



RTO 40518

Connect 'n' Grow[®]

REDESIGNING EDUCATIONAL PATHWAYS



STUDENT HANDBOOK

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Version Control			
Version	Date	Author	Rational
5.0	4 December 2017	Nikki Bowes	New branding; Updated with Certificate III qualifications
6.0	31 January 2018	Nikki Bowes	Privacy cause updated
7.0	11 April 2019	Nikki Bowes	To include Skill Set and Cert III in Basic Health Care. Updated Privacy Policy to meet new requirements 1 July 2019.
8.0	12 December 2019	Matthew Sibley	General update and inclusion of Skill Sets/Short Course variances.

OVERVIEW OF CONNECT 'N' GROW®	
Code	RTO 40518
Legal name:	CONNECT 'N' GROW PTY LTD
Trading name:	CONNECT 'N' GROW®
Status:	Current
ABN:	89 154 844 247
ACN:	154 844 247
Regulator:	Australian Skills Quality Authority (ASQA)
Start Date:	11 October 2012
End Date:	09 October 2024
Legal Authority:	National Vocational Education and Training Regulator Act 2011
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Scope	<p>HLT20113 Certificate II in Aboriginal and/or Torres Strait Islander Primary Health care</p> <p>HLT23215 Certificate II in Health Support Services</p> <p>CHC22015 Certificate II in Community Services</p> <p>HLT33115 Certificate III in Health Services Assistance</p> <p>CHC32015 Certificate III in Community Services</p> <p>HLT31215 Certificate III in Basic Health Care</p> <p>CHCSS00070 Assist Clients with Medication Skill Set</p>
Nationally Recognised Training	<p>Connect 'n' Grow[®] offers competency based training programs that meet the Australian Qualifications Framework (AQF) Standard. This means that courses are nationally recognised in post-compulsory education and training within Australia.</p>

ABOUT US

Established in 2012, Connect 'n' Grow[®] is an award winning Registered Training Organisation delivering high quality health training services. Our Vision is to unlock the true potential of each individual through education. We aspire to meet this vision by building a job ready health and social services workforce through optimising training and education opportunities for every individual.

Our Health and Community Service programs provide secondary students with career pathways through strong collaborations between secondary, vocational, higher education and relevant industry institutions. Connect 'n' Grow[®] Short Courses and Skill Sets provide individuals with priority skills in demand by the industry.

This handbook outlines the standard of service you can expect when you enrol in a Connect 'n' Grow[®] Program and your responsibilities as a student.

Some Connect 'n' Grow[®] programs are delivered as senior year (Year 10, 11, & 12) subjects through a partnership with your school. Basically, this means training and assessment will be undertaken by your school but Connect 'n' Grow[®] will issue the qualifications and/or 'statements of attainment' and has the responsibility to ensure that the training and assessment meets the national registration standards and the requirements of the ASQA.

We believe our quality is evaluated by our clients - that's you! So, we welcome any suggestions or comments you may have to help us improve the way we do business. At any stage you can contact us with the details on the previous page.

PROGRAMS INFORMATION

Qualification	Qualification Title
HLT23215	Certificate II in Health Support Services
CHC22015	Certificate II in Community Services
ADDITIONAL INFORMATION	
Location	Connect 'n' Grow® Partner School
Estimated Duration:	1 year
Mode of Delivery:	Face to Face
Prerequisites:	Nil
Role of School (as Third Party):	<ul style="list-style-type: none"> ● Delivery of training and assessment services. ● Provision of adequate human and physical resources to meet the requirements of the Program being delivered.
Materials / Equipment:	All materials/equipment will be supplied by the school. Computer with internet access is vital for completion of assessment.
Learning & Assessment:	<p>The program can be delivered in a weekly or block mode through class-based tasks, with practical activities and practical assessment. A range of teaching/learning strategies will be used to deliver the competencies. These include:</p> <ul style="list-style-type: none"> ● Multiple choice, true/false and short answer questions (online) ● Practical activities and scenarios ● Practical Learning Log ● Observation Report ● Assessor sign offs ● Learner Questionnaire ● Additional Activities <p>HLTAID003 Provide First Aid is delivered by a third party.</p>

