

Yanchep
Institute

A Yanchep Beach Joint Venture Initiative
RTO Code: 52780



INFORMATION HANDBOOK

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Handbook Disclaimer

This Information Handbook contains information that is correct at the time of printing. The currency of the information may be impacted due to changes in legislation and/or Yanchep Institute policy. Yanchep Institute reserves the right to vary and update information without notice. You are advised to seek any changed information and/or updates from your trainer, Yanchep Institute Manager or by contacting Yanchep Institute.

This handbook has been prepared to assist students to understand their obligations as well the obligations of Yanchep Institute. All students need to read, understand, be familiar with, and follow the policies and procedures outlined in this handbook. Any queries can be directed to:

Yanchep Institute

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Welcome to Yanchep Institute

Thank you for choosing Yanchep Institute as your training organisation. We pride ourselves in delivering quality training and assessment providing you an enjoyable learning experience.

Yanchep Institute is a specialised registered training organisation (RTO) delivering nationally recognised qualifications. Our RTO provider code is 52780. Our focus is to serve the community by forging strong, positive connections with schools, families, local businesses and industry partners.

We serve the community by creating relevant learning opportunities for our students, responding to the needs of employers, and providing modern, state-of the art, safe training facilities

At Yanchep Institute we have:

- Highly qualified, experienced and enthusiastic trainers and assessors
- Flexible training options
- A positive and motivating learning environment.

Our current scope of registration can be viewed online under the scope tab at:

<https://training.gov.au/Organisation/Details/52780>

Students should refer to the individual Course Student Handbook for specific information regarding their chosen course.

Legal requirements

As a registered training organisation, delivering nationally accredited qualifications, Yanchep Institute is required to comply and adhere to the following legislation:

- The Standards for Registered Training Organisations (RTP's) 2015
- National Vocational Education and Training Regulator Act 2011

Yanchep Institute is also committed to follow the provisions as set in the Australian Qualifications Framework (AQF).

In addition to the above, Yanchep Institute abides by but is not limited to, the following State and Commonwealth legal requirements:

- Anti-discrimination
- Apprenticeships and Traineeships
- Children and Young People
- Australian Consumer Law
- Copyright
- Corporations
- Employment and Workplace Relations
- Equal Opportunity
- Fair Work (including harassment and bullying)
- Privacy and Personal Information Protection
- Student Identifiers
- Taxation
- Workplace Health and Safety

Yanchep Institute's Responsibilities

In order to maximise the benefits and satisfaction of your experience at Yanchep Institute, it is important for the Institute to spell out clearly both the minimum standards of service that it provides and the standards of behaviour that it expects from you.

Our responsibilities to you require us to assist you in all reasonable ways to obtain the training program in which you enrol. In doing this we will:

Academic Programs and Services

- Deliver high quality training programs supported by appropriately qualified staff and technology
- Provide timely communication of information about your course including:
 - enrolment and induction procedures
 - course information including course delivery plans
 - timetables and classroom allocations and any changes that may arise
 - provision of suitable learning materials
 - information that explains the assessments you will participate in
 - recognition of prior learning (RPL)
 - feedback on assessment outcomes and general feedback during your course
 - when results can be expected
 - appeals procedures
- Provide support (as required) that assists you to undertake your program.

General Programs and Services

- Ensure that our environments are safe and relevant for training needs
- Ensure that the rights of the individual are respected and that diversity is valued
- Provide timely communication of information about the Institute including:
 - Complaints and Appeals Policy
 - Workplace Health and Safety procedures and requirements
 - fees and charges including refunds
 - disciplinary procedures
 - issuing of awards procedure
- Provide advanced notice of any changes that may occur
- Respect the privacy of information you provide us.

Student Responsibilities

The standards of behaviour that the Institute expects from its students are:

- A sense of self responsibility about your study program
- That you treat staff and fellow students in a courteous and respectful manner at all times
- Reasonable presentation including appropriate standards of hygiene and clothing
- That you take reasonable care of property and equipment
- That you advise us if you are unable to meet any of your scheduled sessions
- That you advise us of anything that you believe will affect your ability to safely participate in assessment activities or operate equipment

- That you advise us of any support you require to undertake your assessments
- Provision of correct personnel details including your address and contact phone number and email
- Personal protective equipment (PPE) must be worn for all practical training
- All applicable regulations & legislation as advised by the RTO must be complied with.

