



Student Handbook for Ignite Education

Ignite Education

Handbook Disclaimer

This Student Handbook contains information that is correct at the time of printing. Changes to legislation and/or Ignite Education policy may impact on the currency of information included. Ignite Education reserves the right to vary and update information without notice. You are advised to seek any changed information and/or updates from your trainer or by contacting Ignite Education.

This handbook has been prepared as a resource to assist students to understand their obligations and also, those of Ignite Education. Please carefully read through the information contained in this guide. All students need to read, understand, be familiar with, and follow the policies and procedures outlined in this Handbook. Any queries can be directed to:

Ignite Education

Address: 164 Duringan St, Currumbin QLD 4223

Mailing Address: PO Box 65, Currumbin QLD 4223

T 07 5559 5077

E admin@ignite.edu.au

W <http://ignite.edu.au>

Table of Contents

Important Details	5
Welcome	6
Legislation	8
Codes of Conduct	9
Other Policies and Procedures	10
Privacy	10
Enrolment	11
Fees	12
Refunds	16
Course Information	19
Assessment Information	24
Student Conduct	25
Workplace Health & Safety	26
Issuing Certificates	27
Student Handbook Verification	28
Appendix A	29
Appendix B	31
Appendix C	32

Ignite Education

Important Details

Registered Training Organisation (RTO) Details:

Head Office: **Ignite Education**

Provider code: 5897

Address: 164 Duringan St, Currumbin QLD 4223

Mailing Address: PO Box 65, Currumbin QLD 4223

T 07 5559 5077

E admin@ignite.edu.au

W <http://ignite.edu.au>

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Ignite Education

Welcome

Congratulations on your choice to undertake a qualification with Ignite Education.

We have been delivering training since 1988. Our we are committed to providing personal, friendly, affordable, and flexible training for all its students.

Our Vision is: Learning, Caring, Preparing. Together we achieve!

Our Mission is: Our mission is to create enduring educational and employment opportunities for our students, businesses, and wider community

Our Core Values are:

Excellence: We pursue excellence in all we do and nurture this pursuit in others

Ethics: We are committed to doing the right things in both our words and actions

Professionalism: We hold ourselves to the highest standards of expertise and professional conduct

Innovation: We embrace change, creative thinking, and entrepreneurial spirit

Teamwork: In working together we respect each other and welcome diverse viewpoints

About Us

As a Registered Training Organisation (RTO) Ignite Education delivers nationally recognised qualifications in:

- Hospitality
- Business
- Tourism

In Australia, only Registered Training Organisations can issue nationally recognised qualifications. Our RTO provider code is 5897.

Our campus is situated in Currumbin at the Gold Coast. Our campus is a purpose-built training facility offering three classrooms, laptops, internet, fully equipped bar, espresso coffee machine, 'mock Cafe' and gaming machines.

We are proudly partnered with the Currumbin RSL Club. This allows us to offer our students work experience through the RSL and Dune Café.

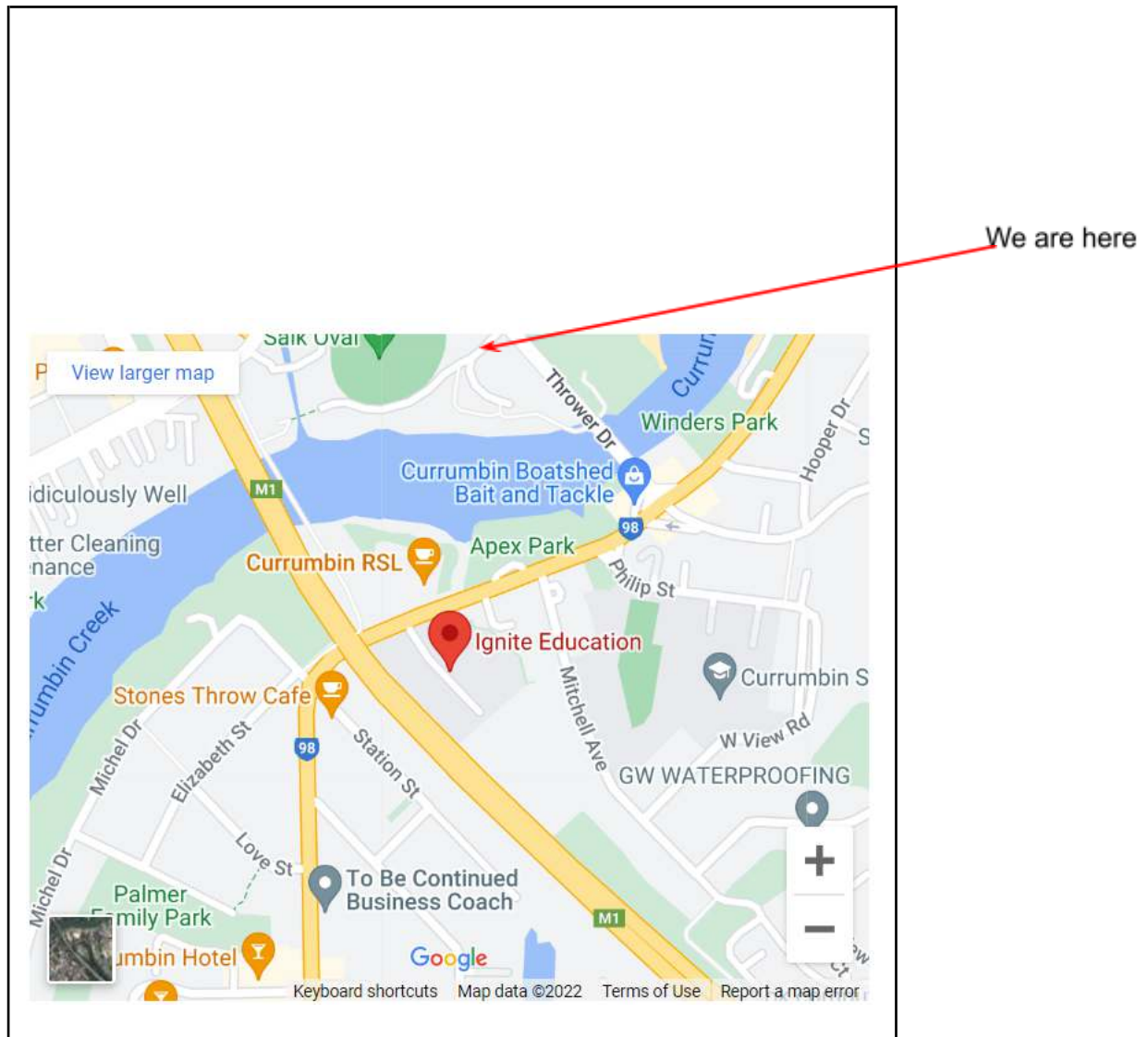
Our courses are delivered by appropriately qualified and experienced trainers, and through a variety of methods depending on the course. Training sessions may include:

