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# Student Handbook

for

Early Childhood Education and Care 2020

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## **Acknowledgements**

This Student Handbook is part of a set of materials used for Student Orientation as part of the Enrolment Package produced by Rowe Training and Consulting.

RTO Code 70054

Nationally Recognised Training Organisation

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# WELCOME

Welcome to Rowe Training & Consulting, this book outlines our Early Childhood Education and Care courses which are delivered in a supportive, conducive and friendly atmosphere.

You will be assigned a Trainer/Mentor through the enrolment process. They will be your support person who will guide you through the course to reach your goal and gain a qualification.

Please ensure you access and read our policies and other information on how we operate via our website: [www.rowetraining.com.au](http://www.rowetraining.com.au)

**Enjoy your course and welcome!**

Debbie Rowe

CEO

P& D Rowe Pty Ltd

Trading as Rowe Training & Consulting

RTO Code: 70054

## CONTACT DETAILS

Should you have any queries, do not hesitate to contact our office:

### CEO / Managing Director

Debbie Rowe

P: 8927 5950

E: [Debbie.rowe@rowetraining.com.au](mailto:Debbie.rowe@rowetraining.com.au)

### Administration

M: 0407560749

P: 8927 5950

E: [info@rowetraining.com.au](mailto:info@rowetraining.com.au)

## ABOUT ROWE TRAINING & CONSULTING

We have been working within the Childcare and Training Industries in the Territory for approximately 25 years and we have quickly gained a reputation for delivering quality nationally recognised Early Childhood Education & Care training since becoming a Registered Training Organisation in 2007. Courses are offered to meet the needs of you, the client, drawing on relevant current examples. The workshop sizes are small and we pride ourselves in getting to know all our students and being able to provide them with personal learning support and mentoring throughout their training.

At Rowe Training our aim is “To engage in partnerships supporting students and organisations in reaching their full potential”.

We ensure we keep abreast of best practices in training and in Early Childhood Education & Care. Our business practices being one of continuous improvement; therefore, information is constantly changing. Please refer to our website for all information regarding policies and procedures.

### Our Objectives

In recognition of our aim, our objectives are:

- » People. We strive to attract, recruit and retain talented, competent and committed people. We promote excellent performance through leadership and professional development.
- » Safety and equality. We are committed to providing an environment which is safe, equitable and which promotes a confident and productive training and assessment environment.
- » Integrity and ethics. We conduct ourselves in accordance with shared and agreed standards of behaviour which holds ethical conduct and integrity as our highest priorities.
- » Quality committed. We aspire to deliver consistent, high quality services and apply quality systems which support training and assessment excellence.
- » Learner centred. We thrive on providing training and assessment that is learner centred and which supports lifelong learning. We respect our clients and strive to attract them time after time through high quality training and assessment experiences.
- » Industry engagement. We recognise the value of industry engagement as the driving force in shaping our training and assessment strategies. We deliver training and assessment services which are founded on industry needs and expectations.

### Our Expectations of You

Rowe Training and Consulting expects you:

- » To contribute to learning in a harmonious and positive manner irrespective of gender, race, sexual preference, political affiliation, marital status, disability or religious belief.
- » To comply with the rules and regulations of Rowe Training and Consulting.
- » To be honest and respectful, which includes not falsifying work or information and not conducting yourself in any way that may cause injury or offence to others.
- » To be responsible for your own learning and development by participating actively and positively and by ensuring that you maintain progress with learning modules.
- » To monitor your own progress by ensuring that assessment deadlines are observed.
- » To utilise facilities and Rowe Training and Consulting publications with respect and to honour our copyrights and prevent our publication from being distributed to unauthorised persons.
- » To respect other students and Rowe Training and Consulting staff members and their right to privacy and confidentiality.

## OUR COURSES

### CHC30113 Certificate III in Early Childhood Education and Care

#### Prerequisites / Eligibility

The CHC30113 Certificate III in Early Childhood Education and Care is recognised as the National Industry Standard Qualification for entry into the profession as a Childcare educator. We have specialised this course for students who are working either as a Trainee on a Full Time/Part Time Basis or Casual assistant working a minimum of 15 hours a week in a Child Care Centre.

You will also be required to complete the Aptitude Quiz at a satisfactory level which will identify if you have sufficient language, literacy and numeracy skills to complete the course or are requiring further learner support before enrolling in this course.

