



STUDENT HANDBOOK

Contents

Welcome	4
Who is Key Institute	4
Contact Information	4
Child Safety	4
Enrolment	5
Trainee Support.....	5
Course Information	5
Change of Personal Details.....	5
National Unique Student Identifier (USI).....	5
Credit Transfer	6
Recognition of Prior Learning (RPL).....	6
Student Code of Conduct	7
Student Rights	7
Student Responsibilities	7
Student Behaviour.....	8
Dress and Hygiene.....	8
General Requirements	8
Work Health and Safety (WHS)	9
Privacy and Confidentiality.....	9
Privacy Act.....	9
Record Keeping and Confidentiality	9
Access and equity.....	10
Misconduct.....	10
Disciplinary Procedures.....	10
Plagiarism, Cheating and Collusion.....	11
Study Commitments.....	11
Assignment Expectations	12
Attendance and Training Engagement	12
Training and Assessment.....	12
Practical Assessments	13
Evaluation	13
Withdrawal.....	13
Fees, Charges and Refunds.....	14
Tuition Fees for Credit Transfer (CT) and Recognition of Prior Learning (RPL)	14
Refunds	14
Complaints and Grievances	15
Non-Academic Grievance Process	16
Qualification Issuance Policy	17
Name Changes	17
Addressing Fraudulent Issuance of Certificates.....	17
Fraud Control	18
Issuing Certificates	18



Page intentionally left blank

Welcome

Welcome to Key Institute, welcome to the start of your educational journey. We are grateful you have chosen us to partner with you.

This handbook contains important information about our philosophy, regulations, policies and procedures, to help make your time with us simple and enjoyable. If at anytime you have a question, please don't hesitate to ask your trainer or contact us at admin@keyinstitute.com.au.

We are a Registered Training Organisation, and the qualifications and individual units of competency we deliver are nationally recognised. As such, we need to make sure you are informed and aware of your responsibilities during your program, and our commitment to you too.

Enjoy the journey.

Who is Key Institute

Key Institute provides Nationally Recognised Qualification and Accredited Courses. We guarantee to meet and, where we can, exceed the standards required by our accreditation as a Registered Training Organisation.

We aim to:

- Provide you with quality education to enable you to practice and promote your services in your chosen field
- Assist you to achieve competency
- Provide you with additional resource information

Industrial Resolution Australia Pty Ltd (TOID: 20855) trades as Key Institute of Training and Education.

Contact Information

Head office

G15 566 St Kilda Road
Melbourne
VIC 3004

Phone: 1300 471 660

Email: admin@keyinstitute.com.au

Web: www.keyinstitute.com.au

Our offices are open every weekday (excluding public holidays), from 9am to 5pm. If you need to contact us outside these hours, leave a message and we will respond to your call as quickly as possible. Otherwise, send an email to admin@keyinstitute.com.au

Child Safety

Key Institute is committed to safety and wellbeing of all children and young people. This will be the primary focus of our care and decision making.

Key Institute has a zero tolerance of child abuse, and all allegations and safety concerns will be treated very seriously and consistently with our robust policies and procedures. We have a legal and moral obligations to contact authorities when we are worried about a child's safety, which we follow rigorously. Particular attention will be paid to the cultural safety of Aboriginal children and children from culturally and/or linguistically diverse backgrounds, as well as the safety of children with a disability.

Every person engaged with Key Institute has a responsibility to understand the important and specific role they play to ensure that the wellbeing and safety of all children and young people is at the forefront of all they do and every decision they make.

Enrolment

You are enrolling to undertake a competency based program leading to a nationally recognised certificate.

A Pre-Training Review is conducted prior to enrolment. As part of the Pre-Training Review, and assessment of your Language Literacy and Numeracy (LLN) skills will be conducted to ensure you have the foundation skills required to competently undertake this training program. You will also be interviewed by an Authorised delegate of Key Institute to ensure you are suitable for the qualification you are seeking to enrol.

Once the Pre-Training Review is complete and you have successfully completed the LLN skills assessment, you will be provided with an enrolment form to register for the course.

If you have special needs, such as a hearing impediment, you should indicate this by ticking the special needs section on the enrolment form, or contact our office and we will assist you as much as we can.

If you have a personal health condition, please advise your student officer before commencing the course. All information is treated in strict confidence and is needed so that Key Institute can provide support or treatment should an emergency arise.

