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Welcome to Nepean Industry Edge Training (NIET)

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

NIET provides you with dynamic and qualified trainers who have hands-on experience and who really want to share their skills and knowledge with you, along with resources that are current and relevant to your vocation. Our goal is to support you to achieve your goals!

The vision for NIET is to Engage, Inspire and Motivate each and every student by creating a unique training experience.

Those who have trained with us in the past have enjoyed the advantage of our distinctive approach:

- **Engage:** Our fantastic trainers bring training to life – whether it is industry specific, accredited or customised, we know you will become engaged and hit the ground running.

- **Inspire:** We know that when courses are delivered clearly and concisely by industry experts, all students have the opportunity to achieve their potential. You will find our trainers inspiring, as they bring training to life with their unique industry experiences.

- **Motivate:** Be prepared for hands on instruction and a welcoming environment. You will find yourself looking forward to training 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 pleasant, friendly and respectful learning environment during your time with NIET. You have our full support all the way up until your completion. NIET have several formal procedures relating to all areas within this Student Handbook. If you wish to access any of these, please request this directly with NIET administration staff.

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 diversity 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:

- NVR 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 Commonwealth Privacy Act 1988 (Cth)
- Disability Act 2006 (Vic)
- Charter of Human Rights and Responsibilities Act 2006 (Vic)
- Child Wellbeing and Safety Act 2005 (Vic)

All legislation can be accessed at www.comlaw.gov.au. If you believe you have been treated unfairly by a NIET Representative, please contact the CEO, on (03) 9770 1633

Student Attendance and Behaviour

Attendance at scheduled classes is vital to ensure students gain the maximum benefits from their training and fulfils the attendance requirements of their course. Students are responsible for notifying their Trainer (or the Administration team) if they are unable to attend a training session for any reason. NIET has taken the decision that students who miss more than two classes without a medical certificate 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 miss more than two classes 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
- Be provided with current and clear guidelines regarding course content, time demands and assessment details
- Withdraw from any program or activity at any time (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
- Comply with NIET’s code of practice
Participants must not:

● Use, bring or be under the influence of drugs or alcohol at NIET
● 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 accessing inappropriate sites. Students found accessing these sites risk being exited from the course.

Student Safety

It is important that you feel safe when you attend a NIET course. 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 representative if you have any concerns about your safety while you are engaged in any of NIET 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 warnings. Please listen to your trainer and/or the Building 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. NIET will apply WHS First Aid procedure: if the student is conscious and gives consent, or if unconscious, NIET will act on the student’s behalf and seek emergency medical attention by calling 000 for an ambulance (at student’s expense).

Child Safety and Protection

NIET recognises its responsibility in regards to children and is committed to child safety, protecting children from harm and being a child safe organisation and complying with the Child Safe Standards.

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
● Coffee and tea are provided
● Used 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 training rooms or computer lab
● Personal hygiene to be maintained, including keeping your NIET polo top clean and presentable

Complaints and Appeals

The Complaints and Appeals Policy and Procedure ensures that fair and equitable processes are implemented for any complaints or appeals against NIET. Students are able to submit a formal complaint to NIET relating to any concern they may have (should they feel a person has
acted inappropriately or treated someone unfairly, or you believe there has been a breach of privacy etc.). This can be submitted to Administration, Student Support Coordinator or directly to the CEO. All complaints are handled with confidence and are reviewed by the CEO.

A student may also appeal a decision made by NIET in regards to any 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 appeal form. Students must provide supporting evidence or explanations as to why they feel the assessment is unfair and why they should be given further opportunity to be assessed.

Privacy

NIET takes the privacy of participants seriously and complies with all legislative requirements. These include the Privacy Act 1988, 2014 amendments, the Australian Privacy Principles (APPs). This ensure 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 on the Enrolment Form, you are signing consent for your image or video to be used by NIET. Any student under the age of 18, must have prior written consent provided from a parent or guardian. 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.

