



Nepean Industry  
Edge Training

# Student Handbook

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# Welcome to Nepean Industry Edge Training (NIET)

I would like to thank you for choosing NIET! Whether you are upskilling, looking for a career change, or returning to learning, you will feel welcomed and supported at NIET.

NIET offers both accredited and non-accredited training and provides you with current resources taught by dynamic and qualified trainers who really want to share their skills and knowledge with you. Our goal is to support you to achieve your goals!

NIET's core values are:

- Inclusiveness
- Empowerment
- Integrity
- Passion
- Progression.

NIET has fantastic trainers that bring training to life by sharing their industry experiences with students and providing engaging learning.

Be prepared for hands on learning and a welcoming environment. You will find yourself looking forward to classes with the motivational and supportive approach our team is renowned for.

So, congratulations on enrolling and taking the first step to furthering your own development. Please remember we are here to help and want to work with you to help you succeed!

*Sharyn Bellingham*

CEO

# Student Information

We are committed to providing a friendly and respectful learning environment during your time with NIET. NIET has various policies and procedures. If you would like any further information on them, please contact us.

## Access and Equity

NIET recognises the principles of access, equity and the rights of all people to be treated in a fair and equitable manner, ensuring that all students and employees are not subject to discrimination or harassment.

NIET strives to provide full and equal participation for all students and staff and to foster a learning and working environment which values inclusiveness and encourages acceptance. Where appropriate, reasonable adjustments may be applied to the assessment processes to take into account the individual student's needs.

NIET acknowledges its legal obligations under State and Federal equal opportunity law, including:

- National Vocational Education and Training Regulator Act 2011
- The Human Rights Commission Act 1986 (Cth)
- The Age Discrimination Act 2004 (Cth)
- The Disability Discrimination Act 1992 (Cth)
- The Racial and Religious Tolerance Act 2001 (Vic)
- The Sex Discrimination Act 1984 (Cth)
- The Privacy Act 1988 (Cth)

### VET Quality Framework

- Standards for Registered Training Organisations 2015
- Student Identifier Act 2014 (Unique Student Identifier)
- Australian Qualifications Framework
- Fit and Proper Person Requirements 2011
- Financial Viability Risk Assessment Requirements 2011
- Data Provision Requirements 2020

### Federal Legislation

- Fair Work (Registered Organisations) Act 2009
- Equal Employment Opportunity (Commonwealth Authorities) Act 1987
- Competition and Consumer Act 2010
- Racial Discrimination Act 1975
- Copyright Act 1968
- Australian Human Rights Commission Act 1986
- Spam Act 2003
- Ombudsman Act 1976
- Work Health and Safety Act 2011
- Freedom of Information Act 1982

### Victorian Regulatory Obligations

- Equal Opportunity Act 2010
- Occupational Health and Safety Act 2004
- Financial Management Act 1994
- Audit Act 1994
- Privacy and Data Protection Act 2014
- Working with Children Act 2005
- Workplace Injury and Rehabilitation and Compensation Act 2013
- Disability Act 2006 (Vic)
- Charter of Human Rights and Responsibilities Act 2006 (Vic)
- Education and Training Reform Act 2006
- Standard VET Funding Contract Skills First Program

## Student Attendance and Behaviour

Attendance at scheduled classes is vital to ensure students gain the maximum benefits from their training and meets the attendance requirements of their course. Students must notify their trainer (or the administration team) if they are unable to attend a training session for any reason. Students who do not maintain 80% attendance may be withdrawn from their course. We want to give all students the best opportunity to successfully complete their course, and class attendance plays an important part of course completion. Students who do not maintain the 80% attendance requirement, without a medical certificate, may have to re-enrol (fee associated) and commence again in another course. Medical certificates **must** be supplied.

Students are required to follow all NIET rules and instructions from NIET staff, act in a non-discriminatory manner at all times, and respect the rights of other students, staff and visitors.

Students are required to behave in a respectful and appropriate manner at all times. If a student is found to have acted in a way that NIET deems to be misconduct, they will be given one warning to cease the behaviour. Continued misconduct may result in a student's enrolment being cancelled, exited from the course and no refund of fees.