During the enrolment process, you can seek to gain credit transfer or recognition of prior learning based on existing qualifications or skills and knowledge that you have. For further information, read the section within this handbook about credit transfer and recognition of prior learning.

In addition to the pre training review and enrolment process, you will be provided with a statement of fees which will outline the course fees, payment schedule and any third party relationships. You will be required to complete all documentation prior to course commencement.

Trainee Support

Key Institute will provide access to specialist support services if you are identified as having a learning difficulty or specific need. Your trainer will follow procedures to access the appropriate assistance for all students with specific needs.

We employ trainers who have their TAE40110 Certificate IV in Training and Assessment. They are all experienced, highly qualified in their field, they are able to offer not only academic support but practical and industry relevant training experience.

Key Institute is committed to encouraging participation from students from diverse cultural backgrounds and people with disabilities.

Course Information

At the commencement of your course you will receive a course outline that will provide you with information about the course content, explains the dates and length of the course.

Please note that from time to time you may be contacted by the Department of Education for quality purposes about your training.

Change of Personal Details

You must inform Key Institute of any changes to your address or contact details within seven days of the change. Contact our head office via admin@keyinstitute.com.au so we can update your details.

This ensures relevant correspondence is sent to your correct address and you are contactable at all time.

National Unique Student Identifier (USI)

For you to be able to enrol into a nationally recognised qualification/course, you will need to hold a Unique Student Identifier (USI). You will be required to provide your USI for your enrolment. If you do not currently

have a USI, we can apply on your behalf if you give us permission to do so. You can select this option on your Enrolment Form.

To access a USI, log onto <http://usi.gov.au/Pages/default.aspx> and follow the prompts. Please make sure you have one form of ID from the list below ready:

- Driver's Licence
- Medicare Card
- Australian Passport
- Visa (with Non-Australian Passport) for international students
- Birth Certificate (Australian) *please note a Birth Certificate extract is not sufficient
- Certificate of Registration by Descent
- Citizenship Certificate
- ImmiCard

If you are having difficulty in accessing a USI, please contact our office or your trainer and we will be able to assist you.

Credit Transfer

Key Institute recognise and acknowledge qualifications and statements of attainment issued by another RTO based in any state or territory of Australia.

If you have a qualification or statement of attainment issued by another training organisation, you can apply for National Recognition for units of competence equivalent to a unit in your training program. To apply for National Recognition, supply a certified copy of your original transcript, this is completed as part of the pre-training review prior to enrolment and there is no charge.

This process is defined as Credit Transfer (CT). A Credit Transfer is granted where students have previously completed units recognised as being equivalent to those in the qualification. Credit Transfers are based on guidance provided in the relevant training package about equivalence.

If it is determined there is no equivalency with the units, you may apply for Recognition of Prior Learning. If you are unsatisfied with the outcome of your application, you can lodge an appeal (refer to the Complaints and Grievance section of this student handbook).

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) acknowledges the full range of an individual's skills and knowledge, irrespective of how it has been acquired. This includes competencies gained through formal and informal study, work experience, employment and other life experiences. Students undertaking training programs are entitled to have their prior learning recognised.

Trainees seeking RPL are provided with a copy of an RPL application form. Our Trainers will assist in the process of understanding RPL, gathering evidence and demonstrating competence in conjunction with the completion of an RPL kit and collection of an evidence portfolio.

Our RPL process:

1. Outline on the application form the details of your past experience relevant to your training program.
2. You are asked to attend an interview with an appropriately skilled program Assessor who will talk to you about your current competency. The Assessor will determine the most appropriate method of verifying the competencies according to the assessment criteria in the RPL kit.
3. Submit a portfolio of evidence and RPL kit and the Assessor will assess your current competence against the performance criteria, skills and knowledge of the unit or module being sought.

4. An assessment report is provided, where current competence is not established, a recommendation for gap training is included. You may be asked to provide additional information or attend a second interview at a later date.

Successful students who meet all the RPL requirements are able to proceed to further training or obtain their certificate. Applications may appeal any decision through the appeals procedure (refer to the Complains and Grievance section of this student handbook).

Student Code of Conduct

Students in our training programs are governed by State and Federal legislation. Key Institute is first and foremost a place of learning. We pride ourselves on providing extensive training in business, as such, we set expectations for our students. We expect every student to uphold our expectations, to give everyone the best learning environment and ensure impartiality and equality.

