

POLICY & PROCEDURE 7: POLICIES & PROCEDURES FOR LEARNERS

MISSION STATEMENT – NK INSTITUTE PTY LTD

Our mission is to provide quality training and assessment services and to prepare our students for a fulfilling professional career in your chosen industry. We are committed to upholding our values of providing excellence in training.

Code of Conduct

All students are expected to:

- Conduct themselves professionally at all times, so as to comply with the generally accepted standards of moral behaviour and decency
- Not undertake professional services until studies are fully completed and you are fully qualified
- At all times strive to achieve a high level of proficiency through commitment to studies
- Never criticise, condemn or otherwise denigrate the organisation, its Staff Members and Trainers or members of the Industry or allied professions.
- Attend at least 80% of the course time in all classes

Access and Equity

Access and Equity policies are incorporated into operational procedures. NK Institute Pty Ltd prohibits discrimination towards any group or individuals in any form, inclusive of:

- Gender
- Pregnancy
- Race, colour, nationality, ethnic or religious background
- Marital status
- Physical or intellectual or psychiatric disability
- Homosexuality (male or female, actual or presumed)
- Age
- Language, literacy and numeracy ability

NK Institute Pty Ltd, trading as the NK Institute and related entities, encourages students with diverse backgrounds and a genuine interest in expanding their knowledge and skill to apply for admission into all courses.

Programs are designed and wherever possible, facilities set up to enhance flexibility of delivery in order to maximise the opportunity for access and participation by disadvantaged people.

Training That Meets Your Needs

NK Institute Pty Ltd, trading as the NK Institute and related entities, are committed to ensuring you receive training, assessment and support services that meet your individual needs. To achieve this, we need to know what your needs are.

If you at any point through-out your course you require and assistance or support please discuss these needs with the staff of NK Institute Pty Ltd, trading as the NK Institute and related entities and we will do our best to help. If you have any special needs, including Language and Literacy, learning, mobility, visual impairment or hearing please notify staff as soon as possible, preferably at the start of your course, to allow us to cater for any of your needs. If you do not tell us about any condition that may affect your learning, we will not be able to assist you if the need arises.

Note that any information you tell us in relation to your needs will remain confidential and only used to support you.

Complaints and Appeal Procedures

NK Institute Pty Ltd believes that a learner, 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, without prejudice or fear of reprisal or victimisation.

The learner has the right to present the complaint or appeal formally as well as in writing.

Complaints and Appeals include but are not restricted to:

- a) the RTO, its trainers, assessors or other staff
- b) a third party providing services on the RTO's behalf, its trainers, assessors or other staff
- c) a learner of the RTO
- d) training delivery and assessment
- e) assessment outcomes
- f) quality of training
- g) learner support and materials
- h) discrimination
- i) sexual harassment

NK Institute Pty Ltd will manage all complaints and appeals fairly, equitably and efficiently as possible. NK Institute Pty Ltd will encourage the parties to approach the complaint or appeal with an open mind and to resolve problems through discussion and conciliation. Where a complaint or appeal cannot be resolved through discussion and conciliation, NK Institute Pty Ltd acknowledges the option for an appropriate external and independent person to mediate between the parties. The parties will be given the opportunity to formally present their case to the independent person.

Confidentiality will be maintained throughout the process of making and resolving complaints. NK Institute Pty Ltd seeks to protect the rights and privacy of all involved and to facilitate the return to a comfortable and productive learning environment.

A copy of this Policy is available to all learners and staff via the NK Institute Pty Ltd Office, and on the NK Institute website www.nkinstitute.com in the Student Handbook or as a separate policy in the downloads section. The information will also contain details of external authorities that they may approach.

NK Institute Pty Ltd must address complaints and appeals within 60 days or notify of appellant/complainant of reasons for the delay in finalisation.

Students who miss an assessment

Students who miss any class test must reschedule the assessment on agreement between the Assessor and the student and at the convenience of the Organisation.

Use of Dictionaries during Examinations & Class Tests

Students whose primary language is not English may use an English or bilingual dictionary, provided by the student and approved by the Principal, during a classes and tests. This will be checked for annotations. Electronic dictionaries **must not** be used.