- Classroom lessons
- Online modules
- Online training and collaboration
- Face-to-face support
- Workplace visits
- A combination of the above

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Contacting Us

Our contact details are listed in the 'Important Details' section at the beginning of this Handbook. Feel free to contact us with any query you may have regarding your learning experience with Ignite Education.



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Legislation

As an RTO, Ignite Education is required to adhere to legislation designed to uphold the integrity of nationally recognised qualifications. This includes:

- *National Vocational Education and Training Regulator Act 2011*
- *Standards for Registered Training Organisations (RTOs) 2015*

Additionally, Ignite Education abides by a range of other legal requirements at a State and Commonwealth level including, but not limited to:

- Disability Discrimination Act 1992 (Commonwealth)
- Anti-Discrimination Act 1991 (Qld)
- *FET Act 2014 (apprenticeships and traineeships)*
- Privacy Act 1988 (Commonwealth)
- National Privacy Principles 2006
- Disability Discrimination Act 1992 (QLD) (Commonwealth)
- Queensland's Human Rights Act 2019 Equal Employment Opportunity (Commonwealth Authorities) Act 1987
- *Fair Work Act 2009*
- Copyright Act 1968
- Racial Discrimination Amendment Act 1980
- Racial Hatred Act 1995
- Sex Discrimination Amendment Act 1991
- Equal Opportunity (Commonwealth Authorities) Act 1987
- Commission for Children & Young People Act 2000 (QLD)
- Vocational Education, Training & Employment Act 2000 (QLD)
- Work Health and Safety Act 2011 and Work Health and Safety Regulation (Commonwealth)
- National Vocational Education and Training Regulator Act 2011 (Commonwealth)
- Data provision requirements 2020
- Liquor Act 1992 (QLD)
- Gaming Machine Act 1991 (QLD)

Ignite Education is dedicated to following the provisions in the VET Quality Framework.

More information about these regulations and legal frameworks can be found at:

- www.comlaw.gov.au which is the Australian Government website for Commonwealth Law
- www.asqa.gov.au which is the website for the regulator of Australia's vocational education and training (VET) sector

Codes of Conduct

As a responsible member of the VET community, **Ignite Education** follows a Code of Conduct which outlines how you can expect the organisation and our staff to behave.

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- Trainers - Code of Conduct

Trainers are expected to, at all times:

- Whilst learners are under their supervision, take care of their safety and wellbeing, as duly practicable
- Conduct relationships with learners in a professional, ethical, and respectful manner by maintaining appropriate working relationships and boundaries
- Respect learner's individual differences, including cultural and ethnic diversity
- Differentiate clearly between expressions of opinion and evidenced based information
- Ensure information provided by learners in the course of their training is confidentially protected, unless the trainer believes that the learner's safety or wellbeing is, or has been compromised
- Verify learner's assessment evidence based on the Rules of Evidence
- Not be coerced into making assessment judgements based on inducements, gift, or rewards, which could in any way influence the trainer's assessment decisions for individual learners
- Use all learning, support and assessment resources and facilities, including IT resources for the sole purpose of enabling learners to undertake their training and assessment requirements
- Comply with all Commonwealth, State and Territory legislation and regulatory requirements

- Trainers - Code of Conduct

Similarly, **Ignite Education** has expectations for student behaviour. These are outlined in the section 'Student Conduct'.

Ignite Education's Code of Conduct states that:

Students are expected to, at all times:

- Act in accordance with the Student Code of Conduct
- Comply with all Commonwealth, State and Territory legislation and regulatory requirements
- Read and comply with the organisation's policies and procedures
- Meet all course requirements to the best of their abilities relevant to the education and training undertaken with the organisation, which includes regular attendance and engagement in learning, academic activities, and meeting the course assessment timelines
- Treat all staff and students with courtesy, respect, and dignity
- Avoid interfering, or disrupting any training, teaching, learning, assessment, or any other academic activity of the organisation
- Use all learning and support resources and facilities, including IT resources in a manner that does not impede learning, or the learning of other students
- Conduct themselves in a professional manner whilst undertaking vocational placement or other forms of industry related training and assessment activities
- Ensure that the organisation's reputation is not adversely affected

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- Comply with all reasonable directions given by the RTO's staff and trainers/assessors

A copy of the Code of Conduct can be obtained by contacting our administration department admin@ignite.edu.au or accessing our website <http://ignite.edu.au>.