The units offered by Rowe Training & Consulting are listed on the following page. You will note that there are 15 core and 3 elective units. You must complete all core and elective units successfully to achieve the qualification. Upon successful completion of all of the 18 units, you will receive your qualification.

Rowe Training & Consulting's delivery of the CHC30113 Certificate III in Early Childhood Education and Care is aimed at those students working in Child Care Centres taking up a Traineeship through their Employer and the Australian Apprenticeship Centre (AAC). Under the Traineeship arrangement with AAC, much of the trainee's learning is on the job.

This is a work-based course with a mixed mode of delivery:

Self-paced Study (Online learning materials)

Workshops/Classes

Work based learning (Includes Mentoring from Trainer and Structured Workplace Training by Supervisor)

Please note all workshops are held on Saturdays – 9.30am to 4.30pm

New Enrolments are taken at the beginning of each cluster, contact Administration to see when the next cluster will be starting. \*Employers note we will need to have received the Traineeship contract from AANNT before the student can start the course.



The Units of competency are clustered holistically and mapped across to the job role, enabling a streamlined delivery of the CHC30113 Certificate III in Early Childhood Education and Care qualification. The following table outlines the clustering of units.

#### Duration:

The Course is offered over a 12-month period to eligible applicants

## CHC30113 Certificate III in Early Childhood Education and Care

Clusters		Unit Code	Unit Name
<b>Keeping Safe and Healthy</b>	Core	CHCECE002	Ensure the health and safety of children
	Core	HLTWHS001	Participate in work health and safety
	Core	CHCPRT001	Identify and respond to children and young people at risk
	Elective	CHCPRT003	Work collaboratively to maintain an environment safe for children and young people
<b>Caring and Nurturing</b>	Core	CHCECE003	Provide care for children
	Core	CHCECE004	Promote and provide healthy food and drinks
	Core	CHCECE005	Provide care for babies and toddlers
<b>Learning and Development</b>	Core	CHCECE011	Provide experiences to support children's play and learning
	Core	CHCECE010	Support the holistic development of children in early childhood
	Core	CHCECE009	Use an approved learning framework to guide practice
	Core	CHCECE013	Use information about children to inform practice
	Elective	CHCECE006	Support behaviour of children and young people
	Core	CHCECE007	Develop positive and respectful relationships with children
<b>Being Professional</b>	Elective	BSBWOR301	Organise personal work priorities and development
	Core	CHCLEG001	Work legally and ethically
	Core	CHCECE001	Develop cultural competence
	Core	CHCDIV002	Promote Aboriginal and Torres Strait Islander cultural safety
<b>First Aid</b>	Core	HTLAID004*	Provide an emergency first aid response in an education and care setting

\*HTLAID004 Provide an emergency first aid response in an education and care setting  
Please note that Rowe Training does not deliver this unit but refers students to alternate RTO's who provide this unit. This qualification satisfies all requirements for first aid, anaphylaxis management and emergency asthma training (ACECQA; Qualifications List). [www.acecqa.gov.au/Qualifications.aspx](http://www.acecqa.gov.au/Qualifications.aspx)

# CHC50113 Diploma of Early Childhood Education and Care

## Prerequisite / Eligibility

The CHC50113 Diploma of Early Childhood Education and Care is recognised as the National Industry Standard Qualification to be deemed as a qualified group/team leader. We have specialised this course for students who are working either as a Trainee on a Full Time/Part Time Basis or Casual assistant working a minimum of 15 hours a week in a Child Care Centre and have previous experience skills and knowledge in Early Childhood Education and Care. (For Example: completed the CHC30113 Certificate III in Early Childhood Education and Care or equivalent skills and knowledge)

You will also be required to complete an Aptitude Quiz at a satisfactory level which will identify if you have sufficient language, literacy and numeracy skills to complete the course or are requiring further learning before enrolling.

The units offered by Rowe Training & Consulting are listed on the following page. You will note that there are 14 units in our Course Program, entry into our Course requires the ability to Credit Transfer or successfully gain RPL for a further 11 core units and 3 elective units. Combined these will make up the Diploma's 28 units stated in the Training Package. Upon successful completion of all 28 units you will receive your qualification.

