placement you will need to contact your Trainer Assessor/ Reception and/or your Placement provider.

Assessment due dates

All Assignments MUST be completed by the due completion date unless extension had been granted from your Trainer Assessor. Incomplete assessments will result in a Not Yet Satisfactory result.

Follow safety requirements.

As a student and worker, you have a duty of care to behave in a safe manner at all times. By doing this, you are not only fulfilling your duty of care, but also showing a willingness to take responsibilities for yourself and others.

Follow all reasonable and lawful directions of IMPACT Community Services and service staff

An ability to follow directions is preparing you for the workforce. If you feel the direction is unreasonable or unlawful, contact your IMPACT Community Services Trainer Assessor or Manager Training Services.

Familiarise yourself with resources available to you at IMPACT Community Services and your Vocational Placement Provider.

This includes access and maintenance of resources. And remember if you have used it, you are responsible for its return.

Become part of the team.

By participating in available activities, you are demonstrating a willingness to work with others, and an interest in what could be learnt from each situation.

Be aware of appropriate standards of dress at ALL times.

You are a representative of IMPACT Community Services, and the profession you are entering into. The way you dress and present yourself contributes to how those around you engage and respond to you.

Understand that you are bound by professional and ethical standards of confidentiality.

Confidentiality is one of the most important responsibilities you will be given.

Learn as much about your chosen field as you can.

This will give you the best opportunity for growth if you are always willing to improve your skills.

Inappropriate behaviour.

Inappropriate aggressive language and behaviour by yourself or your representative, towards an IMPACT Community Services staff member, other clients or in a service/school may lead to immediate cancellation of enrolment and the appropriate authority may be notified.

Messages for Students

If you do not have access to your own mobile phone messages to our reception will be passed on to the classroom trainers. Non-urgent messages will be given to the trainer to distribute at breaks. Urgent messages will be delivered promptly to the training room.

At all times, maintain your sense of humour.

Sometimes the ability to laugh at yourself or the situation is the best way to deal with it.

Workplace Health and Safety

To meet IMPACT Community Service's obligation in ensuring the health and safety of all clients and visitors, staff and volunteers must behave in a professional manner and treat clients and visitors with dignity and respect at all times.

Any visitor or client who experiences unacceptable behaviour is encouraged to report it.

As a minimum, everyone can expect:

- To be treated with respect and dignity
- To have access to a complaints process
- To be treated fairly and ethically
- To be treated in accordance with the principles of natural justice

Students have a responsibility regarding health and safety when undertaking training at IMPACT Community Services.

Students must:

- follow directions given by a representative of IMPACT Community Services to maintain work health and safety
- not wilfully misuse or recklessly interfere with anything provided for workplace health and safety

- not wilfully place the safety and wellbeing of others at risk
- not wilfully injure yourself
- report any suspected risks or hazards to the supervisor/trainer and/or the IMPACT Community Services Work Health and Safety Manager.

Use of pool

Any use of the pool must be approved by the Trainer. At least two staff members must be present and actively supervising pool activities. In addition, a staff member who is qualified in First Aid with a current CPR qualification must be on site during any pool activity.

Video surveillance

IMPACT grounds and buildings rooms and corridors are under recorded video surveillance.

Fire Drill

In case of fire or any other situation requiring evacuation of premises, please follow procedures as advised by your trainer or designated IMPACT Community Services staff member e.g. Evacuation personnel who are identified by helmets. The Emergency Evacuation Assembly area is at the front of Building 2 (adjacent to Bargara Road).

First Aid

Kits are located in the workshop, Reception and the Canteen. For first aid assistance outside of class times, report to Reception. There are 2 designated First Aid Officers employed by IMPACT Community Services.

Training & Assessment

IMPACT Community Services training is delivered on site. This requires students to attend a class either part time or full time as prescribed on the Course Profile. The Trainer Assessor leads students through the course or unit. Students wanting to complete individual units (rather than the entire qualification) though classroom study should contact IMPACT Community Services. Classes are subject to timetables and availability.

