



GREENHOUSE
EDUCATION

Student Information Guide

Greenhouse Education (RTO #52805)

Unit 15, 61 Ocean Keys Boulevard

Clarkson

WA 6030

Phone: 08 9407 7299

Email: admin@greenhouseeducation.com.au

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1. Introduction

1.1. Welcome

Welcome to the RTO!

Thank you for your decision to study with a Registered Training Organisation (RTO). Your choice is the first step toward learning new skills, developing new knowledge, and being presented with new career and personal opportunities. Time spent training is time spent valuably, and we look forward to spending this time with you.

1.2. The RTO

You have chosen to study with an RTO, which means that the company is licensed by the Training Accreditation Council (TAC).

TAC is the Western Australian regulator for Vocational Education and Training (VET) sector. By registering as an RTO with TAC, the company has demonstrated that it is compliant with the Standards for Registered Training Organisations (RTOs) 2015, which are the national standards for vocational training. This means that it can train and assess you toward nationally recognised qualifications and units of competency, and that you can be comfortable that a commonwealth government organisation assures its quality.

1.3. This Student Information Guide

This student information guide contains all the basic information you will need to be a student with the RTO. It has been designed to be as accessible as possible, by being available on the RTO website, and is designed to correspond to the journey you will take as a student. This means that each section corresponds to a stage in that journey:

1. Marketing and Recruitment
2. Enrolment
3. Support and Progression
4. Training and Assessment
5. Certification

Within each section of this information guide you will find information related to that stage of the student journey. This may include relevant RTO policies and procedures, information on applicable laws and regulations, and details of the responsibilities of the various parties involved in your student journey. This information guide is for all students enrolled with the RTO, so it doesn't contain specific information about your course. You will be provided with your course information through other documents.

Many places in this student information guide refer to other documents, such as policies and procedures. All documents referenced in this document are available on request from the RTO administration and the policies and procedures are at the back of this guide.

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2. Marketing and Recruitment

2.1. Ethical Marketing

The RTO is committed to ethical marketing and recruitment practices. This means that it has policies and procedures within the organisation to ensure that all marketing material, including the website, contains accurate and information about the RTO and the services it offers. This ensures that you can seek further information about the most relevant courses for your needs, and that it complies with its obligations as an RTO.

2.2. Fully Informed Decision Making

The RTO wants to ensure that, prior to seeking enrolment in a course, that you are fully informed about the decision you are making. To this end, the RTO ensures that its marketing materials contain certain information. This will always include:

1. An accurate representation of the courses which it is currently registered to deliver, and how it delivers them;
2. The name, contact details, and unique RTO Code of the RTO;
3. The title and code of any nationally recognised course it advertises, so that you can research this yourself if you so choose;
4. Information about any third-party (e.g. any other company) which will be providing services, such as recruitment or study assistance, to you on behalf of the RTO;
5. The details of any other RTO involved in your course, including whether they are doing the training and assessment on behalf of the RTO, or vice-versa;
6. Clear information about whether the course you are doing is nationally accredited or not, such as only using the Nationally Recognised Training logo to market nationally accredited courses;
7. Any applicable licenses or registrations which you would need to get after completing your course to work in your chosen industry, if one is required;
8. Full and complete details of any funding or loans program which can be accessed to pay for training, if one is available, and what the result of accessing any programs would be on your future entitlements; and
9. A realistic explanation of what you will have to do to complete the course, how long it will take, how much work will be required, and what your employment prospects might be upon completion.

The RTO also follows a strict policy of only using the names of people and companies in its advertising only when it has permission to do so. You can be sure that any testimonial or reference presented is a true and accurate representation of the positive experience of the individual.

If you feel that you have not received, or have not understood, any of the above information as it relates to your chosen course, please don't hesitate to contact the RTO administration. They can provide guidance to ensure that you are a fully informed student and are ready to apply for your course.

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3. Enrolment

3.1. Fully Informed Application

3.1.1 Course Information

Once you have made the decision to enroll in a course, it is critical that you have a full and complete understanding of how that course will be delivered and assessed, what your obligations are, and what you can expect from the RTO before you enroll. This is because the RTO wants you to have the best possible chance to succeed, and to ensure it meets its registration obligations.