More details about these requirements are provided in the following Code of Conduct.

Student Code of Conduct

In order to maximise the benefits and satisfaction of your experience at Yanchep Institute, it is important for the Institute to spell out clearly both the minimum standards of service that it provides and the standards of behaviour that it expects from you.

Expected standards of behaviour

Students enrol at Yanchep Institute in order to learn. The programs and services provided by the Institute are all directed to this end and students also have a responsibility to assist in this aim. Students must not act in a way that interferes directly or indirectly with the learning of others or that hinders staff from carrying out their duties. When you enrol at Yanchep Institute, you are given access to classes and facilities, such as computer labs, classrooms, workshops etc. You will be sharing these facilities with the staff and with other students. It is therefore expected that you will behave in a manner that is acceptable to this wider community. If you are unsure about what is the right thing to do in any circumstance, you are encouraged to ask advice from Institute staff.

If your behaviour is not in line with the Code of Conduct and the Yanchep Institute, there are penalties that can be applied by the Institute. If you break the law while on Institute grounds, the matter may be reported to the Police.

Confidentiality

As an enrolled student at Yanchep Institute, you may be required to attend practical work experience placements as part of your studies. In the course of these placements, you may become familiar with information that is confidential to that workplace. You must not divulge any information that you may become aware of as a result of a placement. Breaches of confidentiality are considered to be an act of misconduct.

Copyright

You cannot copy Yanchep Institute materials and you must comply with licences for the use of intellectual property, including software. All software loaded onto Institute computers or provided by the Institute is licensed and there is no permission to copy software.

Drugs and alcohol on Institute premises

Students are not allowed on Institute premises or to use its facilities and equipment whilst under the influence of alcohol, where their condition adversely affects their own or anyone else's safety, damages Yanchep Institute's public image or property, or is in breach of drink driving laws. Consumption of alcohol on Institute premises, other than at an authorised function, is prohibited. No person under the age of 18 may consume alcohol on Institute premises under any circumstances.

The possession, use and sale of illegal drugs or controlled substances (including stimulants, depressants, narcotics, hallucinogens or marijuana) on Institute premises is forbidden. Use of prescription drugs should not affect the safety of the student or those around them.

Dress standards

Yanchep Institute is an adult learning environment that prepares students for business and industry, as well as for further career-related training. Because of this, students are expected to dress in a manner that is neat, clean and safe at all times, as would be expected in the workplace. There is no desire on the part of the Institute to make dress standards too rigid. However, within the Institute and while on field placement, students should:

- Be adequately clothed in accordance with occupational health and safety requirements. Where appropriate, students must wear all personal protective equipment and/or clothing provided for them in the course of their studies.
- Wear appropriate footwear at all times. Appropriate footwear does not include rubber thongs (flip flops).
- Not wear clothing that is likely to offend others in terms of its lack of decency, modesty or cleanliness.
- Not wear clothing that is likely to offend others because of slogans, cartoons or any symbol or graphic worn to provoke, intimidate, condemn or ridicule others.
- Not wear dark glasses in the classroom unless they are required for medical reasons.

Note: It is not permitted for anyone to enter the Institute with bare feet.

Eating and drinking on Institute premises

Eating is restricted to the communal areas and is not permitted in classrooms or computer labs. Drinking from spill resistant sports bottles is acceptable in other areas, but is forbidden in the computer labs, stairwells and corridors.

Workplace health and safety

Yanchep Institute is committed to promoting a safe and healthy work and study environment and recognises its obligation under the Work Health and Safety Act 2020 to, so far as practicable, provide and maintain a working environment where its employees and students are not exposed to hazards. All individuals are required to take responsibility for contributing to their own safety in all circumstances. Under Yanchep Institute's policies, students are responsible to ensure that they:

- Take reasonable care of themselves and others in the workplace
- Co-operate with management so that employees of the Institute can carry out their OHS duties
- Report all known or observed hazards, incidents and injuries to management.

Smoking on Institute Premises

Smoking (active and passive) is damaging to the health of smokers and non-smokers. It can also increase the danger of fire. Yanchep Institute has a duty of care to ensure that all premises of the Institute are safe for students and staff. The Institute is committed to providing a smoke-free environment. Smoking is forbidden throughout Yanchep Institute premises and facilities, including all outdoor areas. (This includes the areas immediately outside entrances to the Institute buildings). "No Smoking" signs have been installed around the Institute buildings and grounds and they must be obeyed at all times. Offenders may face disciplinary/corrective action.

