



Student Handbook

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Welcome

Welcome to **Ignite Education** and thank you for choosing us to assist in furthering your career.

Whether you are just starting out in industry, enrolled to enhance your career prospects or further your industry knowledge, I would like to wish you well on your learning pathway.

Ignite Education, formally known as *Currumbin RSL College of Hospitality* was established in 1998 as a unique industry based registered training organisation that specialises in providing quality Hospitality, Tourism & Business Industry focused training. Our educational philosophy of providing flexible learning environments with access to industry standard resources, specialist teaching staff and a focus on practical application of training ensure that graduates are prepared for real employment opportunities.

The student handbook is designed to inform you of the many services we offer and college rules and regulations. Please take the time to read it thoroughly and discuss any concerns with a staff member.

When you have read the booklet and are happy with the contents please sign the attached student declaration of understanding and return to your teacher.

Once again thank you for choosing Ignite Education and best wishes for your study and career ahead.

Please do not hesitate to contact a staff member at any time if you have any queries or concerns.



Jane Renata
Principal

CONTACT INFORMATION

Address

164 Durling Street, Currumbin 4223 (Opposite Currumbin RSL)



Postal Address

PO Box 165, Currumbin 4223

Phone

07 5559 5077

Email

admin@ignite.edu.au

Website

www.ignite.edu.au

Facebook

<https://www.facebook.com/igniteedu>

Instagram

<https://www.instagram.com/igniteeducation/>

Google +

<https://plus.google.com/103887333779794458309>

Linkedin

https://www.linkedin.com/company/ignite-education/?trk=top_nav_home

ENROLMENT INFORMATION

All students are required to complete and sign an enrolment form prior to the commencement of a course.

Change of Enrolment Details

Please advise Ignites administration of any change of personal or work information, using the form (Appendix 2) enclosed in this booklet. Failure to do so could result in non-receipt of results or final certification.

Training Plans (Traineeships Only) and Timetables

All students enrolled in accredited training programs are issued with a training plan (Traineeships) or a Class Timetable prior to enrolment.

For Trainees it is important that the training plan is kept in a secure place along with other associated information. This information should be regularly checked to ensure the right classes are attended. Please also check that your employer and Ignite have signed your training plan.

Training Record Books (Traineeships Only)

All trainees will be issued with a training record book in which to record their achievement of competencies. It is the trainee's responsibility to ensure that all records are maintained and kept up to date and that the training record book remains in a secure location.

Language, Literacy & Numeracy

Ignite Education can provide specialist Language, Literacy & Numeracy support for clients who require additional assistance. For further advice please talk to your trainer. All discussions are held in the strictest of confidence.

Unique Student Identifier (USI)

From the 1st January 2015, all students doing nationally recognised training need to have a Unique Student Identifier (USI). The USI is linked to the National Vocational Education and Training (VET) Data Collection, this means an individual's nationally recognised training/qualifications gained anywhere in Australia, from different training organisations, will be kept together.

The USI will:

- Link a student's VET achievements, regardless of where in Australia they did the course; let students easily access secure digital transcripts of their achievement (transcripts will be available from January 2016)
- Give students more control over their VET information.

For further information or to create your USI go to: www.usi.gov.au

IGNITE RULES

Attendance

Punctuality is considered as an essential attribute. Attendance at all classes and placement is expected unless prior arrangements have been made with the trainer and assessor. Students under the age of 18 are required to present written parental approval if they wish to be excused or are absent from class for any reason.

No student who is suffering from, or has recently been exposed to an infectious illness may attend classes until a medical certificate has been submitted, stating that there is no risk of infection being conveyed to others.

If you are completing a traineeship you must notify the trainer and your employer of your absence from training.

Dress Requirements

A complete industry standard uniform is to be worn at all times. Generally this is considered to be:

- black trousers or slacks
- white shirt or blouse
- black leather enclosed footwear (no joggers)

School Based Trainee uniform requirements: trainees are required to wear:

- your workplace uniform or
- school uniform
- black leather enclosed footwear (no joggers)

All uniforms must be clean and ironed. Please contact the Ignite administration if you are uncertain about any uniform requirements.

Alcohol

Consumption or bringing of alcohol onto premises is prohibited at all times.

Prohibited Substances

Drugs and all other legally prohibited substances are not permitted on campus. Any evidence of these items being brought onto the premises will be reported to the police.

Plagiarism

Ignite requires all assignments and submitted work to be students own original composition and that all information sources are appropriately acknowledged. Students found guilty of plagiarism will be awarded a NYC grade and be ineligible for a re-sit of the specific unit of competence and may be liable for further discipline.

Smoking/Eating/ Drinking

Smoking is not permitted in any undercover area or within the campus rooms. Eating and drinking in classrooms is at the discretion of the trainer. Coffee making facilities must be kept clean and all equipment washed and put away.

Disciplinary Procedures

All breaches of the Ignite rules will be reported to the Principal within three working days.

A trainer and assessor may immediately suspend a student for a period up to three days for any breach of the college rules. A trainer and assessor may ask students to leave a class or learning activity where the learning, health and safety of others or the integrity of the learning environment are at risk.

