

Student Information Handbook 2023



Welcome Note from the Staff at Oz Skills Careers College

Congratulations on choosing to enrol into you're your workplace training program with Oz Skills Careers College in 2023. We will work closely with you and your employer to provide you with customised and specialised training to meet the current and future needs of your job.

The information contained in this document has been developed to assist you with better understanding the Vocational Education and Training (VET) environment of workplace-based training, your rights and responsibilities as a student (and traineeship if relevant) as well and providing you with direction on seeking advice and assistance if you need it whilst training.

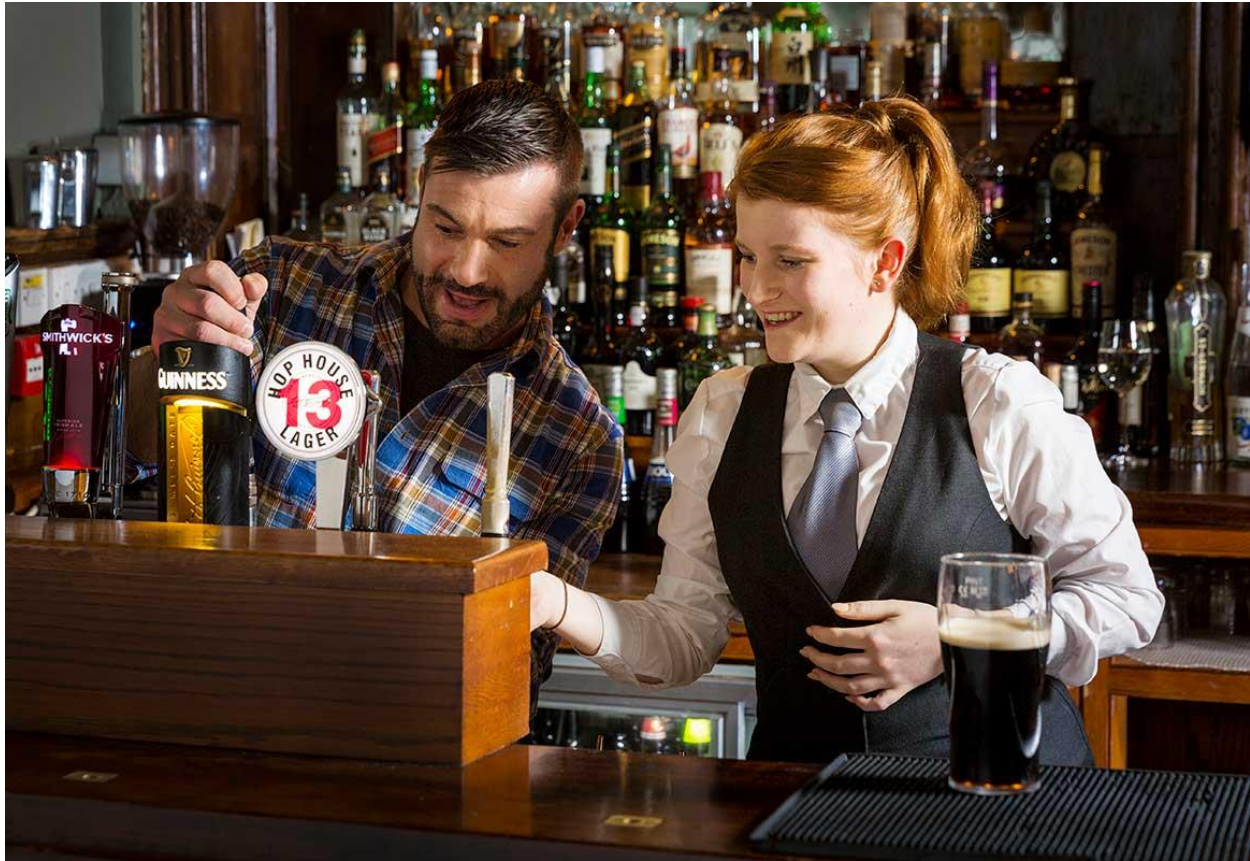
Our mission at Oz Skills Careers College is to provide quality educational opportunities to develop and enable individuals to realise their potential by strengthening their workplace knowledge, skills and professional competencies.