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is an assessment process that involves making a judgment on the skills and knowledge an individual has as a result of past study and/or experience. The aim of RPL is to recognise your existing competencies without having to go through the complete processes of training and assessment. You will still need to provide evidence though, upon which your assessor can base their judgement. Evidence must be:

- Authentic – it must be your own work
- Sufficient – it must demonstrate competence over a period of time, that the competencies can be repeated, and the evidence must be enough so that the assessor can make an accurate judgement regarding competency
- Current – it must demonstrate up-to-date knowledge and skills i.e. from the present or the very-recent past
- Valid – it must be relevant to what is being assessed

You may be eligible to apply for RPL on one or more Units of Competency in your course. Please contact IMPACT Training Services to discuss your options.

Credit Transfer

IMPACT Community recognises AQF qualifications and Statements of Attainment that have been issued by other RTOs. Credit transfer may be applied to Units of Competency and related qualifications that have been studied in the past. To apply for a direct credit transfer you will need to supply a certified copy your documentation (certificates and/or statements). IMPACT Community Services will then authenticate the documents and apply the credit to your training plan.

Foundation Skills

All training and assessment delivered by IMPACT Community contains Foundation Skills. Foundation Skills are embedded into Units of Competency.

They are non-technical skills that support participation in the workplace, the community, and adult education and training. Examples of Foundation Skills include things such as communication skills, literacy skills (reading, writing and numeracy), interacting with others, and skills to effectively participate in the workplace such as teamwork, problem solving, and self- and time-management.

Language, Literacy and Numeracy

Reasonable adjustments can be made to ensure equity in assessment, giving the student every opportunity to learn what is required. Every effort is made to make learning materials user-friendly. Students are encouraged to consult with trainers and seek assistance for language, literacy and numeracy needs.

Reasonable adjustment

Reasonable Adjustment refers to a measure or action taken by an education provider to enable students with a disability to participate in education and training on the same basis as students without a disability. However, the standards and benchmarks set in the training program must still be met by the candidate and the academic integrity of the training program must be maintained. You are to negotiate any reasonable adjustment with your assessor prior to assessment.

Competency Based Training & Assessment (CBT)

Unlike the traditional school system of grading assessments on a scale ranging from A to Fail, assessment of CBT determines if you have the required skills and knowledge.

Competency Based Training and Assessment is a method of training and assessment where an Assessor will make an overall judgement of **Competent** or **Not Competent** from the evidence that is provided by the learner. There is no graded assessment beyond these two categories. CBTA reinforces the idea that learning happens at different rates for different students and allows students to focus on their own strengths and ways to learn. Assessment occurs as a natural finalisation of the student's learning journey.

Each individual assessment item will be marked 'Satisfactory' or 'Not-Satisfactory'. Below is a list of the types of assessment you may undergo to gain competence in a Unit of Competence.

- Being observed as you work/perform the tasks and activities
- Responses to verbal questioning
- Written responses to theory questions
- Responding to a role play, case study or scenarios
- Conducting a project

- Submitting a written report
- Compiling a portfolio of work samples
- Third party feedback
- A combination of the above

You will have three (3) attempts to be deemed as Satisfactory on each assessment item. Prior to a third attempt of an assessment task, the learner will be required to engage in further training to address knowledge and skills gaps. Where competency isn't achieved, you will be advised what is needed to make it competent and provided with training to allow competency to be achieved. Time is given to you to practice tasks before reassessment takes place. Further attempts will be at the discretion of the Trainer & Assessor. If you are unsuccessful after 3 attempts, reenrolment in the unit may be required.

The Assessment Process

This section outlines the assessment process for you to gain competency in this unit.

Written (Theory) Assessment

Assessment of theory is the first stage in the assessment phase. After you complete all the learning for the unit, you should commence the theory assessment. We recommend you read the whole assessment task/s before commencing to ensure you know all the assessment requirements. If you are unsure of what the question means, contact your Trainer Assessor.