When you complete an application for enrolment form you will be asked to sign a declaration that you have received or read:

1. Advice about whether the course you're seeking to enroll in is right for you, given your experience, existing skills, and your future plans;
2. The title and code of the nationally recognised course you want to enroll in, so that you can research further information about it;
3. Detailed information about how the training program is going to be delivered, and what additional support services will be available to you if you require assistance to complete your course, including:
 - a. How long the course will take;
 - b. Where you will be undertaking your training and assessment;
 - c. How the course will be delivered;
 - d. Whether any person or company other than the RTO is going to be involved in your training and assessment, and who they are;
 - e. Whether you will have to undertake work placement as part of your course; and
4. Information about obligations which the RTO has in the delivery of your training and assessment, such as to ensure the quality of your course, to comply with its regulatory requirements, and to issue you with a nationally recognised certificate when you successfully complete your course;
5. Information about the obligations which you will have when you enrol, such as the need to demonstrate pre-requisite skills and knowledge, to pay your fees and repay any debt you occur if you access a loans scheme, and any equipment which you must bring to your studies;
6. Information about your rights as a student, such as your right to access the RTO Complaints and Appeals Policy, and what protection exists for circumstances in which the RTO can't deliver your course for any reason;
7. Full and complete details of any funding or loans program which can be accessed to pay for training, if available, and what the result of accessing a program would be on your future entitlements.

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If you feel that you have not received, or have not understood, any of the above information as it relates to your chosen course, please don't hesitate to contact the RTO administration. They can provide guidance to ensure that you are a fully informed student and are ready to apply for your course.

3.1.2 Fees and Charges

The RTO charges fees for its training services, and you may have a fee to pay when you enroll in your selected course. To ensure that you are protected as a consumer, you will be provided with all relevant fee information prior to being required to pay. This will include:

1. The fee amount which you will be required to pay for your course;
2. The payment terms on which you will pay those fees, including the timing of your required payments;
3. Your rights as a consumer in Australia; and
4. Your right to attain a refund in certain circumstances, such as when the RTO can't deliver your course for any reason.

If you feel that you do not understand the above information you should contact the RTO administration. They can provide you with an additional copy of your fee information to ensure that you are fully informed.

In some cases, your employer or another party may pay fees on your behalf. When this occurs, it will be made clear to both you and your employer of who will be paying and what amount. The RTO also enters into payment plans when appropriate, so if you would like to discuss this please contact the RTO administration.

The company's obligations as an RTO include taking actions to protect your fees. These protections exist to ensure that you can enroll with confidence, and the RTO takes them very seriously. The principal protection which is provided to you is a pre-paid fee limit; the RTO will never require you to pay more than \$1,500 in advance and will never allow your advance payment balance to rise above \$1,500. This fee protection mechanism applies to all students of the RTO and complies with the Standards for RTOs 2015. If you wish to know more about how your fees are protected, please don't hesitate to contact the RTO administration.

3.1.3 Refunds

The RTO has a clear and well enforced Refund Policy in place, so you can pay your fees fully informed as to the circumstances in which you would be entitled to a refund, and how much of a refund you would receive.

To access the Financial Management and Refund Policies and Procedures, and the associated forms required to apply for a refund, plus further information about how we administer our fees and charges, please contact the RTO administration.

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3.2. Course Entry Assessment

The RTO is dedicated to ensuring that all students have the best possible chance of success in their chosen course, and in their careers. To assist with this, the RTO undertakes careful assessment of those who seek to enrol in its courses. This ensures that you are the right fit for the course, and that the course is the right fit for you.

The RTO undertakes its course entry assessment through several different processes. These include:

1. A suitability discussion with an RTO representative; and
2. A formal pre training assessment

The suitability discussion will be undertaken with a staff member of the RTO and will focus on ensuring that you fully understand the course structure, delivery strategy, assessment process, and all other relevant details of your selected course. The discussion will also encompass your career goals, and to finally ensure that the selected course is the right one for you.