Flexible Forms of Assessment

NK Institute Pty Ltd, trading as the NK Institute and related entities, has facilities to provide flexible forms of assessment as required, for students in proven extenuating circumstances. The student must apply in writing to the Principal with details of the circumstances. The Principal will assess the application, and the student notified in writing.

Access to Student Records and Participation

NK Institute Pty Ltd and related entities, is committed to providing you with accurate and current records of your participation and progress. If at any point you wish to view your student file or discuss your progress in the course, please arrange at time with your trainer or the Principal and they will be more the willing to help you.

Refund Policy

NK Institute Pty Ltd and related entities, has the following policy regarding refunds of fees to students:

NK Institute Pty Ltd and related entities, offers a fair and equitable refund policy that complies with all legislative requirements. The policy is outlined within the pre enrolment information and discussed prior to enrolment.

Course Fee Refund Policy

Course fees shall not be refunded to the student under any circumstances unless;

- NK Institute Pty Ltd and related entities, and related entities, cancels or discontinues a course.
- you withdraw from a course due to serious illness (we will refund any course fees paid less an administrative fee) - **a medical certificate is required**. The Organisation will then refund any payments made **after** the initial deposit, however, an administration fee is also payable.
- You withdraw with written notice more than 7 days prior to the commencement of the course.

If you fail to commence the course or withdraw for any other reason other than illness, with less than one weeks notice, you will forfeit any monies paid.

Student's who have left the course without a valid medical reason and doctor's certificate will be liable for remainder of course fees owing.

Courses and course fees are not transferable.

To secure a position, payment is required with the application. The full amount is payable before the course if the course costs less than \$1,500. If the course costs more than \$1,500 then \$1,500 is payable before the course starts and the rest is payable by the end of the course.

The Principal reserves the right to refuse the application of any student and subsequent monies will be returned to the applicant.

If the applicant is under the age of 18, a Parent or Guardian's signature is necessary.

Refund Policy in the Event of a Course Being Cancelled

In the event of a course being cancelled, the student will be issued with a full refund of fees paid to the Organisation.

Unit Workbook Refund Policy

NK Institute Pty Ltd has the following policy for unit workbooks:

- Refund the fee for workbooks less an administrative fee of 20% if they are still a current version and haven't been marked.

- Refund the fee for workbooks less an administrative fee is 50% if the version is no longer the current version and hasn't been marked
- There is no refund for workbooks that have been marked.
- There is no refund for workbooks where the digital option has been elected

Recognition of qualifications issued by other RTO's.

Recognition of qualifications issued by other registered training organisations is usually for purposes of entry into a qualification where another qualification or certain Statements of Attainment are a prerequisite to entry, or for part completion of a qualification based on Statements of Attainment for the units/modules already held by the student. It is mandatory that RTO's accept the qualifications and Statement of Attainments issued by other RTO's.

Recognition of qualifications issued by other registered training organisations does not require an RTO to recognise the qualifications/Statements of Attainment issued by another RTO for any purposes other than training with that RTO, such as licensing or employment arrangements, eg industrial award classifications.

Recognition of qualifications issued by other registered training organisations does have a limited lifespan. If the qualification/Statement of Attainment is currently listed on NTIS and is still a component of a qualification that the student wishes to undertake, recognition of qualifications issued by other registered training organisations must be given. If the qualification/Statement of Attainment held by the student has been superseded and is no longer on NTIS or is not the version required by the qualification into which the student wished to enrol, this policy does not apply. In such situations, recognition of prior learning would be the appropriate way to proceed.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is available for all Units of Competency. The learning outcomes of each unit provide the RPL benchmarks. Candidates may receive full recognition or advanced standing for the competencies required for a course or module.

Students requesting RPL must obtain and lodge an application for "Recognition of Prior Learning" with the Principal.

Successful applicants are notified promptly of the RPL outcome.