Before you submit an assessment, you must ensure:

- Your assessment items clearly state your name, and the unit you are completing.
- Every part of the theory assessment is complete. The assessment needs to be fully completed to gain a 'Satisfactory' result.
- You have completed the declaration on the assessment documentation confirming the work you are submitting is your own.
- You have kept *copies* of everything you submit. You must keep this until you graduate from the course.
- Submit the assessment by the due date as agreed with your Trainer Assessor.
- All assessments are written neatly in permanent ink or typed. Assessments not meeting this requirement will be returned.

Practical assessment

Students are required to demonstrate the skills and knowledge they learn in each unit of competency.

Assessment Feedback

You will receive feedback regarding the outcome of each of your assessment items. To be deemed 'Competent' against a nationally accredited unit, you must meet the requirements for all elements that comprise that unit.

Vocational Placement

Students completing some training qualifications will be required to undertake a Vocational Placement. Vocational Placement is where a student is placed in a workplace to receive practical training and experience as part of a training program. Assessment of competence in the workplace is a requirement of Vocational Placement.

Vocational Placement complements training delivered by the Registered Training Organisation

The length of the Vocational Placement will be advised by your trainer as required for your particular course. Placements will be organised by an IMPACT representative and will provide students with valuable opportunities to obtain first-hand experience working in the industry, whilst assisting to establish valuable potential employer contacts.

Work Experience

Work experience is an arrangement between IMPACT and a work experience provider undertaken as part of a student's general education.

Plagiarism

All work that you submit must be your own. You will have signed a declaration at the start of each assessment that this will be the case.

Plagiarism is taking someone else's work and/or ideas and passing them off as your own.

Referencing

While at times you will need to provide an answer in an assessment that is straight from a textbook it is good practice to reference the book.

Feedback and Evaluation

IMPACT Community Services values feedback from employers and the students. An Evaluation Form will be forwarded during and at completion of the training.

For students undertaking a training program there will be opportunities for feedback from the trainer and other stakeholders.

Please be assured that any evaluation of services is confidential and used for the purpose of improving the quality of our service.

Obtaining competency

Once you have submitted your assessments, your Assessor will judge the evidence to determine your competence. To be deemed competent in a unit, you are required to achieve a satisfactory result for all of the assessment items as negotiated with your Assessor.

Issuing Certificates

Upon successful completion of your coursework and provided all fees are paid, a Certificate or Statement of Attainment will be issued to you within 30 calendar days of you being assessed as meeting all requirements for the course. This meets the compliance requirements as set for IMPACT Community and other RTOs under the Standards for RTOs 2015.

If for some reason IMPACT Community ceases to operate whilst you are still enrolled, a Statement of Attainment will be issued to you for the units within the qualification for which you have successfully met requirements. (See also, the section 'Cancellation of Course by IMPACT Community')

Training and Assessment Standards

The National Assessment Principles state that assessment should be **valid, reliable, fair, and flexible**. IMPACT Community Services has personnel with appropriate qualifications and experience to deliver the training and facilitate the assessment relevant to the training products offered. Assessment will

meet the Principles of Assessment and Rules of Evidence guidelines (including Recognition of Prior Learning and Recognition of Qualification). Adequate facilities, equipment and training materials will be utilised to ensure the learning environment is conducive to the success of students.