The Principal determines the penalty imposed for breach of Ignite rules, which may include:

- Suspension from class
- Expulsion
- Fines to cover the cost of any wilful damage or lost equipment.

Internet Access

Students studying at Ignite Education will have access to the student Wi Fi via the administration support team. The internet must be used for study related purposes only.

Copyright

Ignite Education adheres to the Commonwealth Copyright Act 1968. The content of the Course Materials provided to students, including copyright and all other such intellectual property rights contained therein, remain the property of the college or a nominated third party. You may not reproduce any part of the Course Materials without the prior written consent of Ignite Education.

Health and Safety

All students are required to conduct themselves in a manner complimentary to the Work Health and Safety legislation of the relevant state in which training is being undertaken.

Ignite equipment may only be used under the supervision of the trainer.

Evacuation/Safety Procedures @ Ignite

Please take note of exits from the classrooms and buildings. Your lecturer will explain evacuation and safety procedures to you.

Evacuation/Safety Procedures @ Currumbin RSL

If you are completing work experience at Currumbin RSL you will need take note of the following for an emergency evacuation procedure:

When an alarm is sounded you **MUST** follow the instructions of employees.

1. Follow the instructions of your area warden
2. Go to the nearest safe exit
3. Main assembly point – lamp pole (with signage) main entrance area near round about or out the back near the creek (opposite The Cove)
4. Once at assembly point the fire brigade are in complete control and you are not allowed back in the building until instructed by fire warden via the fire brigade.
5. Only use fire extinguisher if you have had training, have backup and a safe means of escaping

CLASSROOM POLICIES & PROCEDURES

Ignite Education trainers/assessors and staff will lead a respectful and disciplined classroom and college environment. To achieve this we have established a few simple policies. It is your responsibility to comply with these policies. If you decide not to comply, there will be logical consequences. By enforcing these policies, we promise you fairness and order in our classrooms.

The Principal of Ignite Education expects each student will follow the Classroom Policies and Procedures as listed below:

1. **Be Respectful** - Every student has the right to a safe and secure classroom: you do not have the right to impede or jeopardise that in any way. Be respectful of yourself, your environment, your fellow classmates, and your teacher. Treat others the way you want to be treated. No class disruptions will be tolerated.
2. **Be Responsible** - The *Oxford Dictionary* defines responsible in this way: "Liable to be called into account. Morally accountable for one's action, capable of rational conduct." Act rationally; choose wisely. Recognise your own role in building a co-operative classroom of learners. Understand there will be consequences, both good and bad, for your actions.
3. **Be Safe** - Think about where you are and whom you are with. We must guarantee against harm or injury to another. Think. Ask yourself is it worth it? Would I want this done to me? I will not tolerate, nor should you, any behavior that takes away from the safety of this classroom, nor will the college.
4. **Be Cooperative** - Be mature, and work well with others and take direction from your Teacher. Think – choose wisely.
5. **Be a Worker** - Do your job! Challenge yourself to be productive. Whilst at the college use your time wisely.
6. **Be Peaceful** - Be kind to each other – exercise self-control. Do not create intentional interruptions to the classroom.
7. **Mobile Phones** - Mobile phones are to be handed to your Teacher when entering the classroom. No student is to have their mobile phone at their desk or work-station in any practical exercises. If you are expecting an emergency call, please give the caller the college phone number and we will be happy to pass on the message.

ASSESSMENT POLICY & PROCEDURE

Assessments are undertaken on a competency-based approach; students are required to demonstrate “competence” in all elements of a unit or course or program to be awarded a competency achieved result. Competency based assessment is about demonstrating competency in an industrial or work based environment and will include both the skills, knowledge and attitudinal aspects required to undertake given tasks in the workplace.

Students enrolled in a face to face or online course with Ignite Education must adhere to the following assessment guidelines:

Assessment Submissions

- You are required to submit assessments on or before the due date.
- Students will be given instructions on how and when to submit their assessment tasks by their trainer/assessor and in their Student Learner Guide
- Students can make 3 attempts for submitting their assessments, if their first or second attempts are unsuccessful their trainer will provide them with feedback, and they can resubmit their assessment. If the student is unable to gain a satisfactory result after their 3 submissions, they will be required to re-enroll in the unit and complete it again (at their own cost – see *additional fees* section)

Assessment Due Dates

- Students must attend/participate in all scheduled assessments
- All assessment items must be submitted on or before the due date
- If a student requires an assessment date to be rescheduled or extended (for exceptional circumstances only), the student must request this in writing (email or letter)
- If a student does not turn up for/or submit an assessment by the due date they will be marked as having attempted the assessment with an ‘unsatisfactory’ outcome. The student will then have to negotiate another time/date for their second submission.

Extension Requests

If you are unable to meet a scheduled assessment due date, you must make a request to extend the due date using Ignite Education’s Request for Extension of Assessment Form at least 3 days prior to the due date. If you are unable to submit this form you can email your trainer directly to request the extension and provide them with your reason for the request.

Be aware that extensions are only granted in exceptional circumstances and must be supported by documentary evidence (e.g. a medical certificate).