## Student Rights and Responsibilities

All students accessing the services of NIET have a right to:

- Be treated with respect by both staff and students
- Privacy and confidentiality and consumer protection law
- Be provided with clear guidelines regarding course content, time demands and assessment details
- Withdraw from any program or activity at any time (re-enrolment may incur a fee)
- Expect impartial, constructive and prompt assessment of work

And a responsibility to:

- Treat others in a respectful manner
- Attend classes on time
- Not use mobile phones while in class
- Provide appropriate and accurate personal details
- Make issues or concerns known to staff
- Respect NIET property
- Read, acknowledge and understand NIET's course requirements including be aware of academic misconduct.

Participants must not:

- Use, bring or be under the influence of drugs or alcohol at NIET
- Raise their voice or be violent or threaten violence against staff or other participants, or carry weapons
- Harass other participants or staff
- Damage or abuse the property belonging to other participants, NIET or our neighbours
- Steal from other participants, NIET or our neighbours
- Use computers for inappropriate sites. Students found on these may be exited from the course, with no refund

## Student Safety

It is important that you feel safe when you attend NIET. Here are some useful tips:

- Make yourself familiar with the emergency evacuation plans located in each training room
- Do not undertake activities that may injure yourself or others
- Report any areas of potential hazards or concerns about safety as soon as possible
- Do not smoke in or within five metres of the building. There are designated smoking areas displayed outside.
- Ensure you leave with other students or trainers if you are attending a night or weekend course
- Be mindful of your surroundings when entering or leaving the building
- Speak to your trainer or NIET staff member if you have any concerns about your safety while you are engaged in any of NIETs training activities

## Emergency Procedures

Emergency procedures, including evacuation procedures will be explained by your trainer. Signs are located in each room displaying emergency procedures, fire extinguishers and exits. Please take a moment to read these prior to class commencement. In an actual emergency procedure, you will hear an alarm bell and verbal instructions. Please listen to your trainer and/or the Fire Warden for instructions on exiting the building. Students and trainers are required to stay together in an emergency and return to the building when instructed to do so.

## First Aid

If you require medical attention or First Aid, please advise your trainer or go directly to Administration for First Aid assistance. For serious matters NIET will ask the student, if conscious, for consent to call 000 – at the students expense. If the student is unconscious NIET will act on the students behalf and seek medical attention by calling 000 – at the students expense.

## Housekeeping

Important notes during your time with us:

- Rubbish is to be placed in rubbish bins
- Mobiles should be switched off, or in silent mode during class time
- Cutlery and cups must be put into the dishwasher after use
- No shoes with mud or dirt are to be worn in NIET premises. Please ensure footwear is clean
- No food in computer lab
- Personal hygiene is to be maintained, including keeping your NIET polo top clean and presentable

## Privacy

NIET takes the privacy of participants seriously and complies with all legislative requirements. These include the Privacy Act and the Australian Privacy Principles (APPs). This ensures that all students and clients rights are protected by law. Information is only shared with external agencies such as the National VET Regulator to meet our compliance requirements as an RTO. All information is kept in the strictest confidence. In some cases, we are required by law or required by the Standards for Registered Training Organisations (RTOs) 2015 to make learner information available to others such as the National Centre for Vocational Education and Research (NCVER) or the Australian Skills Quality Authority (ASQA).

## Student Photos, Video and Social Media

Students are asked by NIET for consent to obtain photos and or video during the enrolment process and photos may be taken to document work completed and added to the student file, and or shared on social media such as the NIET Facebook page. When signing the Enrolment Application Form, you are signing consent for your image or video to be used by NIET, you can choose not to consent by ticking the appropriate box on the enrolment form. Any student under the age of 18, must have parent/guardian consent on the enrolment form. You may submit a written request to NIET for your photo or video to be removed from the NIET library and not used in future.

## Work Health and Safety

Where practical, students must take responsibility for their own health and safety and that of their fellow students or employees. This means students must follow all safety rules, procedures and the instructions of their trainer while attending a training session.

