

Student Information Handbook



VOSTRO
INSTITUTE
of TRAINING AUSTRALIA

Dear Prospective Student,

This handbook has been designed to give you an overview of our Company, the courses we offer, our teaching and learning practices and our policies and procedures. We hope it will help you to make the decision to study with Vostro because we believe that we can help you achieve your learning and career goals.

If you are looking for personal professional development or improving your current skills and knowledge in the workplace, Vostro has courses that may be exactly what you need. Our industry skills advisors can guide and suggest training options for you and should you enrol with us, you will find that our experienced trainers have current and relevant industry experience, to give you the best learning environment possible.

Vostro believes that education and training will open doors and encourage our students to adopt lifelong learning for a "pathway to the future". You will find that our courses and schedules are tailored to allow you to balance your studies with other work and home commitments.

Whether you have just left school or have left school for a few years, whether you have a successful job or looking for one, Vostro aims to make every training session informative, relevant and enjoyable for you. We tailor our courses to meet the needs of our students and clients.

We hope that you will find this Handbook informative and helpful. We are happy to answer any questions you may have regarding our courses or Vostro's operations in general.

For further information, please contact us on **03 9020 1433** or via email at admin@vostroinstitute.com.au

We look forward to welcoming you in the near future.

Yours Sincerely,

Vostro Institute of Training Australia Pty Ltd

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Introduction to Vostro Institute of Training Australia

About Us

Vostro Institute of Training Australia ('Vostro') is a Victorian-based RTO delivering nationally-accredited qualifications.



Established in 2008 and based in the heart of Melbourne's CBD, Vostro is proud to deliver flexible, innovative Vocational Education and Training solutions and services across a range of industries throughout Melbourne and regional Victoria.

We are proud to be registered under the Australian Skills Quality Authority (ASQA), which is the national regulator for vocational education and training (VET) in Australia. Vostro strives to ensure quality in all aspects of its service delivery while meeting the requirements of the Australian Quality Training Framework.

Our trainers/assessors, and administrative staff are committed to helping and supporting you to achieve the skills and knowledge relevant to your current or future role, and to your workplace by delivering training of the highest quality.

We pride ourselves on our principles, ethics and innovative outlook and are thoroughly committed to the principles of Access and Equity, ensuring that all of our students receive customised training delivery solutions that best suit the skills and needs of our individual students.

In January 2014, Vostro became a part of the Academies Australasia Group of Colleges. (<http://www.academies.edu.au/>)

Why choose Vostro?

Vostro is committed to providing quality educational outcomes for all students and trainees. Our range of nationally accredited qualifications includes community services, individual support and business.

- We offer a professional, tailored and enjoyable learning experience to all our learners
- All resources (books, learning materials) are included in our low price
- With a maximum of 30 students per class there is more time for you!
- Our trainers/assessors are accessible and available to assist you gain the most from your training

Your goal is our goal! We care about your progress. We work with you to achieve a nationally recognised qualification.

The Nationally Recognised Training logo is your way of validating the credibility and standing of your qualification. All courses offered by Vostro are aligned with Nationally Accredited Training Packages and carry this logo.

You will find that at Vostro, we believe in providing a personal touch to your learning experience. We will treat you as a valued student, not just a number.

Training Environment

In order to provide a training environment that is conducive to the success of our students, Vostro will:

- comply with all laws relevant to the operation of training premises including workplace health and safety, equal opportunity, anti-harassment, privacy and fire safety regulations;
- ensure that training premises are of adequate size and have adequate heating, cooling, lighting and ventilation; and
- ensure that training facilities, equipment and other resource materials are maintained in good order and repair and are adequate for the qualifications being delivered.

Marketing and Recruitment

Vostro will:

- market courses within the Scope of Registration with integrity, accuracy and professionalism, avoiding vague and ambiguous statements;
- draw no false or misleading comparisons with any other provider or course;
- not state or imply that courses other than those within our Scope of Registration are recognised by the registering authority;
- recruit students at all times in an ethical and responsible manner consistent with the requirements of courses; and
- ensure that application and selection processes are explicit and defensible and equity and access principles are observed.

What Will I Need to Pay?

You may need to contribute to the student tuition fee and other costs such as student services and amenities fees. Fees where applicable will be discussed with you at your time of enrolment, visit our website <https://www.vostro.vic.edu.au/> for a fee schedule showing indicative fees.

Enrolling in a Vostro Course

Enrolling in a Vostro course is simple, just enrol online or ask us for an enrolment form and submit it to our office by email or in person.

Email Address: admin@vostroiinstitute.com.au
Online: <https://www.vostro.vic.edu.au/contact>
Physical Address: Vostro Institute of Australia Pty Ltd
Level 14, 459 Little Collins Street
Melbourne VIC 3000

Once you're enrolled, your trainer will contact you to arrange a pre training interview, induction and start training.

Our Trainers and Assessors

All Vostro trainers and assessors are experienced and hold qualifications in their area of expertise. Apart from the training and assessment aspects of your course of study, your trainer will also assist you in any way possible to ensure your learning experience is interesting, enjoyable and relevant.

Vostro Trainers and Assessors have:

- demonstrated competencies at least to the level of those being delivered;
- at least Certificate IV in Training and Assessment Competency Standards or their equivalent; and
- industry experience that is current and relevant to the particular courses or units that are being delivered or assessed.

Training and Assessment

Vostro ensures that all training and assessment occurs in accordance with the requirements of the accredited qualification or endorsed training package and, where appropriate, the Training Package guidelines for customising.