Other Policies and Procedures

The following Policies and Procedures underpin **Ignite Education's** operations. Please contact our administration department admin@ignite.edu.au for more information:

- Access and Equity Policy
- Assessments Policy and Procedure
- Complaints & Appeals Policy and Procedure
- Credit Transfer_RPL Policy & Procedure
- Fees Policy
- Marketing Policy
- Policy for Student Conduct
- Privacy Policy
- Refund Policy and Procedure
- Student Safety Procedure
- Student Support Policy
- Workplace Health and Safety Policy

Privacy

Ignite Education strongly supports the privacy and confidentiality of its students. Information is collected and stored in accordance with the *Privacy Act 1988*. Certain general, non-specific information such as location, sex, age and results may be passed on to agencies to inform future funding arrangements and/or statistical data gathering requirements.

We will not give out your information to any person or agency without your permission, unless we are required to do so by law.

Ignite Education is required to comply with the *Australian Privacy Principles* which are outlined in Schedule 1 of the *Privacy Act 1988*.

A copy can be obtained by contacting our administration department admin@ignite.edu.au or accessing our website <http://ignite.edu.au>.

Our Privacy Notice can be found at the back of this Handbook.

Access to Your Records

If you wish to access your student information file, please direct your enquiry Ignite Education Admin (admin@ignite.edu.au), or the Chief Executive Officer, in writing.

can be obtained by contacting our administration department admin@ignite.edu.au or accessing our website <http://ignite.edu.au>.

Enrolment

The enrolment process and dates may vary depending on the type of qualification you intend to study.

An enrolment form must be completed, together with any required observations and/or self-assessment regarding special circumstances and/or training needs. Information on the fees and charges relating to your proposed course of study will be provided, and payment terms and methods will be agreed upon.

Once all enrolment forms have been completed, you will be enrolled into the qualification and a trainer and assessor assigned to help you through the course. Note that enrolment is not confirmed until fees have been paid as agreed.

A copy of the Student Handbook will be provided to you on enrolment and can also be obtained by accessing our website <http://ignite.edu.au>.

Entry Requirements

Please contact **Ignite Education** to confirm any pre-requisites that are required for entry to the course in which you are interested. Entry requirements, for example, may relate to:

- Previous workplace experience
- Previous completion of another qualification that is specified as a pre-requisite for a course
- Levels of language, literacy and numeracy skills appropriate for successful completion of the coursework and also, for effective performance in the workplace in the specific job-role
- Access to a relevant workplace and job-role where the required competencies can be learned and practiced
- Access to a computer that has appropriate software and capacity to access learning and assessment materials
- Access to an internet connection with sufficient capacity to download course materials (e.g. broadband connection)
- Access to course specific materials such as personal protective equipment (PPE) or other tools of trade

Unique Student Identifier (USI)

A USI is required by all Australians undertaking nationally recognised training. It allows students to link to a secure online record of all qualifications gained regardless of the provider. This system was implemented by the Australian Government in 2015, so it will show student achievements from 1 January 2015 onwards.

As an RTO, Ignite Education cannot issue Certificates or Statements of Attainment without a USI. Therefore, it is mandatory that all students supply their USI upon enrolment.

If you do not have a USI, please visit <https://www.usi.gov.au/students/create-your-usi> for more information, and instructions on how to apply.

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Personal Learning Plan

As part of the overall enrolment process, **Ignite Education** will work with you to develop a customised plan for your learning that will address course requirements as well as your personal circumstances. This includes the opportunity for you to complete a Language, Literacy and Numeracy (LLN) indicator which will identify any areas in which additional support may be required. Trainers will review the results to ensure that we can provide the best training support possible to you.

Access and Equity

Ignite Education will work to meet the needs of the community and individuals and/or groups who might be otherwise disadvantaged. This includes providing fair allocation of resources and equal opportunity to access training services. Ignite Education prohibits discrimination based on factors including:

- Gender
- Age
- Marital status
- Sexual orientation
- Race
- Ethnicity
- Religious background
- Parental status

Ignite Education will work to ensure all participants have the right resources available to allow successful completion of course requirements. This includes flexible delivery and assessment arrangements where necessary, and LLN support.

It is the responsibility of all staff at Ignite Education to uphold our commitment to Access and Equity principles. If you have questions or concerns, please contact our RTO General Manager or CEO.

A copy of our policy can be obtained by contacting our administration department admin@ignite.edu.au or accessing our website <http://ignite.edu.au>.

Other Support Services

Ignite Education is at all times concerned for the welfare of its students. If you are experiencing difficulties and/or require counselling or personal support, there are a number of professional organisations well equipped to offer services to help. Included are:

Lifeline: 13 11 14 or www.lifeline.org.au

Beyond Blue: 1300 22 4636 or www.beyondblue.org.au

Salvation Army: 13 SALVOS (13 72 58) or www.salvos.org.au

Fees

Information about fees and charges is documented clearly on our website <http://ignite.edu.au> or can be obtained by contacting **Ignite Education**. A number of factors will determine how much your course will cost. This includes things like:

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- Which course you will study
- Course duration
- Study load and mode (full time, part time, face-to-face, online etc.)
- Any credits that may be applied through direct credit transfer, recognition of prior learning and/or recognition of current competency
- Your eligibility for subsidies or concessions eg, Certificate III Guarantee, VETiS funding
- Your participation in a traineeship

Costs will be discussed prior to enrolment with you and/or any third party involved (such as employer, school etc.) who will be paying the tuition fees. All fees are correct as of November 2022 and are subject to change. Please contact Ignite Education if you have any questions related to course fees.

Some students may be eligible for a concession fee. Students of Aboriginal or Torres Strait Islander origin, and/or holders of concession cards like Health Care Card, Pensioner Concession Card or Veteran Affairs Pensioner Concession Card, may be eligible.