The formal pre training assessment is to ensure that you have the right combination of language, literacy, numeracy, and study skills to succeed in your selected course. It's not an assessment which you can pass or fail, rather it is an opportunity for you and the RTO to evaluate your fit for the course and determine possible support requirements that you may need.

Between these two processes, a determination will be made regarding course entry. In most cases this will be admission to the course; the RTO's marketing and recruitment procedures ensure that the fit is usually close. In some cases, the result may be admission with support. Where this is required, such as to overcome a barrier to learning or the effects of a disability, the strategy will be discussed and agreed with you before your studies are commenced or upon your first classroom day.

Finally, in very rare circumstances, an application may be rejected. Don't worry though, the RTO never rejects an application without speaking to you and trying to find a way to assist you further.

3.3. Your Privacy and Personal Information

The RTO takes the privacy of your personal information extremely seriously and has a clear and well enforced Privacy Policy in place. This means that you can provide your personal information, which is required for enrolment, fully informed as to how your information will be protected and how it will be used.

The RTO privacy and student information policies are fully compliant with the Privacy Act 1988 and the Australian Privacy Principles which are publicly available. To access our Records Management Policy and Procedure please contact the RTO administration.

3.4. Apprenticeships and Traineeships

Some of the courses offered by the RTO may be offered under an Australian Apprenticeship or Traineeship. When this is the case there will be additional requirements, such as having your contract for training approved by an Australian Apprenticeship Support Network (AASN) Provider. Your employer, or the employer who will be taking you on as an apprentice or trainee, will also be required to take part in your enrolment process.

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The process for enrolling in an apprenticeship or traineeship differs depending on your state, and the RTO staff member who is assisting you with your enrolment will help you to understand what is required in your jurisdiction.

You can also find further information about the Australian Apprenticeships and Traineeships program at <https://www.australianapprenticeships.gov.au/>.

3.5. Funding Programs

Some of the courses offered by the RTO may be offered with the support of funding provided by a State or Commonwealth government. When this is the case there will be additional requirements, such as an extended pre-training review process, or a requirement to register your application for funding.

The process for enrolling in a course which is supported by government funding differs depending on the specific funding program which you are accessing. The RTO staff member who is assisting you with your enrolment will help you to understand what is required in your circumstances.

3.6. Unique Student Identifier

3.6.1 What is a Unique Student Identifier?

If you're studying nationally recognised training in Australia you are required to have a Unique Student Identifier (USI) unless you have an exemption under the Student Identifiers Act 2014 Your USI links to an online account that contains all your training records and results from 1st January 2015 onwards.

When applying for a job or enrolling in further study, you will often need to provide your training records and results. One of the main benefits of the USI, as it is adopted across the sector, is the ability for you to gain easy access to your training records and results. If you have an exemption, you need to be aware that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the Registrar.

3.6.2 What are the Benefits of the Unique Student Identifier?

A key benefit of your USI is that it will enable consolidation of information on nationally recognised training completed by you from January 2015 onwards. The information is based on the data about your studies reported by your training organisations to the National Centre for Vocational Education Research (NCVER).

Training organisations are required to submit this information to NCVER at least once a year. Following the annual data collection in February, you will be able to access your USI account to view your training history online, or to generate authenticated transcripts which you can provide to prospective employers or other training providers. The information you will be able to view will relate only to the training you completed after 1st January 2015.

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3.6.3 How to get a Unique Student Identifier

Getting a USI is free, and easy. You can create your own USI and will only take a few minutes of your time. Visit www.usi.gov.au for more information.

4. Support and Progression

4.1. Student Support Services

The RTO is dedicated to ensuring that all students who are admitted to a course have the best possible support to complete their studies. The suitability discussion is designed as an opportunity to identify any barriers to your completion. The pre training assessment is designed to identify any LLN barriers to learning, and possible support arrangements around these barriers.

If it is agreed that a need for support exists, the nature of the support to be provided will be agreed prior to course commencement. Examples of the types of support offered include:

- Language, literacy, and numeracy support such as additional training in these foundation skills or additional contact hours provided by the trainer;
- Physical adaptations such as accessible classroom spaces and bathrooms, large print or audio resources, or screen reading technology;
- Information technology support, such as guides, instructional videos and one-to-one support which detail how to use learning technology required to engage with the course material;
- Mentoring, coaching, tutoring, and other extra-classroom one-to-one support activities;
- Personal counselling to assist those who are going through a tough time or are experiencing issues not related to the course, but which are affecting their progression; and
- Career guidance, job search, and internship placement.

