



# **Student Handbook**

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## Welcome

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

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

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

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

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

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

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

Jane Renata  
College Principal

### College Contact Details

Telephone: 07 5559 5077

Email: [admin@ignite.edu.au](mailto:admin@ignite.edu.au)

Web: [www.ignite.edu.au](http://www.ignite.edu.au)

Facebook: [www.facebook.com/igniteedu](http://www.facebook.com/igniteedu)

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## ACCESS AND EQUITY POLICY

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

### Principles

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

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

### Objectives

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

### Strategies

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

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

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## CODE OF PRACTICE

### Aim

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

### Educational Standards

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

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

### Marketing

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

### Student Information

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

### Refund Policy

**Ignite Education** has a refund policy in place, which is fair and equitable. The policy contains guidelines for guaranteeing the refund of fees to students should a course be cancelled or the college closes down. Students notifying the college of withdrawal from their course prior to commencement date qualify for a partial refund. Other than for medical reasons the college will not refund money once the course/ unit has commenced. The college will not be liable for changes in personal circumstances, which lead to withdrawal. For further details please see pages 11-17 for Ignite Education's detailed Refund Policy.

### Guarantee

The college guarantees to honour any statement made in this handbook, or its code of practice.

### Sanctions

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

### Privacy and Confidentiality

All students are able to access their personnel training records upon providing proof of their identity in a photo format. The student must then sign the "Access to Information" form to document that they have accessed their file. Ignite Education ensures that all student information is securely stored and remains private and confidential.

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# COLLEGE RULES

## Attendance

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

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

If you are a trainee you must notify the trainer and your employer of your absence from training. Monthly reports will also inform your employer and school (if applicable) of any absenteeism.

## Dress Requirements

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

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

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

- black trousers or a skirt
- black Ignite Education polo shirt with logo
- black leather enclosed footwear (no joggers)

Specified workplace uniforms are also acceptable. All uniforms must be clean and ironed. Please contact the college administration if you are uncertain about any uniform requirements.

## Alcohol

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

## College Facilities

All premises wherever training is conducted for the purposes of students enrolled at **Ignite Education** will be considered College premises for the purposes of administering college rules.

## Health and Safety

All students are required to conduct themselves in a manner complimentary to the Work Health and Safety legislation of the relevant state in which training is being undertaken. College equipment may only be used under the supervision of the trainer.

## Unique Student Identifier (USI)

All students undertaking accredited training must provide Ignite Education with their USI. Statements of Attainment and Certificates cannot be issued without the USI. Further information on the USI is available on pages 18-21 of this handbook.

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## COLLEGE RULES (continued)

### Plagiarism

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

### Prohibited Substances

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

### Smoking/Eating/ Drinking

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

### Disciplinary Procedures

All breeches of the College rules will be reported to the College Principal within three working days.

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

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

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

### Online Study Rules

All students undertaking online studies must verify their identity by providing their Unique Student Identifier (USI). All work submitted by the student must be their own.

### Internet Access

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

### Copyright

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

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## Classroom Policies and Procedures

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

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

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

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## GENERAL INFORMATION

### Accidents

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

### Buddy System

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

### Cleanliness

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

### Evacuation/Safety Procedures

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

### Feedback

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

### Illness

No student who is suffering from, or has recently been exposed to an infectious illness may attend classes until a medical certificate has been submitted, stating that there is no risk of infection being conveyed to others. Should a student be unable to attend an assessment or complete a piece of work due to illness, a Doctors certificate should be provided so that alternative arrangements may be made.

### Student Support Services

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

### Student Resources

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

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

### Health, Safety and Security

**Ignite Education** will provide a safe and secure learning environment for all students. The College complies with all relevant legislation and has a Work, Health, Safety and Security Policy in place.

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## FEES, CHARGES & REFUNDS

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

**Fees and charges:** The College Principal is responsible for approving Ignite's Schedule of Fees and Charges. Student fees and charges are listed in the course information provided to students/clients prior to enrolment. When Ignite collects student fees in advance it accepts payment of no more than \$1500 from each individual student prior to the commencement of the course.