We have a strong student focus by providing opportunities for everyone to access and participate in learning and to achieve their learning outcomes by practicing inclusive practices and will not unreasonably prevent any student from accessing services provided.

Before you complete and sign your enrolment form, we ask that you take the time to go through this handbook to ensure that you understand the rights and responsibilities of all parties involved in your training program. If you do not understand anything please ask for assistance, our staff will be happy to answer any questions you have. By filling in and submitting the enrolment form, you will be acknowledging that you have read this handbook and will abide by the information it contains.

We look forward to sharing your learning journey and wish you all the best in your study for 2023.

Lynsey Murrie and Michelle Rogers
Oz Skills Careers College



Student General Information

- Delivery and Course Completion
- Fees and Charges, including Refunds
- Withdrawal from training
- Workplace Health and Safety
- Access and Equity
- Complaints, Appeals and Privacy
- Recognition of Prior Learning and Credit Transfer
- Issuance of Qualifications and Superseded Qualifications
- Bullying, Harassment and Academic Misconduct

Student Information	
Course information	Our website has a comprehensive range of general course information that will help you make an informed decision concerning the training we provide. However, we have worked with your employer to establish a training program that meets your specific venue and job requirements. This information will be further discussed before your enrolment.
Guarantee of Completion	<p>Oz Skills provides a guarantee to participants of <i>'completion of all commenced training and assessment'</i> of their chosen course. Oz Skills will utilise quality management processes in providing training and assessment services that meet the most current version of the Training Package and the individual's needs to ensure completion of the course can be reasonably achieved.</p> <p>If the individual is deemed not yet competent after three (3) attempts and has not obtained their required result, then an agreement will be made based on the individual circumstances. This will include a further cost of \$250 per unit for a further 3 attempts at completion of the unit.</p> <p>Victorian Trainees ONLY</p> <p>Where a Trainee becomes Unemployed, Oz Skills Careers College can continue to deliver structured training for up to three months, or to the end of the enrolment period for which tuition fees have already been paid, whichever is greater.</p> <p>During this time, Oz Skills Careers College will provide support to assist with re-employment in order to complete the Traineeship, where practical.</p> <p>If you complete whilst unemployed, the VRQA will not recognize this completion as a traineeship in Victoria.</p> <p>The Director – Lynsey Murrie can provide advice on Government Support options available to you during cancellation discussions.</p>
Course Delivery	Oz Skills delivers courses through face-to-face delivery in the workplace. All training will be provided in a suitable location within the workplace to gain the most from the learning experience. Your program will be based on current workplace policies and procedures and will ensure you are workplace ready.
Fees and Charges	<p>Oz Skills will work directly with each employer to apply fees and charges appropriate to the client and Oz Skills needs. Individual students under workplace training arrangements are not responsible for the payment of fees for their training.</p> <p>Oz Skills will not take any payments, enrolment fees or any other charges from individuals or employers until training has commenced under Government subsidized training arrangements.</p>