### COVID

Students must follow all government guidelines, for details on any updates related to COVID, please visit <https://www.dhhs.vic.gov.au/coronavirus>

## Notification of Significant Changes

During your time at NIET, if there are any significant changes in its control or management, individuals will be notified via email, phone or post. This may include, but not restricted to, change of ownership, changes to any third-party arrangements (if applicable), legal or entity name, closure or suspension to service or any other significant event.

## Student Records and Access to Your Personal Files

Access by students to their personal records is available upon written request to administration. Students may contact administration to review their records between 8.30 am to 5.00 pm, Monday to Friday (please allow up to five days for retrieving archived files). Access will only be granted once a student can confirm their identification.

All physical documents including enrolment forms, funding eligibility, financial statements, ID, training plans, student work and final results are kept at NIET. All personal information and results on qualification outcomes will be kept for 30 years, to comply with government regulations. For further information please see administration staff. Students must keep copies of their work before submitting.

## Student Support Services

Being a student is exciting, but it can also be challenging and sometimes overwhelming. NIET's aim is to ensure a positive learning experience is achieved. A Lead Trainer is available to all students on an appointment basis during normal hours of business to offer assistance with study advice, Language, Literacy and Numeracy support and Practical Placement (if applicable). NIET support services include:

- Additional training and support with literacy and numeracy
- Practical Placement assistance
- Access to computer and study rooms

## External Support Services

**AMES:** Assistance for refugees and migrants. English training and employability skills can be provided. Call 132 637

**YSAS:** Youth Support Advocacy service allowing disadvantaged youth to access resources and support. Call 9415 8881

**Victoria Legal Aid:** Assist individuals with legal services and advice. Call 9784 5222

**Peninsula Adult Education and Literacy Inc:** Provider training in language, literacy and numeracy skills. Also, training provider in foundations skills and personal development. Call 5986 8177

**Frankston Community Support:** Support services in crisis intervention, gambling, drug and alcohol abuse, financial assistance, homelessness, foods and meals, mental health services, counselling and relationships. Call 9783 7284

**Q Life:** Counselling and referral for people who are LGBTIQ. Call 1800 184 527

**Frankston Community Health:** Support and health for Aboriginal and Torres Strait Islander people. Call 9784 8100

External services can be discussed prior to your training or at the Pre-Training Review. Additional fees may be payable to the service by the student. If you are seeking your own support services, please ensure you research any associated fees prior to training.

## Change of Personal Details

Students must ensure their personal details are kept up to date, so that we can maintain contact with you and have the correct address for issuing your qualification or for any contact needed via phone, email or post. Make sure you advise NIET administration of any changes by completing a Personal Details Amendment Form, available from reception.

## Assessment Process

The purpose of assessment is to confirm that an individual can perform to the standard expected in the workplace, as expressed in the relevant industry competency standards.

In general, most assessments will involve:

- Written responses to questions, case studies and/or projects
- Oral questioning, involving a trainer/assessor asking specific questions generally in the workplace
- Observation of performance tasks by the trainer, assessor and/or third party – supervisor/manager

Your results:

- Your trainer will provide feedback within 10 days working days
- You have the right to appeal your result
- On successful completion of each unit, your trainer will request your signature for the result given
- On successful completion you will receive a 'C' for competent
- Resubmission of assessments must be completed in the given time
- Students have two opportunities to re-submit for each unit, within the given timelines
- Students who do not resubmit their work on time or fail to respond to any communication contact from NIET staff in relation to their training and assessment will be withdrawn from their course after two attempts

## Completion Requirements

To complete a qualification, you are required to attend 80% of classes, complete all assessments books and tasks with a satisfactory result and successfully complete the required Practical Placement hours and tasks with a satisfactory result. On the successful completion of these requirements, you will be deemed competent for each unit of competency.

If you submit your assessment at NIET reception, you must 'sign in' for it to be submitted to your trainer assessor.

You can only submit your assessments at NIET reception if you have prior approval from your course trainer/assessor and if you are unable to hand it in during class time due to illness, family circumstances or other exceptional reasons.

Extensions are only approved and granted if there are extenuating circumstances and may attract a fee.

## Certificate and Statement of Results

Once you have successfully completed all requirements of your course, by the allocated end date, your certificate will be processed and sent to you.