If you do not have a concession card, contact Human Services (Centrelink) to determine your eligibility (<https://www.humanservices.gov.au>).

Course Fees

BSB30120 Certificate III in Business

*Fee for Service

Students who are ineligible for government funded training can still complete a course by personally paying for the course. This is called Fee for Service delivery. Below are the current Fee for Service Prices for full qualifications with Ignite Education.

Delivery: Flexible delivery – online or on campus

Units: 13 units: 6 core units and 7 elective units

Inclusions: All resources

Cost: Full fee-paying student - \$1,800.00

Full upfront fee is not required at time of enrolment(Payment Plan Options Available)

Recognition of Prior Learning (RPL):

Recognition of Prior Learning may be applied for. RPL is about skills and knowledge you've gained through work and life experiences. We will discuss this process with you at enrolment and if you would like to proceed then an RPL application form will be filled in.

Delivery: Your skills will be assessed against industry standards by our RPL assessor.

Application Cost: \$200 per unit

Qualification Cost: \$1800 full course

Traineeships – Business

School based traineeships

Delivery: 12- 18-month delivery – online, on campus, in the workplace

Units: 13 units: 6 core units and 7 elective units

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Inclusions: All resources

Cost: No cost for School Based Traineeship

Part-time & Full -time Traineeships

Delivery: 12- 18-month delivery – online , on campus, in the workplace

Units: 13 units: 6 core units and 7 elective units

Inclusions: All resources

Cost -Co-contribution fee:

Concessional \$25.00 (\$1.92 per unit)

Non-Concessional \$50.00 (\$3.85 per unit)

Certificate 3 Guarantee

Delivery: Flexible delivery – online or on campus

Units: 13 units: 6 core units and 7 elective units

Inclusions: All resources

Cost - Co-contribution fee:

Concessional \$25.00 (\$1.92 per unit)

Non-Concessional \$50.00 (\$3.83 per unit)

SIT20322 Certificate II in Hospitality

VETiS

Delivery: Flexible delivery – online or on campus

Units: 12 units: 6 core units and 6 elective units

Inclusions: All resources

Cost: No cost for eligible school students

Competencies:

Core units

BSBTWK201 Work effectively with others

SITHIND006 Source and use information on the hospitality industry

SITHIND007 Use hospitality skills effectively

SITXCCS011 Interact with customers

SITXCOM007 Show social and cultural sensitivity

SITXWHS005 Participate in safe work practices

SITXFSA005 Use hygienic practices for food safety

Elective units

SITHFAB021 Provide responsible service of alcohol

SITHFAB025 Prepare and serve espresso coffee

SITHFAB027 Serve food and beverage

SITHCC025 Prepare and present sandwiches

SITXFIN007 Process financial transactions

SIT30616 Certificate III in Hospitality

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***Fee for Service**

Students who are ineligible for government funded training can still complete a course by personally paying for the course. This is called Fee for Service delivery. Below are the current Fee for Service Prices for full qualifications with Ignite Education.

Delivery: Flexible delivery – online or on campus

Units: 15 units: 7 core units and 8 elective units

Inclusions: All resources

Cost: Full fee-paying student - \$1,800.00

Full upfront fee is not required at time of enrolment(Payment Plan Options Available)

Recognition of Prior Learning (RPL):

Recognition of Prior Learning may be applied for. RPL is about skills and knowledge you've gained through work and life experiences. We will discuss this process with you at enrolment and if you would like to proceed then an RPL application form will be filled in.

Delivery: Your skills will be assessed against industry standards by our RPL assessor.

Application Cost: \$200 per unit

Qualification Cost: \$1800 full course

Traineeships

School based traineeships

Delivery: 12- 18-month delivery – online, on campus, in the workplace

Units: 15 units: 7 core units and 8 elective units

Inclusions: All resources

Cost: No cost for School Based Traineeship

Part-time & Full -time Traineeships

Delivery: 12- 18-month delivery – online, on campus, in the workplace

Units: 15 units: 7 core units and 8 elective units

Inclusions: All resources

Cost -Co-contribution fee:

Concessional \$25.00 (\$1.66 per unit)

Non-Concessional \$50.00 (\$3.33 per unit)

Certificate 3 Guarantee

Delivery: Flexible delivery – online or on campus

Units: 15 units: 7 core units and 8 elective units

Inclusions: All resources

Cost - Co-contribution fee:

Concessional \$25.00 (\$1.66 per unit)

Non-Concessional \$50.00 (\$3.33 per unit)

Further information can be obtained by contacting our administration department

admin@ignite.edu.au

Other Fees

Re-issue of Transcripts

An administration fee of **\$30** applies for Ignite Education to re-issue a copy of your Certificate or Statement of Attainment. This fee is to be paid prior to the completion of printing and includes any postage fees.

Cancellation Fee

A cancellation fee may apply for withdrawing from a course. This will be negotiated on the case-by-case basis.

Payment Options

Payment of course fees can be made to Ignite Education via:

- Credit card
- Debit card
- Electronic funds transfer
- Cash

Fees must be paid by the due date agreed in your individual training contract. This will be clearly stated prior to your enrolment.

Failure to Make Payment

If payments are not made according to the agreed terms of the training contract, Ignite Education may find it necessary to suspend training until payment is received. Failure of the student and/or their representative to meet payment obligations may result in the outstanding debt being handed over to a registered debt collector. Any fees associated with this service will be added to the total outstanding amount for recovery.

Please note that outstanding fees may result in cancellation of your enrolment and/or Ignite Education withholding the issue of qualifications until all fees are paid (this does not apply to trainees).

If you have trouble paying your fees, please contact Ignite Education Admin or contact us via email – admin@ignite.edu.au to discuss options.