Reasonable Adjustment

Ignite Education ensures that reasonable adjustment is applied to a student’s assessment procedures, materials and tools where a student has a specific disability or special need. Refer to Ignite Education’s Student Handbook for further information.

Feedback

Ignite Education ensures that students receive feedback on their assessment performance. If a student has been assessed as not yet competent, additional comments on their assessment outcome will be made to assist in achieving the required performance standard on reassessment.

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Reassessment/Re-sits and Assessment Appeals

Ignite Education ensures that all students are given the opportunity for reassessment for any competencies not achieved within the first and second attempts. If a student is deemed not competent on the third submission, they are required to re-enroll and complete the unit again (at their own cost). Students that miss a scheduled assessment due to unforeseen circumstances or illness (evidence is required), must organise reassessments/re-sits directly with their trainer. Students are given the opportunity to appeal assessment decisions. Refer to Complaints and Appeals Policy.

Results

Results will be graded as ‘Competent’ (C) or “Not Yet Competent (NYC)

Assessment Folders and file names

- Attach your assessment to an assessment cover sheet.
- Assessments should be clearly presented on A4 paper; either typed using double-spacing or neatly hand written. Only one side of the paper should be used.
- A margin of approximately 4-cm should be ruled on the left of each page.
- Pages should be numbered consecutively.
- All assessment tasks must include the students name, unit code/name and assessment task number/item.
- Practical material included in assessments must be clearly marked and include an itemised list of components.
- All electronic files must be saved in the following format **student first initial last name unit code and assessment task number** for example **rhardwicke_BSBITU306_AT1-1**.

All work presented for assessment is expected to be the student’s own original work. All sources of materials used should be appropriately acknowledged.

General Information

Accidents

All injuries/accidents must be reported immediately to your teacher or administration staff.

Buddy System

Students are encouraged to swap addresses and telephone numbers with another student from your class. By doing this you are able to easily setup study groups or arrange copies of notes and lecture materials if you miss a class.

Cleanliness & Recycling

Rubbish bins have been placed in appropriate areas; please assist the cleaning staff by using them. The importance of cleanliness will be stressed in whatever course you are undertaking.

Feedback

Students will be asked to complete formal feedback questionnaires at various times throughout their course of study but are encouraged to provide comments to any staff member about their study or the operation of Ignite in general at any time.

Student Support Services

Ignite staff are available and always willing to assist students who seek help. Ignite has access to and will provide learner support arrangements including language, literacy, numeracy and disability support services where required.

Student Resources

Ignite provides students with access to a comprehensive range of learning resources, including textbooks, journals, and DVD's, which may be borrowed for study use. Teachers can arrange for loans on request. The Library borrowing register must be completed and students are required to sign out all items and return within 4 weeks.

Students are required to return borrowed materials by due date and observe copyright laws when using resources. Students will be required to pay for loss or damage to resources.

FEES, CHARGES & REFUNDS

Ignite Education makes every effort to ensure potential students are made aware of its Fees, Charges and Refund Policy, before they are enrolled into a course.

Fees and charges: The Principal is responsible for approving Ignites Schedule of Fees and Charges. Student fees and charges are listed in the course information provided to students prior to enrolment. When Ignite collects student fees in advance it accepts payment of no more than \$1,500.00 from each individual student prior to the commencement of the course.

Fees and Charges - General

Ignite Education provides the following fee information to each student:

- The total amount of all fees including course fees, administration fees, materials fees and any other charges – this information is provided to the student in the Course flyer.
- Traineeship and Certificate 3 Guarantee students may claim concessions on fees by providing the appropriate evidence E.g. Health Care/Pensioner Card and requesting the concession on their enrolment form.
- School based trainees will not be charged any fees in relation to their traineeship program.
- Payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee – this information is provided on the “Schedule of Fees” form.
- The nature of the guarantee given by Ignite Education to complete the training and/or assessment once the student has commenced study in their chosen qualification or course – this guarantee is provided in this Student Handbook.
- The fees and charges for additional services, including such items as issuance of a replacement qualification testamur and the options available to students who are deemed not yet competent on completion of training and assessment – this information is provided in this Student Handbook.
- Employers that pay the student contribution fees for their employees will be charged in accordance with funding contractual requirements and the requirements as listed in their specific contract/agreement with Ignite. This information is provided to them prior to enrolling students into a course with Ignite Education.

Fees and Charges - Fee for Service programs (unfunded): fees must be paid in advance for each course OR unit of competency and are due prior to course commencement unless prior arrangements are made.

Fees and Charges – (Traineeships only)

Students undertaking a QLD User choice funded traineeship are required to pay a student contribution fee of \$1.60 per nominal hour (hours and fees will vary dependent on the qualification and units the student is enrolling in). This fee will be charged to the student upon enrolment. Specific fee information will be provided to the student prior to enrolment.