All nationally recognised AQF qualifications, skill sets, and stand-alone units of competency use the NRT logo in accordance with the use of condition 4 and are issued with a certificate, statement of results and statement of attainment respectively as applicable on successful completion of the required course.

All non-accredited training courses that are offered by NIET clearly distinguish them separately to the nationally recognised courses are issued with a certificate of attendance or certificate of participation as applicable.

## Training Evaluation

NIET values feedback and encourages students to bring any issues of concern they may have to the attention of appropriate staff as soon as possible. NIET provides student feedback forms in the common areas of the campus and students are encouraged to complete these forms.

Students who enrol into a qualification course will be asked to complete a Mid-Course and an End of Course feedback form. This allows NIET to gain feedback from students throughout their course.

All students completing a qualification are asked to complete an AQTF Learner Questionnaire upon completion of their course. This evaluation requests feedback across a range of aspects including course content, course delivery, course assessment, staff, facilities and resources.



# Course Information

NIET offers nationally recognised AQF training courses as per its scope of registration and also offers non-accredited training courses. Visit the NIET website to see the full range of courses and programs offered – [www.niet.com.au](http://www.niet.com.au)

Prior to enrolment, students are provided with a Course Outline that provides information on course details, tuition fees, enrolment process, including 'Pre-Training Review,' and each related information. For more information, please visit the website download the course outlines located under courses.

NIET requires a deposit to be paid at the time of enrolment otherwise the enrolment is not confirmed. Training cannot commence until course payment has been made in full, or a payment plan has been entered into. An individual Statement of Fees is provided at the Pre-Training Review; however, standard fees can be accessed at NIET's website.

## Pre-Training Review

All students undertake a Pre-Training Review, as this ensures you are well informed of the training course you are interested in and complete a Language, Literacy and Numeracy assessment to determine your course suitability. NIET wants to ensure that all students have a positive training experience and receive additional support if required, and this is identified during the Pre-Training Review. During the Pre-Training Review the following will be covered by making sure potential students are given full information prior to enrolling:

- Your career goals, interests and aspirations
- RPL and Credit Transfer
- Government funding eligibility, fees and charges
- Suitability for the course
- Practical Placement requirements, including industry requirements such as a Police Check and/or Working with Children's Check and NDIS screening checks

## Fees and Payment Options

### Tuition and Fees

For up-to-date information relating to our course fees, tuition fees, and resource fees, please refer to the Statement of Fees available from reception or the NIET website. Please note that NIET may update fees and charges from time to time and it is recommended potential students contact NIET to ensure the most up to date information is obtained.

Student fees can be paid by cash, bank transfer, credit card (Visa or Mastercard) or through a payment plan.

Reduced fees may apply for eligible Healthcare/Concession Card holders. Payment plans may be an option to assist students with paying their fees. Payments can be established on a weekly, fortnightly or monthly basis. Please note there is an additional fee to set-up payment plans. Students on a payment plan are charged a dishonour fee (refer to Ezi-Debit terms and conditions) whenever an automated payment is not successful. If payments are not made as scheduled, you will not be able to continue your course or attend classes.

NIET may charge a late payment fee to the student/employers for overdue accounts. NIET reserves the right to suspend a student's place and training until such time that all fees have been paid or an agreement has been made with NIET to secure payment.

A maximum of \$1,500 can be made for course payments. Payments over \$1,500 will be made over the duration of the course.

### Other Fees

- Extensions are given under extenuating circumstances on a case-by-case basis and will attract a fee of \$500
- Students that need to move from one class to another may incur a re-enrolment fee
- \$15 to replace a name badge for Practical Placement
- \$30 for an additional polo shirt
- \$75 to set up a Payment Plan
- \$25 per replacement Certificate/ Statement of Attainment
- \$5 for a replacement assessment book
- \$30 replacement practical placement workbook
- \$100 replacement per textbook

# Withdrawal / Refund Process

## Qualifications

A ten day cooling-off period applies once the minimum deposit and/or full fees are paid. Notification **must** be given to NIET by email: [info@niet.com.au](mailto:info@niet.com.au) or on a Withdrawal/Refund Form. A refund, less an administration fee of \$150, will apply when a student withdraws from any course during the 10-day cooling off period.