A copy of our policy can be obtained by contacting our administration department admin@ignite.edu.au or accessing our website <http://ignite.edu.au>.

Refunds

Should a student withdraw from a course for any reason, a full or partial refund may be applicable. Information below outlines some of the circumstances under which a refund may be granted. Please contact contact Ignite Education Admin or contact us via email – admin@ignite.edu.au to discuss individual circumstances.

Note: Students enrolled under the VET Student Loans scheme must read the 'VET Student Loans' section for information related to refunds.

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Course Withdrawal

If you wish to withdraw from a course, you must advise Ignite Education in writing of your decision within 14 days. Please complete the Refunds Application Form available from Ignite Education Administration and send your form plus notification to request a refund to admin@ignite.edu.au and include the following information:

- Your name
- Contact details (address, phone, email etc.)
- USI
- Effective date of the cancellation
- Application for refund form including reason for refund request, all documents relevant to consideration of the claim

Your application will be reviewed, and you will be advised of the outcome within 7 working days.

Please note the following information in relation to refunds

1. If Ignite Education receives fees paid in arrears, then the refund policy is not applicable.
2. The refund policy and procedures apply to those students who pay their fees in advance
3. In making a contract to enrol in a course at Ignite Education the applicant acknowledges the following:
 - That the information provided by the applicant in their application is complete and correct.
 - Agrees to be bound by Ignite Education 's rules and regulations and any amendments made to the rules and regulations.
 - Agrees to undertake a testing requirement prior to any course entry, if deemed necessary by Ignite Education.
 - Agrees to pay all fees required on or before the due date as notified in writing by Ignite Education or as per the invoice.
 - Ignite Education will access these fees in accordance with the procedures established by the State Government and the Australian Department of Employment, Education and Workplace Relations (DEEWR).
 - Ignite Education reserves the right to accept or reject any application for enrolment at its discretion.
 - In the event that a course is cancelled by Ignite Education for any reason, students enrolled at the time of the cancellation announcement will have their fees fully refunded. Students who may have already been assessed as competent for some units in the course will be issued a Statement of Attainment for those units.
 - Refunds are made in accordance with the policy below and full refunds of amounts owed to the student are made within 14 working days.
 - Tuition fees and application fees to be refunded in full if:
 - o The course does not start on the agreed starting date
 - o The course stops being provided after it starts but before it's completed.
 - o 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.

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Withdrawal Prior to Commencement of Course

If you withdraw from a course prior to commencing any learning and/or assessment tasks associated with the course, a refund of the full course fees will be made less an administration fee of \$50. This is because Ignite Education will have already expended resources associated with setting up student records and providing materials.

Should a student cancel their own enrolment then they may be entitled to a full refund (less the enrolment fee). They must apply in writing to the GENERAL MANAGER, Ignite Education (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.

Withdrawal After Commencement of Course

Refund is provided to student as per this Refund Policy and Procedures. A copy of our policy can be obtained by contacting our administration department admin@ignite.edu.au or accessing our website <http://ignite.edu.au>.

Withdrawal Reason	Amount Refunded
Withdrawal at least 1 week prior to the agreed start date	Full refund <u>less</u> an administration fee of \$50
Withdrawal on/after agreed start date	50% refund
Withdrawal after the agreed start date	No refund
Course withdrawn by Ignite Education	Full refund
Ignite Education is unable to provide the course for which the original offer was made	Full refund

Withdrawal Due to Illness or Hardship

In circumstances of illness and/or extreme hardship/other cases, you may withdraw and be entitled to a partial refund under the following conditions:

- Satisfactory evidence for withdrawal (e.g. medical certificate) must be provided
- A non-refundable administration fee \$50 will be deducted from any eligible refund
- Any refund will be at the discretion of Ignite Education

Cancellation of Course by Ignite Education

In the event that a course is cancelled by Ignite Education for any reason, students enrolled at the time of the cancellation announcement will have their fees fully refunded. Students who may have already been assessed as competent for some units in the course will be issued a Statement of Attainment for these units and the cost of issuing the statement(s) will be deducted from the refund total.

A copy of our policy can be obtained by contacting our administration department admin@ignite.edu.au or accessing our website <http://ignite.edu.au>.

Appealing the Refund Decision

- The agreement 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 or to contact the state Training Ombudsman.
- Ignite Education dispute resolution process does not circumscribe the student's right to pursue other legal remedies.
- The student can refer to Ignite Education's complaints and appeals procedure if they wish to appeal the refund policy.
- Tuition fees are not transferable to another person or institution.
- Ignite Education reserves the right to change, alter or amend curricula, syllabi, course structure, fees and any other matter pertaining to the provision of a course at any time. Ignite Education changes, alterations and amendments may be made without notice.
- If Ignite Education has to change any of the refund conditions for any reason, all students are 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.

Course Information

After enrolment, you will be given access to training materials in hard copy and/or digital format. You will need to supply your own stationery materials.

A welcome email will be sent with log-in details so you can access Ignite Education's online learning platform.

Your Training Plan and delivery and assessment will be discussed in relation to:

- Online modules
- Workplace visits
- Classroom sessions
- A combination of the above

Duration

How long your course will take depends on a number of factors. Included are your own efforts and commitment to submitting assessments regularly and on time, your study load (i.e. full- or part-time), your Training Plan requirements if you are a trainee, and how many units (if any) are eligible for credit transfer and/or recognition of previous experience and qualifications. Further, the level of the qualification being undertaken will impact on course duration. The Australian Qualifications Framework (AQF) summarises the criteria of different qualification levels and gives an indication of the complexity, depth of achievement, knowledge, skills and levels of autonomy required to achieve a qualification at that level.