Qualification	Qualification Title
HLT33115	Certificate III in Health Services Assistance
ADDITIONAL INFORMATION	
Location	Connect 'n' Grow® Partner School
Estimated Duration:	2 years
Mode of Delivery:	Face to Face
Prerequisites:	HLT23215 Certificate II in Health Support Services and CHC22015 Certificate II in Community Services
Role of School (as Third Party):	<ul style="list-style-type: none"> • Delivery of training and assessment services. • Provision of adequate human and physical resources to meet the requirements of the Program being delivered.
Materials / Equipment:	All materials/equipment will be supplied by the school. Computer with internet access is vital for completion of assessment.
Learning & Assessment:	<p>The program can be delivered in a weekly or block mode through class-based tasks, with practical activities and practical assessment. A range of teaching/learning strategies will be used to deliver the competencies. These include:</p> <ul style="list-style-type: none"> • Multiple choice, true/false and short answer questions (online) • Practical activities and scenarios • Report and research writing • Practical Learning Log • Observation Report • Assessor sign offs • Learner Questionnaire • Additional Activities • Work placement <p>HLTAID003 Provide First Aid is delivered by a third party.</p>

Qualification	Qualification Title
CHC32015	Certificate III in Community Services
ADDITIONAL INFORMATION	
Location	Connect 'n' Grow® Partner School
Estimated Duration:	2 years
Mode of Delivery:	Face to Face
Prerequisites:	HLT23215 Certificate II in Health Support Services and CHC22015 Certificate II in Community Services
Role of School (as Third Party):	<ul style="list-style-type: none"> • Delivery of training and assessment services. • Provision of adequate human and physical resources to meet the requirements of the Program being delivered.
Materials / Equipment:	All materials/equipment will be supplied by the school. Computer with internet access is vital for completion of assessment.
Learning & Assessment:	<p>The program can be delivered in a weekly or block mode through class-based tasks, with practical activities and practical assessment. A range of teaching/learning strategies will be used to deliver the competencies. These include:</p> <ul style="list-style-type: none"> • Multiple choice, true/false and short answer questions (online) • Practical activities and scenarios • Report and research writing • Practical Learning Log • Observation Report • Assessor sign offs • Learner Questionnaire • Additional Activities • Work placement <p>HLTAID003 Provide First Aid is delivered by a third party.</p>

Qualification	Qualification Title
HLT31215	Certificate III in Basic Health Care
ADDITIONAL INFORMATION	
Location	Connect 'n' Grow® Partner School
Estimated Duration:	2 years
Mode of Delivery:	Face to Face
Prerequisites:	HLT23215 Certificate II in Health Support Services and CHC22015 Certificate II in Community Services
Role of School (as Third Party):	<ul style="list-style-type: none"> • Delivery of training and assessment services. • Provision of adequate human and physical resources to meet the requirements of the Program being delivered.
Materials / Equipment:	All materials/equipment will be supplied by the school. Computer with internet access is vital for completion of assessment.
Learning & Assessment:	<p>The program can be delivered in a weekly or block mode through class-based tasks, with practical activities and practical assessment. A range of teaching/learning strategies will be used to deliver the competencies. These include:</p> <ul style="list-style-type: none"> • Multiple choice, true/false and short answer questions (online) • Practical activities and scenarios • Report and research writing • Practical Learning Log • Observation Report • Assessor sign offs • Learner Questionnaire • Additional Activities • Work placement <p>HLTAID006 Provide Advanced First Aid is delivered by a third party.</p>