Notification of Significant Changes

During your time here at NIET, if there are any significant changes in its control or management, individuals will be notified via email, text 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 - 5.00 pm Monday - 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. For further information please see Administration staff. Students should keep copies of their work before submitting.

Student Support Services

Being a student is exciting, but it can also be challenging. NIET’s aim is to ensure a positive learning experience is achieved. A Student Support Coordinator is available to all students on an appointment basis during normal hours of business. The Student Support Co-ordinator offers assistance with career advice, Language, Literacy and Numeracy support and Practical Placement (if applicable). NIET support services include:

- Additional training and support
- Practical Placement assistance
- Access to computer and study rooms
- Literacy and numeracy support
External Support Services

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

YSAS: Youth Support and Advocacy service enabling disadvantaged youth to access resources and support. Call (03) 9415 8881

Victoria Legal Aid: Assist individuals with legal services and advice. Call (03) 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 (03) 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 (03) 9783 7284

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

Frankston Community Health: Support and health service for Aboriginal and Torres Strait Islander people. Call (03) 9784 8100

External services can be discussed prior to your training, or at the Pre-Training Review. Additional fees may be payable 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 related correspondence. Advise NIET Administration of any changes by completing a Personal Details Amendment Form, available from Reception.

Competency-Based Training and Assessment Process

Competency-Based Training (CBT) is an approach to vocational education and training that places emphasis on what a person can do in the workplace as a result of completing a training program. The aim of CBT is to ensure that vocational education and training programs better meet the needs of Australia’s industries and enterprises.

CBT programs are comprised of Units of Competency that contain specific learning outcomes, which are based on standards set by the particular industry. Delivery of training may occur in a variety of forms (classroom and work based) to ensure an overall understanding of all skills and knowledge is available.

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

Your results

- Your trainer will provide feedback either on the spot (verbal assessment) or within 10 days working days (if written assessment)
- You have the right to appeal your result
- You can request another assessment or re-sit – see your trainer for further information
- On successful completion you will receive a ‘C’ for Competent
- On successful completion of each unit, your trainer will request your signature for results issued for each unit

Completion Requirements

To complete a qualification, you are required to attend 80% of classes; complete all assessments books with a Satisfactory result; the required Practical Placement hours (unless further hours are specified) and other assessment requirements on Practical Placement with a Satisfactory result. On the successful completion of these requirements you will be deemed Competent for each unit of competency.

Students are given additional time after the last training session to submit outstanding work for assessment, or completion of practical placement hours (if applicable). These requirements will be discussed during your Pre-Training Review. If you submit your assessment at NIET reception, you must register it by ‘signing in’ work submitted to be issued to your Trainer/Assessor.

Extensions require extenuating circumstances and longer extensions may attract a fee of up to $500.
Certificate and Statement of Results

All students are required to apply for their certificate when they have fully completed all the requirements of their course. This is done by completing the “Certificate/Statement of Attainment”, which is available from reception.

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. 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 ensure that students are satisfied with the services we are providing.

All students are asked to complete an AQTF Learner Survey upon completion of their course. This evaluation requests feedback across a range of aspects including: Course content, Course delivery, Course assessment, Training Staff, Facilities and Resources.
Course Information

Prior to enrolment we provide students with course outlines that give information on course details, entry requirements, tuition, fees, the enrolment process, including ‘Pre-Training Review’, and related information.

NIET requires a deposit to be paid at the time of enrolment application otherwise the enrolment is not confirmed and training cannot commence. An individual Statement of Fees will be provided at the Pre-Training Review, however standard fees can be accessed at NIET’s website, www.niet.com.au

Pre-Training Review

All prospective students undertake a Pre-Training Review. NIET will arrange an appointment with you at a suitable time, prior to enrolment and course commencement. This ensures you are well informed of the training course you are interested in and to 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 any additional support if required. During the Pre-Training Review. The following will also be discussed:

● Your career goals, interests and aspirations
● RPL and Credit Transfer
● Skills First Funding eligibility, fees and charges
● NIET Student Support
● Enrolment application process
● Individual Statement of Fees
● Suitability for the course and any industry legal requirements such as a Police Check or Working with Children’s Check

Fees and Payment Options

Tuition and Fees

For up to date information relating to our course fees, tuition fees, resources or other fees please refer to our Statement of Fees available from reception or our website niet.com.au. 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, Direct Deposit, Cheque (made payable to NIET Training), Credit Card (Visa or Mastercard) or Ezi-Debit (payment plan).