Not all services may be available for all courses, and some services may incur an additional fee. The services to be provided and any fees to be charged for those services will be agreed prior to course commencement. For more information regarding the types of support which the RTO can offer, please ask the RTO administration to see our Access and Equity Policy.

4.2. Responsibilities of the Parties

4.2.1 Responsibilities of the Student

By enrolling as a student, you are entering into an agreement with the RTO. This agreement places responsibilities on all parties, including yourself. You will be provided with a student Code of Conduct to also sign. To ensure that you have the best possible opportunity to complete your course successfully, you are required to:

- Be adequately prepared for all training sessions, including having completed any reading or out-of-session activities;
- Be an active participant in the learning process, including asking questions when you do not understand things;

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- Recognise and respect the fact that learning may occur faster or more slowly than you expect;
- Monitor your own progress through the course and raise concerns with your trainer if you have them;
- Keep copies of all work which you submit for assessment as the RTO is required by regulation to keep the submitted material;
- Advise your trainer if you are unable to attend any training session or if you are going to be late in submitting your work;
- Provide only work which you have completed yourself in accordance with the instructions of your trainer and assessor;
- Speak directly with your workplace supervisor, if you are in a workplace-based course, about issues you are experiencing and ensure that your trainer understands that these conversations have occurred;
- Advise the RTO administration of any change in personal details, of any change which will affect your ability to complete your course, or if you must withdraw from study; and
- Abide always by the student Code of Conduct you have signed.

4.2.2 Responsibilities of the RTO

By accepting your enrolment into a course, the RTO has taken on obligations to you as a student. Some of these obligations and responsibilities are created by the standards and regulation under which we work, and some are due to the agreement we have with you as a student. These obligations include:

- Undertaking a thorough course entry process to determine your suitability for your selected course, and the suitability of the course for you;
- Develop a training plan for you which details the journey you will take through your studies;
- Ensure that any workplace arrangement, such as an apprenticeship or traineeship, is organised and monitored;
- Monitor your progress through the course and implement support strategies where necessary;
- Keep you informed of any changes in legislation, RTO policy, or any other change which would affect your enrolment in, and progression through your course;
- Maintain thorough records of your training and assessment, and provide you with access to those records when you request it;
- Issue a Certificate or Statement of Attainment if you have been assessed as competent in one or more units of competency from a training package or accredited course; and
- Provide you with access to fair and just administrative processes including complaints, appeals, refunds and support requests.

4.2.3 Responsibilities of the Trainer

You will be allocated a trainer who is responsible for overseeing your progression through your course. Others may take part in your learning journey at various stages, but there will always be one who is in charge. Your trainer has the responsibility to:

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- Ensure that you know who they are, and that they are your trainer;
- Provide you with quality training and skill development opportunities which meet the requirements of the course in which you are enrolled;
- Monitor your progress and help you to plan how to stay on track, including documenting your progress in your training plan;
- Provide you with advice and assistance when you find it difficult to complete a task or to understand what is required of you;
- Assess your completed work in a timely manner and offer you opportunities for reassessment when they are required; and
- Be the first person in your course support network, and the first person you can call on when you find you have an issue.

4.2.4 Responsibilities of the Employer (if applicable)

Some courses offered by the RTO may be workplace based. If this is the case then your employer, meaning the business which employs you, has agreed to take on certain responsibilities. If you are an apprentice or trainee there are additional employer responsibilities which will be made clear to them by the Australian Apprenticeship Support Network (AASN) Provider. Responsibilities held by all employers include:

- Providing you with legal employment at the appropriate training wage for your award or workplace agreement;
- Provide you with a safe working environment and a qualified and competent supervisor;
- Allow both you and your supervisor enough time to conduct training and to discuss your progress; and
- Maintaining contact with the RTO.