Qualification	Qualification Title
CHCSS00070	Assist Clients with Medication Skill Set
ADDITIONAL INFORMATION	
Location	Workplace
Estimated Duration:	Up to a week
Mode of Delivery:	Face to Face
Prerequisites:	<p>This skill set has been endorsed by industry as suitable for individuals who hold a qualification at Certificate III level or higher in an area involving provision of direct client care or support.</p> <p>Student must be an Existing Worker in the Community Services and Health industry, which includes parents and unpaid carers of NDIS participants.</p>
Trainer/Assessor:	<ul style="list-style-type: none"> ● Must be a registered nurse or registered enrolled nurse or registered Aboriginal and/or Torres Strait Islander health practitioner to deliver the unit HLTHPS006. ● Delivery of training and assessment services. ● Provision of adequate human and physical resources to meet the requirements of the Program being delivered.
Materials / Equipment:	All materials/equipment will be supplied by the workplace. Computer with internet access is vital for completion of assessment.
Learning & Assessment:	<p>The program can be delivered in a block mode through class-based tasks, with practical activities and practical assessment. A range of teaching/learning strategies will be used to deliver the competencies. These include:</p> <ul style="list-style-type: none"> ● Multiple choice, true/false and short answer questions (online) ● Practical activities and scenarios ● Report and research writing ● Practical Learning Log ● Observation Report ● Assessor sign offs ● Learner Questionnaire ● Additional Activities ● Skills must have been demonstrated in the workplace

Qualification	Qualification Title
<u>CHCSS00081</u>	Induction to Disability Skill Set
ADDITIONAL INFORMATION	
Location	Workplace
Estimated Duration:	Up to a week
Mode of Delivery:	Face to Face
Prerequisites:	Student must be a New Worker in the Disability industry sector, which includes parents and unpaid carers of NDIS participants.
Materials / Equipment:	All materials/equipment will be supplied by the workplace. Computer with internet access is vital for completion of assessment.
Learning & Assessment:	<p>The program can be delivered in a block mode through class-based tasks, with practical activities and practical assessment. A range of teaching/learning strategies will be used to deliver the competencies. These include:</p> <ul style="list-style-type: none"> ● Multiple choice, true/false and short answer questions (online) ● Practical activities and scenarios ● Report and research writing ● Practical Learning Log ● Observation Report ● Assessor sign offs ● Learner Questionnaire ● Additional Activities ● Skills must have been demonstrated in the workplace

CODE OF CONDUCT

Connect 'n' Grow® is committed to the highest ethical standards of conduct and to complying fully with all relevant legislative requirements together with adhering to the Standards for Registered Training Organisations 2015.

The purpose of this code is to outline the values and standards of behaviour that guide the way we do business, and it requires that we comply with the policies and principles we support, adhere to the law, exercise good stewardship of our assets and the environment, and behave safely and ethically at all times.

Guidelines

In order to meet the education, training and service needs of our stakeholders, employees of Connect 'n' Grow® will:

- Provide a service to our stakeholders by consistently acting with integrity and honesty;
- Respect and support the communities on which our organisation impacts, and engage in appropriate community involvement programs;
- Provide services that are efficient and consistent through Continuous Improvement;
- Be responsible to all reasonable requests for advice by providing advice in a prompt manner;
- Comply with the letter and the spirit of all laws and regulations that apply to us;
- Respect confidentiality and not misuse any information that has been entrusted to us.

LEGISLATIVE REQUIREMENTS

Connect 'n' Grow® complies with all relevant local, state and federal government regulations and requirements. All relevant legislative and regulatory requirements are incorporated in the Company's policies and procedures. As such, all staff and participants are made aware of the relevant legislation, including:

- National Vocational Education and Training Regulator Act 2011
- Standards for VET Regulators 2015
- Legislative Instruments Act 2003
- Work Health and Safety Act 2011
- Human Rights and Equal Opportunity Act 1986
- Age Discrimination Act 2004
- Disability Discrimination Act 1992
- Disability Standards for Education 2005
- Racial Discrimination Act 1975
- Racial Hatred Act 1995
- Sex Discrimination Act 1984
- Privacy Act 1988 and Privacy Regulation 2013 and Queensland Information Privacy Act 2009
- Fair Work (Registered Organisations) Act 2009
- Skilling Australia's Workforce Act 2005
- Child Protection Act 1999
- Copyright Act 1968
- Competition and Consumer Act 2010
- Human Rights and Equal Opportunity Legislation Amendment Act 1992
- Training and Employment Act 2000
- Vocational Education and Training (Commonwealth Powers) Act 2012 2000
- Work Health and Safety Act 2011
- Workers Compensation and Rehabilitation Act 2003
- Child Employment Act 2006
- Child Protection Act 1999
- Fair Trading Act 1989
- Youth Participation in Education and Training and Another Act Amendment Bill 2005