In some cases, reduced fees may apply for Healthcare / Concession Card holders. Payment plans may be an option to assist students with paying their fees. Please note there is an additional fee to set-up a payment plan. If payments are not made as scheduled it may result in you being exited from the course.

NIET charges a late payment fee to the student/employers for overdue accounts or when automated payments are not made via an approved payment plan. 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.

Other Fees

● Extensions are given under extenuating circumstances on a case-by-case basis. Extensions may attract a re-enrolment fee.
● Students who miss classes and need to transfer from one class to another may incur a re-enrolment fee
● Replacement name badges (for Practical Placement) - $10
● Polo shirt - $20
● Payment Plan administration fee - $50

Re-Issuing of Certificates and Resources

NIET issues certificates to students within one month of completion of their course. NIET will replace certificates and resources however the following charges will apply:

● $25 per Certificate/ Statement of Attainment
● $5 for a replacement assessment book (plus postage if required)
● $30 replacement practical placement workbook
● $90 replacement per text book
Withdrawal / Refund Policy

All students are entitled to a three-day cooling off period once a deposit has been made, with a full refund being applied if a student changes their mind within three days.

All applications for refunds must be made using the ‘Withdrawal /Refund Form’ and submitted to NIET Administration staff. Applications will be processed within 14 days from submission.

Refund applications received in writing 5 working days or more before the course commencement date, will receive a refund, less a $150 administration fee. Refund applications received less than 5 working days prior to the course commencement date will be considered by management. An administration fee of $150 will still apply.

Once a course has commenced, a refund may be considered by management, less a $150 administration fee. Please request a ‘Withdrawal / Refund Form’ from reception or email info@niet.com.au.

Where a student breaches NIET’s policies and procedures, NO refund is available.

Concession Card holders that have paid a fee less than $150 will not receive any refund upon withdrawing from the course.

If a student does not attend a Short Course (e.g. single unit or skill set – not funded training), and have notified NIET in writing, they may defer to another scheduled course on one occasion. No refund will be given after two cancellations or ‘no shows’ on Short Courses.

For cancellation in a Short Course a refund, less a non-refundable $35 administration fee will apply, for notification three days before the course starts.

Where a student stops attending classes for more than two weeks without informing NIET, a student may be automatically withdrawn from the course.

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

Recognition of Prior Learning (RPL)

You may apply for Recognition of Prior Learning for units gained through life and work experience. Competency is demonstrated through a range of evidence that matches the unit/s.

Credit Transfer

You may use Qualifications and Statements of Attainment you have completed at another training organisation to gain credit towards courses offered by NIET.

Further explanation and information regarding RPL/CT application process is discussed at your Pre-Training Review.

Funding Opportunities, VSN and USI Numbers

Training delivered by NIET may be delivered with Victorian and Commonwealth Government funding. Eligible applicants may be eligible for a government subsidy. NIET meets the requirements of the Equal Opportunity Act 2010. NIET encourages individuals with disability to access training subsidised through the Skills First Program.

Skills First Funding Eligibility

Skills First Funding offers students to apply for a subsidised place into 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. This means if you are over 20 and hold a Certificate II, you are only eligible to access Skills First funding from Certificate III level and above. Skills First funding is not applied to all courses. If you are under twenty, you are able to move up and down levels but the other conditions still apply. You are eligible for Skills First Funding if you meet the following:

For students over 20 at 1 January 2017:

- 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 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
For students under 20 as at 1 January 2017:

- 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

Students may commence a maximum of two subsidised courses at the same level in their lifetime. This restriction applies whether or not you complete the courses. For example, this means if you have already commenced two courses at the Certificate III level you are no longer eligible for government funding at that level again in your lifetime.