Student Rights

All students have the right to:

- Be treated fairly and with respect by all students and staff
- Not be harassed, victimised or discriminated against on any basis
- Learn in a supportive environment free from harassment, discrimination and victimisation
- Learn in a healthy and safe environment where risks to personal health and safety are managed and minimised
- Have your personal details and records kept private and secure according to our Records Management policy
- Have access to the information Key Institute holds about you
- Have your complaints dealt with fairly, promptly, confidentially and without retribution
- Make appeals about procedural and assessment decisions
- Receive training, assessment and support services that meet your individual needs
- Be given clear and accurate information about your course, training and assessment arrangements and your progress
- Access the support you need to effectively participate in their training program
- Provide feedback to Key Institute on the client services, training, assessment and support services you receive

Student Responsibilities

All students, are expected to:

- Treat all people with fairness and respect and do not do anything to offend, embarrass or threaten others
- Not harass, victimise, discriminate against or disrupt others
- Treat all others and their property with respect
- Respect the opinions and backgrounds of others
- Follow all safety policies and procedures as directed by staff
- Report any perceived safety risks as they become known
- Not bring into our premises being used for training purposes, any articles or items that may threaten the safety of self or others
- Provide relevant and accurate information to Key Institute in a timely manner
- Approach your course with due personal commitment and integrity
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism
- Hand in all assessment tasks, assignments and other evidence of work with a completed and signed cover sheet

- Make regular contact with the Trainer
- Progress steadily through the course in line with the training plan
- Prepare appropriately for all assessment tasks, visits and training sessions
- Notify Key Institute if any difficulties arise as part of the involvement in the program
- Notify Key Institute if you are unable to attend a visit or training session for any reason at least twenty-four (24) hours prior to the commencement of the activity
- Refrain from smoking at training venues and on the premises of Key Institute
- Make payments for the training within agreed timeframes

Student Behaviour

You are expected to treat our staff and fellow students with respect and observe the conditions appearing in this Student Handbook, or you can raise any issues during the course by communicating directly with staff members.

Where your behaviour is affecting the learning process, you may be asked to leave the program and be given a formal written warning. Re-entry to your course will be negotiated with your Trainer.

In keeping with equal opportunity and discrimination laws, no derogatory or prejudicial comments are acceptable with reference to a person's culture, colour, gender, disability, sexuality, religion or age.

- Inappropriate language and actions will not be tolerated
- Harassment, victimisation or bullying of staff or fellow students will not be tolerated
- Treat facilities and equipment with due care and respect
- Arrive on time to start all sessions – this includes after lunch and coffee breaks

Consumption or being under the influence of, alcohol or illicit substances when participating in classroom (virtual or face-to-face) training is unacceptable and may result in training being terminated or you being asked to leave the premises. Continued abuse of this nature may result in your removal from the training program.

Your behaviour must not disrupt or threaten others. Abusive behaviour or physical violence can result in instant withdrawal from the program. You should behave in a way that reflects workplace standards at all times. Students should be punctual to all training sessions. If you are late you may be marked as absent and this may affect your overall result.

Dress and Hygiene

Neat, comfortable clothing is generally considered appropriate for classroom based sessions. For any workplace based training you are advised by your workplace Supervisor of any specific requirements prior to commencing work.

Since you are working in close proximity with others, care with your personal hygiene (clothing, hair, deodorant etc.) is required.

General Requirements

Although our training facilities are reasonably secure, you are ultimately responsible for your own belongings. Key Institute accepts no responsibility for any stolen or missing belongings. Smoking is not permitted within the building or in entrance to the facilities.

Should you be involved in any accident resulting in personal injury and/or damage to equipment or facilities, notify the Trainer immediately.

Emergency procedures and exit plans must be followed. If you hear an alarm or a staff member advises of an emergency, you must leave the building. Emergency procedures and exit plans are covered on the first session of a new training program.

Work Health and Safety (WHS)

Under the Work Health and Safety Act 2011, Key Institute recognises the importance of providing a safe and healthy environment for students, contractors and visitors during their participation in work and training activities. It is your responsibility to:

- Protect your own health and safety and to avoid adversely affecting the health and safety of any other person
- Not wilfully or recklessly interfere or misuse anything provided by Key Institute in the interests of health, safety or welfare
- Co-operate with health and safety directives given by staff
- Ensure you are not affected by the consumption of drugs or alcohol, as to endanger your own health and safety or the health and safety of another person

Key Institute strives for excellence in workplace health and safety and is committed to providing an environment free from risks and conducive to the productivity and efficiency needs of its students and others.