After consultation with Early Childhood Education and Care Industry (students and services) in the NT in towards our Training and Assessment Strategy it has been determined that the delivery of workshops is to continue to be offered as part of our flexible learning options (work based, self-pace study, workshops).

This is a work-based course with a mixed mode of delivery:

Self-paced Study (Online learning materials)

Workshops/Classes

Work based learning (Includes Mentoring from Trainer and Structured Workplace Training by Supervisor)

Please note all workshops are held on Saturdays – 9.30am to 4.30pm

**New Enrolments are taken at the beginning of each cluster, contact Administration to see when the next cluster will be starting. \*Employers please note we will need to have received the Traineeship contract from AANNT before the student can start the course.**

The units of competency are clustered holistically and mapped across to the job role, enabling a streamlined delivery of the CHC50113 Diploma of Early Childhood Education and Care qualification.

The following table outlines the clustering of units.

### **Duration:**

The course is offered over a 12 month period to eligible applicants.





## CHC50113 Diploma of Early Childhood Education and Care

Clusters		Unit Code	Unit Name
Promoting Wellbeing	Core	CHCECE016	Establish and maintain a safe and healthy environment for children
	Core	HLTWHS003	Maintain work health and safety
	Core	CHCECE025	Embed sustainable practices in service operations
Fostering Development	Core	CHCECE017	Foster the holistic development and wellbeing of the child in early childhood
	Core	CHCECE018	Nurture creativity in children
	Core	CHCECE020	Establish and implement plans for developing cooperative behaviour
	Core	CHCECE021	Implement strategies for the inclusion of all children
Programming	Core	CHCECE022	Promote children's agency
	Core	CHCECE023	Analyse information to inform learning
	Core	CHCECE024	Design and implement the curriculum to foster children's learning and development
	Core	CHCECE026	Work in partnership with families to provide appropriate education and care for children
Becoming a Leader	Core	CHCECE019	Facilitate compliance in an education and care services
	Elective	CHCMGT003	Lead the work team
	Elective	CHCPRP003	Reflect on and improve own professional practice

**The following units are offered as Credit Transfer to students who have completed CHC30113 Certificate III in Early Childhood Education and Care or RPL may be available for those students who have completed a previous version qualification and have the required experience, skills and knowledge.**

Core	CHCPRT001	Identify and respond to children and young people at risk
Core	CHCLEG001	Work legally and ethically
Core	CHCECE001	Develop cultural competence
Core	CHCECE002	Ensure the health and safety of children#
Core	CHCECE003	Provide care for children
Core	CHCECE004	Promote and provide healthy food and drinks
Core	CHCECE005	Provide care for babies and toddlers
Core	CHCECE007	Develop positive and respectful relationships with children
Core	CHCECE009	Use an approved learning framework to guide practice
Core	CHCDIV002	Promote Aboriginal and Torres Strait Islander cultural safety
Core	HLTAID004*	Provide an emergency first aid response in an education and care setting
3 Electives		Meeting the Packaging Rules of the CHC50113 Diploma of Early Childhood Education and Care

\*HLTAID004 Provide an emergency first aid response in an education and care setting

Please note that Rowe Training does not deliver this unit but refers students to alternate RTO's who provide this unit. This qualification satisfies all requirements for first aid, anaphylaxis management and emergency asthma training (ACECQA; Qualifications List). [www.acecqa.gov.au/Qualifications.aspx](http://www.acecqa.gov.au/Qualifications.aspx)

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The course is offered over a 12 month period to eligible applicants.



## WHY STUDY WITH US

We are the only local RTO who specialise in the Early Childhood Education and Care in the Northern Territory. Our vision is to support each student with their individual learning needs to achieve their qualification and become a highly skilled Educator that can ensure Quality Education and Care for the children and families of the NT.

What is included in the course

- After-hours study groups
- On the job Mentoring
- Face to Face Workshops with Expert Trainers
- Online Learning and Assessment materials with 24/7 Access
- Phone/Email support & requests answered within 48 hours

## GOVERNMENT FUNDING

Rowe Training & Consulting are an NT Government Endorsed Registered Training Organisation.

As such students may be eligible for a Traineeship through Australian Apprenticeship Network NT if holding fulltime or permanent part time employment with an approved Employer.

For further information please see our Website [Rowe Training and Consulting](#) and or for [Traineeships](#) and the benefits of being a trainee.