Students who wish to withdraw from a course, for whatever reason, **must** fill in a Withdrawal form (available from reception), or speak to their trainer as soon as possible. NIET staff can complete a Withdrawal form, on behalf of a student, as required.

Lodge the completed Withdrawal form at reception or with your trainer. Once the form has been signed by the trainer and CEO, the Withdrawal (and any applicable refund) will be processed.

A result of 'W' for Withdrawn will be entered against the unit(s) the student is withdrawing from. Re-enrolment in the same unit(s) will incur additional fees to be paid and future government funding may be affected.

Students on payment plans can withdraw from their course, however, the payment plan will continue until all required payments are made in full.

### No refund will apply under the following circumstances:

- Where a student is in breach of NIET's policies and procedures
- Students who have paid \$150 or less for enrolment
- When a student withdraws from a course outside of the cooling off period
- When a student has commenced a course
- When a student stops attending two or more classes and has not informed NIET. The student will be withdrawn, and additional fees will apply for re-enrolment, and future government funding may be affected.

## Short Courses

A ten-day cooling off period applies to short courses, once fees are paid.

Students can apply for a refund of fees, less a \$35 administration fee, up to five working days before the course starts. This must be done in writing or by emailing [info@niet.com.au](mailto:info@niet.com.au) or on a NIET Withdrawal form.

When NIET cancels a Qualification or Short Course, a student can be transferred to the next available course or given a full refund of fees.

# Recognition of Prior Learning (RPL) and Credit Transfer (CT)

You may apply for Recognition of Prior Learning if you believe you have life and or work experience that matches the outcomes required for a unit(s).

You may apply for credit transfer by using any AQF qualifications and Statements of Attainment you have completed at another training organisation. Further explanation and information regarding RPL/CT application process can be discussed at your Pre-Training Review.

# Government Funding, VSN, USI Numbers and Privacy

Training delivered by NIET may be delivered with Victorian and Commonwealth Government funding, as students may be eligible for a government subsidy. NIET encourages individuals with disability to access training subsidised through the Skills First Program.

## Skills First Funding Eligibility

Skills First Funding offers eligible students a subsidised place in training and education. The initiative funded by the Victorian Government makes vocational training more accessible to people who do not hold a post-school qualification, or who want to gain a higher-level qualification. Skills First funding is not applied to all courses. You are eligible for Skills First Funding if you meet the following:

For students over 20 at 1 January in the current year:

- You are an Australian / New Zealand Citizen or Permanent Resident, and
- Do not hold a qualification equivalent or higher than the one you are currently enrolling into, and
- Have not commenced two courses at the same level as the one you are applying for in your lifetime, and

- Have not accessed government funding for any qualification level more than two times in the year

For students under 20 as at 1 January in the current year:

- You are an Australian / New Zealand Citizen or Permanent Resident, and
- Have not commenced into two courses at the same level as this one in your lifetime, and
- Have not accessed government funding for any qualification level more than two times in this year

Through the Skills First Program, NIET is committed to providing high quality training that aligns with industry, community demands and workforce needs. This is underpinned by the Skills First Quality Charter and can be found at [www.education.vic.gov.au](http://www.education.vic.gov.au) For further information on the fee guidelines set by the Victorian Government, and to check your eligibility for government funding, exemption and any other information or more help please call NIET on 9770 1633.

## Victorian Student Number (VSN)

If you are 24 years or under at the time of enrolment, you will need to provide your VSN. Your current or previous school can provide your VSN number.

## Unique Student Identifier number (USI)

All students are required to apply for a Unique Student Identifier (USI) number as it is compulsory for all nationally recognised training programs. As of 1 January 2015, this number is required for enrolment in any nationally recognised qualification, and for getting your certificate. RTOs cannot issue a nationally recognised qualification certificate or statement of attainment unless they have a verified USI. Your USI number is free of charge and will allow you to log in and track your education history. To register for a USI number, please visit [www.usi.gov.au](http://www.usi.gov.au).

The only exemptions to not having a USI are listed at <https://www.usi.gov.au/about/privacy-and-unique-student-identifier/individual-exemptions-students>.

