



# **Student Handbook**

**Key Institute / RTO 20855**



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## 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 valuable information about our philosophy, regulations, policies, and procedures, to help make your time with us simple and enjoyable. If at any time you have a question, please don't hesitate to ask your trainer, or contact us at [admin@keycompany.com.au](mailto:admin@keycompany.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.

## Contact Information

### Head office

level 4, 99 Queensbridge Street, Southbank VIC, 3006

Phone: 1300 471 660

Email: [admin@keycompany.com.au](mailto:admin@keycompany.com.au)

Web: [www.keyinstitute.com.au](http://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@keycompany.com.au](mailto:admin@keycompany.com.au)

## 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.

## RTO Responsibilities

Key Institute has obligations set out in the Standards for Registered Training Organisations. These responsibilities relate to the delivery of training and assessment services. Some of these obligations and responsibilities are created by the standards and regulation under which we work, and some are due to the obligations to you as a student at Key Institute. These obligations include:

- Ensuring you are suitable for your selected course.
- Providing you with a training plan outlining the course a delivery timeline.
- Determining if academic support is required and monitoring your progress.



- Managing your traineeship and collaborating with your employer as required.
- Key Institute will issue you with a Certificate or Statement of Attainment on completion of your studies – reflecting any units you have successfully completed.

## Trainer Responsibilities

All trainers at Key Institute are required to act in a professional manner and maintain training qualification and currency in industry. This is broadly outlined in the following statements:

- All trainers must act in the best interest of the student and support them through their studies.
- Maintain student confidentiality.
- Avoid personal bias when training and assessing.
- Maintain up-to-date knowledge of the industry sector and current trends.
- Maintain professional relationship with student and employers.
- Avoid and report any potential conflicts of interest (RTO staff, employers, or students).
- Report instances of cheating or plagiarism to management.
- Stay up to date with changes to policies and procedures.
- Mark and return student work promptly with comment and feedback (Satisfactory or Not Yet Satisfactory).
- Ensure assessment decisions are made in line with the Principles of Assessment and Rules of Evidence.
- Report potential instances of student abuse or neglect (Child Safe Policy).
- Respect each student's personal, religious, and spiritual beliefs.

## Course entry requirements

To ensure that you can be successful in your chosen course, Key Institute may set specific entry requirements.

## Enrolment

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

A Pre-Training Review is conducted prior to enrolment. As part of the Pre-Training Review, an assessment of your Language Literacy and Numeracy (LLN) skills will be conducted to ensure you have the foundation skills required to competently undertake your training program. An Authorised Delegate will also interview you to ensure suitability in 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 in the course.

If you have special needs, 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 personal health conditions, please advise Key Institute staff before commencing the course. All information is treated in strict confidence and is needed so that Key Institute can provide support or assistance 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, and payment schedule if applicable. You will be required to complete all documentation prior to course commencement.

## Course Information

Course information is available from our website, and it will provide you with information about course content, explaining 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.

## 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 on enrolment.

To access a USI, go to <https://www.usi.gov.au/students> and follow the prompts. Please make sure you have one form of ID from the list below when applying for a USI number:

- Driver's Licence
- Medicare Card
- Australian Passport
- 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.

## Student Support

Throughout your training you have access to several student support mechanisms. We monitor your progress and reach out with support if we feel that you are not engaging in your studies and falling behind.

Key Institute offers support to students:

Technical support is available from our administration team to help with passwords reset, navigating the Learning Management System (LMS) and general IT issues.

Study club. If you are new to study or returning to study or nervous about study, the study club provides small group environment that can assist you with navigating the LMS platform, provide coaching tips and help build your confidence to engage in your study.

Group training sessions where students in the same course can come together and discuss a particular unit of study. This virtual team sessions helps promote group participation and peer support.

One on one trainer support where you can get help for your specific needs.