Students are encouraged to take responsibility for their own learning and to actively participate in the learning and assessment process.

Vostro encourage all students to:

- actively participate in the training sessions;
- participate in evaluation activities and offer constructive feedback regarding their learning; and
- use established complaint and appeal procedures if they experience any difficulties with staff and all other avenues have been exhausted.



Training Delivery Programs are designed and delivered in a way that is best suited to the course content and the needs of the students. Courses may be available to be delivered in a classroom environment, online or using a combination of classroom and online methods.

At the start of each course trainers will identify the delivery needs of the students and may adapt delivery strategies to meet the needs of the students, provided the content and evidence of competency still meets the needs of the training package or accredited course. Vostro must approve changes to course delivery methods prior to the commencement of training.

Delivery methods may include but not limited to: presentations, role play, case studies, demonstrations, excursions, guest lectures, group work, calculations, exercises, journals, projects, observations, computer assisted learning, tutorial style and individualized learning, library use, magazines and newspapers, video and audio-visual.

This approach to learning, along with our passionate and experienced trainers and assessors, ensures you get the most out of your course.

Learning Needs – Pre Training Interview and LL&N Assessment

Vostro aims to identify and respond to the learning needs of all students. Trainers and assessors are to identify the learning and assessment needs of their students via a Pre-Training Interview and Language, Literacy and Numeracy (LLN) Aptitude Test.

Prior to enrolling in any of our courses, you will need to undertake a Pre-Training Interview and LLN Aptitude Test to ensure that the course you choose to study, is the right course for you. Trainers will ask questions that reveal the general English level of the students, understanding of subject concepts and technical skills, previous experience and considerations regarding possible assessment formats. The trainers will use this information to formulate your training plan.

Students should express their views about their learning needs at all stages of their learning experience. We want to help students to identify their learning needs through the induction procedure. Vostro will provide you with Student Feedback Forms, email surveys, trainer discussion and an open invitation to approach staff with suggestions at any stage.

Again, these strategies provide Vostro trainers with the required student based information for use in designing student training plan.

Vostro is committed to ensuring that all our students get as much as possible out of their study and the Pre-Training Interview and LLN Aptitude test help us with this.

Competency Based Training

All training is based on the principles of Competency Based Training. Delivery and assessment will involve students accomplishing tasks required to demonstrate competency in any given unit. Students will be provided with every opportunity to demonstrate that they can carry out required tasks.

If a student is deemed as “Not Yet Competent” in any unit of competency they will be provided with further attempts to demonstrate competency. This should be within one month of the initial assessment. Timing and location of the re-assessment attempt must be negotiated with your trainer. The trainer should provide the student with relevant feedback on the areas that need further work.

Credit Transfers

You may be eligible for a credit transfer if you have already completed any accredited units of competency from your course through another accredited training provider.

Credit transfer (CT) is the formal recognition of any qualification, statements of attainment/results or academic transcripts etc. issued by other registered providers of accredited training to the individual making application to have any units of competency that are the same or equivalent to those in the ‘destination’ course. It allows you to be automatically credited for units you have already successfully completed, save you from repeating these units and their assessments and can even speed up the time it takes to complete your course.

Simply ask your previous training provider for a copy of your Statement of Attainment and complete Vostro's Skills Recognition Application kit.

Note: For a unit to be credited there must be an exact match with the NRT (unit) codes.

Recognition of Prior Learning

Recognition of Prior Learning (RPL) allows you to gain exemptions from units of your course by formally recognising the skills, knowledge and attitudes you already hold as a result of your prior work experience, life experience, formal and informal training. For up-to-date fees for RPL, visit our website at <http://www.vostro.vic.edu.au>

The RPL process may involve an assessment by one of our qualified assessors, or an interview and structured collection of evidence demonstrating the required skills and knowledge of the unit you would like to RPL. For more information, talk to your Trainer/Assessor or ask one of our Admin staff for an RPL Application Form.

While You're Studying

Course Delivery

Vostro will:

- provide, prior to course commencement, an orientation program containing information about the course curriculum, program of study and availability of learning resources;
- ensure that a current copy of the accredited course curriculum is available to staff and students;
- ensure that training and assessment occurs in accordance with the requirements of the accredited course;
- ensure that national guidelines are followed when customising courses to meet the needs of particular clients;
- obtain written permission from course copyright owners prior to course delivery to use and, if required, customise courses; and
- ensure that all courses in the Scope of Registration reflect currently endorsed Training Packages.

Classroom Based Training – Hours of Operation

If you decide to undertake classroom-based training at Vostro's premises, classes will be scheduled as follows:



	Scheduled On	Class Hours Between
Full Time Classes	Weekdays	9:00am – 6:00pm

Training Materials

Vostro has quality resource material for all our courses.

Once you commence training, your trainer will provide you with all the resources you require. These are yours to keep and are included in the cost of the course, so there are no extra expenses to worry about.



Assessment & Reassessment

All assessments conducted by Vostro are completed in the following manner:

- as the student, you will be offered the opportunity for RPL;
- you will be briefed on the assessment process;
- you and your trainer will agree on a time and place for the assessment;
- all legal and ethical responsibilities/outcomes will be discussed;
- you will be advised of the outcome of your assessment at the first available opportunity;
- your trainer will provide feedback on performance, and discuss the content of your assessment with you;
- you will, at no additional charge, have the opportunity to re-submit or re-sit an assessment; and
- appeal against the outcome of any assessments (see the Grievance, Complaints and Appeals section of this booklet).