Unacceptable behaviour

Conduct which disrupts staff and hinders them from delivering training programs and services or other services in an orderly manner is a breach of the Yanchep Institute Student Code of Conduct. This applies not only in classrooms, but also in all parts of the Institute and during excursions and work placements. Any individual or group behaviour, which is abusive, indecent, violent, excessively noisy, disorderly, dangerous, offensive or which unreasonably disturbs other groups or individuals is prohibited. Unacceptable behaviour includes:

- Failure to comply with the lawful directives of Institute staff acting in performance of their duties
- Damaging or misusing Institute property, littering etc.
- Intentionally furnishing false information to the Institute or to a staff member or providing false or forged documents. Forgery includes unauthorised alteration or misuse of Institute or other documents, records or instruments of identification, or significant misrepresentation on applications or resumes. (Forgery may be a criminal offence).

Note: lecturers are authorised to suspend classes in which disruptive behaviour is occurring, if the offender does not stop the disruptive behaviour when directed to do so.

Conduct Dangerous to Others

Yanchep Institute has a diverse student and staff body. The Institute welcomes people from a wide range of ethnic groups and followers of many different religions. It expects that all students will respect the lawful beliefs and customs of fellow students and staff. Conduct, which constitutes a danger to anyone's health, safety or personal well-being, including verbal or physical threats or threatening behaviour, will not be tolerated. It includes:

- Physical abuse of another person, threatening behaviour (including stalking and bullying) that causes any other person to fear physical abuse
- Harassment (including any unwanted behaviour – physical, verbal, written, electronic or otherwise) directed at an individual or group
- Any form of discrimination or sexual harassment
- Creation of a condition that endangers or threatens the health, safety or well-being of themselves or others
- Unauthorised and/or unsafe use of Institute equipment and resources
- Possession of, or use of, firearms or dangerous weapons of any kind
- Unauthorised possession, ignition, or detonation of any object or article that could cause damage by fire or other means to persons or property.

Any form of verbal or physical threat is deemed to constitute an assault and will be treated according to the full extent of the law.

Misuse of Institute Property

Any act of misuse, vandalism, theft, malicious or unwarranted damage or destruction, defacing (including graffiti), disfiguring, or unsafe or unauthorised use of property belonging to Yanchep Institute is a violation of this Student Code of Conduct. It may also be against the law, in which case legal action will be taken against offenders. Institute property includes but is not limited to buildings, vehicles, computers and software, cameras and other portable equipment, plant and equipment, learning materials, fire alarms and equipment, lifts, telephones, keys, safety and security devices.

Academic misconduct

In addition to the general rules of responsible behaviour that are expected of all individuals in the Institute, there are some sorts of behaviour that are specifically unacceptable in a teaching and learning institution. Generally, they relate to behaviour in the classroom, including the online environment, and during examinations and assessments that is not acceptable, either because it distracts other people who are trying to work, or it involves obtaining unfair advantages for yourself or other students. If you are in any doubt about the matters described below, please do not hesitate to ask your lecturer for assistance. Academic misconduct includes:

- Regular lateness in attending classes and lateness in submitting assignments and assessable work
- Failure to attend classes or other contact sessions and failure to submit assessable work according to deadlines
- Using mobile phones or other electronic devices in classrooms. This is discourteous and can hinder a staff member carrying out their duties. Mobile phones must be turned off before entering classrooms, computer labs, workshops etc. MP3 players or similar devices, and earphones are not to be used in classes, other than by students with hearing impairment.

Cheating

Cheating means gaining an unfair advantage by deception or breaking the rules. The Institute forbids it. All of the following actions are considered to be cheating:

- Giving or receiving assistance during an examination or assessment that has not been agreed to by the lecturer
- Working with other students to produce work when working in groups has not been agreed to by the lecturer. This is called collusion.
- Obtaining information about an examination before it is held, except for information provided to all the class by the lecturer
- Handing in someone else's work as your own. This includes anything that you may have obtained from the Internet or from books
- Submitting the same piece of work for more than one course, without the prior permission of the lecturers involved
- Using any sources of information during an examination or assessment that have not been agreed to by the lecturer
- Making up or falsifying data in experiments or other research
- Altering the record of any grade or result
- Giving untrue information in order to obtain exemptions from course requirements
- Bribery in any form. This includes offering or giving staff member money or any other benefit as a means of influencing them or their decisions
- Allowing another person to substitute for you in taking an examination
- Substituting for another person to take an examination
- Using another person's online password in order to log on as that person and engage in any academic undertaking, including assessment, on their behalf
- Giving your online password to another person to enable that person to log on and undertake any academic activity, including assessment, on your behalf
- Copying from another person's examination paper
- Stealing, buying or obtaining in any other way, all, or part, of an examination before it is administered.