WORKPLACE HEALTH & SAFETY

Connect 'n' Grow® is committed to the proper management of workplace health and safety. Workplace health and safety will be managed by Connect 'n' Grow® and in close consultation with staff, students, contractors and visitors. Staff and students are responsible for:

- Complying with relevant Connect 'n' Grow® policies and procedures;
- Obeying any reasonable instruction aimed at protecting their health and safety;
- Using any equipment provided to protect their health and safety;
- Assisting in the identification and assessment of hazards and implementation of hazard control measures;
- Reporting any incidents or hazards;
- Considering and providing feedback on any matters which may affect their health and safety;
- Take all reasonable steps to safeguard others from infection by following all infection control policies and procedures.

Staff and students are not permitted to consume alcohol or non-prescribed (illicit) drugs whilst working or studying

PRIVACY

Connect 'n' Grow® takes student privacy very seriously and complies with all legislative requirements. These include the Privacy Act 1998 and Privacy Regulation 2013 and 2009 Queensland Information Privacy Act.

Information is only shared with external agencies to meet our compliance requirements as an RTO. All information shared is kept in the strictest confidence by both parties and is available on request.

In some cases, we are required by law or by the Standards for Registered Training Organizations 2015 to make student information available to others. At the time of enrolment permission is gained from the student for such disclosure.

Under the *Data Provision Requirements 2012*, **Connect 'n' Grow® (RTO NO. 40518)** is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form), may be used or disclosed by **Connect 'n' Grow® (RTO NO. 40518)** for statistical, administrative, regulatory and research purposes. **Connect 'n' Grow® (RTO NO. 40518)** may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVER.

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- populating authenticated VET transcripts;
- facilitating statistics and research relating to education, including surveys and data linkage;
- pre-populating RTO student enrolment forms;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

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

NCVER will collect, hold, use and disclose your personal information in accordance with the *Privacy Act 1988* (Cth), the National VET Data Policy and all NCVET policies and protocols (including those published on NCVET's website at www.ncver.edu.au).

Photography Privacy

At Connect 'n' Grow® we recognise that in some circumstances there are sensitivities relating to the taking of photographs. This is particularly relevant to capturing images of children. Connect 'n' Grow® may, from time to time, wish to take photos of training activities. At the time of enrolment permission is gained from the student.

USI Privacy

Connect 'n' Grow® will verify USI's provided by learners and gain consent to store the USI in its database.

Authority to collect and store information

Under the *Data Provision Requirements 2012*, Connect 'n' Grow® is required to collect personal information about and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Student personal information (including full name, date of birth, address, contact number and student USI) is provided at enrolment on the cloud based Job Ready Learner Management System where it is stored.

The personal information may be used or disclosed by Connect 'n' Grow® for statistical, regulatory and research purposes. Connect 'n' Grow® may disclose your personal information for these purposes to third parties, including:

- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- Employer – if you are enrolled in training paid by your employer;
- Commonwealth and State or Territory government departments and authorised agencies;
- NCVET;
- Organisations conducting student surveys; and
- Researchers.

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

- Issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts;
- facilitating statistics and research relating to education, including surveys;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

The student may be sent a NCVER student survey which may be administered by an NCVER employee, agent or third party contractor. They may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose personal information in accordance with the *Privacy Act 1988* (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

STUDENT ENROLMENT

At Connect 'n' Grow[®], our approach to enrolment and induction is to provide a pathway for students to make an informed decision about their training and assessment. Connect 'n' Grow[®] strives to identify a student's needs during the enrolment process to ensure that our services to each individual student are appropriately adjusted to allow for their unique requirements.