All assessments conducted by Vostro will be flexible, fair, valid and reliable.

Flexible	The trainer and student will negotiate and agree on a mutually convenient time and place for each assessment, and not belimited to one method of assessment.
Fair	The trainer will ensure that the student clearly understands what is expected, will have a set criteria to conduct the assessment from, and will provide the student with the opportunity to appeal the decision if he/she disagree with the outcome. This may also include re-assessment opportunities.
Valid	The trainer will not rely on one style of assessment, will sample a range of skills and performance, and will ensure students are only assessed on what has been advised.
Reliable	The trainer will ensure the assessment is reliable by collecting evidence by a number of different methods and at several different times throughout the program of study.

Attendance

Students are expected to attend 100% of their timetabled classes/training sessions. Failure to attend may result in a student not achieving competency or successfully completing their studies. As a courtesy, and in line with industry expectations, students are required to inform Vostro administration staff of any absence so that trainers can be informed and, in the case of workplace training, alternative arrangements made.

Feedback

At Vostro, we believe in quality and continuous improvement. This can only be achieved with the help of feedback received from our clients and students. Vostro employs a structured 2-Stage feedback process.

Stage 1	You will be asked to complete a short feedback form at the end of each unit of competency. The purpose of this evaluation is to find out how the training is going and to identify any issues you might be having so that we can resolve them before the training continues.
Stage 2	Vostro students taking part in funded training programs are required to submit a formal evaluation form as requested by the funding body. The results of this feedback process are sent to the funding body.

The information collected from Stages 1 and 2 is used within Vostro to improve the quality of our training and assessment processes. You may also receive a telephone call from a staff member of Vostro, or a survey from the National Centre for Vocational Education Research (NCVER). We encourage you to be as honest as possible during all feedback forums so that we can make your training experience a rewarding and enjoyable one.

Certificates & Statements of Attainment

Once you have satisfactorily completed all the units of competency within your nationally recognised qualification, you will be issued with a Certificate (Testamur) and Record of Results.

If for some reason, you are unable to fully and satisfactorily complete your course, you will be issued with a Statement of Attainment. The Statement of Attainment lists all the units of competency which were successfully completed towards the qualification.

Certificate Reprint

Where a certificate reprint is requested a service fee will be charged.

Information about Fees and Charges

Fees and Charges for training and further education within Vostro depend on whether a course is supported by the government as a funded course or offered on a fee for service basis.

Prior to enrolment Vostro will provide you with full details regarding the fees and charges associated with your selected course. The delivery method (workplace training versus classroom based), location and other variables can all affect the cost of a course. In order to avoid any confusion or unexpected costs, Vostro will provide you with a Student Service Agreement and Statement of Fees. All amenities and reference materials required for your course are included in the course price.

Payment Plans

In special cases, Vostro will negotiate payment plans with students to allow them to undertake or continue their course of study. All requests for payment plans, or variations to tuitions fees, will be assessed on a case by case basis.

Concessions Fees

Concessions are set at 20 percent of Vostro's published standard tuition fee.

For up to date fees and charges, visit our website at www.vostro.vic.edu.au

Concessions on tuition fees for government subsidised training places up to Certificate IV are available to students: who are.

- Commonwealth Health Care Card holders, and their dependent children and dependent spouses
- Pensioner Concession Card holders, and their dependent children and dependent spouses
- Veteran's Gold Card holders (but not their dependents)

Indigenous students – under the Indigenous Completions Initiative, Indigenous students pay only the concession tuition fee for training at any level.

Refund Policy

Vostro's Refund Policy applies to all new and re-enrolling learners unless otherwise stated.

Definitions

<i>Vostro Default</i>	Vostro default occurs when; a) the course does not begin on the agreed commencement date; or b) the course ceases to be provided at any time after it commences but before it is completed; or c) the course is not provided in full to a learner because a sanction has been imposed on Vostro.
<i>Learner</i>	An individual enrolled to study with Vostro.
<i>Employer</i>	The company employing the learner, which has made the enrolment on the learner's behalf and assumed responsibility for any applicable course fees.
<i>Learner/Employer Default</i>	Learner/Employer Default occurs when Vostro refuses to provide or continue providing a course to a Learner due to: a) a Learner not commencing a course on the agreed start date; b) a Learner/Employer canceling the learners enrolment in a course (this includes an abandonment of the course before its completion); c) a Learner/Employer failing to pay an amount he or she was liable to pay to the provider, directly or indirectly, in order to undertake a course; d) misbehaviour by a Learner.

Applying for a Refund

All requests for refunds should be submitted in writing using Vostro's official *Refund Application Form*. This form is available upon request from Vostro administration staff or can be downloaded from our website www.vostro.vic.edu.au. The completed form should be returned to Vostro for processing either in person or by email.

Approval and Payment of Refunds

All requests will be reviewed within 28 days and either approved or denied for payment. The individual applying for the refund will be notified of the outcome of their refund application within this timeframe.

Refund applications approved for payment will be processed electronically in line to the account nominated on the Refund Application Form completed by the Learner or Employer (whichever took responsibility for the payment of fees upon enrolment).

In the case of an employer, where fees remain outstanding for other learners, a credit note may be issued instead of a refund and offset against outstanding fees.

Complaints and Appeals

Refund applicants dissatisfied with Vostro's decision in relation to their refund request, may choose to lodge an appeal under the company's Complaints and Appeals Policy. This policy and form are available upon request from Vostro administration staff or can be downloaded from our website www.vostro.vic.edu.au.