**Refunds:** Refund amounts and conditions are clearly stated in the student handbook.

### Fees and Charges - General

**Ignite Education provides the following fee information to each student/client:**

- The total amount of all fees including course fees, administration fees, materials fees and any other charges – this information is provided to the student in the Course flyer.
- Trainees may claim concessions on fees by providing the appropriate evidence E.g. Health Care/Pensioner Card and requesting the concession on their enrolment form.
- School based trainees will not be charged any fees in relation to their traineeship program.
- Trainees under state/federal funded contracts will be charged the appropriate fees as per contractual requirements (User choice -\$1.60 per nominal Hour – approximately \$900 for a Certificate III in Hospitality) and as listed in the information they receive prior to enrolment.
- Payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee – this information is provided on the "Schedule of Fees" form.
- The nature of the guarantee given by Ignite Education to complete the training and/or assessment once the student has commenced study in their chosen qualification or course – this guarantee is provided in this Student Handbook.
- The fees and charges for additional services, including such items as issuance of a replacement qualification testamur and the options available to students who are deemed not yet competent on completion of training and assessment – this information is provided in this Student Handbook.
- Ignite's Refund Policy – the Refund Policy is provided to the student in this Student Handbook.
- When the RTO collects student fees in advance (pre- paid) it accepts payment of no more than \$1500 from each individual student prior to the commencement of the course.
- Employers that pay the tuition fees for their employees will be charged in accordance with funding contractual requirements and the requirements as listed in their specific contract/agreement with Ignite. This information is provided to them prior to enrolling students into a course with Ignite Education.

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

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## Fees and Charges -Traineeships

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

**Concessions** are available, please see below:

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

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

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

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

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

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

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## Fees and Charges – Certificate III Guarantee

### What is the Certificate III Guarantee program?

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

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

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

Concessional student status applies when:

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

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

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

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## Refunds - General

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

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

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

\*Unless the following applies:

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

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## Refunds – Short Courses

### Withdrawal prior to commencement

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

### Withdrawal after commencement

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

### Cancellation of a Course

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

## Refunds – Traineeships & Apprenticeships

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

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

## Refunds – Certificate III Guarantee

### Withdrawal prior to commencement

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

### Withdrawal after commencement

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

### Cancellation of a Course

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

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## Refunds - All

Process for making application for refund is as follows:

- Student must make application for refund in writing using the **Application for refund form** (Appendix 3) and submit this to the Ignite Administration Officer outlining the reasons for requesting the refund.
- Refund requests for full or partial refunds must:
  - set out the reasons for the request; and
  - be accompanied by supporting documents as may be appropriate; and
- Information provided by the student on the Refunds Application Form must include:
  - date of the claim
  - full name of student
  - course in which the student was enrolled
  - basis for making the claim
  - amount claimed
  - address to which the refund is to be forward
  - student's payment details
  - student's signature; and
  - all documents relevant to consideration of the claim
- This policy and the availability of the complaints and appeals procedure do not remove the student's rights to take action under Australia's consumer protection laws.
- The student can refer to Ignites complaints and appeals procedure if they wish to appeal the refund policy (Page 11-17)
- Tuition fees are not transferable to another person or institution.
- Ignite reserves the right to change, alter or amend course content and structure, fees and any other matter pertaining to the provision of a course at any time. Changes, alterations and amendments may be made without notice.
- If Ignite has to change any of the refund conditions for any reason, all students will be notified of the change in writing.
- Refunds will only be paid to the person that enters into the contract with Ignite Education unless Ignite Education receives written direction to pay the refund to somebody else.

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

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

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

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

## ADDITIONAL FEES - REQUEST FOR PRINTING SERVICES

Any student request for a Statement of Attainment to be printed/re-printed; or for a Certificate to be reprinted will incur a fee of \$15.00 per request. This fee is to be paid prior to the completion of printing and includes any postage fees. This fee is at the RTO's discretion.

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## ENROLMENT INFORMATION

### Change of Enrolment Details

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

### Training Plans (Traineeships Only) and Timetables

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

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

### Training Record Books (Traineeships Only)

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

### Language, Literacy & Numeracy

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

### Unique Student Identifier (USI)

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

The USI will:

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

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## How to get a USI

It is free and easy for you to create your own USI online.