	<p>Students enrolled under Victorian Funding arrangements will be provided with a Statement of Fees which clearly outlines the responsibilities and arrangements surrounding the Victorian Government Subsidised Training Arrangements. This will be reviewed with each student to ensure understanding and will confirmed via the Student Induction Checklist.</p> <p>Students enrolled under NSW Smart and Skilled funding arrangements will be provided with a copy of Student Notification Record from NSW online portal following enrolment and before commencement of training. This notification will be sent to your employer advising the student enrolment fee payable depending on your specific details entered into system, and all enrolment fees will be covered by your employer. There will be no invoice for student fees raised directly to you.</p> <p>Information on the fees and charges for each qualification is outlined in the relevant Statement of fees and employer Terms and Conditions.</p> <p>A \$25 (including GST) fee will be charged for issuing a replacement Qualification or Statement of Attainment. This fee is payable prior to re-issue.</p>				
<p>Refund Policy</p>	<p>Oz Skills works with students employers to ensure all relevant refunds will be processed in a timely manner from official advise that a student has left employment.</p> <p>Oz Skills standard refund policy is as follows:</p> <table border="1" data-bbox="402 1079 1286 1478"> <tr> <td data-bbox="402 1079 1286 1241"> <p>Fee for Service Students:</p> <ul style="list-style-type: none"> Administration fee of \$150 will be deducted from refund for each student cancelled/withdrawn A further fee of \$150 per unit completed will be deducted to issue a statement of attainment for units completed, but the amount in total with the administration fee will not exceed the agreed enrolment fee as stated above. </td> <td data-bbox="1286 1079 1421 1478"></td> </tr> <tr> <td data-bbox="402 1241 1286 1478"> <p>Funded Students (Skills First Program (Vic) and Smart and Skilled (NSW))</p> <ul style="list-style-type: none"> Certificate III in Hospitality - Administration fee of \$100 will be deducted or \$20 for exemption fee students Certificate IV in Leadership and Management - Administration fee of \$150 will be deducted from refund for each student cancelled/withdrawn. Certificate IV in Leadership and Management - A further fee of \$150 per unit completed will be deducted to issue a statement of attainment for units completed, but the amount in total with the administration fee will not exceed the agreed enrolment fee as stated above. </td> <td data-bbox="1286 1241 1421 1478"></td> </tr> </table> <p>These refunds are set out in the employer Terms and Conditions where workplace training occurs or special arrangements have been made directly with the employer to waiver these fees.</p>	<p>Fee for Service Students:</p> <ul style="list-style-type: none"> Administration fee of \$150 will be deducted from refund for each student cancelled/withdrawn A further fee of \$150 per unit completed will be deducted to issue a statement of attainment for units completed, but the amount in total with the administration fee will not exceed the agreed enrolment fee as stated above. 		<p>Funded Students (Skills First Program (Vic) and Smart and Skilled (NSW))</p> <ul style="list-style-type: none"> Certificate III in Hospitality - Administration fee of \$100 will be deducted or \$20 for exemption fee students Certificate IV in Leadership and Management - Administration fee of \$150 will be deducted from refund for each student cancelled/withdrawn. Certificate IV in Leadership and Management - A further fee of \$150 per unit completed will be deducted to issue a statement of attainment for units completed, but the amount in total with the administration fee will not exceed the agreed enrolment fee as stated above. 	
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<p>Withdrawing from training</p>	<p>If you are having difficulty with your course, talk to your trainer or contact Lynsey Murrie - Director. They can help you find a way around many problems. If you are unable to continue with your course you will need to advise your employer and your trainer to ensure all Statements of Attainment and/or Qualifications can be finalized at the earliest convenience.</p>				