General Housekeeping

- Impair others' freedom to pursue their study
- Persistent lateness or unacceptable disruption in the classroom
- The use of profanities, crass or obscene language, drunkenness or influence by illegal substances
- Failure to undertake assessments as set out by Vostro and the AQTF
- Behavior that breaches the Privacy Act 1988
- Criminal or anti-social behavior

Dress Code - Clothing should be neat and tidy. We suggest overalls or long pants for any students who are attending practical courses such as first aid, confined spaces etc.

Telephones - Please do not make or receive calls or text whilst the trainer is conducting training. If it is expected that you might get an urgent call, please communicate this possibility to the trainer before the class begins.

Minor cleaning Tasks - All litter to be removed following the class and there will be minor cleaning tasks required after each training session to ensure the room is left in a tidy state. See your trainer for this information.

Policies and Procedures

What are Policies and Procedures?

Policies are relatively short statements explaining Vostro's position on important issues. Procedures detail the step-by-step processes associated with the implementation of these policies.

How do Policies and Procedures Affect Students?

Policies and Procedures not only outline the rights and responsibilities of students but also Vostro's responsibilities to students. Policies and procedures affecting students range from student selection to student assessment, a number of them are mentioned in this handbook. If you have a query regarding a specific policy or procedure your immediate contact would be your trainer assessor, outside of your training environment your query should be directed to the Vostro administration staff. .

Student Code of Conduct

Rights and Responsibilities - The adult learning environment at Vostro encourages and supports the participation of people from diverse backgrounds. Our aim is for each student to have an equal opportunity to learn in a supportive environment whilst studying with us.

Students have the following rights while studying with us:

- The right to be treated with respect from others, to be treated fairly and without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socio-economic status.
- The right to be free from all forms of intimidation.
- The right to work in a safe, clean, orderly and cooperative environment.
- The right to have personal property (including computer files and student work) and Vostro property protected from damage or other misuse.
- The right to have any disputes settled in a fair and rational manner.
- The right to work and learn in a supportive environment without interference from others.
- The right to express and share ideas and to ask questions.
- The right to be treated with politeness and courtesy at all times.

Any student who breaches the code of behaviour while enrolled with Vostro will be subject to disciplinary procedures. All incidents of a serious nature will be referred to local authorities, including the Police.

Code of Practice

Overview

Vostro has developed policies, procedures and management practices aimed at maintaining a learning environment that is conducive to the success of our clients and has the capacity to deliver the course(s) on the scope of registration. All endeavours are made to ensure that the company is compliant with relevant legislation and regulatory requirements.

At Vostro, we will:

- ensure a person or persons with relevant qualifications and experience will undertake responsibility for the management and coordination of training delivery, assessment, verification, staff selection and professional development of the Registered Training Organisation;
- maintain adequate and appropriate insurance including public liability, professional indemnity, and Work Cover;
- advise the registering authority in writing within 10 working days of any changes to the information contained in our registration;
- allow the registering authority, or its agents, access to training records, delivery locations and staff for the purpose of auditing performance or verifying compliance with the conditions of registration;
- maintain systems for recording student enrolments, attendance, completion, assessment outcomes (including Recognition of Prior Learning), results, qualifications issued, grievances and the archiving of records;
- treat all personal records of clients with the strictest confidentiality; and
- provide for students to access their own records.

Relevant Legislation – Student Protection through Legislation

Vostro is committed to complying with Commonwealth and State legislation and regulatory requirements.

Vostro has developed policies and procedures to assist in maintaining compliance with the relevant legislation and regulations, and is required under the terms of its registration as an RTO to ensure that information is given to students about current legislation that significantly effects your participation in any of our training programs.

Legislative requirements are also addressed within this handbook for (note the table of contents for their location):

- Training Environment
- Complaints and Appeals
- Health, Safety and Security
 - Occupational Health and Safety Act 2004
 - OHS Amendment Regulations 2014
 - National WHS Act
- Code of Practice
- Equal Opportunity and Discrimination
- Harassment
- Privacy

For further information on applicable legislation, speak with your Trainer or a member of our admin team or alternatively, information on relevant legislation can be found at the following websites:

- Occupational Health & Safety <https://www.worksafe.vic.gov.au/occupational-health-and-safety-act-and-regulations>
- Equal Opportunity <http://www.humanrightscommission.vic.gov.au/>
- Vocational Education & Training <http://www.vrqa.vic.gov.au/>
- Privacy <http://privacy.gov.au/>
- VQA Act <http://www.legislation.vic.gov.au/>

Equal Opportunity & Discrimination

Equal opportunity is a requirement under both Victorian and Commonwealth legislation. In Victoria the main piece of legislation which makes it unlawful to discriminate is the Equal Opportunity Act 2010 (Vic), there are also related laws, being the Charter of Human Rights and Responsibilities Act 2006 (Vic) and the Racial and Religious Tolerance Act 2001 (Vic).

As students, and Vostro as educators we both have a responsibility to ensure our RTO is respectful, safe and inclusive and free of discrimination, vilification and otherwise unlawful and unacceptable behaviours.