Compliance with both OHS/WHS federal and state Legislation and complies with all other relevant legislation, codes of practice, advisory, best practice standards and organisational policies and procedures.

Privacy and Confidentiality

Key Institute at all times complies with the Privacy Amendment (Enhancing Privacy Protection) Act 2012. The Privacy Amendment prevents Key Institute from providing any Student details to any person other than the student.

Students are to note: our obligations to provide students' private information as required under the relevant state and federal law to government departments.

Privacy Act

Students should be familiar with the Privacy Act Legislation. This legislation is detailed on the website www.oaic.gov.au

Personal information is collected solely for the purpose of operating as a Registered Training Organisation.

The requirements of the registering authority may require the releases of your personal information for the purpose of audit.

Under the National Privacy Principles, you can access personal information held on you and you may request corrections to information that is incorrect or out of date.

Record Keeping and Confidentiality

All matters in relation to course enrolment, assessment results, course fees or any other issue can only be discussed with the student unless the course enrolment form is signed by a third party (such as a parent or guardian for students under the age of 18), or a letter of permission allowing access to the student's information is provided by the student for their file.

Requests to view your own student file are made in writing detailing the specific information required, requests are submitted to Key Institute administration via email: admin@keyinstitute.com.au

All personal and company details provided to Key Institute by students remains confidential. Records containing personal and company details are stored securely with limited access to approved personnel. Student records may be used by Key Institute and relevant authorities for statistical analysis.

Key Institute keep complete and accurate records of the admission, academic progress and graduation of its students. Financial records will reflect all payments and charges and the balance due, and copies of these records are provided to students on request.

Access and equity

Key Institute abides by access and equity principles and provides information, advice and support services to assist students to identify and achieve their learning outcomes.

Key Institute is committed to providing an environment free from discrimination and harassment. Students will not be discriminated against on the basis of certain attributes as described by the Equal Opportunity Act 2010.

It is unlawful to discriminate on the basis of the following attributes: sex, impairment, marital status, physical features, age, pregnancy, breastfeeding, industrial activity, religious belief or activity, lawful sexual activity, political belief or activity, parental status as a carer or personal association (whether as a relative or otherwise) with a person who is identified by reference to any of the above attributes.

A student should never feel they are unable to complete their training for any reason. Access and Equity is the responsibility of all staff members at Key Institute however, students who feel they have been mistreated should contact the Student Services Officer on 1300 471 660 or email: admin@keyinstitute.com.au

Key Institute's policy sets out the Access and Equity principles and processes to:

- Reflect fair and reasonable opportunity, for all students and staff, regardless of race, colour, religion, gender or physical disability, regardless of the prevailing community values.
- Equity for all people through the fair and appropriate allocation of resources and involvement in vocational education and training.
- Equality of outcome within vocational education and training for all people, without discrimination.
- Access for all people to appropriate quality vocational education and training programs and services.

The intention of Key Institute is all students have an equal opportunity to successfully gain skills, knowledge and experience through the training and assessment services of Key Institute.

Misconduct

Any misconduct will result in a formal meeting followed by a written warning. Further incidents will result in termination from the course without refund. Serious misconduct will result in immediate termination from your course. Refunds are given in this instance.

Misconduct includes:

- Theft
- Fraud
- Violence/ assault
- Discrimination, harassment, intimidation or victimisation on all EEO and non EEO grounds
- Serious negligence including OH&S non compliance
- Breaches of policy
- Serious breach of confidentiality
- Refusing to carry out lawful and reasonable instructions
- Wilful disobedience
- Being affected by alcohol or drugs (both illegal and prescription) so impaired you are unfit to participate in activities

Disciplinary Procedures

We may choose to suspend or dismiss you from your course according to the gravity of the following circumstances:

- Improper conduct
- Using the materials in an unlawful or unauthorised manner.
- Inadequate progression (failure to complete the course attendance requirement within 12 months of enrolment, unless deferral has been granted in writing).

Key Institute will implement disciplinary procedures against you if you:

- Verbally, sexually or physically harass any other student, staff member or lecturer
- Endanger students, staff or lecturers by reckless or unsafe behaviour
- Cause disturbance or classroom disruption
- Steal property belonging to Key Institute, staff, lecturers or other students
- Breach copyright by the sale or unauthorised distribution of copyright material
- Commit violence against, or intimidate, another person
- Attend class under the influence of alcohol or drugs
- Damage property of the Key Institute or students, staff or lecturers
- Threaten harm to self or others
- Cheat, plagiarise or collude (see separate section below)

If you do any of these things, you may be suspended immediately pending counselling and/or investigation. We reserve the right to cancel your enrolment, in which case the standard refund policy applies. You may appeal the decision under the Complaints and Grievances Policy.

