



SkillsPlus Ltd Terms and Conditions

TRAINING STANDARDS

SkillsPlus Ltd will adopt policies and management practices which maintain high professional standards in the marketing and delivery of Vocational Education and Training services which safeguard the interests and the welfare of its participants.

SkillsPlus Ltd will maintain a learning environment that is conducive to the success of its participants. SkillsPlus Ltd has the capacity to deliver the courses on its scope of registration, and will ensure that its facilities, methods, and materials used in the provision of training are appropriate and that training outcomes can be achieved.

SkillsPlus Ltd will implement and maintain systems for recording and archiving trainee enrolments, attendance, completion, assessment outcomes, and recognition of prior learning, grievances, qualification and statements of attainment issued.

PRIVACY POLICY

SkillsPlus Ltd respects the privacy of all individuals in the workplace. We will keep customer information secure, and only use it as the Legislation allows. SkillsPlus Ltd will treat all personal records of clients confidentially. Access to student records/database will be limited to the trainer/administrator. A full Privacy Policy is available in the student Handbook or upon request.

YOUR RIGHTS AT SKILLSPLUS Ltd

All people utilising the services of SkillsPlus Ltd have a right to: Privacy and confidentiality, make inquiries, ask questions or make complaints, view your own records, understand the policies and services of SkillsPlus Ltd, including statements of service delivery (i.e. staff provide the service they agreed to provide), Withdraw from any program or activity at any time; and equality in access to all services of the organisation.

ACCESS and EQUITY

SkillsPlus Ltd. is committed to Access and Equity principles within all our services that we provide to our clients. All staff recognise the rights of participants and provide information, advice and support that are consistent with this Code of Practice.

Regardless of cultural background, gender, sexuality, disability or age you have the right to learn in an environment that is free from discrimination and harassment and be treated in a fair and considerate manner in all your dealings with us.

QUALITY ASSURANCE and IMPROVEMENT

SkillsPlus Ltd. will adopt a quality assurance and improvement system that includes clearly documented procedures for managing and monitoring all training operations and reviewing student/client satisfaction.

PUBLICITY CONSENT

From time to time for marketing and publicity purposes, SkillsPlus Ltd may ask for your permission to take your photograph. You are in no way obligated to agree to this. All willing participants will need to complete a publicity consent form which is provided by the Training Manager.

RECRUITMENT and SELECTION

SkillsPlus Ltd. will advise prospective students of: Application processes and selection criteria, Fees and costs involved in undertaking training, Qualifications to be issued on completion or partial completion of courses, Competencies to be achieved during training, Assessment procedures including recognition of prior learning/current competencies, Grievance procedure, Facilities and equipment, Student support services, Recruit students at all times in an ethical and responsible manner consistent with the requirements of courses, Ensure that application and selection processes are explicit and defensible and equity and access principles are observed.

COMPLAINTS and GRIEVANCES

SkillsPlus Ltd has an established procedure to document and action such problems. Complaints are to be documented, forwarded, investigated, solved and resolved in the manner identified in our latest policies and procedures (Copy available upon request)

QUALIFICATIONS

SkillsPlus Ltd. will issue qualifications and/or statements of attainment to students who satisfactorily complete the requirements of the accredited courses/endorsed Training Packages within the Scope of Registration. Qualifications and Statements of Attainment will include the following: name of the provider as shown on the Certificate of Registration, name of the person receiving the qualification, name of the course/Training Package qualification as shown on the Scope of Registration, date issued, authorised signatory of the Registered Training Organisation, Imprint certificates with the nationally recognised training logo where courses are nationally recognised, Identify units of competency achieved on any certification issued in relation to courses based on national competency standards.

RECOGNITION OF CURRENT COMPETENCIES and CREDIT TRANSFER

If you have achieved a Certificate or Statement of Attainment from another training provider, you may seek to have these unit(s) recognised against your current course with SkillsPlus Ltd. This is generally a simple process, whereby you will need to supply the original Certificate or Statement of Attainment for verification. For further information regarding this process, please discuss with your Trainer.

RECOGNITION OF PRIOR LEARNING (RPL)

Recognition of Prior Learning is the process that recognises prior learning acquired through life experiences, formal education and other courses, training in a work environment, and work experiences. RPL can be granted to a participant if it is deemed that they have had sufficient experience in life and work relating to the competency/ies for which they apply.

RPL is assessed against the performance outcomes or elements of competency contained in the relevant qualification training package or curriculum documents. If you believe you are already competent in part or all of the course, please talk to your Trainer about RPL.

STUDENT BEHAVIOUR

SkillsPlus Ltd reserves the right to evict, without refund, any student who is disruptive, abusive, rude, or behaves badly toward the staff of SkillsPlus Ltd, other class members, members of the public, or contractors. Bad behaviour will not be tolerated. Abusive or illegal conduct during any training or assessing course will be reported to the police or other authoritative body at our discretion.

PLAGIARISM

SkillsPlus Ltd is committed to upholding standards of educational honesty and sincerity. Plagiarism and cheating in any form will not be accepted and will be dealt with seriously. Identified in our policies and procedures (Copy available upon request).

CANCELLATIONS

SkillsPlus Ltd reserves the right to cancel, postpone or defer any advertised course up to (before) the commencement of the course without any recourse from any student, organisation, or company.

FEES and CHARGES

Some SkillsPlus Ltd publicly funded courses attract fees and charges. These are set in accordance with Ministerial Policy for Fees and Charges, which is available at http://www.skills.vic.gov.au/corporate/directions/policy_and_legislation/ministerial_directions Participants who enrol in funded courses are encouraged to pay course fees in full prior to the course commencement date. If this is not possible, they must pay a 10% deposit by the course commencement date and pay the remainder by installments as arranged with the relevant Branch Manager.

REFUND POLICY

A full copy of SkillsPlus Ltd refund policy and procedure is available upon written request to the training manager. In order to be eligible for a refund, the following criteria applies:

WITHDRAWALS and CANCELLATIONS:

To be considered for a refund and any other fees and charges paid by or on behalf of the participant the participant, a refund application form must be received by SkillsPlus Ltd at least 5 full days prior to course commencement.

MEDICAL WITHDRAWAL

If medical reasons are the reasons for your withdrawal, (resulting in extended absence from training such as pregnancy/childbirth, extended hospitalisation or illness for a minimum of two weeks) you will need to supply a copy of medical certificate and attach it to the refund form.

REFUND ADMINISTRATION FEE

A refund administration fee of \$40.00 may apply.

FOR A FULL COPY OF OUR CODE OF PRACTICE, PLEASE CONTACT US on 03 9781 3388