Vostro is an Equal Opportunity company, and does not discriminate against any person for any reason, nor do we condone harassment in the workplace or training environment of any sort. Our business is run in accordance with the following Legislation, Laws and Act's:

- Equal Opportunity Act 2010
- Australian Human Rights Commission Act 2018
- Age Discrimination Act 2004 (Cth)
- Disability Discrimination Act 1992 (and Educational Standards 2005) (Cth)
- Racial Discrimination Act 1975 (Cth)
- Sex Discrimination Act 1984 (Cth)

Harassment/Bullying

Vostro is committed to providing a work and study environment free from harassment, discrimination and bullying and will not tolerate any form of harassment, discrimination, bullying or reprisal. Disciplinary action will be taken against any student, trainee or staff member demonstrating this type of behaviour.

Access & Equity

Vostro is committed to the principles of access and equity in Vocational Education and Training (VET) and has developed a detailed policy in support of this commitment.

The guidelines outlined in this policy are designed to promote the full and equal participation of all students (prospective, current and former) by removing the barriers and obstacles that prevent them from gaining or improving upon their skills, knowledge and experience.

Vostro is further committed to:

- Adhering to all areas of the Disability Discrimination Act (1992)
- Adhering to the sections of the Education Standards (2005) for the Disability Discrimination Act (1992)
- Ensuring access to VET programs is available to all eligible participants
- Ensuring all participants are provided with the opportunity to gain a full qualification
- Providing participants with special needs, including but not limited to, poor language, literacy or numeracy skills, the necessary and reasonable support required to assist them in undertaking their chosen qualification

Vostro actively encourages the participation of a cross-section of the community. This is achieved through the implementation of non-discriminatory selection procedures, encouraging access for all.

In order to further support the principles of access and equity, Vostro will:

- ensure our training and assessment services are delivered in a non-discriminatory, open and respectful manner
- ensure our staff is appropriately skilled in access and equity issues, including cultural awareness and sensitivity to the requirements of clients with special needs
- conduct client selection for training opportunities in a manner that includes and reflects the diverse client population
- actively encourage the participation of clients from traditionally disadvantaged groups and specifically offers assistance to those most disadvantaged
- provide culturally inclusive language, literacy and numeracy advice to assist clients in meeting personal training goals
- be accountable for its performance in adhering to the principles of this policy, and welcome feedback as part of its continuous improvement and evaluation processes
- ensure that our staff and students are required to comply with access and equity requirements at all times

Physical Disability

A person with a disability has the right to study at Vostro in the same way as any other student.

The Disability Discrimination Act (DDA) 1992 makes it illegal for Vostro to discriminate against persons with a disability. Vostro may not prejudice and must offer people with a disability the same educational opportunities as everyone else. The DDA protects people with a disability against discrimination in education, such as:

Admission:

- Refusal or failure to accept an application for admission from a person with a disability.
- Accepting a person with a disability as a student on less favourable terms or conditions than others. For example, asking a person with a disability to pay higher fees.

Access:

- Denying or limiting access to people with a disability. For example, delivering classes in an inaccessible format, inaccessible student facilities.
- Subjecting a person with a disability to any other detriment such as discriminatory selection criteria.
- Welfare and guidance services and client support.

If you experience a problem with your course, you should immediately speak with your trainer or the Student Support Officer (03 9020 1433) who can help you find the assistance you need.

Some examples of support that may be arranged may include:

- Mentoring
- Disability Support
- Telephone/email learners support
- Personal Counseling
- Study Skills Program

If you have any suggestions as to how we can improve our performance with respect to access and equity, or if you would like further information on Vostro's Access & Equity Policy, please contact us.

Career Advice

Career Advice for Your Future
Ph: 0413 587 987

Churches

Australian Christian Churches Victoria
Ph: 8791 5298
Newport Islamic Society and Mosque
Ph: 9391 0449

Counselling Services

Inclusive Mediation Counseling & Training Services
Ph: 9743 2504
Aspire Health and Psychology - Newport
Ph: 9391 9866
Lifeline
Ph: 13 11 14

Disability Services

Inclusive Mediation Counseling & Training Services
Ph: 9743 2504

Drug & Alcohol Services

Alcoholics Anonymous
Ph: 9429 1833

Direct line
Ph: 1800 888 236

Odyssey House Victoria
Ph: 9420 7600

Community Alcohol and Drug Centre Footscray
Ph: 9689 5533

Employment Services

Adecco – Footscray
Ph: 9201 5100

Skilled – Sunshine West
Ph: 9312 2566

Wesley Employment Services – Footscray
Ph: 9687 0033

Salvation Army Employment Plus
Ph: 1300 305 343

Family Assistance

Department of Human Services
Ph: 1300 650 172

MacKillop Family Services - Footscray
Ph: 9687 7166

Salvation Army - Sunshine
Ph: 9312 5424

Learning Difficulties

Inclusive Mediation Counseling & Training Services
Ph: 9743 2504
Learning Difficulties Australia
Ph: 9890 6138

Telephone Interpreter Services

Ph: 13 14 50

Personal Information and your Privacy

Vostro are required to abide by the Freedom of Information Act 1982 and as such your privacy is respected by Vostro. When enrolling in a Vostro training program, you will be required to complete a number of forms. Vostro ensures that, except as required under the Standards for Registered Training Organisations, or by law, personal information about you will not be disclosed to a third party without your written consent.

Personal information collected about you will be used in the course of Vostro business. Certain personal information may be required by government departments or the Victorian Registration & Qualifications Authority before you can be issued with a Nationally Accredited Qualification.



Vostro stores personal information in both paper and electronic form. Hard copy information is kept under locked security. Personal information stored on computers is password protected.

Students/trainees may access their personal information at any time by contacting the Vostro's administration team. To ensure the privacy of your personal information is maintained, proof of your identity will be required before any personal information about you is released to you.