IMPACT Community Services ensures that in developing, adapting or delivering training and/or assessment products and services:

- Methods used to identify learning needs, and methods for designing training and assessment, are documented;
- The requirements of the Training Package or accredited course are met;
- Core and elective units, as appropriate, are identified;
- Customisation meets the requirements specified in the relevant Training Package or, for accredited courses, meets the Standards for Registered Training Organisations 2015;
- Language, literacy and numeracy requirements are consistent with the essential requirements for workplace performance specified in the relevant units of competency or outcomes of accredited courses;
- Delivery modes and training and assessment materials which meet the needs of a diverse range of students are identified and if required reasonable adjustment occurs.
- Where assessment or training is conducted in the workplace, IMPACT Community Services negotiates the delivery and assessment strategy with the employer and students, works with the employer to integrate any on-the-job training and assessment; and schedules workplace visits to monitor/review the training and assessment;
- Assessment process shall be valid, reliable, flexible and fair;
- Assessment systems must incorporate mechanisms for recording, storing and accessing assessment outcomes and must indicate the units of competence that the individual has achieved;
- The expectations of the assessment task, the relationship to training aims and objectives, and the criteria and standards by which performance is to be judged, is made clear to students from the outset;
- Assessment practices are inclusive and support equity principles. They should cater for both individual and group diversity. It should be recognised that all assessment models have their limitations and capacity to disadvantage certain students, and every effort must be made to minimise such disadvantage by, ie using a variety of assessment methods;
- Feedback and results of assessment will be provided and if necessary, advice will be given about ways to address gaps in training and reassessment
- In keeping with RTO Standards for 2015, Recognition of Prior Learning and Current Competencies is to be offered to all students participating in accredited training at IMPACT Community Services;
- If a student has achieved a unit of competency previously with another Registered Training Organisation, a recognition will be available on provision of a relevant Statement of Attainment/Certificate;
- Sufficient evidence is gathered to ensure that when granting competence, the assessment principles are followed; and
- Where assessment or training is conducted on-line or by distance, IMPACT Community Services has effective strategies for student support, monitoring and assessment.

Australian Qualifications Framework (AQF)

Units of competency are written to reflect work activities within an industry across a number of enterprise settings. They are then organised into levels of work which are represented by different qualifications within the AQF. Each qualification within the AQF has a descriptor. These descriptors provide important information on the characteristics of the work the people who hold specific qualifications should be able to perform. These descriptors are available to all students prior to undertaking a unit of competency to ensure that students understand what is required from the unit prior to commencing their training.

Training and Assessment Strategies

IMPACT Community staff are appropriately qualified and have sufficient, relevant industry experience to train and assess the courses delivered. On occasion, a subject specialist may conduct assessment in conjunction with a fully qualified assessor. You will be advised of specific instances in your course whereby this may be the case.

Our methodologies regarding training and assessment work toward ensuring our processes meet national assessment principles including Recognition of Prior Learning (RPL), Recognition of Current Competencies (RCC) and Credit Transfer (CT).

Assessment Assistance

Talk to your trainer and/or assessor for assistance in understanding how to complete / resubmit your assessment/s.

Ongoing Support

IMPACT Community Services takes pride in the ongoing support we offer our students, before, during and *after* your time with IMPACT Community Services.

After you have completed or withdrawn from your training activity, we will continue to assist you:

- Helping you identify pathways to further training
- With career advice
- Further professional development opportunities

Please feel free to talk to us at any time, either while you are in the course or after you have completed your studies. If we can't assist you directly, we will certainly be able to put you in contact with an appropriate organisation that can help.

Complaints

IMPACT Community Services believes that a person, who has a complaint or appeal, has the right to raise the complaint or appeal and expect that every effort will be made to resolve it in accordance with this policy, and without prejudice or fear of reprisal or victimisation.

The person has the right to present the complaint or appeal formally and in writing.

As per Complaints and Appeals procedure [Complaints and Appeals - Impact Community Services](#) IMPACT Community Services will manage all complaints and appeals fairly, equitably and as efficiently as possible. IMPACT Community Services will encourage the parties to approach the complaint or appeal with an open mind, and to resolve problems through discussion and conciliation.

IMPACT Community Services seeks to prevent complaints by ensuring high levels of satisfaction with its training and assessment, its performance as an RTO and with its public image. If a complaint should arise, all staff are expected to be fair, courteous and helpful in all dealings with the person making the complaint or lodging the appeal, and to assist or refer where they can.