Concessions are available, please see below:

Partial exemption is when the student falls into one or more of the following exemption categories and no more than 40% of the tuition fee is charged:

- a) The Participant was or will be under 17 at the end of February in the year in which the College provides training, and the Participant has not completed year 12
- b) The Participant holds a health care card or pensioner card issued under Commonwealth law, or is the partner of a dependent of a person who holds a health care card or pensioner concession card, and is name on the card
- c) The Participant issues the College with an official form under Commonwealth law confirming that the Participant, his or her partner or the person of whom the Participant is a dependent, is entitled to concessions under a health care card or pension concession card, or
- d) The Participant is an Aboriginal or Torres Strait Islander person

Full exemption on grounds of extreme hardship or other special circumstances:

- a) Where payment of the tuition fee and/or a student services would cause the Participant extreme financial hardship, then the supplier may exempt the Participant from these fees.
- b) The exemption process should be in place at the time of the Participant's enrolment.
- c) Where the Participant is a School Based Apprentice or Trainee.

Students enrolling in a course at Ignite acknowledge the following (contained in the enrolment form):

- That the information they provide is complete and correct.
- Agree to be bound by Ignites rules and regulations and any amendments made to the rules and regulations.
- Agree to undertake a testing requirement prior to any course entry, if deemed necessary by Ignite.
- Agree to pay all fees required on or before the due date as notified in writing by Ignite or as per the invoice (unless their employer is paying their fees)
- Ignite reserves the right to accept or reject any application for enrolment at its discretion.

Fees and Charges – Certificate III Guarantee

What is the Certificate III Guarantee program?

The Certificate 3 Guarantee is a key initiative under the Queensland Government's five-year training reform action plan, great skills real opportunities. The Certificate 3 Guarantee supports eligible individuals to complete their first post-school certificate III level qualification. It also supports Queensland's Year 12 graduates to transition to employment by providing fee-free training in high-priority qualifications. Eligibility criteria apply.

Further information can be found in the [Certificate III Guarantee -Student Fact Sheet](#).

Students undertaking a Certificate III Guarantee funded program are required to pay a student contribution fee, please see your enrolment form for current fees (non - concession and concession). Fees will be charged to the student upon enrolment. Specific fee information is provided to the student prior to enrolment.

Concessional student status applies when:

- the student holds a Health Care concession card or Pensioner concession card issued under Commonwealth law, or is the partner or a dependent of a person who holds a health care concession card or pensioner concession card, and is named on the card
- the student provides the PQS with an official form under Commonwealth law confirming that the student, his or her partner, or the person of whom the student is a dependent, is entitled to concessions under a health care or pensioner concession card
- the student is an Aboriginal or Torres Strait Islander
- the student is a school student and is enrolled in a VETiS program (may include youth in detention)
- the student has a disability
- the student is an adult prisoner

Students must provide evidence of eligibility when enrolling into a course. Please discuss these requirements with Ignites administration officer.

Additional Fees

Certificate or Statement of Attainment reprint fee:

Any student request for a Statement of Attainment to be printed/re-printed; or for a Certificate to be reprinted will incur a fee of **\$30.00** per request. This fee is to be paid prior to the completion of printing and includes any postage fees. This fee is at the RTO's discretion.

Re enrolment fee:

Students that have had 3 unsuccessful assessment submission attempts (and resulted as not yet competent) will be required to re-enroll in the unit/s. The re-enrolment fee for each unit is \$150.00.

Please see Ignite Educations' Schedule of Fees for further fee information.

Refunds - General

Tuition fees and administration fees are to be refunded in full if:

- The course does not start on the agreed starting date
- The course stops being provided after it starts but before it's completed.
- The course is not provided fully to the student because the college has a sanction imposed on it by a government regulator.
- Refunds under the above conditions are paid in full to the student within 14 working days.
- Ignite Education reserves the right to cancel any course prior to the commencement date of the course should it be deemed necessary and in that event, shall refund all payments received from the student/client.
- Refunds are made in accordance with the policy below and full refunds of amounts owed to the student are made within 14 working days.
- Should a student cancel their own enrolment then they may be entitled to a full refund (less the administration fee). They must apply in writing to the Ignite Administration Officer (with supporting documentation) providing the following criterion is met:
 - Fees and charges have been paid in full before the commencement of the training and the cancellation occurs during the enrolment period.
 - The following table outlines reasons why a refund may be requested and the amount of tuition fees that are refunded to the student by Ignite for **FEE FOR SERVICE (unfunded)** courses only:

Withdrawal reason	Amount refunded
Cancellation of enrolment between 4 to 10 weeks prior to the agreed starting date.	Full amount paid by student
Cancellation of enrolment less than 4 weeks prior to the agreed starting date.	Full amount paid by student minus a \$150.00 administration charge
Cancellation of enrolment within the first 3 months of the starting date.	Full amount paid by student minus \$500.00 Administration & Training delivery charge*
Cancellation of enrolment after 3 months of starting date.	No refund of fees paid by student*

*Unless the following applies:

If the student is unable to attend due to extended hospitalisation/illness and/or pregnancy/childbirth – a full refund will be given less the administration fee (\$150.00), the student must provide a medical certificate and complete Ignite Education's refund application.

Refunds – Traineeships & Apprenticeships

The following table outlines reasons why a refund may be requested and the amount of tuition fees that are refunded to the student by Ignite for **traineeship** courses only:

Withdrawal reason	Amount refunded
Cancellation of enrolment by student prior to commencement of the course	Full amount of tuition fees paid by student or employer
Cancellation of enrolment any time after commencement of the course	Amount of tuition fees proportionate to units commenced at time of withdrawal

Refunds – Certificate III Guarantee

Withdrawal prior to commencement

Student's, who withdraw prior to the commencement of a course and have paid in full, will be refunded the amount of fees less the \$25.00 administration fee.