To achieve this, Connect 'n' Grow[®]:

- Provides students with accurate and ethical information that enables them to make a confident and suitable decision;
- Informs students if there are special requirements for their desired training programs and what pathways there are to obtain these;
- Conducts an induction which provides students with information about their rights and obligations;
- Advises students of language, literacy and numeracy skill requirements;
- Advises students of how training programs are adapted to suit the needs of students;
- Ensures that there are no barriers for people with a disability;
- Informs students about alternate pathways to training such as gaining national recognition for current competency or recognition of prior learning.

UNIQUE STUDENT IDENTIFIER

All learners enrolling in a qualification with Connect 'n' Grow[®] will be required to supply a Unique Student Identifier (USI). A USI account contains all your nationally recognised training records and results from 1 January 2015 onwards.

To create a USI account you will need to go to the USI website [here](#).

Vocational Education and Training in Schools Program

Vocational Education and Training in Schools Program, Funded by Queensland Government

Government funding can be made available through the Vocational Education & Training in Schools Initiative. Under the Pre-Qualified Supplier (PQS) system, funding follows the eligible student to their chosen PQS and is paid directly to the PQS on submission of the student's validated training data.

Vocational Education & Training in Schools funded by the VET investment budget is fee-free for students. The VET investment budget will only fund one employment stream qualification. This means if a student has previously enrolled in Vocational Education & Training in Schools funded qualification prior to enrolling in a Connect 'n' Grow[®] Vocational Education & Training in Schools funded qualification, then this student would only be able to enrol as a 'fee for service' student.

Please refer to the Queensland Government's student fact sheet developed specifically for Vocational Education & Training in Schools program:

<https://desbt.qld.gov.au/training/providers/funded/vetis>.

Priority Skills Funding

Higher Level Skills Program, Funded by Queensland Government

The Higher Level Skills program provides a government subsidy to support eligible individuals to access subsidised training in selected certificate IV or above qualifications, and priority skill sets.

The aim is to assist individuals to gain the higher level skills required to secure employment or career advancement in priority industries or to transition to university to continue their studies. Employers may also be able to access training to address workforce development needs.

Please refer to the Queensland Government's student fact sheet developed specifically for the Higher Level Skills program:

<https://desbt.qld.gov.au/training/providers/funded/higher-level-skills>.

FEES & CHARGES

Schools:

The Connect 'n' Grow® Certificate II and III training programs are delivered by way of a partnership agreement with the nominated school (partner school). The partner school will have a signed Agreement in place with Connect 'n' Grow® and as such, is authorised to deliver training in partnership with Connect 'n' Grow®.

Connect 'n' Grow® does not charge secondary school students directly for course fees. Rather, the school is invoiced a fee for each student who chooses the fee-for-service option.

Short Courses and Skill Sets:

The student or the student's workplace is responsible for payment of fees.

Full information on our Fees & Charges can be found on our website [here](#).

REFUNDS

Schools:

- All fees related to Connect 'n' Grow® Programs delivered in secondary schools are invoiced directly to the school. Therefore, any related refund requests would come from the partner school.

Short Courses and Skill Sets:

- Students that **withdraw from the program after the enrolment cut-off date** will receive a refund of 50% of the participant fee.
- Students that **withdraw after the program has commenced** will not receive any refund, incurring the full participant fee.

Please request a copy to the Refunds Policy for further information.

ACCESS & EQUITY

Connect 'n' Grow® is committed to integrating Access and Equity principles within all the services provided. All staff recognise the rights of learners and provide information, advice and support that is consistent with our Code of Conduct.

This policy is aimed at ensuring that VET is responsive to the individual needs of clients whose age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment or remote location may present a barrier to access, participation and the achievement of suitable outcomes.

The policy is designed to remove barriers and to open up developmental opportunities for all students by creating a workplace and training environment that is free from discrimination, harassment, bigotry, prejudice, racism and offensive behaviour.

LEARNER SUPPORT

The Connect 'n' Grow® Language, Literacy and Numeracy (LLN) policy is used to assess and support students during their study with training and assessment materials and strategies that are easily understood and suitable to the level of the workplace skills being delivered.