4.2.5 Responsibilities of the Workplace Supervisor (if applicable)

If you are undertaking your course in the workplace, the supervisor who oversees you on a day-to-day basis has responsibilities as well. Whilst supervisors are not authorised by the RTO to perform training or assessment on its behalf, they may be involved in collecting evidence of your competence and mentoring you on your journey. The responsibilities of the workplace supervisor include:

- Allowing you to take the agreed time away from routine duties to undertake your training and assessment;
- Co-ordinating your training and assessment so that it does not affect your performance as a staff member;
- Mentoring and assisting you to link what you are learning with the skills demanded of you by your job; and
- Maintaining contact with the RTO so that issues of support and progression can be addressed in a timely manner.

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4.3. Changes to Services

During your training, events might occur which could have an impact on your progression and completion. These are not always within your control or that of the RTO. Examples of these types of events include changes in the:

- Training package on which your course is based, which are released by the Australian government;
- Apprenticeship and traineeship system, which are made by the Australian government
- Ownership or in the management of the RTO;
- Industry expectations of a qualified member of the trade or profession which you are training to join;
- Your trainer and assessor might be changed;
- Third-parties who are taking a role in your training program, including those who are providing educational support services; and
- The addition of new third-parties to your training program.

If a change like those described above occurs, the RTO will try to give you notice in advance. If this is not possible, you will be notified as soon as is practical after it occurs. Your notification will be in writing and will describe the change which is occurring and the effect which it may have on you.

If there is to be any material change to your course of study these will be discussed with you and their affect will be agreed between you and the RTO. This includes changes to any support services being provided, or changes which may require the addition of new support services.

4.4. Complaints and Appeals

A complaint is a grievance regarding something or someone that you feel has broken the rules, or which has unfairly affected your experience during your studies. An appeal is a request to review a decision which has been made.

You have the right to make a complaint about the RTO, any staff member of the RTO, another student, any third-party involved in your training and assessment, or any other aspect of your experience. You also have the right to appeal any decision made by the RTO, including assessment decisions.

To facilitate this, a complaints and appeals process, based on the principles of natural justice, has been created by the RTO. For more information, ask the RTO administration about our Complaints and Appeals Policy and Procedure.

5. Training and Assessment

5.1. How are Qualifications and Courses structured?

In Vocational Education and Training (VET), the basis of all courses is units of competency. Each unit of competency describes an activity which you must learn to perform to be deemed competent in the unit, for example “prepare and serve espresso coffee”, or “apply principles of mechanics to engineering problems”.

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A qualification is made up of multiple units of competency. Some of the units of competency which make up the qualification are required to be completed by all students, regardless of the RTO they are studying with. These are called “core units”. Others can be selected between the student and the RTO. These are called “elective units”.

To be deemed competent in a unit of competency you must complete the assessment for that unit of competency. This will involve performing tasks and answering questions related to the requirements of that unit of competency and will always involve at least two different assessment methods.

Once you have been deemed competent in all the units of competency in your chosen qualification you will be awarded your Certificate. There is no final exam. If you withdraw from your qualification prior to being deemed competent in all the units of competency that make up that qualification, you will be issued with a Statement of Attainment for the units of competency which you did complete.

Sometimes, courses do not form an entire qualification. In these cases, you may study one or more units of competency for a specific purpose. One example is “provide first aid”, for the first aid certificate. These courses are called skill sets, and when all units of competency in a skill set are completed you are awarded a Statement of Attainment for that skillset.

There are also highly specialised courses known as accredited courses. If you are considering an accredited course, the staff of the RTO will speak to you about what this means prior to you enrolling.

5.2. How are Courses Delivered?

One of the strongest aspects of the VET system in Australia is its flexibility. RTOs can deliver courses in a variety of different ways, which allows them to best meet the requirements of industry and the students who seek to enter industry. At the RTO, we deliver courses in a variety of ways, and you will be informed through the RTO’s marketing and your enrolment documentation of the method being used to deliver your course.

Examples of some of the different types of training delivery which may occur include:

- Classroom training – traditional training which takes place in a classroom or a simulated work environment, such as you would experience at a university or school;
- Online or blended training – a combination of eLearning activities and classroom training which provides flexibility for studying at your own pace and in a place and time of your choosing;
- Workplace training – training which occurs partially or completely in your workplace, with a trainer coming to see you as you work so that they can instruct you and assess your performance; and
- Apprenticeship and traineeship training – bonded training which includes a formal agreement between your employer, the RTO, you, an Australian Apprenticeship Support Network (AASN) provider, and the Australian government.