<p>Workplace Health and Safety (WH&S)</p>	<p>The safety of staff, students and clients is of primary importance. Oz Skills observes all WH&S legislation and copies of the relevant Act are available to staff and clients. Trainers incorporate WH&S considerations when planning and delivering training, and students will be advised of the WH&S requirements of their programs and supervised accordingly. No staff member or student is to place themselves or other students in a position that contravenes the Workplace Health and Safety requirements. As a student you have obligations to complete your training in a safe manner and promptly report any injuries or harassment to your trainer or Director.</p> <p>Oz Skills is committed to providing a safe and healthy work environment for its staff, students, contractors (such as trainers) and visitors. Oz Skills encourages all workplace participants to regard accident prevention and working safely as a collective and individual responsibility.</p> <p>Oz Skills recognises its responsibility under the WH&S Act and Regulations. Students as well as trainers and assessors, share a dual responsibility for ensuring the health and safety of staff, students, contractors and visitors. In fulfilling this responsibility, trainers have a duty to provide and maintain, as far as practicable, a learning environment that is safe and without risk to health.</p>
<p>Access and Equity</p>	<p>Access and equity policies are incorporated into all operational procedures. Oz Skills prohibits discrimination towards any group or individual in any form, inclusive of</p> <ul style="list-style-type: none"> • Gender • Physical or intellectual or psychiatric disability, or any organism capable of causing disease • Pregnancy • Homosexuality (male or female, actual or presumed) • Race, colour, nationality, ethnic or ethno-religious background • Age • Marital status • Socio-economic factors <p>Our training programs are designed and wherever possible facilities are set up to enhance flexibility of delivery in order to maximize the opportunity for access and participation by all students. We do this by:</p> <ul style="list-style-type: none"> • Promoting access to employment and training for all people regardless of gender, socio- economic background, disability, ethnic origin, sexual orientation, age or race. • Ensuring training services are delivered in a non-discriminatory, open and respectful manner. • Training all staff members so that they are appropriately skilled in access and equity issues. • Providing reasonable access to learners of all levels. • Conducting student selection for training opportunities in a manner that includes and reflects the diverse student population. • Actively encourage the participation of students from traditionally disadvantaged groups and specifically offering assistance to those most disadvantaged.

Complaints and Appeals

Oz Skills has a Student Complaints and Appeals Policy and Procedure ensuring that all student grievances are considered confidentially with expediency and to the satisfaction of all parties involved.

Complaint and grievance

Students are encouraged to make all grievances, complaints or appeals known to management through the Complaints and Appeals form or at minimum in writing. Students may complete a Complaints and Appeals form (available from the Website or Management Representative) and lodge it with Lynsey Murrie, Director, via email address lynsey@oztrainingcollege.com.au or Michelle Rogers, CEO, via email address: michelle@oztrainingcollege.com.au. Lynsey will then make contact with you and organise a discussion to thoroughly understand your concerns.

Oz Skills will attempt to resolve the matter and provide a verbal response to you within 5 working days from when the complaint was received.

The second level of the procedure is a formal one on one and occurs when a complaint cannot be resolved using an informal approach. When a stakeholder or student approaches a staff member, Director or CEO to make a formal complaint the staff member, Director or CEO is first required to assist them to resolve the complaint via the informal process described above. Where a staff member or CEO has received the complaint, this will be referred to the Director within 2 working days of receiving the written complaint. The Director will, within 5 working days of receiving the complaint, send an acknowledgement letter to the complainant explaining what is being done to investigate and resolve their complaint. The complainant will be provided with progress reports on the matter via the Director.

The complainant will normally be provided with a written response within 28 working days of receipt of the formalised written complaint. If this time frame cannot be met, the complainant will be informed of the reasons why and of the alternative time frame for resolution. Oz Skills commits to finalising all complaints within 60 calendar days from original complaint being received.

Assessment appeals

A student may also appeal a decision made by Oz Skills in regards to an assessment outcome. Where a student feels they have been unfairly judged and assessed on a specified task, project or assessment they may have the assessment reviewed by submitting an Assessment Appeals Application Form. An appeal must be lodged within 28 days of the Oz Skills trainer decision being provided to the student. Otherwise the Oz Skills decisions will be deemed acceptable to all parties.