Administrative Contacts

Occasionally students may need to consult the Trainers and or the Principals with comments, questions, suggestions or other matters. In order that we may better assist our students, we suggest, that the student speak with his/her trainer, or the Principal.

The trainer can often assist with any individual subject problems a student may encounter. **The trainer can only** comment on his/her subject not on other subjects.

The following suggestions may also be of assistance. Read all the information contained in this book thoroughly. If the required information is not found in the "Policies and Procedures for Students" refer the question to the Trainer or Principal.

Attendance

Students are required to attend 80% of hours of any course to fulfil the attendance requirements of the qualifications.

Change of Name/Address/Telephone Number

Upon change of name, address or telephone number, the student is required to notify NK Institute Pty Ltd with the relevant information. The change must be advised in writing stating the previous address, the new address. **No responsibility will be accepted by the Organisation for failure to follow the above procedure.**

Examinations & Class Tests

All courses have some form of assessment. This can be any/or all of practical, theory, assignments and/or written and/or verbal assessments. Some assignments or assessments may be held during class times.

Students are required to sit all assessments at the time designated by their trainer or by the Principal. Any student failing to comply with examination protocol (which includes cheating) will be brought before the Principal and will face disciplinary action.

Medical Certificates

All medical certificates substantiating reasons for failure to sit an examination must be presented to the Principal.

Any other medical certificates must be handed to the individual trainer for the recording of attendance.

Assignments

Assignments must be handed to the trainer prior to the assignment due date.

Assignments must not be given to anybody other than the trainer and or PRINCIPAL.

Assessment Results

Students are notified of assessment results by their trainer at the end of each session

No examination results are issued or discussed over the telephone.

Fees and Late Payments

Fees are **due before the start of the course** if the course costs less than \$1,500

Mobile Phones

The use of mobile phones during training is prohibited. They must be turned off in class times.

Student Conduct and Etiquette (Disciplinary Information)

This Organisation expects students enrolled in all courses to behave in a professional and dignified manner with regard to fellow students and Trainers.

Students guilty of:

- Cheating in class tests or examinations;
- Intimidating other students
- Being disrespectful to staff and other students
- Been rude, or discourteous to a trainer, the Principal or any other member of the staff or guest trainer
- Causing disruption in class
- or has engaged in misconduct deemed unsuitable or unprofessional

will be given notice of expulsion in writing. **Fees will not be refunded.** Malicious damage to equipment and/or stealing materials or **products will result in instant dismissal.** Any student who does not abide by the policies & procedures will be counselled by the Principal.

If a student persists in not abiding by the policies & procedures the Principal may wish to contact the student or the student's parents if they are under 18. If the matter is not resolved the Principal reserves the right to discharge the student from the Organisation. Under these circumstances a student may have a right of audience or a right of appeal to the Principal. Such right of audience or appeal must be requested in writing to the Principal within seven (7) days of suspension or expulsion. *See Appeals Policy*

The decision of the Principal shall be final and binding upon all parties. No refund will be given.

Workplace Health and Safety Procedures

The Organisation realises its responsibilities to students, academic and Principal, to ensure a safe and healthy academic and working environment. The Organisation operates according to appropriate Occupational Health and Safety standards and procedures.

First aid kits are located in the Organisation

Debt Collection

In the event that NK Institute has to engage a debt collection service, the extra costs of the debt collector will be passed on to the learner.

POLICY & PROCEDURE 7 VERSION CONTROL

v1: August 2008 Produced by Maciek Fibrich of Future Vision RTO Consultants

v2: November 2011 by Kendall Salzman informed by Internal Audit lead by Maciek Fibrich RTO Management Group

v3: January 2012 by Kendall Salzman minor changes needed

v4: February 2013 by Hugo Tobar informed by Internal review lead by John Dwyer of Velg Training

v5: March 2015 by Hugo Tobar informed by 2015 Standards for RTOs compliance

v6: August 2018 by Hugo Tobar to update debt collection policy

v7: November 2018 by Hugo Tobar informed by internal review led by Kerrie McFarlane

v8: May 2019 by Kerrie McFarlane informed by internal audit led by Ed Spinks