While you may create your own USI, training organisations are also able to create a USI for you. Training organisations should do this as part of the enrolment process when you begin studying. Where this service is provided, training organisations will let you know.

### Steps to create your USI

The following steps show how you can create a USI:

**Step 1** Have at least one and preferably two forms of ID ready from the list below:

- Driver's Licence
- Medicare Card
- Australian Passport
- Visa (with Non-Australian Passport) for international students
- Birth Certificate (Australian)
- Certificate Of Registration By Descent
- Citizenship Certificate
- Immi Card

**IMPORTANT:** To make sure we keep all of your training records together, the USI will be linked to your name as it appears on the form of ID you used to create the USI. The personal details entered when you create a USI must match exactly with those on your form of ID.

If you do not have proof of ID from the list above, you can contact your training organisation about the other forms of ID they can accept to help you get a USI.

**Step 2** Have your personal contact details ready (e.g. email address, or mobile number, or address).

**Step 3** Visit the USI website at: [usi.gov.au](http://usi.gov.au).

**Step 4** Select the 'Create a USI' link and follow the steps.

**Step 5** Agree to the Terms and Conditions.

**Step 6** Follow the instructions to create a USI – it should only take a few minutes. Upon completion, the USI will be displayed on the screen. It will also be sent to your preferred method of contact.

**Step 7** You should then write down the USI and keep it somewhere handy and safe.

For further information or to create your USI go to: [www.usi.gov.au](http://www.usi.gov.au) .

For information about how Ignite Education collects, uses and discloses your personal information generally, including how you can make a complaint about a breach of privacy, please refer to Ignite Education's privacy policy which can be found at <http://www.ignite.edu.au/>.

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## USI Privacy Notice

If you do not already have a Unique Student Identifier (USI) and you want Ignite Education to apply for a USI to the Student Identifiers Registrar (Registrar) on your behalf, Ignite Education will provide to the Registrar the following items of personal information about you:

- Your name, including first or given name(s), middle name(s) and surname or family name as they appear in an identification document
- Your date of birth, as it appears, if shown, in the chosen document of identity
- Your city or town of birth
- Your country of birth
- Your gender; and
- Your contact details.

When we apply for a USI on your behalf the Registrar will verify your identity. The Registrar will do so through the Document Verification Service (DVS) managed by the Attorney-General's Department which is built into the USI online application process if you have documents such as a Medicare card, birth certificate, driver licence, Australian passport, citizenship document, certificate of registration by descent, ImmiCard or Australian entry visa.

If you do not have a document suitable for the DVS and we are authorised to do so by the Registrar we may be able to verify your identity by other means. If you do not have any of the identity documents mentioned above, and we are not authorised by the Registrar to verify your identity by other means, we cannot apply for a USI on your behalf and you should contact the Student Identifiers Registrar.

In accordance with section 11 of the Student Identifiers Act 2014 Cth (SI Act), we will securely destroy personal information which we collect from you solely for the purpose of applying for a USI on your behalf as soon as practicable after the USI application has been made or the information is no longer needed for that purpose, unless we are required by or under any law to retain it.

The personal information about you that we provide to the Registrar, including your identity information, is protected by the Privacy Act 1988 Cth (Privacy Act). The collection, use and disclosure of your USI are protected by the SI Act.

If you ask Ignite Education to make an application for a student identifier on your behalf, Ignite Education will have to declare that it has complied with certain terms and conditions to be able to access the online student identifier portal and submit this application, including a declaration that Ignite Education has given you the following privacy notice:

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You are advised and agree that you understand and consent that the personal information you provide to us in connection with your application for a USI:

- Is collected by the Registrar for the purposes of:
  - Applying for, verifying and giving a USI;
  - Resolving problems with a USI; and
  - Creating authenticated vocational education and training (VET) transcripts;
- May be disclosed to:
  - Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for:
    - The purposes of administering and auditing Vocational Education and Training (VET), VET providers and VET programs;
    - Education related policy and research purposes; and
    - To assist in determining eligibility for training subsidies;
  - VET Regulators to enable them to perform their VET regulatory functions;
  - VET Admission Bodies for the purposes of administering VET and VET programs;
  - Current and former Registered Training Organisations to enable them to deliver VET courses to the individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies;
  - Schools for the purposes of delivering VET courses to the individual and reporting on these courses;
  - The National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with usis and for the collection, preparation and auditing of national VET statistics;
  - Researchers for education and training related research purposes;
  - Any other person or agency that may be authorised or required by law to access the information;
  - Any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system; and
- Will not otherwise be disclosed without your consent unless authorised or required by or under law.

## Privacy policies and complaints

You can find further information on how the Registrar collects, uses and discloses the personal information about you in the [Registrar's Privacy Policy](#) or by contacting the Registrar on email [usi@industry.gov.au](mailto:usi@industry.gov.au) or telephone the Skilling Australia Information line on 13 38 73, international enquiries +61 3 5454 5280.

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## ASSESSMENT POLICY

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

### Assessment Advice

Your trainer will advise in advance all assessment requirements and scheduled dates. Assessment criteria and due dates are clearly stated within each of the units of competencies. Students will be assessed by a variety of assessment instruments, including but not limited to examination, essay style assignments, oral presentations, and demonstration of skills, resource making and group projects.

### Attendance

Students who are unable to attend a scheduled assessment should advise their trainer prior to the commencement of the activity. Students who fail to attend a scheduled assessment will be awarded a not yet competent grade (NYC) unless they are able to provide documentary evidence to support their absence (i.e. doctor’s certificate or work roster). Students who are able to provide documentary evidence supporting their absence will be offered an alternative assessment date.

### Assignment and Project Submission

All assignment and project work must be submitted by the due date. Students may apply for a one-week extension to due dates, but this must be done at least 2 working days prior to the due date. Students who fail to submit work by the due date and have not applied for due date extension will be awarded a Not Yet Competent result (NYC), with no option for resubmission unless a doctor’s certificate is provided.

### Re-sits - Resubmission

Students will be offered two resubmission / re-sits (3 attempts in total). Teachers will try to arrange re-sits within one week of the student obtaining marks for the first assessment depending on resource and teaching staff availability. Students unsuccessful after the second re-submission or re-sit will be graded as not yet competent.

There is no fee charged to the student for the resit of an assessment.

### Results

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

### Assignment Folders and Labels

- Attach your assignment to an assignment cover sheet.
- Assignments should be clearly presented on A4 paper; either typed using double-spacing or neatly hand written. Only one side of the paper should be used.
- Individual pages should not be in plastic sleeves unless otherwise advised.
- A margin of approximately 4-cm should be ruled on the left of each page.
- Pages should be numbered consecutively.
- Practical material included in assignments must be clearly marked and include an itemised list of components and a cover sheet.

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

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## Complaints and Appeals

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

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

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

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

## Procedure

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

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

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

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

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

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

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

*Australian Skills Quality Authority (ASQA) -Refer to their website at <http://www.asqa.gov.au/complaints/making-a-complaint.html> for further information.*

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## NATIONAL RECOGNITION OF PRIOR STUDIES - (CREDIT TRANSFER)

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

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

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

### Credit Transfer

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

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

### Recognition of Prior Learning (RPL)

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

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

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

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

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## LEGISLATION

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

- National Vocational Education and Training Regulator Act 2011 (Commonwealth)
- Standards for Registered Training Organisations 2015
- Vocational Education, Training & Employment Act 2000 (QLD)
- Work Health and Safety Act 2011 and Work Health and Safety Regulation (Commonwealth)
- Commission for Children & Young People Act 2000 (QLD)
- Human Rights and Equal Opportunity Commission (Transitional Provisions and Consequential Amendments) Act 1986
- Racial Discrimination Amendment Act 1980
- Racial Discrimination Act 1975
- Sex Discrimination Amendment Act 1991
- Sex Discrimination Act 1984 (Commonwealth)
- Equal Employment Opportunity (Commonwealth Authorities) Act 1987
- Privacy Act 1988 (Commonwealth)
- Privacy Amendment Act 2004
- National Privacy Principles 2006
- Disability Discrimination Act 1992 (QLD)
- Anti-Discrimination Act 1991 (QLD)
- Liquor Act 1992
- Gaming Machine Act 1991