## Privacy and Confidentiality

NIET is committed to maintaining the privacy and confidentiality of its RTO, clients and staff. NIET complies with the Privacy Act and the Privacy and Data Protection. NIET only collects personal information that is required for the purposes of employment or education, or in meeting Government reporting requirements. NIET only shares personal data when there is a legal obligation to do so.

### 1. Students

NIET is required to collect, hold, use and disclose a wide range of personal and sensitive information on participants in nationally recognised training programs. The information required is outlined in the National Vocational Education and Training Regulator Act 2011 and associated legislative instruments.

NIET will only collect information that is required to complete the enrolment process.

Personal information is collected using the various documents. Information is collected for:

- Determining funding eligibility
- Purposes of entering information onto our Student Management System (SMS) for generating of student files and training plans
- Allowing internal staff and trainers to make initial contact, and further maintain contact during their studies
- Ensuring contractual requirements are met
- Determining the need for any reasonable adjustments
- Determining support needs
- Determining any adjustments to the amount of training suitable to the individual student

Information is held in locked storage rooms based at NIET's offices, and is also stored on the Student Management System, which is safeguarded and protected by appropriate computer and server protection.

Full course enrolment application forms, evidence of participation and all course related work completed by the individual are held at NIET's Frankston office in hard copy, in a secure room. Records are destroyed after three years. For contractual obligations VETtrak manages all electronic records required for the purposes of training for a period of thirty years.

In the event our organisation ceases to operate, the required personal information on record for individuals undertaking nationally recognised training with us would be transferred to the Australian Skills Quality Authority, as required by law and Skills First Funding contract obligations.

If students require access to their personal records held at NIET, they must make the request in writing to NIET administration team.

## 1.1 Sharing student data with third parties

In some cases, NIET may be required to provide personal information to third parties. Third parties may include:

- Job Services Providers
- Victorian Government Departments (e.g., Skills First, Australian Vocational Education and Training Management of Information Statistical Standard - AVETMISS)
- ASQA
- Law enforcement agencies
- Employers.

In all cases where access is requested, NIET will ensure that:

- Where legally possible, the individual to whom the information relates will be contacted to confirm consent (if consent not previously provided for the matter); and
- Only appropriate authorised parties, for valid purposes, will be provided access to the information

Each enrolment form contains NIET's Privacy Statement. Under Victorian and Federal Privacy Legislation, students must be provided with this notice informing them about the ways their personal information will be collected and handled when they enrol. The statement also includes information on photos, videos, social media and complaints process if the student feel's NIET has breached their privacy and confidentiality obligations.

The Pre-Training Review and the Student Handbook makes students aware that they may be invited to participate in the NCVET survey or be contacted by the department (or authorised persons) for audit purposes.

NIET has third party arrangements with Accredify for recruiting students.

## 2. Staff

Part of the induction process for staff is to inform and educate on the privacy and confidentiality and legislation requirements set by NIET to protect all clients associated with NIET (e.g., students, staff, and businesses).

## 3. Further controls

NIET has measures in place to ensure the correct information is collected, maintained and used for appropriate conditions. This includes, but not limited to:

- Individuals are asked on the enrolment application form if they wish to receive marketing material
- Individuals and businesses are given the opportunity to 'opt out' from any email distribution lists
- A security bin is placed in the administration area for any private and confidential material to be destroyed
- Correcting personal information held, and notifying any third parties of corrections made to personal information

# Academic Misconduct

The following information provides a guideline for staff and students for ensuring that appropriate action is taken in regard to plagiarism, cheating and other forms of academic misconduct.

## Definitions

### Plagiarism

Is the act of presenting another person's work as your own, and failing to acknowledge that the thought, ideas or writings are of another person, it occurs when:

- other people's work and/or ideas are paraphrased and presented without a reference
- another student's work is copied or partly copied
- phrases and passages are used verbatim without quotation marks and/or without a reference to the author

Plagiarism is a considered academic dishonesty and is a form of cheating.

## Cheating

To act dishonestly or unfairly in connection to an assessment.

Assessments are given to student/s only when they have successfully attended and completed the required training from their respective course trainer/assessor.