Language, literacy and numeracy support is accessible to all students:

- **VET in Schools:** LLN support can be organised by the students' schools throughout the program. Each school has processes in place to identify and support students with needs.
- **Short Courses and Skills Sets:** Training and assessment materials and strategies are suitable to the level of the workplace skills being delivered. LLN support can be organised with your trainer or by contacting Connect 'n' Grow®.

All assessment instruments and resources have been developed and adjusted to meet learner needs. Where it is determined that a student does have deficiencies with language, literacy or numeracy skills, Connect 'n' Grow® will make necessary reasonable adjustments. Basic skills in communication, literacy and numeracy include:

- Using digital technology to access online WHS resources, environmental legislation, codes and regulations,
- Preparing incident reports, hazard reports and risk assessment tables and other work forms,
- Interpreting work schedules and identifying strategies to respond to workplace problems,
- Documenting work diary records,
- Using basic strategies for work-related learning,
- Writing reports that include photos, charts and tables,
- Using numeracy skills to comprehend charts, plans and to conduct health assessments.

These have been included in the qualifications to compliment learning and strengthen core skills of reading, writing and numeracy.

Connect 'n' Grow® is committed to ensuring all trainers and assessors delivering Connect 'n' Grow® programs meet and maintain relevant qualifications to address LLN needs.

REASONABLE ADJUSTMENT

Connect 'n' Grow® is committed to ensuring that people with particular learning styles and people with a disability are able to participate in study effectively. Our review of the qualification, delivery modes, resources and assessment tools will ensure the individual needs of learners are met. This occurs through a process of reasonable adjustment.

Reasonable Adjustment is the term used to describe actions or changes, which may be reasonably required to enable student participation on the same basis as other students. Adjustments might be necessary where the interaction between the learning and working environment and certain student/staff personal characteristics or circumstances have a negative impact on staff/student participation or achievement. Such characteristics and circumstances include having a disability, carer responsibilities, cultural or religious obligations, being Indigenous, and having English as a second language. Each situation will be considered in its own circumstances and on its own merits.

To make a request for reasonable adjustment, please complete the Reasonable Adjustment form, which can be obtained from your Trainer.

If, upon being approached by a student, the contact person can easily and informally meet the request to the satisfaction of both parties, he/she will do so and the procedure will end. If not, the completed Reasonable Adjustment Form will be referred to the Training and Compliance officer for review.

RECOGNITION OF PRIOR LEARNING

Recognition of Prior Learning (RPL) is an assessment process that involves assessment of previously unrecognised skills and knowledge an individual has achieved outside the formal education training system. RPL assesses this unrecognised learning against the requirements of a unit of competence, in respect of both entry requirements and outcomes to be achieved.

RPL is available for all training programs (qualifications and their associated units of competency). The required outcomes of each unit of competency provide the RPL benchmarks. Students may receive recognition for some or all of the competencies required for a training program. If you believe you may be eligible for RPL, please contact your Trainer.

The Program Deliverer advises and assists participants to prepare documentation to support their application for RPL. If there is sufficient evidence in the application and supporting documentation, no further assessment may be necessary. If further assessment is required, it may take any practical form consistent with the assessment criteria for the claimed competencies and the principles of validity, reliability, fairness and flexibility.

The form of assessment may be negotiated with the participant and may consist of an interview, observation, role play, quiz or other method. Assessment must be conducted by a qualified Assessor.

Successful candidates are notified promptly of the RPL outcome. The Assessor advises unsuccessful candidates of reasons for non-recognition and steps they can take, including gap training and appeal mechanisms.

CREDIT TRANSFER

Connect 'n' Grow[®] 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 supply a certified copy your documentation (certificates and/or statements) and complete a Credit Transfer Form which can be obtained from your Trainer.