Plagiarism

The term plagiarism refers to taking and using another person's ideas, writing or inventions, as one's own and failing to acknowledge the source. Even if you put someone else's work into your own words or images (pictures, tables, diagrams) and you fail to acknowledge the source of this information it is plagiarism. Plagiarism is not acceptable, whether the other person is another student, a lecturer or some other third party. Acknowledgement of another person's work is professionally ethical and, as proper academic practice, you should always acknowledge and wherever possible, reference any material from another source. See the Referencing Guide: Using the Harvard Referencing System for guidelines. A person whose work is used in this manner may choose to take action against an offender. If you copy the actual expression of ideas without authorisation, as well as the ideas themselves, you could also be liable for breach of copyright.

Sanctions

There are a number of sanctions (penalties) that can be imposed on people who breach the Yanchep Institute's Student Code of Conduct. If it is considered that you have breached one of the rules you will be advised verbally that you are breaching the rules and requested to stop the offending behaviour. Should you continue to breach the rules after having been warned, you will be advised in writing of the allegation that you are in breach of the Yanchep Institutes Student Code of Conduct and given an opportunity to respond before a decision is taken to apply a penalty. However, for allegations that are considered to be serious, you may be suspended from the Institute pending an investigation.

Further assistance

If you have any concerns about the matters covered in this Code, you should ask your lecturer or another staff member for assistance.

Policies and Procedures

Yanchep Institute has developed Policies and Procedures addressing the following areas to ensure compliance to legislation and quality and fairness in its operations:

- Access and Equity
- Complaints and Appeals
- Continuous Improvement
- Environmental and Sustainability
- Fees and Refunds
- Industry Engagement
- Marketing
- Privacy
- Qualifications
- Records Management
- RTO Management
- Support Services
- Student Management
- Training and Assessment
- Validation
- Version Control

Privacy

Yanchep Institute (YI) is committed to respecting the confidentiality of its employees and student's personal information. It is Yanchep Institute's policy to acquire and retain only employee/student personal data that is required for the effective operation of the YI RTO, or that is required by law.

Access to personal data is strictly limited to company personnel who have appropriate authority and where there is a clear business need for that information.

Those with access to personal employee or student data must only use it for the purposes for which it is collected and adhere to the highest standards of confidentiality in using it and never provide personal employee or student data to anyone inside or outside of the YI RTO without proper authorisation.

YI Privacy Policy prevents disclosure of client information without written consent of the client. In the event that written consent is required the following process must be followed:

- a. Obtains authorisation for disclosure from the CEO
- b. Contacts the client and request written consent, and
- c. Provided the information if the first two points are achieved.

Staff or clients/stakeholders seeking access to their personal information are required to provide the following Proof of Identity information:

- a. Name
- b. Address, and
- c. Date of Birth

Access and Equity

Yanchep Institute is committed to providing all students with equal opportunity to pursue their training and development. This policy is to be used by Yanchep Institute to integrate access and equity principles into all training and assessment activities it conducts or is conducted on its behalf.

Legal Responsibilities

The Chief Executive Officer is legally responsible for the overall delivery of services to learners and for ensuring that systems and processes are in place, monitored, reviewed and improved to provide all learners with equal opportunity to pursue their training and development.

Guidelines

The aim of the policy is 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.

- All students will receive fair and equitable treatment in all aspects of training and employment without regard to political affiliation, race, colour, religion, national origin, sex, marital status or physical disability.
- A person with a disability may be excluded under this policy if the disability could cause health and safety risks to the person and/or other students.
- All trainers / assessors are responsible to observe and be advocates for the policy.
- This policy will be widely disseminated in the organisation.
- Yanchep Institute's policies and procedures will be monitored and reviewed to ensure that they recognise and incorporate the rights of individuals.