Students may commence a maximum of two subsidised courses in a calendar year. This restriction applies whether or not you complete the courses. For example, this means if you have already commenced two courses this year you are no longer eligible for government funding at any level 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, please go to [skills.vic.gov.au/victorianskillsgateway](http://skills.vic.gov.au/victorianskillsgateway) or call NIET.

**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 you with this number if you don’t have one.

**Unique Student Identifier number (USI)**

All students are required to apply for a Unique Student Identifier (USI) number. As of 1 January 2015, this number is required in order to enrol into any accredited qualification, and for the purposes of generating a certificate. Your USI number is free of charge and will allow you to log in and track your education history. This is compulsory for all NIET accredited training programs. To register for a USI numbers, please visit [www.usi.gov.au](http://www.usi.gov.au)
Privacy Policy and Procedure

Niet is committed to maintaining the privacy and confidentiality of its RTO, clients and staff. Niet complies with the Privacy Act 1988 including the Australian Privacy Principles (APPs), as outlined in the Privacy Amendment (Enhancing Privacy Protection) Act 2014. This policy ensures that all students and clients rights are protected by law.

Policy and Procedures

Niet implements practices and procedures that ensures our compliance with the APP. Niet will only collect personal information that is required for the purposes of employment or education, or in meeting Government reporting requirements.

Niet is required by multiple bodies to ensure privacy and confidentiality is held to the utmost importance, including ASQA, Skills First and the Standards for RTO’s 2015.

Niet retains a record of personal information for individuals with who we undertake any form of business activity. Niet will collect, hold, use and disclose information from our clients and stakeholders for a range of purposes.

1. Students

In particular, 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 collect the following information on students:

- First and surname
- Gender
- First and Surname
- Date of birth
- Address (including postal)
- Contact phone numbers
- USI details
- Emergency contact details
- Victorian Student Numbers (if applicable)
- Employment industry (if applicable)
- Employment status
- Country of birth
- Highest school level completed
- When they completed high school
- Highest qualification
- Residency, citizenship or visa status
- Collection of ID (various)
- Spoken languages
- Aboriginal and Torres Strait Islander status
- Information on education history
- Language, literacy and numeracy
- Disability status
- Relevant health information
- School status
- Prior qualifications

Niet provides individuals with the option of not identifying themselves, or of using a pseudonym, when dealing with us in relation to a particular matter where practical. This includes providing options for anonymous dealings in cases of general course enquiries or other situations in which an individual’s information is not required to complete a request. Individuals may deal with us by using a name, term or descriptor that is different to the individual’s actual name wherever possible. Niet only stores and links pseudonyms to individual personal information in cases where this is required for service delivery or once the individuals’ consent has been received.

Personal Information is collected using the Enrolment Form and during the Pre-Training Review. Supporting documents including reasonable adjustment and RPL, Credit Transfer application forms may also ask for further information on the individual to support them with their training. Information is collected for:

- Determining funding eligibility
- Purposes of entering information onto our Student Management System (SMS) for generating of personal files and training plans (but not limited too)
- Allowing internal staff and trainers to make initial contact, and further maintain contact during their studies
- Ensuring contractual requirements are met

Information is held in locked storage rooms based at Niet’s offices, and is also stored on the SMS, which is safeguarded and protected by appropriate computer and server protection.
Full course enrolment 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. All full course enrolment forms and related material required under our contractual obligations (e.g. invoicing, final competency records) are scanned to a secure server and kept on record for a period of seven 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 request to transfer to another training organisation, NIET will hand over all available training documentation, with a request in writing from the student granting permission to do so.