If any of your details change, please complete a Change of Address/Change of Details form and submit it to Vostro as soon as possible so that we can update your personal information accordingly. This will ensure that any correspondence we send you is received safely. Forms can be accessed by contacting Vostro by phone or email.

Health, Safety & Security

Vostro's OH&S Responsibilities

At Vostro we are committed to providing an environment that protects the health, safety and security of all who work at, study at or visit our premises by abiding by State and Federal Occupational Health and Safety Acts, they are noted within the Legislation section of this handbook. To support this commitment, we have developed a range of policies and procedures aimed at minimising risks, reporting incidences, and improving safety and security practices.

These policies and procedures ensure that:

- all hazards, near misses and injuries are reported to management;
- investigations are conducted in a timely manner, identifying and implementing preventative actions;
- a follow up review of the corrective actions implemented is undertaken to ensure that hazards have been eliminated/minimised as much as possible and no new hazards have been introduced in their place; and
- there is accurate data recorded to allow Vostro to analyse trends and monitor hazards.

Vostro's Occupational Health and Safety (OH&S) responsibilities include:

- setting up systems for identifying, reporting and correcting all actual and potential hazards;
- providing, purchasing, and maintaining plant and equipment that is free from hazards;
- ensuring that all systems of work used are safe and meet minimum safety standards;
- ensuring that time and resources are allocated to providing adequate information, training and supervision for all staff; and
- consulting with staff on all issues involving health and safety.

Student's OH&S Responsibilities

Students and trainees also have certain responsibilities in regards to health and safety, including;

- undertaking activities in a safe manner;
- following instructions provided for safety;
- assist in identifying hazards before they result in injury;
- not putting themselves or anyone else at risk; and
- reporting an injury, illness or "near miss" to an appropriate person.

Students and trainees who are hurt or involved in a 'near miss' while on Vostro premises, are asked to:

- notify their Trainer immediately if medical attention is required; and
- complete Vostro's OH&S Hazard, Incident and Near Miss Report, so that the incident can be properly recorded, investigated and resolved. All trainers carry OH&S Hazard, Incident and Near Miss Report forms.

OH&S Definitions

<i>Accident</i>	Commonly used to describe an incident which has resulted in an injury
<i>Incident</i>	Any unplanned event resulting in or having the potential for injury, ill health, damage or loss
<i>Hazard</i>	A source or situation with the potential for injury or ill health
<i>Near Miss</i>	Planned event which could have but did not result in injury, ill health, damage or loss

If you require support, for any reason at all while enrolled with Vostro, please do not hesitate to contact us.

Academic Issues: Contact Vostro Student services for assistance with academic issues may involve support or additional tuition, counselling etc.

Personal Issues: Contact Vostro Student Services or your trainer directly. Assistance with personal issues may involve a temporary suspension of a traineeship, extension of time on assessments etc.

We will endeavour to assist you to our fullest capacity, or where appropriate, direct you to a suitable professional agency. Any assistance or advice provided by Vostro staff is treated as professional and confidential.

Evacuation Procedures

Fire - Fire and evacuation procedures will also be explained for your training venue. Your trainer will provide you with this information at the start of your course. If this does not occur, please bring this to your trainer's attention as if may have been an oversight and is mandatory information.

Emergency - At induction your trainer will make you aware of our emergency evacuation procedures, such an event could be due to a health and safety issue, medical response, bomb threat and/or intruder.

Note: if the alarm is raised by a Vostro staff member and you are directed to do so leave the building in an orderly manner and assemble at the emergency assembly area at the front of the campus gates.

Alcohol

Alcohol is NOT permitted in the training environment. The influence of alcohol spoils the learning environment of the institution. A student who appears to be affected by alcohol cannot attend the training.

No Smoking Policy

Smoking is not permitted in and around the training environment.

Illicit Drugs

Drugs are not permitted in the training environment. Anybody found having any sort of dealing with drugs will be expelled from the course and will be reported to the police. A student who appears to be affected by drugs cannot attend the training.

Illegal Weapons

Firearms and knives cannot be brought to the training course. It is against the law in Victoria to carry firearms or knives at the public places. You must NOT bring any firearms, knives, or any kind of weapons to the training course. Anybody found with any sort of weapons will be expelled from the course and will be reported to the Police.

Medical Problems

Students who have medical issues that could affect their performance in the training course should identify this to the enrolment officer or to their trainer.

Vostro reserves the right to call the ambulance for assistance if you collapse and require attention.

Plagiarism

Plagiarism is a form of cheating. It is the act of presenting somebody else's work and claiming it as your own.

Be aware of the risk of plagiarism whenever you use:

- ideas, comments, statements, data, graphics etc. from someone else;
- information downloaded from the internet; or
- information that you have copied exactly, changed slightly or summarised.

All you need to do to avoid plagiarism in an assignment is to give credit where credit is due – this is known as referencing. There are several systems which can be used to prepare entries (known as citations in reference lists and bibliographies) – whichever style you use, it is important to be clear, complete, accurate and consistent. Check with your trainer about the system to use.

Some handy hints about referencing:

- ✓ You don't need to reference your independent ideas or information based on your own experience.
- ✓ You don't need to reference information regarded as 'common knowledge'.
- ✓ Keep a separate, detailed list of all your resources you have taken notes from while conducting your research.
- ✓ Develop your own way of marking your research notes to show what is copied, paraphrased or your own work.