## External Support services

### **The Reading and Writing Hotline**

The Reading and Writing Hotline is a free national service for those who are looking for assistance with reading, writing and basic mathematics. They offer services including:



- Information on classes in your area
- Lining you to local support services
- Reference material available at local libraries  
<https://www.readingwritinghotline.edu.au>  
Phone: 1300 655 506

### **Beyond Blue**

Beyond Blue is a national support for people suffering with depression or anxiety. They provide information to assist anyone looking for help and support.

[www.beyondblue.org.au](http://www.beyondblue.org.au)  
Phone: 1300 224 636

### **Lifeline**

Lifeline provides support especially in emergency crisis situations relating to mental health. Lifeline can provide support via phone, crisis support chat on their website or by text message. <https://www.lifeline.org.au>  
– 13 11 14

### **Centrelink**

Centrelink provides social security payments and services to eligible Australians, including:

- Income support for individuals
- Payments and services for education and health care
- Payments and services to assist with illness, injury, or disability.

<https://www.servicesaustralia.gov.au>  
Phone: 13 24 68

## **Credit Transfer**

Key Institute recognises 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 credit transfer for units of competence equivalent to a unit in your training program. To apply for Credit transfer, 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. Credit Transfers are based on guidance provided in the relevant training package. You must provide evidence of your completed units by accessing a list of these units via the [USI VET Transcripts](#) portal.

## **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. RPL applications will incur a fee.

### **Our RPL process:**

1. You complete a self-assessment where you rate your skills and knowledge of each unit against broad benchmark statements. You must also indicate your ability to provide current, authentic, valid, and sufficient evidence to support your application.



2. You will be asked to participate in an interview with an appropriately skilled 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. You need to submit your portfolio of evidence. The Assessor will assess your evidence 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 evidence or attend a second interview later.

Students who meet all the RPL requirements will be awarded the unit. Students who do not meet the required standard will be required to study the unit. Students may appeal any decision through the appeals procedure.

**For more details, refer to our Statement of Fees and the following policies available on our website:**

- **Student Fees, Charges and Refund Policy**
- **Complaints and Appeals Policy and Procedure**

## Reasonable adjustment / special consideration

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 can assist by providing resources and assessments in languages other than English, provide resources in large font or audio support for hearing impaired students. As each student needs are unique, we recommend that you reach out and discuss your needs with our team. Key Institute is committed to encouraging participation from students from diverse cultural backgrounds and people with disabilities.

## 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 will be 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 always reflects workplace standards. 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.

## Student Code of Conduct

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

## 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 & practical demonstrations 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 logbooks (where applicable).

## 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.

## Dress and Hygiene

Neat, comfortable clothing is 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 proximity with others, care with your personal hygiene (clothing, hair, deodorant etc.) is required.

## 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@keycompany.com.au](mailto:admin@keycompany.com.au) so we can update your details.

This ensures relevant correspondence is sent to your correct address and you are always contactable.

## General Requirements

Although our training facilities are secure, you are 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 your Trainer immediately.

Emergency procedures and exit plans must be followed. If you hear an alarm or a staff member advising 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)

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.
- Cooperate 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 health and safety federal and state legislation, codes of practice, advisory, best practice standards and organisational policies and procedures is mandatory.

## Child Safety

Key Institute is committed to safety and wellbeing of all children and young people.

Key Institute has zero tolerance of child abuse, and all allegations and safety concerns will be treated very seriously and consistently with our policies and procedures. We have 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.

## Privacy and Confidentiality

Key Institute always complies with the Privacy Act and the National VET Data Policy.

Key Institute considers student privacy to be of utmost importance and will practice a high standard of care and concern about maintaining student privacy in all aspects of business operations.

### Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

### How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

### How we disclose your personal information

We are required by law (under the *National Vocational Education and Training Regulator Act 2011* (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing, and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

### How the NCVER and other bodies manage your personal information

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the *Privacy Act 1988* (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Employment and Workplace Relations (DEWR), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:



- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVET may also disclose personal information to persons engaged by NCVET to conduct research on NCVET's behalf.