OR

**Phone** 08 89275950

**Mobile:** 0407560749

**Email** [info@rowetraining.com.au](mailto:info@rowetraining.com.au)

**PO Box** 43159, Casuarina NT 0811

## YOUR INVESTMENT

ADMINISTRATION	FEE
Enrolment / Administration Fee	\$220 (GST Incl.)

## FEE FOR SERVICE STUDENTS (Trainee course fees are funded)

TRAINING PROGRAMS	INVESTMENT
<b>CHC30113 Certificate III in Early Childhood Education &amp; Care (828 hours)</b> <ul style="list-style-type: none"> <li>Administration Fee</li> <li>Course Fee</li> </ul> <p>*Payment Plan Options- 26 fortnightly payments of \$120.97 or 12 Monthly payments of \$262.10 through Direct Debit Arrangement</p>	<p>\$220</p> <p>\$3,145.00* (GST Free)</p>
<b>CHC50113 Diploma of Early Childhood Education &amp; Care (1898 hours)</b> <ul style="list-style-type: none"> <li>Administration Fee</li> <li>Course Fee</li> </ul> <p>*Payment Plan Options- 26 fortnightly payments of \$232.50 or 12 Monthly payments of \$503.75 through Direct Debit Arrangement</p>	<p>\$220</p> <p>\$6,045.00* (GST Free)</p>
<p><b>Payment Plans Available</b> Please note: course fee payments made in advance cannot exceed a total of \$1,500 for each student. (refer to refund policy on website).</p> <p><i>Inclusions:</i> All learning and assessment materials E-Text Book supplied Graduation Function Event</p> <p><i>Classes/Workshops</i> Study Groups On-the-job Mentoring every 2-6 weeks pending student's needs</p>	
<b>Recognition of Prior Learning (RPL)</b>	<b>\$185 per unit</b>

MISCELLANEOUS CHARGES	FEE
Re-issuing a certificate, qualification or statement of attainment	\$27.50 (GST Incl.)
Replacement of text or learning material	At Cost
Re-scheduling a Workplace Assessment Session	\$55.00 (GST Incl.)
<b>Where a student fails to notify trainer they are unable to attend or complete assessment and trainer attends workplace.</b>	

Course fees updated 01/08/2019

## REFUND POLICY AND STATUTORY COOLING OFF PERIOD

Students, who give notice to cancel their enrolment 10 business days or more prior to the commencement of a program, will be entitled to a full refund of fees paid.

Students who give notice to cancel their enrolment 9 business days or less prior to the commencement of a program will be entitled to a 75% refund of fees paid. The amount retained (25%) by Rowe Training and Consulting is required to cover the costs of staff and resources which will have already been committed based on the student's initial intention to undertake the training.

Students who cancel their enrolment after a training program has commenced will not be entitled to a refund of fees of any fees paid in advance. An exception to this policy is where Rowe Training and Consulting fails to fulfil its service agreement and fees are refunded under our guarantee to clients.

As a private RTO, we are unable to provide further financial support to students on Pensions or special benefits.

Each Student is entitled to exercise their right as a consumer in accordance with the Australian Consumer Law and the Australian Competition and Consumer Commission (ACCC).

Australian Consumer Law - <http://consumerlaw.gov.au/>

Australian Competition and Consumer Commission - <https://www.accc.gov.au/>

Please refer to our Refund Policy on our website for further details.

## STUDENT SERVICES

### Student Administration

Ongoing support is available. Administration is available Monday to Friday from 9am – 5pm to assist you with any enrolment enquiries and student administration requirements. Administration can support you with the following:

- » Enrolment information
- » Access to Student Log In/ Password changes etc.
- » Time tables/Face to Face Workshop Schedule
- » Training Venue Information
- » Student Fees & Charges
- » Assistance with course suspensions/withdrawals
- » Training Progress Reports
- » List of units enrolled in
- » Personal Student Records/updating/changes
- » Training Policies and Procedures
- » Rights and obligations
- » Accessing student records
- » Assist with eLearning Management System (EDUongo)

## Student Support – Course Trainers

All course facilitators are enthusiastic, highly qualified early childhood education and care trainers and mentors, their role is to support you to achieve your best. They draw on their current skills and knowledge of changing practices to ensure you have an effective learning experience.