Not all these training methods are right for all courses, and not all of them are right for all students. If you are interested in studying through a particular delivery methodology you should ensure that you discuss this with the RTO administration.

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5.3. The RTO's Commitment to you

The RTO is committed to ensuring that all students who commence in a training program can complete that training program. This commitment extends to ensuring that adequate and appropriate support services are available to students and that the course selection and entry process places students in the correct course for them. The specific types of support which are offered, and how to access them, are detailed elsewhere in this guide.

Sometimes, unfortunately, things don't work out as planned. In the extremely unlikely event that the RTO is unable to complete your course of study, it will endeavour to locate an alternative training provider so that you can complete your course of study. You will be issued with a Statement of Attainment, which is nationally recognised under legislation, for any units of competency which you have completed. This will mean that you do not have to complete unnecessary work because of the change.

The RTO also has a comprehensive Refund Policy which complies with Australian consumer law, so any fees which you have paid in advance and which have not been used will be refunded to you.

Don't be worried! You are being told this to ensure that you understand what would happen under the worse-case scenario, but the RTO also wants you to know that it is 100% dedicated to ensuring that this policy never needs to be put into effect.

5.4. The Difference between Training and Assessment

Training and assessment are different things, and it is important that you understand what the difference is.

Training is the process of undergoing instruction and practice so that you can learn new skills and knowledge. If you are in a classroom being taught, or if you are in the workplace practicing things you have learned, you are training. Self-study time, instruction from a trainer, practical activities, are all examples of training. The main defining characteristic of training is that you can't get it "wrong", because there is no-one judging you.

Assessment is the process of determining how effective your training has been, and whether you are able to perform tasks at the level required to deem you competent. Taking a written test, performing a task whilst an assessor watches with a checklist, and completing a workplace project which requires you to provide the completed work to your assessor are all examples of assessment. All units of competency require assessment, and you will be informed at the start of the unit of competency what assessment will occur and when.

By training, you develop new skills and knowledge. By assessment, the RTO assures itself that those skills and knowledge are strong enough for the workplace.

5.5. Duration of Training

Every course and every student are different, so the duration of your training may be different to the duration of training for another student. Part of the flexibility of the VET system in Australia is that it does not have mandatory minimum training periods; you train until you are able to complete your required assessment.

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The RTO schedules your training plan based on your expected progression. This is determined based on your prior experiences, your existing skills, and the nature of the course which you are taking. Your expected course progression will be documented in your training plan.

Your training may be extended or compressed depending on how you perform through the course. If you receive Recognition of Prior Learning, or if your trainer determines that you can move faster, your training plan may be adjusted to make the duration shorter. If you are deemed not-yet-competent in one or more units of competency, or if you do not attend your training, your training plan may be adjusted to make the duration longer.

If you have any questions about the duration of your training, please ask your trainer. They will be able to explain to you the expected duration, and other relevant details.

5.6. How are Courses Assessed?

Each course is assessed differently, because each course is different. The methods which will be used to assess you will be detailed in your training plan. These may include:

- Practical demonstrations of skills;
- Portfolios of completed work examples;
- Third-party reports from supervisors in the workplace;
- Group projects or presentations;
- Written assessment of knowledge;
- Verbal assessment of knowledge; and
- Written projects or reports.

If you have any questions or concerns about how you are to be assessed, please speak to your trainer about them. The RTO has a detailed Effective Assessment Policy which allows it to make changes to an assessment to meet a student's individual needs. The RTO cannot reduce the level of performance required, but it can make changes to make the assessment more accessible.

For further details on what reasonable adjustments are and how they are made, please ask the RTO administration to see our Access and Equity Policy and Effective Assessment Policy.

5.7. What do competent and not-yet-competent mean?

Vocational Education and Training (VET) in Australia does not use grades such as "A" or "D", and it doesn't use marks such as 5/10 or 77%. Students who have completed the assessment for a unit of competency are deemed to be in one of two states: competent, or not-yet-competent.