Plagiarism, Cheating and Collusion

Key Institute takes very seriously instances of plagiarism, cheating or collusion. Students are expected to act with integrity at all times and ensure the work they are submitting is their own. When you submit your assessments, you will be required to sign a declaration stating that the work you are submitting is your own work, that you have not cheated or plagiarised any work.

If you are suspected of plagiarism or collusion, we will apply the following disciplinary process:

- The assessor will report the matter to the Training Manager
- The Training Manager will consider an educative response to the infringement
- If the Training Manager decides to proceed with disciplinary action, he will request a show cause notice to the student concerned
- The student will be informed of the allegation and must give notice of his or her intention to respond to the allegation within ten days of receiving the allegation notice
- Where the Training Manager upholds an allegation of plagiarism or collusion, it may impose one of the following penalties:
 - Reprimand the student
 - Require the student to resubmit his or her assignment
 - Suspend the student's enrolment for a period and on terms to be determined by the Board
 - Terminate the student's enrolment

The student may appeal the decision or the penalty within 14 days of receiving the penalty notice (refer to the Complaints and Grievances Policy).

The Appeal Committee may either dismiss or allow the appeal in whole or in part, and must make its decision on a majority vote.

Study Commitments

Your competency based assessments are based not only on your written assessments, but also on assessments that require workplace involvement either through real or simulated work environment including scenarios & documents required to complete assessment tasks and active participation in your learning.

We recommend for each hour you spend at workshops, you spend at a minimum, two hours studying, researching and preparing your assignments. This does not include your work placement practice required for your log books (if applicable).

Assignment Expectations

Deadlines for submitting assessment work are outlined in your assessments.

We understand adult learners have other responsibilities along with their studies, and on rare occasions you may need extra support or time with your assignments. Extensions are available for exceptional circumstances. Please contact your trainer or email admin@keyinstitute.com.au to negotiate an extension.

If you are struggling with the timely submission of more than one unit, we'll need to have a chat with you and explore your circumstance and what we can offer. Again, your first move should be to discuss with your trainer, then if necessary, email admin@keyinstitute.com

Attendance and Training Engagement

For classroom delivery

You will be issued a delivery schedule at enrolment indicating your day and time of classroom sessions. You have until 30 minutes into each classroom block to attend before you are marked absent.

If you can't attend a session, please let us know before the commencement of the session. You are required to complete work assigned to that session and submit it as proof that you have participated in the learning process for the unit (s) delivered in the session missed.

Key Institute requires each participant to attend a minimum of 80% of all sessions in order to be deemed competent. If you do not attend a minimum of 80% you will need to join another group to complete the program.

If you need to leave a premises during workshop times you must tell us: this is a requirement of Key Institute's duty of care and risk management policy.

For online delivery

You can choose the best time and location that suites you.

It is your responsibility to ensure you are actively engaged and progressing through your program requirements as agreed upon in your training plan. Your training plan indicates the nominal end date for completing requirements of each unit of competency. As this date approaches your trainer will follow up with you to ensure you are on target to complete the requirements.

Post completion date & non attendance

Key Institute will attempt to contact students three times over a two week period leading up to this date. If students are unresponsive they will be mailed an intent to withdraw letter to the postal address provided which advises if no contact is made to Key Institute within seven days, they will be withdrawn from the program. No refund amounts will be given.

Training and Assessment

Our classroom based training has integrated practical and theory work. Students are set tasks to complete at home to enhance and consolidate classroom training. Our courses are competency based, this means you must be able to demonstrate you can do the tasks to the prescribed level and provide evidence of your competence to an assessor.

Evidence can be gathered using the following assessment methods:

- Workbooks – students may be given worksheets these are collected as formative evidence.
- Role Play – students participate in a hypothetical situation to demonstrate their skills and knowledge.
- Demonstrations – students demonstrate their competency in the workplace.
- Class Presentation – Students present a small talk to others to illustrate a point.
- Projects, Case Studies & Written Questions – completed alone to assess students competence.
- Self-assessment checklists – completed alone or with the trainer to allow the Student to measure their own learning progress.
- Learning checks – students complete these on-going to help them develop a continued understanding of the program content.