Course facilitators are available for learning queries and to support you through the following:

- » Orientation to course
- » Development of Training Plan
- » Assessment or Learning Queries Email/Phone
- » Workplace Mentoring/ on-site visits with student and supervisors
- » Regular reviews to ensure you are progressing as per your Training Plan
- » Completion of RPL

Rowe Training and Consulting values feedback on the quality of training provided. During your training program trainers will ask students to complete a training evaluation form about training sessions and activities this is the time to let us know what's working and what could be improved. Feel free to provide feedback anytime through the Website, (if you wish this can be anonymous). Trainers will also visit you on site at your Service where you are employed, these visits will give you access to a one on one with trainer, if required.

**Students are responsible for arranging times for visits that are suitable to both parties.**

## Accessing Your Records

You are entitled to have access to your student file and learning and assessment records on request. You may require these to monitor your progress with training or simply to go back and confirm something in a previous training module. Whilst these records will be retained by Rowe Training and Consulting; you are welcome to have access anytime and request a copy. If you require access to your records, contact administration and it will be organised immediately.

## Unique Student Identifier [USI]

As of the 1st of January 2015, all Australians who undertake Vocational Education and Training [VET] must have a USI. The USI ensures that people can obtain a complete record of their enrolment and achievements from a single online source.

If you do not have a USI a Registered Training Organisation (RTO), such as Rowe Training and Consulting, cannot issue a Statement of Attainment (SOA) or Qualification Certificate upon the successful completion of training.

USIs form an important part of the student records system, they can be obtained at any time. Please create your USI and submit to Rowe Training and Consulting when completing your Enrolment Application Form.

### More Information

For more information about USIs and how to apply for your own USI watch this video: [www.youtube.com/watch?v=HRYaF-B7Ho](http://www.youtube.com/watch?v=HRYaF-B7Ho)

**Apply Here To** apply for your USI visit: ['Create a USI'](#).

**Help?** Contact Administration at Rowe Training and Consulting. Or contact the USI Department directly by visiting the [usi.gov.au](http://usi.gov.au) website and/or contact the USI office on 13 38 73 OR [usi@industry.gov.au](mailto:usi@industry.gov.au)

## TRAINING SITE

Our training sites have internet access and small kitchen with a refrigerator to store food. Our main training room is located at 5 McCourt Road, Yarrowonga NT 0830, in the Kentish Lifelong Learning Building.