Competent means that you have been assessed as able to perform the skills, and to hold the knowledge, required by the unit of competency at a level acceptable for the workplace. Competency can be thought of as being the minimum bar you need to reach to be suitable for work. It is possible to go far beyond competency and become advanced, or even a master, in the skill area. Determining whether you have reached that level is not the purpose of RTO assessment; RTOs assess only as competent or not-yet-competent.

Not-yet-competent means that, during assessment, you have not managed to demonstrate that you have the skills and knowledge required by the unit of competency. This can be caused by one of two

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things: either you have the skills and knowledge but have not demonstrated them, or you do not yet have the skills and knowledge. It is the responsibility of you and your trainer to determine which of these is true. If you have the skills but have simply not demonstrated them, you will be reassessed and given an opportunity to be deemed competent. If you require more training to develop the skills and knowledge, this will be arranged.

When you undertake an assessment task, you will be given a result of satisfactory or not-yet-satisfactory for that task. Individual assessment tasks are not marked with competent and not-yet-competent as that terminology applies only to units of competency. By completing all assessment tasks satisfactorily, for one unit of competency, you will demonstrate that you are competent.

5.8. Recognition of Qualifications and Statements of Attainment

The RTO is required to recognise the Statements of Attainment and qualifications issued by other RTOs. Similarly, other RTOs are required to recognise the Statements of Attainment and Qualifications issued by the RTO.

The purpose of this is to facilitate Credit Transfer and ensure that you don't need to train and be assessed in the same units of competency multiple times.

For more information about how the RTO recognises the Qualifications and Statements of Attainment issued by other RTOs, please ask the RTO administration for more information on our Effective Assessment Policy.

5.9. Credit Transfer

Credit transfer is the process used to recognise the Qualifications and Statements of Attainment issued by another RTO. For example, if you enrol in a qualification with the RTO which has 12 units of competency, but you have already completed two of those units already and have been issued a Statement of Attainment by another RTO, you can apply for Credit Transfer when you enrol for those 2 units of competency.

The RTO will require a copy of your Statement of Attainment. It may verify that it is genuine by contacting the issuing organisation. Once it has been verified, the RTO will grade you as having completed those two units of competency already, meaning that you will only need to train and be assessed in the remaining 10 units of competency.

Credit Transfer can only be awarded for units of competency which have the same code, or which have been determined to have the same content, as other units of competency. Because the content of units of competency change over time, this means that the more recent your Statement of Attainment or Qualification, the more likely you are to be awarded Credit Transfer.

For more information about the credit transfer process, including how to apply for credit transfer, please ask the RTO administration to hear more about our Effective Assessment Policy and Procedure.

5.10. Recognition of Prior Learning

Recognition of Prior Learning (RPL) is a type of assessment which is used when you believe that you hold the skills and knowledge described by a unit of competency before you commence, but you don't have a Statement of Attainment or Qualification to demonstrate it. Think of RPL like going

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straight to the exam without doing the class.

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When you apply for RPL, your assessor will work with you to gather a portfolio of evidence of your competence. This may include examples of completed work, a conversation with the assessor, practical activities, references from your current or previous employers, or almost anything else which demonstrates your competence.

The assessor will then compare your portfolio to the requirements of the unit of competency and make a determination of competent or not-yet-competent based on this, just as if you had gone through the regular assessment process. If you are deemed to be competent, you have completed that unit of competency. If you are deemed to be not-yet-competent you may need to collect additional evidence, or you may need to train and be assessed in the unit of competency as if you had not undertaken RPL assessment.

If you have any questions about RPL, including how to apply for RPL, please don't hesitate to contact the RTO for more information.

6. Completion

6.1. Issuance of Qualifications

As an RTO, the RTO is obliged to issue a Qualification and an accompanying Record of Results to each student whom it assesses as having met the requirements of that qualification. This can be delayed in a case where fees remain outstanding to be paid by the student, or if the Unique Student Identifier (USI) is outstanding. However, if the fees are paid and the USI has been provided (unless the student has an exemption) then the Qualification and Record of Results must be issued.