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The AQF expresses the time expected to gain a qualification as an equivalent to full-time years. This is known as the 'Volume of Learning'.

Volume of Learning

Volume of Learning statements provide an indication of the amount of time it is expected that a student would need as a full-time student to achieve the qualification. Volume of Learning figures assume none of the competencies identified in a qualification are currently held.

The listed time frames account for **all activities** a student would undertake, including supervised training activities, classroom sessions, online modules and/or workplace learning, as well as individual study, practice and learning.

The Volume of Learning for qualifications in the VET sector are:

AQF Qualification Level	Typical Volume of Learning
Certificate I	0.5 - 1 year
Certificate II	0.5 - 1 year
Certificate III	1 - 2 years (up to 4 years for some apprenticeship/traineeship agreements)
Certificate IV	0.5 - 2 years
Diploma	1 - 2 years
Advanced Diploma	1.5 - 2 years

(Taken from: <https://www.aqf.edu.au/sites/aqf/files/aqf-2nd-edition-january-2013.pdf>)

More information on Volume of Learning can be accessed at:

[The Australian Qualifications Framework | AQF](#) -The AQF Second Edition January 2013

Competency Based Training

Competency Based Training (CBT) is an approach to teaching that focuses on allowing a student to demonstrate their ability to do something. Used in the VET sector, CBT is used to develop concrete skills and is typically based on a standard of performance expected in the workplace and industry.

CBT programs deliver qualifications that are made up of Units of Competency. Each unit defines the skills and knowledge required to effectively perform in the workplace. Assessment is based upon the learning outcomes expected from each Unit of Competency.

How Does Assessment Work in CBT?

Unlike the traditional school system of grading assessments on a scale ranging from A to Fail, assessment of CBT determines if you have the required skills and knowledge... or not yet.

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Assessment is specifically conducted to determine if a student can deliver essential outcomes related to the performance criteria within each Unit of Competency. Basically, this means assessment is conducted to see whether or not a student has the required skills and knowledge to perform effectively in the workplace. If a student's performance in the assessment does not demonstrate the requirements the student is marked as 'Not Competent', while successful performance will result in the student being deemed 'Competent'. Assessors will look for evidence against which to base their judgements of competency.

Ignite Education has a Training and Assessment Strategy for each of the qualifications we deliver and we outline our approaches for conducting assessment in those strategies.

The ways to demonstrate to our qualified assessors that you can perform to the required standard and be classed as 'Competent' or 'Meeting Requirements', may include:

- Being observed as you work/perform the tasks and activities
- Responses to verbal questioning
- Written responses to theory questions
- Responding to a role play or case study
- Conducting a project
- Submitting a written report
- Compiling a portfolio of work samples
- A combination of the above

Training and Assessment Strategies

Ignite Education staff are appropriately qualified and have sufficient, relevant industry experience to train and assess the courses delivered. On occasion, a subject specialist may conduct assessment in conjunction with a fully qualified assessor. You will be advised of specific instances in your course where this may be the case.

Our methodologies regarding training and assessment work toward ensuring our processes meet national assessment principles, including Recognition of Prior Learning (RPL), Recognition of Current Competencies (RCC) and Credit Transfer (CT).

Flexible Learning and Assessment

Included in our training and assessment strategies are practices that promote flexibility in learning and assessment. This means we will work with you to provide options that are responsive to your individual needs, and that maximise learning outcomes and access to learning activities.

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Apprenticeships and Traineeships

Ignite Education gives all students enrolled in an apprenticeship or traineeship a training plan which outlines how and when training will take place. This is signed by all parties involved, and given to you at the start of the training contract.

Training Plans

In the case where your course of study calls for vocational placement, is part of a workplace traineeship, or part of an apprenticeship, a training plan will be developed for you. The plan will be developed between you, the placement/workplace organisation, and Ignite Education. It will outline the skills and knowledge you will develop over the duration of the training plan. The training plan becomes a 'living document' and any changes are agreed and noted by all involved parties.

Recognition Processes

Ignite Education offers assessment processes that enable recognition of competencies currently held, regardless of how, when or where the learning occurred. These are detailed below:

- **Recognition of Prior Learning**

Recognition of Prior Learning (RPL) is an assessment process that involves making a judgment on the skills and knowledge an individual has as a result of past study and/or experience. The aim of RPL is to recognise your existing competencies without having to go through the complete processes of training and assessment. You will still need to provide evidence though, upon which your assessor can base their judgement. Evidence must be:

- Authentic – it must be your own work
- Sufficient – it must demonstrate competence over a period of time, that the competencies can be repeated, and the evidence must be enough so that the assessor can make an accurate judgement regarding competency
- Current – it must demonstrate up-to-date knowledge and skills i.e. from the present or the very-recent past
- Valid – it must be relevant to what is being assessed

You may be eligible to apply for RPL on one or more Units of Competency in your course and this will be discussed at enrolment.

To apply for a RPL you will need to complete the Ignite Education RPL application form and provide evidence. Complete guidelines on applying for recognition of prior learning applications are available from the Ignite Education Admin.

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- **Recognition of Current Competencies**

Recognition of Current Competencies is a recognition process similar to RPL. It applies if a student has "...previously successfully completed the requirements for a unit of competency...and is now required to be reassessed to ensure the competence is being maintained".

(Taken from: <http://www.skillsrecognition.net.au/key-terms>)

- **Credit Transfer**

Ignite Education recognises AQF qualifications and Statements of Attainment that have been issued by other RTOs. Credit transfer may be applied to Units of Competency and related qualifications that have been studied in the past. To apply for a direct credit transfer you will need to complete the Ignite Education Credit Transfer Form available from Ignite Education Administration and supply a certified copy your documentation (certificates and/or statements).