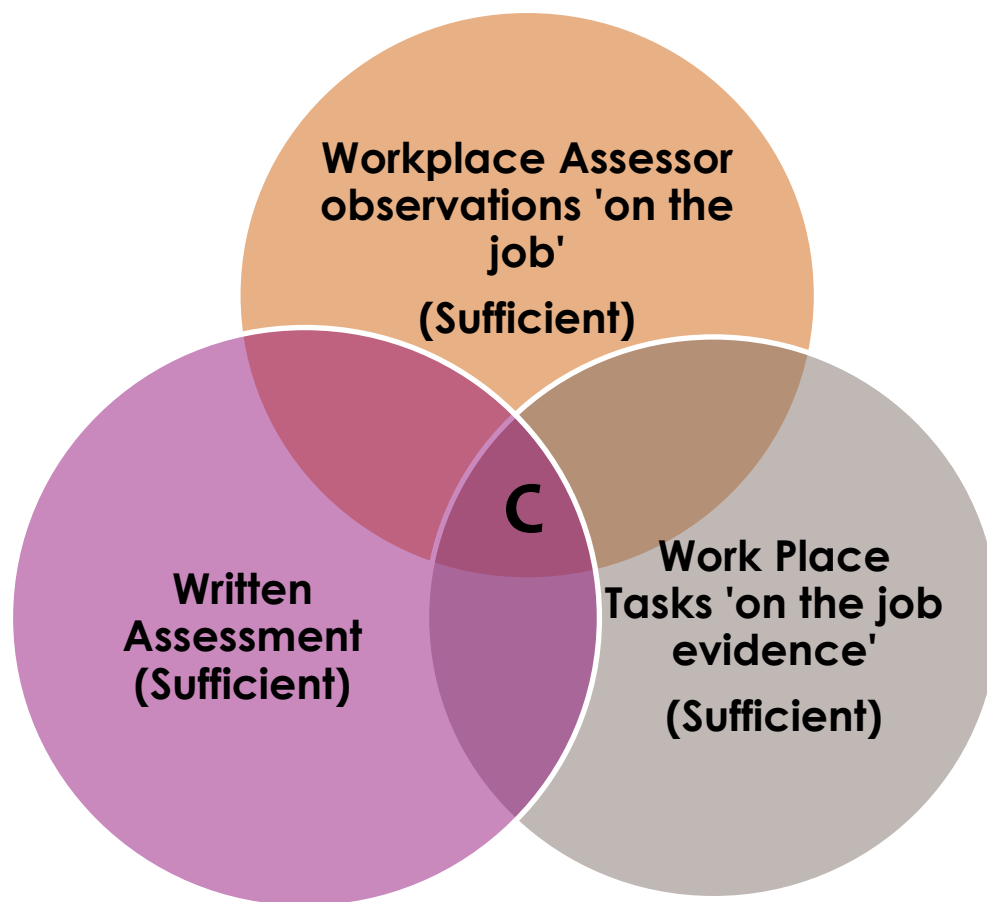


## ASSESSMENT

Final assessment items are marked “C” (Competent) or “NYC” (Not Yet Competent).

If one of your assessments is marked as Insufficient, your Training Facilitator will provide you with information on reassessment opportunities. This will be noted in the assessment feedback process online.

For trainees, the assessments and due dates will be negotiated and recorded when we develop the Training Plan. Failure to achieve competency will result in further negotiation with you, your workplace supervisor and Rowe Training, which will be documented on your Training Plan. If you are finding it difficult to complete your assessments please speak to your Training Facilitator or the Managing Director Debbie Rowe.



C	=	Competent
NYC	=	Not Yet Competent
Sufficient	=	Competent in this part of the assessment task. Additional assessment/s i.e. on the job assessments <u>are required</u> to receive full competency.
Insufficient	=	You have not met the criteria for this part of the assessment.



## SUBMITTING ASSESSMENTS

Assessment tasks are submitted online. In Eduongo “the eLearning Management System”, each section of the course has a space to submit assessments. Your training facilitator will demonstrate submitting an assessment with you after enrolment. Please note if you are having any difficulties with submission or accessing your course online contact administration (see contacts on page 4) who will be able to support you with the process or give you an alternative option.

Your assessment submissions must be computer processed in electronic format. No handwritten assessments will be accepted. If for some reason you are without access to a computer or the internet, please advise your Training Facilitator or Administration.

If your assessment has been submitted online, you will note a response “assessment submitted successfully”.

Assessments are often completed whilst studying with other students; please note that each student should submit an original answer to assessment tasks, those students submitting the same work will not be accepted. Students need to be aware of plagiarism (refer to policies).

## ON COMPLETION

### Partial Completion

#### Issue of Statements of Attainment

Statements of Attainment are issued for partial completion of a qualification within 21 days of withdrawal from the course. Statement of Attainment will not be released if there are outstanding fees to be paid. The exception is for trainees and apprentices who will receive their Statements of Attainment within 30 days of withdrawal, irrespective of fee status.

To apply for a Statement of Attainment to be reissued, students must make a request in writing to Administration.

This request must contain the following information:

- » Student Name and Number
- » Course Name and Course Code
- » Date started and completion date of the course
- » Mailing Address and contact telephone number
- » Cheque, money order or proof of direct deposit details to effect a payment of **\$27.50 (GST Inc.)**

Please allow 30 days for processing.

### Full Completion

The Qualification parchment and an Academic Transcript will be sent within 30 days of course completion, providing all relevant fees are **paid** and student has provided RT&C with their USI.

To apply for a Parchment or Statement of Attainment to be reissued, students must make a request in writing with the information as above.

## LEARNER SATISFACTION SURVEY

At the completion of your training program, you will be issued with a Learner Satisfaction Survey. This is a nationally consistent survey tool which is designed to collect feedback from students about their experience with a RTO and in undertaking nationally recognised training. Your completion and return of this survey is important to Rowe Training and Consulting for our ongoing improvement of services and to enable us to report this information to our registering authority. Your assistance in gathering this survey data is greatly appreciated.