Once you demonstrate competency for the required number of units specified in your course information, your qualification is awarded. A Statement of Attainment is issued to students who have demonstrated competency in some of the units listed in the course information.

Students who fail to demonstrate the required level of competency are provided with 3 attempts. If competency is not achieved after the third attempt, students will need to repeat the unit by re-enrolling and additional fees will be payable.

Practical Assessments

You are required to demonstrate your skills in a practical setting.

Your trainer will provide feedback at the completion of your assessment. If you are assessed as Not Yet Competent we will arrange a date for you to re-sit your assessment. You have 3 opportunities for re-assessment and there is no charge for this re-assessment.

If you feel that you're not ready for your Practical Assessment please speak to your assessor.

If you fail to attend or give adequate notice of a genuine extenuating circumstance (e.g. you can produce a Medical Certificate), it is important to note:

- You may be letting down your fellow student with whom you've been paired with
- We will need to reschedule with the Assessor for your reassessment
- There may be a significant wait for you to complete the assessment, i.e. until the next course in take is due to be assessed
- You are still expected to move through your course in a linear progression; therefore, you may be asked to defer your studies until you have been able to catch-up

Evaluation

Key Institute strive to continuously improve our courses, therefore, you will be asked to provide feedback periodically with regard to all aspects of your training experience including feedback on your Trainer/Assessor, course content and assessment processes, facilities and so forth.

You will be asked to complete the National Centre for Vocational Education Research (NCVER) Learner Engagement Survey. This feedback is submitted to NCVER annually to provide feedback on the quality of the training and assessment provided by Key Institute. A summary report is submitted to its NCVER as an indication of our performance. This is a condition of registration.

Withdrawal

If, for any reason, you need to withdraw from your course, you must contact Key Institute in writing and complete the Withdrawal Form. A withdrawal will be considered effective from the date of first written contact (letter or email) with your trainer, or via admin@keyinstitute.com.au. However, your withdrawal is not considered granted until all paperwork has been completed by the student and processed by Key Institute.

Also at the time of the Pre Training Review, you will be given 2 business days as a cooling off period if you intend to withdraw from the course.

You may also be withdrawn by Key Institute due to significant non-attendance, non-engagement or inappropriate behaviour, as discerned by Key Institute. Once received, withdrawals may take up to 21 days to process.

Fees, Charges and Refunds

We provide information on the total cost of your course prior to commencement. If you are unclear as to the total fees, inform Key Institute prior to undertaking any training so we can clarify any issues.

If you are not able to pay your fees, please contact administration as soon as possible so we can discuss this matter with you.

We may offer you an extension or a payment plan or you may be able to defer to another course. If you are not up-to-date with your payment plan and have not made an arrangement with Key Institute regarding payment of your fees, you will not be able to sit your final practical assessment, any outstanding assignments will not be marked until you bring your account up to date. You may be asked to withdraw or defer from the course.

Tuition Fees for Credit Transfer (CT) and Recognition of Prior Learning (RPL)

If a student declares before the commencement of an enrolled course they have a relevant credit transfer in their current course, the student will be eligible to pay a reduced tuition fee. Certified copies of academic transcripts or statement of attainments will be submitted for review by Key Institute. A completed CT Matrix and application will also be submitted before considering any credit transfer.

A reduced tuition fee will be calculated by subtracting the relevant tuition fees per Unit of Competency awarded CT from the total tuition fee payable by the student as approved by Key Institute.

Unit of Competency/Study fees are calculated by multiplying the number of scheduled hours within a Unit by the per hour \$ value.

As RPL can be a time consuming assessment process and further tuition may be required, there will be an upfront fee equivalent to the Fee for Service tuition fee per Unit of Competency/Study.

Unit(s) of Competency/Study awarded CT carry a 100% discount.

Refunds

Refunds will be available for all students undertaking accredited courses if they apply in writing. Written notification is completed using the 'Withdrawal Form' and 'Application for Refund Form' and submitted within four (4) weeks of the commencement date of their course.

It is the responsibility of the student to advise Key Institute of their intention to withdraw, by completing the appropriate Withdrawal Form and Application for Refund Form. These forms are available from Key Institute and must be signed by the student.

Student Services and Amenities Fees will only be refunded on a course by course basis, at the discretion of Key Institute.

For students on a payment plan, a pro-rata refund will be calculated based on the number of units completed or the duration of the training, depending on the amount of training delivered to the student.

In the event Key Institute cancels a course, payment received for the training course will be fully refunded.