- Yanchep Institute's Manager will be the person responsible for the implementation and maintenance of the policy.

Enrolment

Yanchep Institute will:

- Respond to prospective learners enquires as received
- Provide course information including training and delivery options that may be available as required
- Provide information that assists learners understand the approach of assessment and options that may be available to them
- Refer learners to relevant documents, guidelines and information sources to help them in their decision making
- Provide LLN questionnaire to be completed prior to enrolment acceptance
- Confirm learner acceptance and negotiate dates for commencement

Support students - LLN and individual needs

- Review LLN questionnaire to identify any specific needs the learner may have prior to acceptance of enrolment
- Confidentially raise and discuss identified needs with the learner and provide support as suitable to address the needs of the individual. This could include but not be limited to:
 - Making materials and methods accessible in other formats
 - Adapting the physical environment and equipment
 - Making adjustments to the procedures for conducting assessments
 - Making adjustments to evidence gathering techniques that suit individuals' circumstances
- Examples of support service organisations that learners may be referred to are:
 - Biz Link (Disability Services)
 - Edge Employment Services
 - Beyond Blue
 - Headspace
 - The Salvation Army

Health and Safety

- Monitor assessment environments to ensure risks are managed and hazards and controlled
- Advise learners of specific responsibilities they have in relation to safety and appropriate behaviour
- Observe learners and respond to any undesirable behaviour in a prompt manner
- Provide safety equipment and specific support materials as relevant to the delivery of the services
- Implement drug and alcohol testing as relevant for learners undertaking assessment involving plant and equipment. Delay assessments if learners return a positive result.

Feedback

- Provide opportunities for learners to give feedback on a regular basis and at minimum every 3 months.
- Provide opportunity for learners to give feedback at end of program
- Provide learners with feedback at completion of assessments that includes acknowledgement of achievement of competence, opportunities for improving competence and guidance or direction where competence has not been achieved
- Meet with learners to discuss feedback where required or requested

- Respond to learners' requests for feedback as soon as possible and at a minimum, within 3 working days

Fees and Refunds Policy

Yanchep Institute will manage the process of collecting fees and providing refunds to learners of nationally recognised training programs, including Recognition of Prior Learning in a manner that is fair and transparent and addresses the requirements of the Standards for Registered Training Organisations 2015. (Standard 5 Clause 5.3; Standard 7 Clause 7.3 and Schedule 6).

In regards to the Standards for Registered Training Organisations 2015 Yanchep Institute will, in collecting fees in advance, **not** take fees in excess of \$1,500 in advance in relation to payment of services involving nationally recognised programs.

Clear and complete details will be provided to learners of all fees and charges that apply to the delivery of nationally recognised training as well as other fees that relate to additional or subsequent services, such as the reissuing of Statement of Attainments.

YI will offer a fair refund of fees in circumstances where Learners are unable to attend training and/or assessment due to circumstances beyond their control.

Refunds will be paid to Learners according to the following schedule:

- 100% refund should Yanchep Institute cancel the delivery of services
- 100% refund if withdrawal for any reason 48 hours prior to the delivery of services less \$100 administration fee
- Partial refund at the discretion of Yanchep Institute for withdrawal due to uncontrollable event (sickness, accident, serious family incident, etc) after the commencement of delivery of training. Evidence such as medical certificate may be required. An administration fee of \$100 will be deducted from any refund.
- If student transfers to another date, no loss of fees will apply.
- Pro rata refund for units not yet commenced for withdrawal for any reason other than those set out above

Variations to these refund conditions may be made by the Executive Manager where exceptional circumstances occur.

All refunds are to be processed within 5 working days of the withdrawal advice using the same method for refund as was used for payment (i.e., cash to cash, eftpos to eftpos etc).

If Yanchep Institute cancel delivery of services for any reason, learners will be offered the opportunity to either transfer to an alternate program or have their fees refunded in full.

Disputes relating to fees refunds will be managed via the Complaints and Appeals Policy and procedures.

Fees for specific purposes

- Re-marking of an assessment – each unit \$25. Requested within four weeks of result. \$25 refunded if achieve result of 'competent' when re-marked.
- Replacement of award/qualification/academic record \$50.00.
- Re-issue of academic statement.
 - Results on computer network \$20.00.
 - Results from archive \$30.00.

Course Information

Students should refer to the specific Student Information Handbook for details of their chosen course.