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## INDUSTRY PLACEMENT

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

Students undertaking **Hospitality courses** will be able to complete industry placement at Currumbin RSL Club 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
- Trainee 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
- If spacers are worn in ears they should be no bigger than 5mm
- Minimal jewelry and clear or no nail varnish
- All students must be on time for their nominated shifts and report to the supervisor on duty

Students enrolled in hospitality courses at Ignite Education and undertaking industry placement at Currumbin RSL or one of our industry partners must also abide by the following rules and act in a professional manner at all times:

- 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 to be seen consuming alcoholic beverages on the premises prior to commencing his/her shift.
- 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).

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- Food and beverages are only to be consumed in the designated areas in break times, not whilst on duty.
- Equipment belonging to the Club is not to be removed from the premises.
- Students are to note any restricted access areas. In the case of the RSL no entry is allowed in to the Front office or Level one Office areas, unless authorised to do so.
- 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 be punctual for their shift.
- Students must be dressed correctly before entering their work areas.
- Students are to immediately advise their Supervisors of any dangerous working conditions or equipment needing repair, which they may notice.
- All tools and equipment are to be returned to their place of storage immediately after use.
- Do not run whilst on Club premises.
- Students witnessing an accident or breach of Club By-Laws, rules and regulations are to notify the Supervisor immediately.
- Intoxicated persons and minors are not to be served alcoholic beverages. You must notify the Supervisor on duty if you notice these persons in the bar area, as the Club adopts a policy of Responsible Service of Alcohol.
- Confidentiality of the placement trading must be upheld at all times. Under no circumstances are students to divulge any information in relation to trading levels achieved.
- Any criminal actions including theft and possession of illegal drugs will be reported to the police
- Any other guidelines, policies and procedures of the Industry partner that the student is undertaking Industry placement with

Any 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.

Students undertaking **Business courses** will be able to complete work experience at a variety of businesses/organisations as long as they meet the following requirements:

- Casual office wear must be worn, ironed and clean ( This may vary depending on the business)
- Clean and tidy shoes
- Hair tied back if longer than shoulder length
- Facial piercings are at the discretion of the employer of the business/organisation
- All students must be on time for their nominated shifts and report to the supervisor on duty
- Some businesses may have other specific requirements that they will discuss with you prior to entering into a work experience agreement with the student

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## DEED OF AGREEMENT – (Industry Placement)

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

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

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

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## APPENDIX 1: COMPLAINTS AND APPEALS APPLICATION FORM

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### Section One

(To be completed by student)

Student's name .....

Address .....

Phone .....

Nature of complaint .....

.....Signature of Student

---

### Section Two

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

.....Signature of Ignite Education Representative

..... Position

---

### Section Three

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

..... Signature of Arbitrating Body Representative

..... Position

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## APPENDIX 2: STUDENT CHANGE OF DETAILS FORM

Student Name: \_\_\_\_\_

Contact No.: \_\_\_\_\_ Student ID: \_\_\_\_\_

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

Student Signature: \_\_\_\_\_

Date: \_\_\_\_\_

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## APPENDIX 3: APPLICATION FOR REFUND

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

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## STUDENT DECLARATION OF UNDERSTANDING

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

The trainer will go through the contents of the handbook during the first class to confirm understanding prior to signing the declaration.

I \_\_\_\_\_  
(Insert Name)

Declare that:

- I have received and understand the **Ignite Education** student handbook
- I understand my obligations/responsibilities as a student
- I have been offered the opportunity to access learning support
- I have been provided with a course outline and timetable for the course in which I have been accepted
- I have been advised of the qualification to be issued on completion
- I have been advised of the support and tools for Language, Literacy and Numeracy
- I have been advised of the Industry placement Rules and Regulations
- All fees and refunds have been explained to me and I have received a schedule of fees
- I have been advised of the eligibility requirements for funded programs

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

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