It is important that each assessment task is completed individually unless it has been given to you as a group task, or your assessor has approved a request to work in groups.

If a trainer or staff member of Vostro has evidence that cheating or plagiarism may have occurred, he/she will organise a time to meet with the student/trainee and/or employer to discuss the circumstances. If it can be shown that plagiarism has occurred, the student/trainee will receive counselling, be given further assignment/assessment advice, and the opportunity to resubmit the assignment or assessment.

If plagiarism is repeated, the student/trainee will be given a Not Yet Competent (NYC) outcome for the unit of competence and will receive further counselling and assessment advice. All efforts will be made to resolve any plagiarism issue quickly and sensitively.

Students/trainees can appeal any decision by following the Vostro Grievances/complaints and Appeals process. If an appeal is requested, and Vostro discovers that there is insufficient evidence of plagiarism to warrant disciplinary action, Vostro shall decide on an alternate direction which may involve close supervision.

Cheating

Cheating is when a student tries to complete an assessment by using dishonest or deceptive practices. For example, cheating during a written assessment may involve copying another student's answers, asking another student to give you an answer, or taking a 'cheat sheet' into the assessment area. The procedure for dealing with instances of cheating is the same as for plagiarism.

IT Systems

Students undertaking classroom training can access Vostro's wireless internet whilst on our premises. Use of this system is governed by Vostro's IT Acceptable Use Policy which is available upon request.

Students accessing Vostro's Wi-Fi system must do so responsibly, ethically and lawfully. Improper use may result in the immediate withdrawal or suspension of system and network privileges and disciplinary action, in accordance with existing Vostro policies and procedures.

Students must not disclose usernames or passwords relating to their Wi-Fi access to others.



Complaints and Appeals

Vostro's Policy

It is Vostro's policy to ensure that all grievances, complaints and appeals are taken seriously and investigated thoroughly, fairly and without bias.

To ensure grievances/complaints and appeals are resolved early, Vostro has developed a detailed Grievances, Complaints and Appeals Policy to establish a fair and consistent approach in dealing with grievances/complaints or appeals that arise during training delivery. This Policy (Complaints & Appeals Policy) is available on our website www.vostro.vic.edu.au or by contacting our administration team.

Definitions

The following definitions have been provided to assist in the understanding and implementation of Vostro's Complaints and Appeals Policy.

Complainant	The person lodging the complaint or appeal
Complaint	The informal or formal expression of dissatisfaction or disagreement in regard to some aspect of the conduct of Vostro's operations, services, staff or students
Appeal	The petition against any decision made by Vostro or its authorised representatives, including assessment decisions

Lodging a Grievance, Complaint or Appeal

The most appropriate method to deal with an issue or concern will depend on the circumstances and the nature of the complaint. Some grievances/complaints can be resolved easily without formality or process. More serious or damaging grievances/complaints may be dealt with formally and with investigation methods applied.

Informal Approach	The complainant may approach the relevant Trainer to state the nature of their issue or concern, express their feelings and ask for a resolution. The complainant may also approach Vostro Management and request advice/assistance in resolving the issue or concern and take appropriate action. Grievances/complaints or appeals lodged in this manner are not documented or officially recorded.
Formal Approach	<p>The complainant may lodge a formal (written) complaint using Vostro's official <i>Complaint and Appeals Form</i>, requesting resolution.</p> <p>Upon receipt of a formal grievance/complaint and/or appeal, the complaint/appeal will be recorded on Vostro's Complaints and Appeals register and a written acknowledgement of receipt of the complaint will be sent by the Chief Executive Officer (CEO) within 5 working days.</p> <p>The CEO or delegated authority will investigate the complaint/appeal within 10 working days. This investigation may include interviews/meetings with relevant parties or witnesses. Following this investigation, the CEO or delegated authority will recommend an action for resolution of the complaint/appeal to all relevant parties. If an agreed resolution is reached, the CEO will send the complainant a Complaints and Appeals Outcome Notification.</p> <p>If an agreement cannot be reached, the CEO will provide a written report to the representative of Vostro's Directors, who will then seek a resolution with the complainant and issue a Complaints and Appeals Outcome Notification.</p> <p>The complainant may also seek external advice and make a complaint directly to an appropriate government agency (eg. VRQA)</p>

The full version of the Complaints and Appeals Policy and Procedure is available upon request, or a via our website www.vostro.vic.edu.au

Student Services and Support

Vostro is able to provide support services to our students and trainees as required and has a designated Student Support Officer. Included below, is a list of services (local where available) that you may like to be aware of or make use of in the future. If needed, we can assist you in contacting these services at your request.

Language, Literacy & Numeracy

Support - Language, literacy and numeric support is accessible to all students and can be organized on a case-by-case basis during student induction day. The enrolment officer can organise required support when required.

All delivery, assessment and instruction are carried out in English unless otherwise stated. There may be the opportunity available for you for “reasonable adjustment” concerning the assessment process, depending on the level of support you require. This will be determined at the enrolment process via a pre training interview with your trainer.

Centrelink - Literacy & Numeracy Training telephone number is 132 850

Some examples of the type of support that we can offer include:

Literacy

- Providing essential writing tasks.
- Considering the use of group exercises for assessments.
- Providing examples and models of completed tasks.
- Ensuring that documents and forms are written and formatted in plain English.
- Using clear headings, highlighting certain key words or phrases.
- Providing explanations of all technical terms used.