Withdrawal after commencement

Once a course or unit of study has commenced no refund is available unless they can provide a medical certificate outlining reasons for non-completion. An application for refund form must also be completed (See appendix 3).

Cancellation of a Course

Should **Ignite Education** cancel a course, participants are entitled to a full refund or transfer of funds to a future course. Refunds will be processed within 14 days if a course is cancelled.

Refunds - All

Process for making application for refund is as follows:

- Student must make application for refund in writing using the **Application for refund form** (Appendix 3) and submit this to the Ignite Administration Officer outlining the reasons for requesting the refund.
- Refund requests for full or partial refunds must:
 - set out the reasons for the request; and
 - be accompanied by supporting documents as may be appropriate; and
- This policy and the availability of the complaints and appeals procedure do not remove the student's rights to take action under Australia's consumer protection laws.
- Tuition fees are not transferable to another person or institution.
- Ignite reserves the right to change, alter or amend course content and structure, fees and any other matter pertaining to the provision of a course at any time. Changes, alterations and amendments may be made without notice.
- If Ignite has to change any of the refund conditions for any reason, all students will be notified of the change in writing.

- Refunds will only be paid to the person that enters into the contract with Ignite Education unless Ignite Education receives written direction to pay the refund to somebody else.

The organisational structure, governance, financial management systems and processes, experience and integrity of the management and training team and Ignite Education's continuous improvement and quality management practices ensure that continuity and completion of training and assessment is guaranteed for all students.

Implementation of Ignite Education's policies and procedures and operational framework also assist in ensuring the continuation of quality business practices and training and assessment services.

Refunds – Short Courses

Withdrawal prior to commencement

Student's, who withdraw prior to the commencement of a course and have paid in full, will be refunded the amount of fees less the \$50.00 administration fee.

Withdrawal after commencement

Once a course or unit of study has commenced no refund is available unless they can provide a medical certificate outlining reasons for non-completion. An application for refund form must also be completed (See appendix 3).

Cancellation of a Course

Should Ignite Education cancel a course, participants are entitled to a full refund or transfer of funds to a future course. Refunds will be processed within 14 days if a course is cancelled.

In the unlikely event that Ignite Education business operations are interrupted and planned training does not occur, the students training is guaranteed by Ignite education's Financial Management Policy.

In the unlikely event that training does not occur, Ignite Education will issue a statement of attainment for the training and assessment completed and will refund the remaining funds (if any), as per the Fees, Charges and Refunds Policy.

NATIONAL RECOGNITION OF PRIOR STUDIES - (CREDIT TRANSFER) & (RPL)

Ignite Education recognises that one of the most important features of the VET Quality Framework is the national recognition of other registered training organisations qualifications and Statements of Attainment.

Ignite Education accepts qualifications and Statement of Attainment issued by other Australian registered training organisations, AQF authorised issuing organisations, or authenticated VET transcripts issued by the Registrar (through the USI).

All statements of attainment, transcripts of results and certificates will be authenticated by contacting the issuing organisation.

Credit Transfer

Students must be enrolled in the course prior to applying for credit transfer. Students must complete an *'Application for credit transfer'* form (Available from the Ignite reception or the Ignite website) and:

- Include copies of official Statements of Attainment and Certificates
- Lodge the original Credit transfer form with Ignite Education, including the students USI number

Recognition of Prior Learning (RPL)

Students who can demonstrate that they are already competent in the knowledge and skills of a unit of competency, to the standard defined in the assessment criteria, may apply for recognition of prior learning. Ignite Education recognizes that competencies can be achieved in a number of ways including:

- Through formal and informal training
- Through work experience
- Through general life experience
- Through a combination of the above experiences.

Complete guidelines on applying for recognition of prior learning applications are available from the Ignite reception.

Fees for recognition of prior learning vary depending on the qualification and units being undertaken; please contact Ignite for further information.

COMPLAINTS AND APPEALS

This policy and procedure is to provide clear and practical guidelines to ensure that complaints and appeals of students can be resolved in accordance with the principles of natural justice, equitably and efficiently and applies to all students enrolled with Ignite Education.

Complaints and Appeals include but are not restricted to matters of concern to a student relating to training delivery and assessment; the quality of the training; student support and materials; discrimination; and sexual harassment. A student may challenge the issue of a result from a Course/Unit of Competency if they find the outcome inappropriate, any time within a two (2) month period of receiving the result of the Course/Unit of Competency.

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

Ignite Education strives to deal with issues as soon as they emerge, in order to avoid further disruption in the training process or the need for a formal complaint.

Procedure

Should a student have a complaint or appeal, the following steps are to be followed:

- The student should discuss the issue / complaint with the person involved to try and resolve it verbally.
- The student should request assistance from the Trainer or alternatively the Principal.
- The student should complete a Complaints and Appeals form (Appendix 1) and submit this to the Principal who will respond to you within 10 days from receipt of the letter.