Where a complaint or appeal cannot be resolved through discussion and conciliation, IMPACT Community Services acknowledges the need for an appropriate external and independent person/party to mediate. The parties involved will be given the opportunity to formally present their case in an independent forum.

Confidentiality will be maintained throughout the process of making and resolving complaints/appeals. IMPACT Community Services seeks to protect the rights and privacy of all involved, and to facilitate the return to a comfortable and productive learning environment.

Clients or visitors to IMPACT Community Services are able to access IMPACT's complaint mechanisms should an alleged incident of sexual harassment, bullying or discrimination take place in the IMPACT Community Services workplace. Please see the Training Services Manager or Co-ordinator for information regarding this.

Appeals

Our Complaint and Appeals Procedure, when applied to the Registered Training Organisation (RTO) operated by IMPACT Community Services, includes information regarding appeals against a decision made by the RTO. This could include decisions regarding students, trainers, assessors, staff, stakeholders and/or third parties.

The Procedure also includes a Policy pertaining to the RTO. Please refer to Section 6.4 of this document for specific guidance for complaints and appeals regarding the RTO.

A copy of the Complaints Procedure is available to the public, all stakeholders, students and staff via the IMPACT Community Services website. [Complaints and Appeals - Impact Community Services](#)

Procedures for Disciplinary Issues

Students who are studying with IMPACT Community Services are treated as adults who are learning in a supportive and motivational environment. Trainer Assessors approach the learning on an individual basis, recognising that not all participants will learn in the same manner.

Every effort is taken to make sure that the Trainer Assessors and administration team at IMPACT Community Services are responsive to the needs of students. All of our students and clients are treated with respect and professionalism. In return, we expect our team members to be treated with respect and professionalism as well. These are the strategies which we use to manage disciplinary issues if they arise. If the student is under 18 years, a parent or guardian will be involved.

On occasion, disciplinary actions may be required when a student is not meeting the terms and conditions of their enrolment. Upon receipt of information of student misconduct, the IMPACT Community Services Principal may temporarily suspend any student until final determination of complaints against the student, when the physical or emotional wellbeing of the student; children; industry employers; other students; IMPACT Community Services employees.

Schedule A - Legislation

Legislation

IMPACT Community abides by a range of legal and contractual requirements at a State and Commonwealth level including, but not limited to:

- *Children and Young People*
- *Copyright*
- *Corporations*
- *Employment and Workplace Relations*
- *Equal Opportunity*
- *Fair Work* (including harassment and bullying)
- *Privacy and Personal Information Protection*

- *Student Identifiers*
- *Taxation*
- *Workplace Health and Safety*
- *Vocational Education and Training (VET) Pre-qualified Supplier (PQS) Agreement*
- *Pre-qualified Supplier Audit Evidence Requirements (VET Investment Programs)*
- www.comlaw.gov.au which is the Australian Government website for Commonwealth Law
- www.asqa.gov.au which is the website for the regulator of Australia's vocational education and training (VET) sector
- Aged Care Act 1997 <https://www.legislation.gov.au/Details/C2017C00241>
- **Anti-Discrimination Act 1991** <https://www.legislation.qld.gov.au/view/html/inforce/current/act-1991-085>
- **Commonwealth Disability Services Standards** <https://www.dss.gov.au/our-responsibilities/disability-and-carers/standards-and-quality-assurance/national-standards-for-disability-services>
- **Home and Community Care Act 1985** <https://www.legislation.gov.au/Details/C2017C00106>
- Australian Skills Quality Authority <https://www.asqa.gov.au/>

Policies and Procedures

Impact Community Services has the following Policies and Procedures.