## Collusion

Students must ensure that they are not working together to intentionally gain an unfair advantage in their assessment or any task that they are required to complete on their own. All assessments submitted should be your own work.

## Actions to prevent plagiarism and cheating

All assessments include a declaration that is signed by the student to certify that no part of the assessment has been copied from another person's work (and that no part of the assessment has been written for them by another person).

## Monitoring and Identification of Plagiarism and/or Cheating

Trainers assessors are required to undertake checks of students work for any plagiarised content or cheating that has occurred. Identifying plagiarism and cheating may include but is not limited to tasks such as:

- Checking quotes and references listed in the body of work
- Conducting a general internet search on the topic of the assessment
- Cross referencing work with other students' assessments for the same unit
- Inconsistencies in the way work is written.

When plagiarism or cheating is suspected the trainer assessor is required to discuss the matter with the student. The trainer assessor is required to clearly identify the passages or content which are alleged to be plagiarised.

This evidence is to be taken to the CEO. To decide if the occurrence was intentional or unintentional, the CEO will give the student(s) an opportunity to respond by having a meeting to discuss the plagiarism or cheating matter. The student is to be informed of the following penalties that may be applied if plagiarism and/or cheating has occurred:

- the student may be suspended from undertaking the course for a period of time
- the student may be permanently removed from the course and their enrolment cancelled
- the student may be counselled on plagiarism/cheating
- resubmission of assessment.

The CEO uses their discretion in imposing a sanction for any confirmed cheating or plagiarism act that is appropriate to the offence. The student will receive written notification of the decision.

If the student does not agree with the RTO's decision, then they are able to submit a complaint and/or appeal to have the matter reviewed. This is to be submitted within 10 working days of the decision.

## Complaints and Appeals

NIET ensures that all complaints and appeals are dealt with in accordance with the principles of natural justice and procedural fairness at every stage of the complaint and appeal process. Staff handling complaints will treat the complaint as confidential and respect all parties. No complainant will be disadvantaged in any way, including students who continue with their studies.

NIET will aim to complete all complaints and appeals within a reasonable timeframe, usually within 14 days after lodgement of a complaint (with ongoing notification and in writing to the person/s who made the complaint, should the complaint take longer than expected)

## Informal Complaints/Appeals

An individual may submit an informal complaint/appeal form in writing or verbally directly to NIET staff. The delegated staff member handling the complaint/appeal will endeavour to gather all information from all parties involved with the intention of coming to a mutual resolution/desired outcome. All outcomes of the review shall be reported back to the individual within ten days. This may be a verbal discussion or put in writing if required. If further meetings are required, individuals may be accompanied by a third party. If the matter is not resolved by mutual agreement, the complainant will be required to complete the formal complaints process.

## Formal Complaints/Appeals

Individuals need to submit a complaint/appeal form to NIET's CEO. Persons may elect not to use the first informal stage and lodge a written complaint/appeal. Upon receiving the complaint/appeal, NIET will respond in writing within 14 days. This may include a proposed resolution. Parties may be required to meet in person to discuss the complaint/appeal – and the individual who has submitted the form may be accompanied by a third party. If the complaint involves a student, NIET may request that the trainer assessor or lead trainer be present. Where the complaint/appeal requires more than thirty days to process, finalise and resolve, NIET will inform the individual in writing with the reasoning.

## Independent Resolution

The complainant must advise in writing of their dissatisfaction of NIET's decision within 14 days of NIET's decision with a desire for an independent/impartial party to review. After 14 days the complaint/appeal will be closed. NIET will organise the impartial party within 10 days and impartial services will be at no cost to the student. Both parties must agree to participate in good faith and a willingness to find a resolution. Impartial parties may be required to meet with all involved, where individuals may bring with them an additional support person. The decision of the independent review will be taken as final by both parties and report to the NIET CEO and the individual in writing, with immediate action to be taken.

## National Training Complaints Hotline

If the complainant finds no satisfactory outcome with NIET's Complaint and Appeals process, then they can request mediation through the National Training Complaints Hotline on <https://www.dese.gov.au/national-training-complaints-hotline> or by contacting them on 13 3873.