If the complaint or appeal still has not resolved **Ignite Education** will:

- Make arrangements for an independent third party to resolve the issue and outline any costs that may be involved with this to the student.
- The student will be given the opportunity to formally present his or her case. The time frame for this process may vary but should take no longer than 14 days.
- All parties involved will receive a written statement of the outcomes, including reasons for the decision within the 14 day period.
- If the process is taking longer than 60 days from the complaint or appeal being received the student will be notified in writing of the reason for the delay and kept informed about all progress.

Ignite Education recognises all complaints and appeals as serious issues and will endeavor to obtain fair ruling on any matters addressed by a student of the College.

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

If you are concerned about Ignite Education as a training provider then they may approach the Regulatory Authority. This authority has the power to suspend or cancel Ignite Education's institutional registration or any course registration if a breach of the requirements of registration provision is proved. Concerns about the conduct of RTO should be addressed to:

Australian Skills Quality Authority (ASQA) -Refer to their website at <https://www.asqa.gov.au/complaints> for further information.

ACCESS AND EQUITY POLICY

Ignite Education is committed to providing a quality and discrimination free working environment for all students and staff. The aim of the Access and Equity policy is to maximise access, participation and outcomes for all persons wishing to participate in programs and training conducted by the College.

Principles

This Access and Equity Policy is based on application of the principles of:

- Equity through fair allocation of resources and involvement in training programs and education.
- Equality of opportunity within Ignite Education's education and training system
- Access to appropriate, quality education and training programs and services.
- Increased opportunity for people to participate in education and training and in relevant decision-making process within the education and training system.

Objectives

- To incorporate access and equity principles and practices in key processes that affects the outcomes for students and clients at Ignite Education.
- To achieve equitable access to education and training products and services for all present and potential students and clients.
- To encourage positive outcomes for students and clients of Ignite Education by developing processes that will enable them to participate successfully in education and training products and services.
- To develop quality support services, which enhance clients and students' chances to achieve positive out-comes.
- To establish effective links with relevant agencies advocating for groups with low levels of participation in vocational education and training.

Strategies

- Staff induction and training relating to relevant legislation and the principles and application of Access and Equity.
- The use of diagnostic tools to identify staff and student client needs.
- Provision and application of appropriate support mechanisms and resources when required

Workplace/Training discrimination is any policy, procedure, rule, regulation, decision or practice at work/training that leads to an individual, or group, not being treated equally in relation to the rest of the workforce/training group. Discrimination and harassment are against the law.

CODE OF PRACTICE

Ignite Education is committed to the maintenance of high standards in the provision of quality vocational education and training and other client services.

Educational Standards

Ignite Education will ensure that policies and management practices are adopted to maintain high professional standards in marketing, delivery of educational services and safeguard the educational interests & welfare of the students.

Ignite Education will maintain a learning environment, learning materials and methods, which are conducive to student success. Ignite will provide support services and resources to students that require assistance.

Marketing

Ignite Education will ensure its marketing programs are undertaken with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons will be drawn with any other provider or course.

Student Information

Ignite Education will provide accurate information to students, which sets out the specific course/qualification details (Current course/unit code and name), the total course costs, objectives, support services available, assessment procedures, competency standards and outcomes to be achieved by students.

Refund Policy

Ignite Education has a refund policy in place, which is fair and equitable. The policy contains guidelines for guaranteeing the refund of fees to students should a course be cancelled or the college closes down. Students notifying the college of withdrawal from their course prior to commencement date qualify for a partial refund. Other than for medical reasons the college will not refund money once the course/ unit has commenced. The college will not be liable for changes in personal circumstances, which lead to withdrawal. For further details please see pages 13-15 for Ignite Education's detailed Refund Policy.

Guarantee

Ignite Education guarantees to honor any statement made in this handbook, or its code of practice.

Sanctions

Ignite Education expects that the Approved Training Organisation status could be withdrawn should the Code of Practice not be implemented or abided to.

Privacy and Confidentiality

All students are able to access their personal training records upon providing proof of their identity in a photo format. The student must then sign the "Access to Information" form to document that they have accessed their file. Ignite Education ensures that all student information is securely stored and remains private and confidential. Please refer to Ignite Education's privacy notice on the enrolment form for further information on how your personal information is used for vocational education and training purposes.

LEGISLATION

Ignite Education complies with all relevant State or Territory laws including Commonwealth or State legislation:

- National Vocational Education and Training Regulator Act 2011 (Commonwealth)
- VET Quality Framework:
 - Standards for Registered Training Organisations 2015
 - Data provision requirements 2012
 - Fit and Proper Person Requirements 2011
 - Financial Viability Risk Requirements 2011
 - Australian Qualifications Framework
- Vocational Education, Training & Employment Act 2000 (QLD)
- Work Health and Safety Act 2011 and Work Health and Safety Regulation (Commonwealth)
- Commission for Children & Young People Act 2000 (QLD)
- Human Rights and Equal Opportunity Commission (Transitional Provisions and Consequential Amendments) Act 1986
- Racial Discrimination Amendment Act 1980
- Racial Discrimination Act 1975
- Sex Discrimination Amendment Act 1991
- Sex Discrimination Act 1984 (Commonwealth)
- Equal Employment Opportunity (Commonwealth Authorities) Act 1987
- Privacy Act 1988 (Commonwealth)
- Privacy Amendment Act 2004
- National Privacy Principles 2006
- Disability Discrimination Act 1992 (QLD)
- Anti-Discrimination Act 1991 (QLD)
- Liquor Act 1992
- Gaming Machine Act 1991

INDUSTRY PLACEMENT

Industry placement provides students with the opportunity to apply the theory and skills they learn while studying. Students can gain the skills they need to transition successfully from study to work, while giving industry the opportunity to enrich student learning experiences and increase the number of work ready graduates.