Right of appeal

If the complainant is not satisfied with the handling of their complaint by Oz Skills, or there are extenuating circumstances that preclude the complainant from lodging their complaint directly with OZ Skills, they may lodge their complaint with the registering body for Training Organisations, Australian Skills Quality Authority: www.asqa.gov.au

Privacy Principles	<p>We understand the importance of privacy and personal information. As such we take your privacy very seriously and comply with the requirements of the National Privacy Principles of the Commonwealth Privacy Act (2001) and where they apply to our dealings with you the participant.</p> <p>In some cases we will be required by law to make student information available to others such as Registering Bodies and from State or Federal Government Departments. In all other cases we ensure that we will seek the written permission of the participant before providing personal information to a third party.</p> <p>The relevant Privacy Principles are summarized as:</p> <p>Collection: We will collect only the information necessary for our primary function and you will be told the purposes for which the information is collected.</p> <p>Use and disclosure: Personal information will not be used or disclosed for a secondary purpose unless the individual has consented or a prescribed exception applies.</p> <p>Data quality: We will take all reasonable steps to make sure that the personal information we collect, use or disclose is accurate, complete and up to date.</p> <p>Security: We will take all reasonable steps to protect the personal information we hold from misuse and loss and from unauthorised access, modification or disclosure.</p> <p>You will be provided with a Victorian Government VET Student Privacy Notice to read and sign with your enrolment, which outlines Oz Skills responsibilities.</p>
Unique Student Identifier	<p>From 1st January 2015, the Commonwealth Government introduced legislation that requires training organisations to collect and register all training undertaken by every student against a national database where a Unique Student Identifier will be issued and all training is recorded.</p> <p>For further information on the national USI register, visit: www.usi.gov.au</p> <p>No student will be able to enrol into a training program unless a USI is either provided, permission to search records or application for USI Form is completed. Further information is available on enrolment form.</p>

Recognition of Prior Learning (RPL)

RPL is an assessment process that assesses the individual's formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to, and/or partial or total completion of a qualification.

If you have completed courses in a related field you may be able to take advantage of "RPL" or "Recognition of Prior Learning". This means your course may be granted in partial completion of related qualifications or units.

Students may also apply for RPL on the basis of previous and or current work and life experiences, not just formal training. Work experience and life experiences form much of a student's learning and may be able to be used toward recognition of competence of units.

To apply you need to complete an RPL Application Form and submit it to your trainer, who will then commence the RPL process with you.

Credit Transfer

A Credit Transfer is granted where evidence is provided to show that the same unit of competency has been successfully passed at Oz Skills or another Registered Training Organisation (RTO).

Credit will be given in units of competency for which an original, official Qualification or Statement of Attainment is provided and is the exact unit code (or deemed consistent) as that enrolled in.

Recognition of qualifications issued by other registered training organisations does however have a limited lifespan depending on the unit specified in previous training. If the Qualification/Statement of Attainment is currently listed on Training.gov.au website and is still a component of a qualification that the student wishes to undertake, recognition of qualifications issued by other registered training organisations will be automatically given.

If the Qualification/Statement of Attainment held by the student has been superseded and is no longer on Training.gov.au website or is not the version required by the qualification into which the student wishes to enrol, this policy does not apply. In such situations, recognition of prior learning would be the appropriate way to proceed in obtaining recognition of skills and knowledge obtained.

To apply for Credit Transfer please speak to your trainer and provide a copy and bring the original to your next training session. This will then be verified by your trainer as a copy of the original and forwarded to the office for Credit Transfer to be issued against your current enrolment.