Language

- Presenting information in small chunks and speaking clearly, concisely and not too quickly.
- Giving clear instructions in a logical sequence.
- Giving lots of practical examples.
- Encouraging you to ask questions.
- Asking questions to ensure you understand.

Numeracy

- There is a numeracy standard required for higher qualifications. However, we encourage the use of calculators.

Reasonable Adjustments

If a student meets essential entry requirements, Vostro will make “reasonable adjustments” necessary for you to complete your course work or demonstrate competency. This may include adjusting the physical environment, student learning materials or the manner that a theory test is completed.

If a person with a disability meets essential entry requirements, Vostro will endeavour to make changes or "reasonable adjustments" necessary for that person to undertake their course-work.

In most situations, a student with a disability will be able to tell Vostro what he or she needs to be able to study. If necessary, the RTO should also seek advice from disability areas within government departments or organisations that represent or provide services to people with a disability.

Adjustments may include:

- Modifying educational premises. For example, making ramps, modifying toilets and ensuring that classes are in rooms accessible to the person with a disability. Vostro has such premises.
- Modifying or providing equipment. For example, lowering benches, enlarging computer screens, providing specific computer software or an audio loop system.
- Changing assessment procedures. For example, allowing for alternative examination methods such as oral exams, or allowing additional time for someone else to write an exam for a person with a disability.
- Changing course delivery. For example, providing study notes or research materials in different formats or providing a sign language interpreter for a deaf person.

Practical Placement

Your course may include Practical Placement below are some definitions:

Practical Placement:	Any structured workplace learning that is part of a written agreement between a training organisation (the RTO) and an employer/organisation. It includes work observation, work experience and other forms of workplace learning.
Host Employer:	Workplace providing practical placement activity.
Workplace Supervisor:	Employee or owner of host organisation identified as contact person for the learner and the RTO.
Practical Placement Agreement:	Written agreement signed by the learner, the host employer and the RTO to specify hours of placement and activate insurance cover.

More Definitions

Staff and learners need to be aware of the following definitions:

'Bullying' - is unwelcome and offensive behaviour that intimidates, humiliates and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insult, spreading false or malicious rumours about someone, isolating or ignoring a person, putting people under unnecessary pressure with overwork or impossible deadlines, and sabotaging someone's work or their ability to do their job by not providing them with vital information and resources.

'Confidentiality' - refers to information kept in trust and divulged only to those who need to know.

'Discrimination' - is treating someone unfairly or unequally simply because they belong to a group or category of people. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender, history, impairment, age or sexual orientation. Victimisation is also treated as another form of discrimination.

'Harassment' - is any unwelcome and uninvited comment or action that results in a person being intimidated, offended, humiliated or embarrassed.

'Personnel' - refers to all employees of Vostro

'Racial Harassment' - occurs when a person is threatened, abused, insulted or taunted in relation to their race, descent or nationality, colour, language or ethnic origin, or a racial characteristic. It may include derogatory remarks, innuendo and slur, intolerance, mimicry or mockery, displays of material prejudicial to a particular race, racial jokes, allocating least favourable jobs or singling out for unfair treatment.

'Sexual Harassment' - is any verbal or physical sexual conduct that is unwelcome and uninvited.

It may include kissing, embracing, patting, pinching, touching, leering or gestures, questions about a person's private or sexual life, requests for sexual favours, smutty jokes, phone calls, emails, facsimiles or messages, offensive noises or displays of sexually graphic or suggestive material.

'Victimisation' - is punishing or treating an individual unfairly because they have made a complaint, or are believes to have made a complaint, or to have supported someone who has made a complaint.

Undertaking Placement

- All students undertaking Practical Placement will also be required to complete the relevant Practical Work Placement Record in conjunction with the host employer.
- The Practical Work Placement Record must be completed, returned and retained on the student file before competency can be achieved in the qualification being undertaken.
- The student shall be provided support and guidance from the host employer in the completion of required workplace tasks. These tasks will ensure the student further develops their skills and knowledge in the required areas as part of their qualification completion.

National Police Check

For certain qualifications, students undertaking placement may be required to obtain a national police check. This will be advised at the time of enrolment.

The cost of the police check is borne by the student however Victoria Police offers a reduced fee for issuing National Police Certificates for student placements; Vostro will advise the student regarding eligibility requirements.

Where a student has been identified as having a disclosable outcome, it is up to the student to contact student services should he/she wish to disclose the outcome and discuss.

The student is advised to contact the employer prior to placement to arrange an appointment to discuss the matter allowing the host employer to make an informed decision.

The decision of the suitability of the applicant rests with the host employer where Placement is to be undertaken. The use and retention of the information contained on the National Police Certificate may be subject to State or Commonwealth legislation. The recipient is therefore urged to make own inquiries with respect to any applicable legislative obligations or requirements.

Police check application details can be found at the following site:

www.police.vic.gov.au

Working With Children's Check

For certain qualifications, students undertaking placement may be required to obtain a Working With Children's Check. This will be advised prior to enrolment and the cost borne to the student.

Working With Children's Check application details can be found at the following site:

www.workingwithchildren.vic.gov.au/

Should an individual wish to appeal any decision relating to this policy and procedure, Complaints and Appeals policy and procedure should be followed.

General Information

Contact Details

Address: Vostro Institute of Training Australia
Pty Ltd
Level 14, 459 Little Collins Street
Melbourne VIC 3000

Phone: 03 9020 1433

Email: enquire@vostroinstitute.com.au

Website: www.vostro.vic.edu.au

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**Committed to providing high quality, nationally
accredited training.**