For full details on the requirements for credit transfer applications, please contact Ignite Education Admin via email: admin@ignite.edu.au.

A copy of our Credit Transfer_RPL policy and procedures can be obtained by contacting our administration department admin@ignite.edu.au or accessing our website <http://ignite.edu.au>.

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, other than Trainees and VETiS students, will be able to complete industry placement at Currumbin RSL or one of our industry partners.

Please see further information -Appendix

Foundation Skills

All training and assessment delivered by Ignite Education contain Foundation Skills. Foundation Skills are embedded into Units of Competency.

They are non-technical skills that support participation in the workplace, the community, and adult education and training. Examples of Foundation Skills include things such as communication skills, literacy skills (reading, writing and numeracy), interacting with others, and skills to effectively participate in the workplace such as teamwork, problem solving, and self- and time-management.

Assessment Information

Submitting Assessments

You are expected to complete assessments for all units in your qualification. You will need to submit assessments by the due date for a result to be recorded. You will receive full and detailed instructions on the requirements for each assessment, including its context and purpose; ensure you talk to your trainer and/or assessor to clarify anything that is not clear to you.

Resubmissions

If you receive feedback to say your submission was 'Unsatisfactory', you will need to provide more evidence to support your claim for competency. This may mean re-doing some of the theory questions, putting extra or more relevant information into your portfolio, or demonstrating a task again. Ignite Education does not charge a fee for resubmission of assessments.

If, after three resubmissions your work is still 'Unsatisfactory', you will be required pay a fee of \$30, and re-do the work for the unit, in order to achieve the full qualification.

Talk to our General Manager for more information. All of the staff at Ignite Education will take every reasonable effort to help you succeed in your course.

Assessment Feedback

You will receive feedback regarding the outcome of each of your assessment items. To be deemed 'Competent' against a nationally accredited unit, you must meet the requirements for all elements that comprise that unit.

Plagiarism

All work that you submit must be your own. Plagiarism is taking someone else's work and/or ideas and passing them off as your own. It is a form of cheating and is taken seriously by **Ignite Education**. To help you understand, the following are examples that constitute plagiarism:

- Copying sections of text and not acknowledging where the information has come from
- Mashing together multiple 'cut and paste' sections, without properly referencing them, to form an assessment response
- Presenting work that was done as part of a group as your own
- Using information (pictures, text, designs, ideas etc.) and not citing the original author(s)
- Unintentionally failing to cite where information has come from

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Referencing

When it comes to properly acknowledging where information has come from, students should be aware of, and be able to properly use, referencing protocols. Ignite Education trainers will advise you of the required style of referencing when writing your assessments. Further information can be found below:

APA: <http://libguides.jcu.edu.au/apa>

http://guides.is.uwa.edu.au/ld.php?content_id=17350815

Harvard:

https://www.library.usyd.edu.au/subjects/downloads/citation/Harvard_Complete.pdf

Appeals

Whilst as a student, you are able to lodge an appeal if you disagree with a decision regarding an assessment outcome, you are encouraged to speak with your assessor in the first instance. If you are not satisfied with the outcome of that discussion, you may request a formal review of the assessment decision. Follow Ignite Education's procedure for lodging an appeal.

A copy of our Complaints & Appeals Policy can be obtained by contacting our administration department admin@ignite.edu.au or accessing our website <http://ignite.edu.au>.

Where to Get Help

Talk to your trainer and/or assessor for help in understanding how to complete your assessments. They are happy to support you and can be contacted through our office on trainer@ignite.edu.au

Student Conduct

Just as Ignite Education has a responsibility to meet expectations of students, legislation, and regulations, so too, do students have obligations they are expected to meet. It is expected that students will participate with commitment in their studies, regularly submit assessment items, and behave in a manner that does not contravene workplace health and safety or the principle of respect for others.

Ignite Education views student misconduct seriously. We expect that our students will behave in an honest, respectful manner appropriate for a learning environment, and in a way that will uphold the integrity of the RTO. Consequences of student misconduct vary up to and including expulsion from the course. Examples of student misconduct include, but are not limited to:

- Academic misconduct including plagiarism and cheating
- Harassment, bullying and/or discrimination
- Falsifying information

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- Any behaviour or act that is against the law
- Any behaviour that endangers the health, safety and wellbeing of others
- Intentionally damaging equipment and/or materials belonging to Ignite Education and/or a partner organisation such as a school or workplace

Consequences for misconduct will depend on the severity and frequency of the breach and include, but are not limited to:

- Formal reprimand (warning)
- Suspension from the course
- Student to reimburse the costs incurred by any damage caused
- Cancellation of the course without refund and/or credit
- Matter referred to the police

Academic misconduct

Plagiarism and cheating are serious offences. Students engaging in this behaviour will face disciplinary action.

Students found guilty of misconduct have a right to lodge an appeal by following our **Complaints and Appeals** process.

A copy of our Complaints & Appeals Policy can be obtained by contacting our administration department admin@ignite.edu.au or accessing our website <http://ignite.edu.au>.

Student Feedback

Ignite Education is dedicated to ensuring its practices are constantly reviewed to ensure best possible outcomes. This approach to continuous improvement relies on input from students regarding their experiences whilst enrolled in their course. We welcome feedback at any time but will also specifically ask for it at the completion of your study.

Workplace Health and Safety

Workplace health and safety legislation applies to everyone at Ignite Education. All staff, students and visitors have a responsibility to ensure the workplace is safe and that their own actions do not put the health and safety of others at risk.

Please report any incident or hazard immediately.