ASSESSMENT INFORMATION & COMPETENCY BASED ASSESSMENT

Competency based assessment is a system for assessing a person's knowledge and skills. Assessment is based on actual skills and knowledge a person can demonstrate in the workplace or in other relevant contexts. This is different from some other assessment systems which only measure knowledge and not the application of that knowledge. Competency based assessment is also a system for providing portable qualifications and statements of attainment against nationally recognised competency standards. In a competency based assessment system, it is recognised that learning can come from a variety of sources, both on-the-job and off-the-job, formal and informal. Recognition is given for prior learning and for skills and knowledge which can already be shown.

You are supported by your Trainer to compile a portfolio of evidence through a variety of assessment methods including:

- Multiple choice questions
- Short written responses
- Simulations and scenarios
- Practical activities
- Observations
- Additional activities are provided at the end of each module

Simulations and scenarios will be used when a full range of context and situations cannot be provided in the workplace. These are often supported by Third Party Observation forms.

Assessment is completed online, with practical assessments completed using printed templates and then submitted online to be assessed.

Additional activities are provided at the end of a Module which are not compulsory, however can assist with additional learning.

You will have access to power point presentations within the LMS. Additional electronic and print resources may be provided by your Trainer. Guest speakers may assist with your learning and opportunities may be arranged to visit a local health or community facility.

Individual learning styles and needs are accommodated including making reasonable adjustments to tasks to ensure equity in assessment for students with disabilities and ensuring culturally appropriate processes and techniques are used.

ACCESSING THE CnG HUB LEARNING ENVIRONMENT

Your access to the CnG Hub learning environment can only be accessed using your registered email address (unique identifier) and your confidential personal password. It is your responsibility to ensure that your login details are kept safe and confidential (do not share with others) and that all activity and assessment work submitted is your own work.

COMPLAINTS & APPEALS

Connect 'n' Grow® is committed to providing fair complaints and appeals processes.

What is a complaint?

A complaint is generally negative feedback about services or staff, which has not been resolved. A complaint may be received by Connect 'n' Grow® at any time and does not need to be formally documented by the complainant in order to be acted upon. Complaints may be made by any person but are generally made by students. The Complaints Form is accessible from our [website](#).

What is an appeal?

An appeal is an application process by a student for reconsideration of an unfavourable decision or finding during training and/or assessment. Before lodging an appeal, students should make an informal approach or appointment to discuss the matter with their trainer. If you are not satisfied that the matter has been resolved, please complete an Assessment Appeals Form. This form is accessible from our [website](#).

Responsibility and Procedural Fairness

All complaints/appeals in the first instance will be directed to the Training and Quality Manager. Should a complaint be against the Training and Quality Manager, the complaint will be directed to the RTO's General Manager.

Connect 'n' Grow® will manage all complaints and appeals through a fair, unbiased, equitable and efficient process. The Complaints Policy and the Appeals Policy are accessible from our [website](#), outlining and the steps and timelines of each processes.

Secure Storage of Records

All documentation relating to complaints or appeals will be electronically stored (scanned and saved where required) for audit purposes.

STUDENT MISCONDUCT

Student misconduct includes:

- Cheating or plagiarising material.
- Impairing others freedom to pursue their study.
- Conduct that brings Connect 'n' Grow[®] into disrepute or slander of Connect 'n' Grow[®], participants or staff.
- Failure to comply with reasonable instruction or supervision.
- Conduct that places another at risk.
- Assault to any member of our staff or participants including verbal, physical or threatening comments or gestures.
- Discrimination, harassment, disorderly conduct, disruptive, abusive or anti-social behaviour.
- Stealing any property or equipment belonging to a student to Connect 'n' Grow[®].
- Behaviour that breaches Privacy legislation.
- Criminal or antisocial behaviour.

Connect 'n' Grow[®] requires students to:

- submit work that is their own, and considers that plagiarism, collusion and cheating constitute misconduct for which penalties may be applied; and
- comply with relevant State or Territory laws and legislation.

ISSUANCE OF QUALIFICATIONS

By the end of your training program, Connect 'n' Grow[®] will have been provided with all assessment records and outcomes relating to your achievement. This information will then be reviewed by Connect 'n' Grow[®] who will issue a qualification or Statement of Attainment. Connect 'n' Grow[®] will verify that code, course or qualification descriptions and other information is correct for issuing.