If students require access to their personal records held at NIET, they must make the request in writing to NIET Administration Team. The individual will be notified within 14 days. If the application is refused the reasons for refusal will be given in writing, and the compliant mechanisms available to the individual. Providing information access is free of charge.

1.1 Third Party Arrangements – Students

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

- Job Services Providers
- Victorian Government Department (e.g. Skills Victoria, Australian Vocational Education and Training Management of Information Statistical Standard - AVETMISS) – for the purposes of uploading information to their specific individual needs on commencement of service delivery
- ASQA
- Law enforcements
- Employers (traineeship contracts only)

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

- Parties requesting access to personal information are identified and vetted
- 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 feels 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 NCVER survey, or be contacted by the department (or authorised persons) for audit purposes.

2. Staff

Part of the induction process for staff is to inform and educate on the privacy and confidentiality 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 form whether they wish to receive marketing and promotional 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.
- On request, correcting personal information held, and notifying any third parties of corrections made to personal information.
Academic Misconduct Policy and Procedure

Policy

The Academic Misconduct Policy and Procedure ensures that NIET is able to react appropriately to any form of plagiarism or cheating that is occurring by enrolled students.

The procedure provides a guideline for staff and students for ensuring that appropriate action is taken.

Definitions

Plagiarism

Is it the act of presenting another persons’ work as your own, and failing to acknowledge 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
- another 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

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

Cheating

To act dishonestly or unfairly in connection to an assessment.

Procedure

Actions to prevent plagiarism

Students are made aware of the Academic Misconduct Policy and Procedure through the Student Information Handbook.

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 are 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
- Checking students work against the online encyclopedias, for example - ‘Wikipedia’
- Cross referencing work with other students’ assessments for the same unit
- Inconsistencies in the way work is written.
Action

When possible plagiarism or cheating is identified 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 and their source. A trainer / assessor who suspects they have detected plagiarism or another form of cheating, must produce evidence (through identifying the source).

This evidence is to be taken to management and a written report of the matter provided. To decide if the occurrence was intentional or unintentional, management will give 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 penalties that may be applied if plagiarism and/or cheating has occurred.

If plagiarism and/or cheating is deemed to have occurred by management then the following may occur:

- 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.

Management is to use its 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 within 10 days.

If the student does not agree with the RTO’s decision, then they are able to access the Complaints and Appeals Policy and Procedure to have the matter reviewed. This is to be submitted within 10 working days of the decision.
RTO Complaints and Appeals Policy and Procedure

Policy

NIET has a transparent Complaints and Appeals policy that enables learners and clients to be informed of and to understand their rights, and the RTO’s responsibilities. NIET Complaints Policies are publicly available in the NIET Student Handbook and also available at reception upon request.

NIET ensures that all complaints and appeals are dealt in accordance with the principles of natural justice and procedural fairness at every stage of the complaint and appeal process. NIET will also ensure that anyone subject to a decision by NIET and/or anyone who has an allegation made against them, is provided with the opportunity to tell their side of the story before a decision is made. Staff handling all complaints will treat the complaint as confidential and respect all parties. No complainant will be disadvantaged in any way, including students who may continue with their studies.

All complaints and appeals will be raised at NIET’s management meetings. 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).

Procedure

1. Informal Complaints/Appeals

An individual may submit an informal complaint/appeal in writing or verbally directly to NIET staff. The delegated officer handling the complaint/appeal will endeavour to investigate all aspects and 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.

2. Formal Complaints/Appeals

Individuals need to submit a complaint/appeal to NIET’s CEO. Persons may elect not to use the informal stage and lodge a formal 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 Student Support Coordinator be present. Where the complaint/appeal requires more than sixty days to process, finalise and resolve, NIET will inform the individual in writing with the reasoning.

3. 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 management and the individual in writing, with immediate action to be taken.
NIET Locations

Frankston
405 Nepean Highway Frankston

Rosebud
Seawinds Community Hub – 11A Allambi Avenue Capel Sound

Pakenham
Toomah Community Centre - 18 Golden Green Street Pakenham