Complaints and Grievances

Overview

Key Institute is committed to providing an effective, efficient, timely, fair and confidential non-academic grievance handling procedure for all students within 60 days of receiving the complaint. Complainants are entitled to access the grievance procedures regardless of the location of study, the complainant’s place of residence or mode of study.

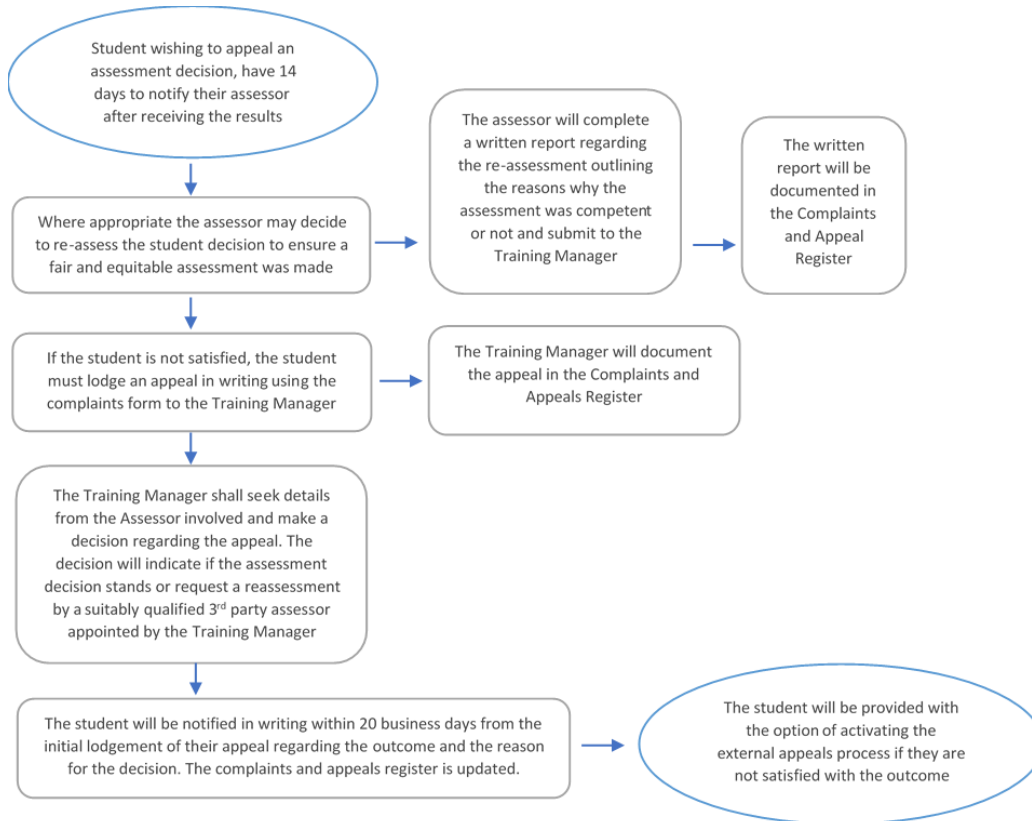
Non-academic matters include those matters which do not relate to student progress, assessment, course content or awards in a course and include complaints in relation to personal information that the provider holds in relation to the Student. Non-academic grievances tend to arise from events occurring at a provider or from decisions made by a provider.

Academic matters include those matters which relate to student progress, assessment, course content or awards in a VET course of study.

Responsibility

All staff and clients adhere to Key Institutes Policies and Procedures. The Training Manager with direct access to the Director, has the responsibility to ensure that Key Institute complies with all of the statements and processes included in this document and maintains these standards across all of the areas of operation of Key Institute.

Academic Grievance Process



Non-Academic Grievance Process

Informal Grievance Procedure

Key Institute seeks to foster communication and co-operation and to provide an environment in which all issues can be satisfactorily resolved. The preferred approach is the informal resolution of a grievance.

In the first instance a student or prospective student is encouraged to raise the matter with the staff member or responsible person concerned. Where this is not considered appropriate then the student is encouraged to discuss the matter with Key Institute.

If the student is satisfied with the outcome of the discussion, it would mean that the matter is resolved. Records of the outcome shall be maintained by the Training Manager, who will update the Complaints and Appeals Register accordingly.