Students undertaking **Hospitality courses** will be able to complete industry placement at Currumbin RSL or one of our industry partners as long as they meet the following requirements:

- Black and white industry uniform must be worn, ironed and clean
- White shirts should be button-up with a collar, short or long sleeved (long should not be rolled up)
- Fully enclosed, non-slip shoes must be worn at all times
- Student name badge
- Hair tied back if longer than shoulder length
- A small dainty nose piercing is acceptable but no other facial piercings will be tolerated
- Minimal jewelry and clear or no nail varnish
- All students must be on time for their nominated shifts and report to the supervisor on duty
- No student shall accept less than the scheduled price for any goods dispensed. “Freebies” for staff or guests are not permitted.
- Students are not permitted any form of gaming at the industry placement location in the period defined by the agreement.
- Whilst on duty, students are not permitted to leave their workstation without approval from the supervisor.
- The supervisor on duty will direct their student when a ten-minute or 30 minute break is allowed.
- Students are not to take up prime car park spaces *i.e.* directly in front of the Club premises.
- Students who are working at the RSL Memorial Club are to park in the College car park.
- Students must not act in any manner that brings the industry placement location into disrepute whilst on or off duty. This will be deemed as misconduct.
- Drinking of alcoholic beverages is not permitted during or before working hours.
- Off duty students in uniform are not permitted to consume alcoholic beverages.
- No student member is permitted to smoke, whilst on duty, upon entry and departure of work, walking around the placement premises club during breaks.
- No food (other than take-away purchases) is to be taken from the premises under any circumstances, (*i.e.* leftovers, or scraps for pets).
- Food and beverages are only to be consumed in the designated areas in break times, not whilst on duty.
- Equipment belonging to the Club is not to be removed from the premises.
- Students are to note any restricted access areas. In the case of the RSL no entry is allowed in to the Front office or Level one Office areas, unless authorised.
- Students are expected to be **friendly and courteous at all times.**
- Students must carry out any lawful instruction of their placement supervisor.
- Students are to immediately advise their Supervisors of any dangerous working conditions or equipment needing repair, which they may notice.
- All tools and equipment are to be returned to their place of storage immediately after use.
- Do not run whilst on Club premises.
- Students witnessing an accident or breach of Club By-Laws, rules and regulations are to notify the Supervisor immediately.

- Intoxicated persons and minors are not to be served alcoholic beverages. You must notify the Supervisor on duty if you notice these persons in the bar area, as the Club adopts a policy of Responsible Service of Alcohol.
- Confidentiality of the placement trading must be upheld at all times. Under no circumstances are students to divulge any information in relation to trading levels achieved.
- Any criminal actions including theft and possession of illegal drugs will be reported to the police
- Any other guidelines, policies and procedures of the Industry partner that the student is undertaking Industry placement with

Any breeches of these rules will result in instant termination of the industry placement agreement and result in a NYC result being recorded for the units being undertaken, with no re-sit/alternative industry placement options.

DEED OF AGREEMENT - Industry Placement

A Deed of Agreement will be entered into between the student and **Ignite Education**. The agreement must be signed and dated prior to commencing Industry placement.

Industry placement is not a compulsory component of short courses, non-accredited courses or some of the Certificate II programs.

An **Industry Placement Record Book** will be issued prior to work placement for some accredited courses. This must be returned to Ignite after completion of work experience so that a statement of attainment or Certificate can be issued.

Students who are currently working in the hospitality industry may be able to provide Ignite Education with a third party report from their employer as evidence of the skills required for the vocational placement component of their course. For further information please speak with your Ignite Education Trainer/Assessor.

APPENDIX 1: COMPLAINTS AND APPEALS APPLICATION FORM

Section One

(To be completed by student)

Student's name

Address

Phone

.....

Nature of complaint

.....

.....Signature of Student

Section Two

(To be completed by Ignite Education representative if outcome is reached)

.....

.....

.....Signature of Ignite Education Representative

.....Position

Section Three

(To be completed by representative of arbitrating body if complaint is taken to this level)

.....

.....

.....