<p>Issuance of Qualifications</p>	<p>On successful course completion and receipt of all fees students will be eligible to receive Qualifications/Statement of Attainments.</p> <p>If students do not complete all required subjects to a competent level they will not be eligible to receive a Qualification. They will, however, be eligible to receive a Statement of Attainment for the units successfully completed within the course.</p> <p>All Qualifications and Statements of Attainment issued will be issued without alteration or erasure and be identified by a unique number - printed on the qualification or statement official transcript.</p> <p>Oz Skills will maintain a record of all Qualifications/Statements of Attainment issued for a period of 30 years.</p> <p>Qualifications will be issued within 30 days of qualification being completed and all fees being processed.</p>
<p>Superseded Units/Qualifications</p>	<p>It is the aim of Oz Skills to ensure that students have every opportunity to undertake the most current national qualification. When a Training Package or Unit Of Competency is superseded there will be a 12 month transition period that will enable existing students to finish training and assessment in the superseded qualification in which they are enrolled.</p> <p>As soon as is practical after the endorsement of the new training package, Oz Skills will commence delivery of the new units of competency/qualifications. There will be a review of training resources, strategies and advertising materials to ensure all information is current and meets the new training package. Mapping of the old training package qualifications to the new will be accessed and any professional development requirements of current and prospective trainers and assessors will be identified and implemented.</p> <p>During this transition period particular attention will be paid to monitoring client feedback and the implementation of any changes that are identified as necessary in this process.</p>
<p>Bullying and Harassment</p>	<p>Oz Skills acknowledges that workplace harassment is against the law in any workplace context including training. Oz Skills expects its workplace and training environment to reflect the principles of law for the benefits of its employees, students and visitors.</p> <p>Bullying and harassment in any form, including sexual harassment, will not be tolerated under any circumstances. All students enrolled at Oz Skills have a right to participate in training in an environment free from intimidation and harassment.</p>

Academic Misconduct

Students at Oz Skills are expected to maintain the highest standards of academic conduct. We know that most students conduct themselves with integrity and are disturbed when they observe others cheating. The following information should help you avoid unintentional academic misconduct and clarify the consequences of plagiarism and/or cheating.

Plagiarism:

It is the act of presenting another persons' work as your own, and failing to acknowledging that the thought, ideas or writings are of another person.

Specifically it occurs when:

- Other people's work and/or ideas are paraphrased and presented without a reference
- Other students' work is copied or partly copied
- Phrases and passages are used verbatim without quotation marks and/or without a reference to the author or a web page.

Cheating:

To act dishonestly or unfairly in connection to an assessment conducted by Oz Skills.

Academic misconduct is considered a serious offence at Oz Skills. For students who have been deemed to intentionally plagiarise/cheat, it may result in being suspended, or permanently removed from the course.

To avoid plagiarism and/ or cheating and its penalties, students are advised to note the following:

- You may quote from someone else's work (for example from textbooks, journals or other published materials) but you must always indicate the author and source of the material.
- You should name sources for any graphs, tables or specific data, which you include in your assignment.
- You must not copy someone else's work and present it as your own

Oz Skills Plagiarism Policy covers the responsibilities of students and staff and the process for the management of student plagiarism. If the student does not agree with Oz Skills decision, then they are able access the Grievances and Complaints Policy and Procedure.



Student Services and Support

- Language, Literacy and Numeracy Support
 - Student Rights and Responsibilities
 - Disciplinary procedures
 - Access to student records and privacy
 - Student Learning, feedback and support
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Language Literacy and Numeracy Support	<p>All courses incorporate competency units, which focus on communication skills. In addition, language, literacy and numeracy support is accessible to all students and can be organized on a case by case basis.</p> <p>All needs will be assessed on enrolment and where relevant will be coordinated with your trainer or the Director.</p>
Student Rights and Responsibilities	<p>Oz Skills provides training in an environment of cooperation and mutual respect. When you sign your enrolment form you enter into an agreement with Oz Skills that you will abide by Oz Skills regulations including the code of conduct which outlines your rights and responsibilities as an enrolled student.</p> <p><u>You must:</u></p> <ul style="list-style-type: none"> • Treat all staff, students and the general public with respect, fairness and courtesy • Be punctual and regular in your attendance • Submit your assessment tasks by the due date or get approval for an extension of time • Do all that you can to prevent the introduction of viruses to Oz Skills computers and equipment • Protect your username and password • Retain a copy of all materials and evidence submitted for assessment <p><u>You must not:</u></p> <ul style="list-style-type: none"> • Plagiarise, collude or cheat in any learning or assessment activity • Illegally copy software licensed to Oz Skills • Smoke in any designated non-smoking area • Litter • Harass fellow students, staff or the general public • Use mobile phones, pagers or similar devices for personal reasons in your training session • Use cameras or recording devices in mobile phones without the consent of the person/s being photographed or recorded • Damage, steal, modify or misuse Oz Skills property • Be under the influence of Alcohol or Illegal Drugs • Engage in behaviour which may offend or embarrass or threaten other students, staff or the general public – including sms messages or any form of cyber bullying • Engage in aggressive physical contact or verbal abuse will not be tolerated. <p><u>You are entitled to:</u></p> <ul style="list-style-type: none"> • Be treated fairly and with respect by teachers, other staff and students • Learn in an environment free of discrimination and harassment • Pursue your educational goals in a supportive and stimulating environment Have your student records and personal information stored and maintained in a confidential, secure and professional manner