## COMPLAINTS

Rowe Training and Consulting is committed to providing a fair and transparent complaints and appeals process that includes access to an independent external body if necessary. If you have a complaint, we will listen. We aim to deal with any complaint in an effective and timely manner. You should know that if you have a complaint or grievance:

- » We will take your complaint/grievance seriously, and will record the details, actions taken and the outcome in writing
- » You may have an independent person attend any meetings with you to act as a support person or your advocate
- » You will have the opportunity to formally present your case
- » You will receive a letter from us detailing the outcome of your complaint and any reasons for the decisions we have made about it.

Our Complaints and Appeals policy is also available on our website for you to view at:

[www.rowetraining.com.au/studying-us/policies-and-downloads](http://www.rowetraining.com.au/studying-us/policies-and-downloads)

### What is a complaint?

A complaint is negative feedback about services or staff which has not been resolved locally. A complaint may be received by Rowe Training and Consulting in any form and does not need to be formally documented by the complainant in order to be acted on. Complaints may be made by any person but are generally made by students and/or employers.

### What is an appeal?

An appeal is an application by a student for reconsideration of an unfavourable decision or finding during training and/or assessment. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be submitted to Rowe Training and Consulting within 28 days of the student being informed of the assessment decision or finding.

### Early Resolution of Complaints and Appeals

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time they occur between the persons involved, where possible. Sometimes, it will not be possible and in these cases you are encouraged to come forward and inform us of your concerns with the confidence that you will be treated fairly.

## QUALITY ASSURANCE

RTC is bound by requirements under the VET Quality Framework. In line with these requirements and to ensure high quality of service delivery, we undertake regular evaluations of student learning, on site with students and employers and following the completion of courses and through an annual student review. Results of each annual review will be provided to all students in our student newsletter and will be published on our web site.

We use information gathered from this process to make improvements to our training programs and services to all our clients.

Please ensure you access and read the following policies found on our website:

- » Student Enrolment
- » Refund Policy
- » Assessment
- » Complaints and Appeals
- » Core Skills Support (Language, literacy and numeracy)
- » Privacy

These are available for download at: [www.rowetraining.com.au/studying-us/policies-and-downloads](http://www.rowetraining.com.au/studying-us/policies-and-downloads)

### Your Equity

Rowe Training and Consulting is committed to ensuring that the training and assessment environment is free from discrimination and harassment. All Rowe Training and Consulting staff members (including contractors) are aware that discrimination and harassment will not be tolerated under any circumstances. In the event that discrimination and harassment is found to have occurred disciplinary action will be taken against any staff member who breaches this policy. Suspected criminal behaviour will be reported to police authorities immediately. Students should expect fair and friendly behaviour from Rowe Training and Consulting staff members and we apply complaint handling procedures advocated by the Australian Human Rights and Equal Opportunity Commission (HREOC).

Students who feel that they have been discriminated against or harassed should report this information to a staff member of Rowe Training and Consulting that they feel they can trust. This will initiate a complaints handling procedure which will be fair and transparent and will protect your rights as a complainant. Alternatively, if a student wishes to report an instance of discrimination or harassment to an agency external to Rowe Training and Consulting, they are advised to contact the HREOC Complaints Info-line on 1300 656 419 or [www.humanrights.gov.au/complaints-information](http://www.humanrights.gov.au/complaints-information).

### Your Privacy

Rowe Training and Consulting takes the privacy of students very seriously and complies with all legislative requirements. These include the Australian Privacy Principles (2014).

Student information is only shared with external agencies such as registering authorities to meet compliance requirements as a Registered Training Organisation (RTO). All information shared is kept in the strictest confidence by both parties and is available on request.

In some cases, we are required by law to make student information available to others such as the National Centre for Vocational Education and Research. In all other cases Rowe Training and Consulting will seek the written permission of the student for such disclosure.

## STUDENT INFORMATION CHECKLIST

RTC will discuss the following with each student prior to enrolment:

- Courses structure -Delivery, Assessment, Target Group/Cohort of learners
- Assessment Due Date and Workplace Observation Timetable
- Application processes and selection criteria
- Fees and costs involved in undertaking training
- Fee refund policy
- Prerequisites, including literacy and numeracy requirements
- Feedback/Complaint procedure
- Staff responsibilities
- Facilities and equipment
- Student support
- Policies & Procedures – Website
- Qualifications to be issued on completion or partial completion of courses
- Photo Permission
- Student’s Rights and Obligations
- Work placement (if relevant)
- Workplace Inspection
- Previous Experience and skills

Student Notes

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