Evacuation/Safety Procedures at Ignite Education

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

Smoking, Drugs and Alcohol

Ignite Education is a smoke-free workplace. Smoking is prohibited in all buildings and only permissible at designated locations away from building entrances; there is to be no smoking within four metres of a building entrance.

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Any student under the influence of drugs and/or alcohol is not permitted on Ignite Education premises, to use Ignite Education facilities or equipment, or to engage in any Ignite Education activity.

People taking prescription medication have a duty to ensure their own safety, and that of others, is not affected.

Work Placements

Evacuation/Safety Procedures at Currumbin RSL

1. If you are completing work placement at Currumbin RSL you will need to take note of the following for an emergency evacuation procedure:
2. When an alarm is sounded you MUST follow the instructions of employees.
3. Follow the instructions of your area warden
4. Go to the nearest safe exit
5. Main assembly point – lamp pole (with signage) main entrance area near round about or out the back near the creek (opposite The Cove)
6. 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.
7. Only use fire extinguisher if you have had training, have backup and a safe means of escaping

Trainee Workplace

If you are completing a traineeship you will need to take note of the emergency evacuation procedure for that business. Your Supervisor will advise you.

A copy of our WHS Policy & Procedure can be obtained by contacting our administration department admin@ignite.edu.au or accessing our website <http://ignite.edu.au>.

Issuing Certificates

Upon successful completion of your coursework and provided all fees are paid, a Certificate or Statement of Attainment will be issued to you within 30 calendar days of you being assessed as meeting all requirements for the course. This meets the compliance requirements as set for Ignite Education and other RTOs under the Standards for RTOs 2015.

If for some reason Ignite Education ceases to operate whilst you are still enrolled, a Statement of Attainment will be issued to you for the units within the qualification for which you have successfully met requirements. (See also, the section 'Cancellation of Course by Ignite Education')

Student Handbook Verification

Please make sure you read and understand all parts of this Student Handbook. If there is any aspect with which you are unsure, please contact Ignite Education for clarification.

After you have finished reading this Handbook, please complete the section below, sign your name and return this page to Ignite Education.

I, _____ (print full name), have received a copy of the Ignite Education Student Handbook. I acknowledge it is my responsibility to read, understand and follow the terms and conditions it sets out. I understand this does not cancel my rights as applicable according to state and/or federal law.

Student name:

Student signature:

Date:

Appendix A

Information from the Standards for RTOs 2015

The following information has been taken from
<https://www.asqa.gov.au/standards/chapter-2/clauses-5.1-5.3>

Standard 5 is about making sure learners “are adequately informed about the services they are to receive, their rights and obligations, and the RTO’s responsibilities under these Standards”. Much of the information learners need to know can be included in the Student Handbook or published on your RTO’s website.

Inform and protect learners

Clause 5.1

Prior to enrolment or the commencement of training and assessment, whichever comes first, the RTO provides advice to the prospective learner about the training product appropriate to meeting the learner’s needs, taking into account the individual’s existing skills and competencies.

Clause 5.2

Prior to enrolment or the commencement of training and assessment, whichever comes first, the RTO provides, in print or through referral to an electronic copy, current and accurate information that enables the learner to make informed decisions about undertaking training with the RTO and at a minimum includes the following content:

- the code, title and currency of the training product to which the learner is to be enrolled, as published on the National Register
- the training and assessment, and related educational and support services the RTO will provide to the learner including the:
 - estimated duration
 - expected locations at which it will be provided
 - expected modes of delivery
 - name and contact details of any third party that will provide training and/or assessment, and related educational and support services to the learner on the RTO’s behalf, and
 - any work placement arrangements.
- the RTO’s obligations to the learner, including that the RTO is responsible for the quality of the training and assessment in compliance with these Standards, and for the issuance of the AQF certification documentation.
- the learner’s rights, including:
 - details of the RTO’s complaints and appeals process required by Standard 6, and
 - if the RTO, or a third party delivering training and assessment on its behalf, closes or ceases to deliver any part of the training product that the learner is enrolled in
- the learner’s obligations:
 - in relation to the repayment of any debt to be incurred under the VET FEE-HELP scheme arising from the provision of services

Ignite Education

- o any requirements the RTO requires the learner to meet to enter and successfully complete their chosen training product, and
- o any materials and equipment that the learner must provide, and
- information on the implications for the learner of government training entitlements and subsidy arrangements in relation to the delivery of the services.

Clause 5.3

Where the RTO collects fees from the individual learner, either directly or through a third party, the RTO provides or directs the learner to information prior to enrolment or the commencement of training and assessment, whichever comes first, specifying:

- all relevant fee information including:
 - o fees that must be paid to the RTO, and
 - o payment terms and conditions including deposits and refunds
- the learner's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies
- the learner's right to obtain a refund for services not provided by the RTO in the event the:
 - o arrangement is terminated early, or
 - o the RTO fails to provide the agreed services.

Clause 5.4

Where there are any changes to agreed services, the RTO advises the learner as soon as practicable, including in relation to any new third party arrangements or a change in ownership or changes to existing third party arrangements.

Consumer rights

Inform prospective learners about their rights as a consumer, in accordance with state/territory laws.

If state or territory laws where the course is being offered require a cooling-off period, you must provide information about this.

Your RTO must also notify learners when any change occurs that may affect the services you are providing them. This includes:

- a change in ownership of the RTO, and/or
- any changes to, or new third-party arrangements your RTO puts in place, for the delivery of services to those learners.

Appendix B

Ignite Education

PRIVACY NOTICE

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 handle 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 Education, Skills and Employment (DESE), 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 NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

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

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

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

Appendix C

INDUSTRY PLACEMENT

Ignite Education

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, other than Trainees and VETiS students, 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 jewellery 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 into 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.

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- 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 the work placement with

Any breaches 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

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.