A full Qualification Certificate is issued when student has achieved competency in all units which satisfy the qualification. A Statement of Attainment is issued if a student does not fully complete the Program.

Statements of Attainment will be issued within 14 days of notification of cancellation. This period shall also apply for statement requests. Qualifications will be issued within 21 days from date of completion. It is noted that these timeframes are maximums and every effort shall be taken to issue certification and statements in the shortest possible timeframe.

Connect 'n' Grow[®], as an RTO, will collect information on learner enrolments and results. The final assessment outcome for each unit of competency will be retained by Connect 'n' Grow[®] for a period of 30 years. Where required, we will forward this information to the relevant state/national body for use in national data collection processes as well as to bank learner results for secondary students undertaking their Queensland Certificate of Education.

DISCRIMINATION & HARASSMENT

At Connect 'n' Grow® we are committed to ensuring that the training and assessment environment and workplace are free from discrimination and harassment. Connect 'n' Grow® views all discrimination and harassment, in whatever form, as unacceptable and wrongful. All staff, student, contractors and clients are made aware that discrimination will not be tolerated under any circumstances. In the event that discrimination and harassment is found to have occurred disciplinary action will be taken against any person who breaches this policy. Suspected criminal behaviour will be reported to police authorities immediately.

By implementing this policy, we strive to ensure a work environment that:

- Is free from discrimination, bullying and sexual harassment
- Has recruitment and selection decisions based on merit and not affected by irrelevant personal characteristics
- Allows people the right to raise issues or to make an enquiry or complaint in a reasonable and respectful manner without being victimised
- Allows reasonable flexibility in working arrangements, especially where needed to accommodate their family responsibilities, disability, religious beliefs or culture

Who Can Make A Complaint? When?

Any person who is, or has been, a staff member or student may submit a complaint at any time in relation to an incident of discrimination and/or harassment. This time lapse may be extended at the discretion of the CEO. Please refer to the Connect 'n' Grow® Complaints and Appeals section of this Student Handbook.

Rights of Complainant and Respondent

These include:

- The right to be accompanied by a support person
- The right to be informed of the nature and extent of the complaint
- The right to respond to all relevant evidence
- The right to have all contributing factors taken into account
- The right to be heard before any decision is made about the respondent and before any person's identity is known to anyone outside the complaint's procedure.

TRAINING / ASSESSMENT GUARANTEE

Connect 'n' Grow® provides a guarantee that all training and assessment will be provided (as agreed in the signed Partnership Agreement) once a student enrolls and commences in their nominated training program.

Where unforeseen circumstances arise (e.g. loss of a specialist teacher and the partner school is unable to obtain a suitable replacement), Connect 'n' Grow® will arrange for agreed training and assessment to be completed through another suitable RTO. In this unlikely circumstance, affected students will be formally notified of the arrangements (prior to RTO transfer) and an agreement to those new arrangements - including any refund of fees - will be sought.

STUDENT ACCESS TO RECORDS

At Connect 'n' Grow® we acknowledge that learners need access to their records in order to monitor their progress. Connect 'n' Grow® will facilitate students' access to records on request and is committed to maintaining a transparent and equitable training environment. In addition, Connect 'n' Grow® is committed to maintaining a well-structured records retention system that supports the continuous improvement of our operations and provides a basis for compliance with legal and quality assurance requirements.

Requesting access

Students who are unable to access their online records directly will need to contact Connect 'n' Grow® to access them. An appointment will be scheduled for the student at the Connect 'n' Grow® office at the earliest and most convenient opportunity for both parties. Photo ID will be required and following identification, access will be provided to the student.

What records can be accessed?

- If applicable, hard copy records from your student file which include administrative records and assessment evidence.
- Activity data contained within the student management system, including details of awarded units of competency.

STUDENT FEEDBACK

Connect 'n' Grow® 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 the completion of a short survey at the end of each module and a learner engagement survey at the completion of the Program.