Competency Based Training

Competency based training (CBT) is a style of education that focuses on what you can achieve in the workplace after completing a course, or because of your workplace training and experience. Competency based training, also known as competency based learning, is the recognised training method for vocational training in Australia. It was introduced to Australia in the late 1980s.

When you complete a competency based training course, you will have the skills and knowledge you need to complete specific workplace activities at an industry standard of performance, in a range of work environments and situations.

Competency based training is ideally not “time based”. In CBT, as soon as you show you have the required competency, you can move on to the next one. This means you can complete the training at your own pace. It also allows you to complete your study much more quickly than in a time-based learning system.

If a student’s performance in the assessment does not demonstrate the requirements, rather than a fail, competency based assessment means the student is marked as ‘Not Yet Competent’, and more training is required to get to the point of being ‘Competent’. Assessors will look for evidence against which to base their judgements of competency. The ways to demonstrate to our qualified assessors that you can perform to the required standard and be classed as ‘Competent’ or ‘Meeting Requirements’, include:

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

Yanchep Institute has created a Training and Assessment Strategy outlining our approaches for conducting assessment for each of the qualifications we deliver.

Training and Assessment Strategies

The quality of training and assessment processes are the most important aspect of the work of the VET sector impacting students, employers and industry. Yanchep Institute will ensure that training and assessment processes are given high priority across all stages of planning, designing, developing and implementation of nationally recognised programs.

Training and assessment of students enrolled in a program provided by Yanchep Institute will be guided by the following principles:

- The amount of training and the learning resources to be provided will be consistent with the requirements of training packages and VET accredited courses to enable each learner to meet the requirements for each unit of competency or module in which they are enrolled

- Assessment processes and tools are developed to measure student capabilities that reflect the outcomes and requirements of the strategy for assessment of training package and VET accredited programs
- Application of assessment processes are fair and flexible and take into account different contexts and student requirements and incorporate reasonable adjustment where appropriate
- Assessment processes collect sufficient valid and reliable evidence to enable a judgement to be confirmed on the student's ability to demonstrate requirements of training package and VET accredited programs
- A range of assessment methods are used to assess competence that incorporates knowledge, skills and application of competence in relevant contexts
- Assessment processes and tools are validated to ensure they meet the intentions of the course at the appropriate AQF level.
- When submitting assessments on-line, authentication of learner's assessments will occur by:
 - viewing active logged in learners and/or
 - making unscheduled phone calls to on-line learners to discuss unit identified as being logged into and/or
 - declaration as own work by learners when submitting assessment (statutory declaration)

These principles apply to all nationally recognised training on Yanchep Institute's scope of registration and are reflected in the conduct of assessment (including RPL) by all personnel who conduct assessments.

Recognition of Prior Learning

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

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

National Recognition

Yanchep Institute 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). Yanchep Institute is required to verify your certificate with the issuing RTO.

Assessment Information

Students are required to submit and satisfactorily complete all the assessment requirements of the units of competency to enable an outcome of competency to be awarded. Should a student receive

a Not Yet Competent outcome they will have further opportunities to re-submit the assessment for marking with the additional required evidence attached/included.

Assessors will provide feedback to the students on their assessment outcomes. Students are also provided the opportunity to submit feedback.

Issuing Certificates

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

You will receive a hard copy of your Statement of Attainment or Qualification. Replacement hard copies will incur the replacement fee.

Upon confirmation of your identity, you can request an electronic copy or hard copy of your Certificate or Statement of Attainment. There is no charge for an electronic copy to be sent to your email address however there is a charge of \$50 (plus GST) for a hard copy.

Complaints and Appeals

Yanchep Institute acknowledges that students have the right to appeal an assessment decision based on valid grounds for appeal and a client's right to lodge a complaint when they are dissatisfied with the training and/or assessment services and experiences that they have been provided by Yanchep Institute.

A complaint or appeal could relate to any action that has been taken, treatment of an individual, decisions or judgements relating to assessment outcomes or practice or any other matter involving a learner, staff member or other party that leads them to believe the YI has acted improperly or unfairly.

Any person who feels aggrieved is required to raise their concern/s with the trainer/assessor or Yanchep Institute Manager in the first instance to ascertain if the matter can be resolved in an informal way. If the student is not satisfied with the outcome the process as outlined in the Complaints and Appeals Policy and Procedure will be followed. A copy of which is available on request.