<p>Disciplinary procedures</p>	<p>Oz Skills will not tolerate misconduct under any circumstance and there will be Penalties for a breach of rules or behavior that is contradictory to our Code of Conduct or reflects in a negative manner on Oz Skills. Penalties may include exclusion from Oz Skills course or amendments to subject marks.</p>
<p>Access to Student Records</p>	<p>All students have the right to access to their personal records. Students wishing to view their training records need to provide a written request to Lynsey Murrie, Director who will arrange for you to view your records within five working days of receiving the request or as practical for non- Victorian based students.</p> <p>Students may only view their own records and only in the presence of Lynsey Murrie - Director.</p> <p>The student will not be allowed to alter the contents of the file or remove documents.</p> <p>Students are obligated to keep Oz Skills informed of their current contact details and to inform us immediately of any change in these details. Students should be advised that if they do not receive any correspondence due to incorrect contact details, they are fully responsible.</p>
<p>Privacy</p>	<p>Oz Skills will ensure that it operates consistently with the National Privacy Principles and only collects the personal information that is necessary for the conduct of our business, and that we will use that information in the manner for which it was intended.</p> <p>Students will have access to all information we hold on them, and we will store and use the information appropriately and limit access to only those who have a legal reason to have access to that information, or whom the student has given permission.</p> <p>Student information will not be provided to anyone else unless we have the permission from the student or are specifically allowed or required to provide the information by law.</p>

Student learning needs	<p>Oz Skills aims to identify and respond to the learning needs of all students. It is our intention that all trainers are to identify, at the start of training, the learning and assessment needs of their students.</p> <p>This may be accomplished informally through class discussion.</p> <p>Trainers will ask questions that reveal the general English level of the students, understanding of subject concepts and technical skills, previous experience and considerations regarding possible assessment formats. The trainers when formulating their lesson will use this information in assessment plans.</p> <p>Students should express their views about their learning needs at all stages of their learning experience. We want to help students to identify their learning needs through the induction procedure, Student Feedback Forms, email surveys, trainer discussion and an open invitation to approach staff with suggestions at any stage.</p>
Student Feedback	<p>Feedback from you is pivotal in our efforts to continue to improve the services and courses that we offer. When your trainer asks you to complete a survey, please take time to give a considered response.</p> <p>Students will also be provided with opportunities through the course of their study with Oz Skills to provide the trainer with immediate feedback which is recorded and provided to Head Office to form part of the Continuous Improvement cycle. Please provide your trainer with as much feedback as possible throughout your program.</p>
Additional Support Services	<p>If additional support is required in specific area Oz Skill's recommends you refer to the external links listed below.</p> <p>Financial support- www.humanservices.gov.au/customer/themes/students-and-trainees</p> <p>Transport Services- www.ptv.vic.gov.au/timetables/metropolitan-buses/ www.silvertop.com.au/ www.13cabs.com.au/</p> <p>Literacy & Numeracy Support- http://www.australia.gov.au/topics/education-and-training/literacy-and-numeracy</p> <p>Drug and Alcohol Support- www.health.vic.gov.au/aod/</p>