..... Signature of Arbitrating Body Representative

.....Position

APPENDIX 2: STUDENT CHANGE OF DETAILS FORM

Student Name: _____

Contact No.: _____ Student ID: _____

Previous Details	New Details
Surname: Given Names:	Surname: Given name:
Residential Address:	New Residential Address:
Postal Address:	New Postal Address:
Contact Numbers: Home: Work: Mobile:	New Contact Numbers: Home: Work: Mobile:
Email Address:	New Email Address:
Other Information:	New Information:
Enrolment information:	New Enrolment details:

Student Signature: _____

Date: _____

APPENDIX 3: APPLICATION FOR REFUND

Application for Refund			
<p>By filing in this form you are requesting to apply for a refund of fees in part or full.</p> <p>Each refund request is looked at on an independent basis. This form must be lodged to the Administration Officer within the time frame relevant to the particular refund request as outlined in the refund policy.</p> <p>A response will be issued to you within 10 business days and if successful a refund will be made as per the refund policy depending on the circumstances.</p>			
Applicant/Student's Personal Details			
Family Name:		Given Names:	
Sex: <input type="checkbox"/> Male <input type="checkbox"/> Female		Date of Birth: (dd/mm/yy): ___/___/___	
Postal Address:			
Home phone: ()		Fax: ()	Email address:
Payment details:			
Payment details (if EFT refund required): BSB: _____ Account No: _____			
Account Name: _____			
Course details			
Code: _____ Title: _____			
Amount Claimed: \$ _____			
Reason for Refund (please tick)			
<input type="checkbox"/> Withdrawal from current enrolled course at Ignite Education <input type="checkbox"/> Withdrawal from future scheduled course at Ignite Education <input type="checkbox"/> Overpayment of course fees <input type="checkbox"/> Course withdrawn by Ignite Education <input type="checkbox"/> Ignite Education is unable to provide the course for which the original offer was made <input type="checkbox"/> Other (please describe)			
<p>REQUESTS FOR REFUNDS WILL BE ASSESSED IN ACCORDANCE WITH THE IGNITE EDUCATION REFUND POLICY. PLEASE ENSURE YOU HAVE READ AND UNDERSTOOD THE REFUND POLICY FOUND IN THE STUDENT HANDBOOK, WHICH YOU RECEIVED IN YOUR ENROLMENT PACK.</p>			
Declaration			
I declare that the information provided by me is true and complete and that it is my responsibility to provide all necessary documentation to support my request for refund. I agree and have read and understood Ignite Education's Refund Policy			
Signature		Date	/ /
<i>Please return to: Ignite Education, PO Box 65 Currumbin Q 4223</i>			
OFFICE USE ONLY			
Received by:	Refund Number Issued:	Date:	Authorised by:
Outcome:	Date if Refund issued:	Amount:	

APPENDIX 4: REQUEST FOR EXTENSION OF ASSESSMENT

Application for extension of assessment task submission			
<p>All students requesting an extension to the due date for an assessment must complete this form. The submission of the form does not automatically approve an extension.</p> <p>Please complete the form below and submit to your trainer at least 3 days prior to the assessment due date. Extensions will be granted in exceptional circumstances only and must be supported by appropriate evidence. Circumstances will be evaluated on their own merit. If illness is the reason for your request a medical certificate must be attached to this form.</p> <p>This application will be reviewed and your trainer will notify you of the outcome and new due date (if applicable).</p>			
Family Name:		Given Names:	
Date of Birth: (dd/mm/yy): ___/___/___		Email:	
Trainer/Assessor Name:			
Home phone: ()		Fax: ()	Email address:
Assessment details:			
Qualification Code & Name:			
Unit Code & Name:			
Assessment Task No.:			
Assessment Task Title:			
Due Date:			
Reason for extension request:			
Student signature:			
Signature:		Date	/ /
<i>Please submit to your trainer.</i>			
OFFICE USE ONLY			
Trainer/Assessor Comments: (to support decision)			
Trainer/Assessor Signature:		Date:	/ /
<input type="checkbox"/> Approved		Extension granted until / /	
<input type="checkbox"/> Not approved			
Date student notified / /		Method of notification:	By (person):

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STUDENT DECLARATION OF UNDERSTANDING

Students should complete this form to acknowledge that they have been made aware and understand the contents of the student handbook and all information pertaining to their course of enrolment.

I _____
(Insert Name)

Declare that:

- I have received and understand the **Ignite Education** student handbook
- I understand my obligations/responsibilities as a student
- I have been offered the opportunity to access learning support
- I have been provided with a course outline and timetable for the course in which I have been accepted
- I have been advised of the qualification to be issued on completion
- I have been advised of the support and tools for Language, Literacy and Numeracy
- I have been advised of the Industry placement Rules and Regulations
- All fees and refunds have been explained to me and I have received a schedule of fees
- I have been advised of the eligibility requirements for funded programs
- I have been explained the evacuation procedure for Ignite Education premises
- I have read Ignite Education's Assessment Policy and understand that:
 - I must submit assessments on or before the due date (unless extension has been granted)
 - If I do not submit assessments on time and make progress in my course I am at risk of my course enrollment being cancelled
 - Extension requests must be made in writing to my trainer/assessor before the assessment due
 - I must attend/participate in scheduled assessments date
 - I can have 3 assessment submission attempts (first submission and then 2 re-sits)
 - If I am resulted as unsatisfactory for all three assessment submissions, I will be deemed not competent in the unit/units and I will have to re-enroll and pay the fee of \$150 per unit to undertake the unit again

Signed: _____ Date: _____