Formal Grievance Procedure

General principles apply to all stages of this grievance procedure which will be adhered to by Key Institute. These include:

- The complainant and respondent will have the opportunity to present their case at each stage of the procedure
- The complainant and/or the respondent have the option of being accompanied/assisted by a third person (such as a family member, friend or counsellor) if they so desire
- The complainant and the respondent will not be discriminated against or victimised. At all stages of the process, discussions relating to complaints, grievances and appeals will be recorded in writing. Reasons and a full explanation in writing for decisions and actions taken as part of this procedure will be provided to the complainant and/or respondent if requested
- Records of all grievances will be kept for a period of five years. These records will be kept strictly confidential and stored in the office of the senior manager
- A complainant shall have access to this grievance procedure at no cost

Below is a step by step process for making a formal complaint:

Stage 1

Formal grievances should be submitted in writing to:

Training Manager
Key Institute
Level 4 99 Queens Bridge St, SOUTHBANK, VIC, 3006

The Compliance Manger within Key Institute will then assess the grievance, determine the outcome and advise the Complainant in writing of their decision within 10 business days of the receipt of the complaint.

The Complainant will be advised of their right to access Stage 2 of this procedure if they are not satisfied with the outcome of Stage 1.

Stage 2

If the Complainant is not satisfied with the outcome from Stage 1, they may lodge an appeal in writing to:

Luke Campbell
CEO
Key Institute
Level 4 99 Queens Bridge St, SOUTHBANK, VIC, 3006

The Complainant's appeal will be determined by the CEO (the Reviewer).

The Reviewer will conduct all necessary consultations with the Complainant and other relevant persons and make a determination of the appeal. The Complainant will be advised in writing of the outcome of their appeal, including the reasons for the decision within 10 working days of the receipt of the appeal.

The Complainant will be advised of their right to progress to Stage 3 of the grievance procedure if they consider the matter unresolved.

Stage 3

If the Complainant is not satisfied with the outcome of Stage 2, they may request the matter be referred to an external dispute resolution process by a body appointed for this purpose by the Key Institute.

The details for the external body and contact person are:

Dispute Assessment Officer
Disputes Settlement Centre of Victoria
Level 4, 456 Lonsdale Street
Melbourne VIC 3000
Tel: 1300 372 888

The Key Institute will give due consideration to any recommendations arising from the external review within 10 working days of the receipt of the recommendations.

Stage 4

Key institute will take appropriate actions to implement changes/improvements where necessary in accordance with the outcome of substantiated complaints.

Any improvement action arising from a student grievance or appeal will be recorded in accordance with the Key Institute Continuous Improvement process.

Qualification Issuance Policy

Certificate Policy

All certificates are issued within 30 business days after successful completion of training providing all fees have been paid. If requested, the certificates are mailed to the address which has been supplied by the student.

Replacement Certificates

Key Institute, at its absolute discretion reserves the right to issue replacement certificates to candidates upon satisfactory proof of identity. Replacement certificates will be issued to candidates who have lost their certificates.

The costs for a replacement certificate is \$40 (excluding postage & handling charges).

Name Changes

Certificates are issued in the name of the candidate at the time the award is made. Replacement certificates will be provided to accommodate a subsequent change of name, upon satisfactory proof of identity and evidence of name changes needs to be provided. The certificate replacement fee will be charged.

Addressing Fraudulent Issuance of Certificates

Any certificates and/or statements of attainment will only be issued by Key Institute under authorised legislation and will adhere to government regulatory and quality assurance arrangements.

A Student is entitled to receive a qualification (certificate/testamur) of an enrolled course/qualification only upon successful completion of the requirements of the enrolled course/qualification.

Students that partially complete a course or qualification will not be issued a certificate but will be issued a Statement of Attainment containing the units they have completed.

Fraud Control

This policy provides for strategies aimed at preventing, detecting and dealing fairly with matters pertaining to fraud which integrate the activity of management and staff at all levels across the diversity of operations and activities at Key Institute.

Key Institute has effective processes for the prevention, detection and management of fraud and for fair dealing in matters pertaining to fraud, including allegations of fraud. Key Institutes Director accepts ultimate responsibility for the prevention and detection of fraud and is responsible for ensuring that appropriate and effective internal control systems are in place.

All employees have the responsibility to report suspected fraud. Any employee who suspects fraudulent activity must immediately notify their Manager or those responsible for investigations. In situations where the Manager is suspected of involvement in the fraudulent activity, the matter should be notified to the next highest level of supervision.

Issuing Certificates

All certificates issued by Key Institute are issued according to the issuance of certificates and statement of attainment policy and procedure.