- Equal Employment Opportunity
- Complaints and Appeals Procedure
- Privacy Policy
- Refund Procedure
- Workplace Health and Safety Policy
- Whistleblower Policy
- Risk Management Policy
- Quality Policy
- Workplace Diversity & Inclusion Policy
- RTO Administration & Delivery
- RTO Procedures

Attachment A – Privacy Statement

Privacy Statement – QMS - ADM000.10

(The full Privacy Policy is available from the IMPACT Website)

Your privacy is important

Your personal information is collected by organisations, such as IMPACT, for various reasons. The primary purpose is to provide you with a quality service. It may also be used in planning, funding, monitoring and evaluating our service delivery.

In most cases, we collect your information directly from you. This might be when you register for work, apply for a service or when you enrol in a training course at Impact Community Services.

On occasions, we may need to source personal information about you from a third party, so that we can best assist you. We will only collect information that is reasonably necessary for us to perform our activities and functions.

IMPACT Community Services Limited t/a IMPACT Community Services adheres to the **Privacy Act 1988 (C'th)**, **Australian Privacy Principles** and the **Information Privacy Act 2009 (Qld)**.

Your personal information

IMPACT Community Services has developed a Privacy Policy which is available for your perusal on our website [Privacy Policy - Impact Community Services](#)

Please be assured that wherever possible IMPACT uses information in a de-identified form and personal information will not be disclosed to third parties without your permission, except where permitted or required under the Privacy Act.

Consent with regard to Privacy matters must be voluntary. All staff and volunteers of IMPACT sign a Privacy and Confidentiality Agreement committing to protect your personal information.

To be able to assist you in the best way possible, IMPACT must keep records which are accurate, up-to-date, relevant and complete. Please notify us as soon as possible if any of your information changes. Access to your records is available upon written request, however some exceptions may occur.

Should you have any privacy concerns regarding your personal records, you should contact IMPACT's Privacy Officer or any Manager in the first instance to discuss. If you are not satisfied with our response, you may contact the relevant privacy authority, details below.

<p>IMPACT Contact Details: Privacy Officer Impact Community Services PO Box 694 108 Bargara Road Bundaberg Q 4670</p> <p>Ph: (07) 4153 4233 Email: mail@impact.org.au www.impact.org.au</p>	<p>Qld Privacy Contact Details Attention: Privacy team Office of the Information Commissioner PO Box 10143 Adelaide Street BRISBANE QLD 4000 PH: 1800 642 753 Email: administration@oic.qld.gov.au www.oic.qld.gov.au</p>	<p>National Privacy Contact Details Office of the Australian Information Commissioner GPO Box 5218 SYDNEY NSW 2001 PH: 1300 363 992 Email: enquiries@oaic.gov.au www.oaic.gov.au</p>
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Attachment B – Participant Conduct

Participant Conduct - QMS – ADM000.06

Standards of Behaviour

To ensure that all clients of IMPACT Community Services enjoy a comfortable, supportive and friendly environment, all clients are asked to observe the following behaviour code:

Swearing/Bad Language

Participants are asked to refrain from using bad language or swearing. This behaviour can and will offend others.

Appropriate Dress

Participants are asked to come dressed in a tidy manner and if engaged in a particular training course, they will be asked to attend training dressed in a manner appropriate to that area of training. Appropriate footwear is required to be worn at all times.

Respect for Property/Facilities

Participants are asked to respect all property of others and the facilities available. Any deliberate or wilful damage to any property or facility may result in dismissal from the activity they are undertaking.

Respect for Staff

Our staff have the right to work in a safe environment. Any harassment or bad behaviour will not be tolerated.

Drugs/Alcohol Use

This is a community-training organisation and the use of drugs or alcohol on the premises is **strictly prohibited**. Participants of the organisation may be asked to leave if it is felt they are under the influence of drugs or alcohol.

Alcohol and drug use is not permitted by participants during any activities carried out under the auspices of IMPACT Community Services, whether on the premises or during any external activities or celebrations.

Fighting/Physical Violence

Any violent or aggressive behaviour may result in dismissal from the activity being undertaken.

Requesting the Loan of Money

Employees of IMPACT may not personally lend any money to participants. If this request is made, participants will be advised that it is against organisational policy.