Training Services Information

- Competency based training
- Training Package Requirements
- Trainers and Assessors
- Induction
- Assessment processes, validation and appeals

Training Services Information	
Competency Based Training	<p>All training is based on the principles of Competency Based Training. Delivery and assessment will involve students accomplishing tasks required to demonstrate competency in any given unit. Students will be provided with every opportunity to demonstrate that they can carry out required tasks.</p> <p>If a student is deemed as "Not Yet Competent" in any unit they will be provided with three further attempts to demonstrate competency. Timing and location of the re-assessment attempt must be negotiated with your trainer.</p> <p>The trainer should provide the student with relevant feedback on the areas that need further work.</p> <p>If the student is still deemed as "Not Yet Competent" after the additional assessment attempts, they must re-enrol and complete the training again.</p>
Training Package Requirements	<p>All nationally recognised training, delivery and assessment comply with the requirements of the nationally endorsed Training Packages or Accredited Course Guidelines. These documents may be accessed at http://www.training.gov.au.</p>
Trainers and assessors	<p>All Oz Skills training staff have the required qualifications, skills, knowledge, experience and attitude to provide you with relevant life experiences to further develop your knowledge and skills as part of your training program.</p> <p>All our trainers are recruited with specialized Hospitality Industry knowledge to support and provide specialist knowledge to you in your learning journey.</p> <p>Oz Skills follows employment legislation and promotes EEO principles in its recruitment practices.</p>
Induction	<p>Oz Skills will go through an induction process with you at enrolment. Items such as facilities, key staff contacts, health and safety, administration, training, assessments and record keeping will be discussed in detail.</p>
Industry Consultation	<p>Oz Skills liaises with industry representatives in an effort to confirm that the currency of all course material, practices and information presented as part of our training courses. This consultation is essential so that training outcomes meet the knowledge and skill demands of our employers and to ensure proposed courses are reflective of future industry and employment growth.</p> <p>Consultation also ensures assessment strategies cover significant points and provides results that are useful to current and prospective employers.</p>

Validation	<p>Oz Skills ensures that all assessment tasks are reliable, valid, flexible and fair and to ensure that the marking procedures are also fair and valid.</p> <p>Validating an assessment tool involves checking that the assessment task produces valid, reliable, sufficient, current and authentic evidence to enable reasonable judgments to be made as to whether the requirements of the relevant aspects of the Training Package or accredited course have been met. It includes reviewing and making recommendations for future improvements to the assessment tool, process and/or outcomes.</p> <p>Assessment tasks and course results are validated quarterly as per the Oz Skills Validation Policy.</p>
Assessment process	<p>All assessment tasks are competency based and cover the requirements of each unit or cluster of units of competency. Your trainer will advise you at the commencement of each unit when, how and what assessment will take place for the unit.</p> <p>Assessment tasks are designed to evaluate evidence that a student can demonstrate competency in all relevant subject competencies in the context of the workplace. We work closely with your employer to ensure that we have access to all facilities and equipment to make you immediately job ready.</p> <p>Students are provided with every opportunity, within their course duration, to obtain and show competency. Students not able to show competency after the completion of their course will have the opportunity to redo the aspects of the assessment that require evidence of the student's competence. This must be achieved within one month of completing the course, alternately, it may be decided that the student will need to re-enroll</p>
Assessment appeals	<p>Students wishing to make an appeal should first make an appointment with the trainer/assessor. If the matter is not resolved the student may submit an Assessment Appeal Application to the Director for investigation and the assessment appeals process will commence.</p>
Contact Details	<p>For further information relating to the information contained in this Student Handbook, please contact: Lynsey Murrie, Director at lynsey@oztrainingcollege.com.au; or our head office: Michelle Rogers, CEO at michelle@oztrainingcollege.com.au</p>