A Qualification and Record of Results issued by a Registered Training Organisation follows the format described in the Australian Qualifications Framework, which you can see at www.aqf.edu.au.

All RTOs are required to accept all verified Qualifications and Records of Results from other RTOs as a condition of their registration.

6.2. Issuance of Statements of Attainment

When a student completes one or more units of competency but not an entire qualification, an RTO is required to issue a Statement of Attainment. This holds the same place in the Australian Qualifications Framework as a Qualification in that all RTOs must recognise them, and that they follow a standard format. The difference is that a Statement of Attainment is not for a full qualification.

Statements of Attainment may be issued for partial completion of a qualification or for partial or full completion of a skill set or accredited short course. This can be delayed in a case where fees remain outstanding to be paid by the student, or if the USI is outstanding. However, if the fees are paid and the USI has been provided (unless the student has an exemption) then the Statement of Attainment must be issued.

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6.3. Timeframe for Issuance

All Qualifications, Records of Results, and Statements of Attainment will be issued within 21 calendar days of the date of final assessment. This is in accordance with the standards of registration for RTOs.

6.4. Unique Student Identifier

You need a Unique Student Identifier (USI) to receive your Qualification and Record of Results or your Statement of Attainment. To get a USI, visit www.usi.gov.au.

6.5. Replacement of Qualifications or Statements of Attainment

If a replacement for a Qualification, Record of Results, or Statement of Attainment is required, it will be provided. To request a replacement Certificate or Statement of Attainment, please email enquiries@greenhouseeducation.com.au.

7. Key policies

7.1. Code of Conduct for Students

The RTO has a Code of Conduct, and all students are required to sign agreement to abide by it on enrolment. The Code of Conduct describes appropriate and inappropriate student behavior while studying at the RTO.

7.2. Student Safety

The RTO is dedicated to ensuring that all students are safe from harm when undertaking their studies. This includes having effective workplace health and safety procedures in all facilities and having appropriate student protection and critical incident procedures in place. If you would like more information regarding this, please ask RTO administration to for more information on our Critical Incident Policy and Procedure.

7.3. Access and Equity

To ensure that all students can access the course of their choosing, and that all students have the best possible chance of succeeding in that course, the RTO has developed clear and consistent access and equity policies which can be reviewed in our Access and Equity Policy, if you would like to see our Access and Equity Policy please ask RTO administration for this information.

7.4. Quality Control

The RTO requests feedback from participants and clients on the services provided and uses this feedback for quality control and continuous improvement. You may be contacted to participate in a survey for this purpose. You may also be contacted by an agency such as the National Centre for Vocational Education Research (NCVER) for information.

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7.5. Records Management and Privacy

The RTO keeps strictly managed, confidential records of all students and their progress in accordance with the standards of its registration. You can access the record which the RTO has for you, and you have the right to request changes to that record where they are necessary.

7.6. Complaints and Appeals

You have the right to make a complaint about the RTO, any staff member of the RTO, any student, any third-party involved in your training and assessment, or any other aspect of your experience. You also have the right to appeal any decision made by the RTO, including assessment decisions. If you wish to make a complaint, please do this via an email to enquiries@greenhouseeducation.com.au in line with our Complaints and Appeals Policies and Procedures.

7.7. Refunds

The Refund Policy for the RTO clearly describes the circumstances in which students and others are entitled to a refund. It also describes how to apply for a refund if you feel that one is due. If you would like more information on our Refunds Policy, please ask RTO administration for assistance.

7.8. Legislation

State and federal legislation binds the RTO, as it does for all businesses and citizens within Australia. If you would like to understand more about the legislation which is relevant to the provision of training services in Australia, or if you have questions about the compliance of the RTO with legislation, please contact the RTO directly for more information.

8. Contact Details

For any questions regarding our Policies and Procedures you can access them on our website or you can contact us on enquiries@greenhouseeducation.com.au If you have questions about your training or for a replacement Certificate or Statement of Attainment please contact the RTO via the same email to enquires@greenhouseeducation.com.au.

If you have a grievance and wish to make a complaint, you can also do this via an email to our CEO at Katrina@greenhouseeducation.com.au.

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