The NCVET does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVET will manage your personal information please refer to the NCVET's Privacy Policy at [www.ncvet.edu.au/privacy](http://www.ncvet.edu.au/privacy).

If you would like to seek access to or correct your information, in the first instance, please contact Key Institute using the contact details listed below.

DEWR is authorised by law, including the Privacy Act and the NVET Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DEWR will handle your personal information, please refer to the DEWR VET Privacy Notice at <https://www.dewr.gov.au/national-vet-data/vet-privacy-notice>.

**For more details, refer to our VET Data and Privacy Policy available on our website.**

### Surveys

You may receive a student survey which may be run by a government department or an NCVET employee, agent, third-party contractor, or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

### Contact information

At any time, you may contact Key Institute on 1300 471 660 or email: [admin@keycompany.com.au](mailto:admin@keycompany.com.au) to:

- request access to your personal information
- correct your personal information.
- make a complaint about how your personal information has been managed.

## 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@keycompany.com.au](mailto:admin@keycompany.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 keeps 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 based on certain attributes.

It is unlawful to discriminate based on 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@keycompany.com.au](mailto:admin@keycompany.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.

## Student Misconduct

Student 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 noncompliance.
- Breaches of policy
- Serious breach of confidentiality
- Refusing to conduct lawful and reasonable instructions.
- Wilful disobedience
- Plagiarism
- 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 course attendance requirements 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 always act with integrity 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 our Complaints and Appeals Policy and Procedure available on our website**).



The Appeal Committee may either dismiss or allow the appeal in whole or in part and will 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 logbooks (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@keycompany.com.au](mailto:admin@keycompany.com.au) to negotiate an extension.

If you are struggling with the timely submission of more than one unit, we will 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@keycompany.com.au](mailto:admin@keycompany.com.au).

## Attendance and Training Engagement

### **Workplace /classroom delivery**

Key Institute will set and agreed training calendar that you are required to participate in.

If you cannot attend a session, please let us know before the commencement of the session. You are required to complete the 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.

### **Virtual / online delivery**

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.

Self-paced learning and assessment. Students can work on their course at their own pace through the LMS. This allows a student to manage their study around their personal and work commitments. Key Institute monitors student progress and provide support service if a student is not progressing as per the agreed training plan.

### **Post completion date & nonattendance**

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.



## 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@keycompany.com.au](mailto:admin@keycompany.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 two 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.

**For more details, refer to our Statement of Fees and the following policies available on our website:**

- **Student Fees, Charges and Refund Policy**

## Evaluations, Feedback and Surveys

Key Institute strive to continuously improve our courses; therefore, you will be asked to provide feedback periodically about 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.

## Trainers and assessors

Our trainers are industry qualified and experienced their field and can offer academic support and industry relevant training experience.

## 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 three 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 three opportunities for re-assessment and there is no charge for this re-assessment.

If you feel that you are 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 students with whom you have 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.

## 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 arranged 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.

**For more details, refer to our Statement of Fees and the following policies available on our website:**

- **Student Fees, Charges and Refund Policy**

## 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 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 as credit transfer carry a 100% discount.

**For more details, refer to our Statement of Fees and the following policies available on our website:**

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## 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.

**For more details, refer to our Statement of Fees and the following policies available on our website:**

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## Complaints and Appeals

### 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.

**For more details, refer to our Complaints and Appeals Policy and Procedure available on our website.**



## Qualification Issuance Policy

### Certificate Policy

All certificates are issued within thirty 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 cost for a replacement certificate is \$40 (excluding postage & handling charges).

### Issuing Certificates

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

**For more details, refer to our Statement of Fees and the following policies available on our website:**

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## Name Changes

Certificates are required to be issued in the full official 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 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 Institute Directors accept 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.