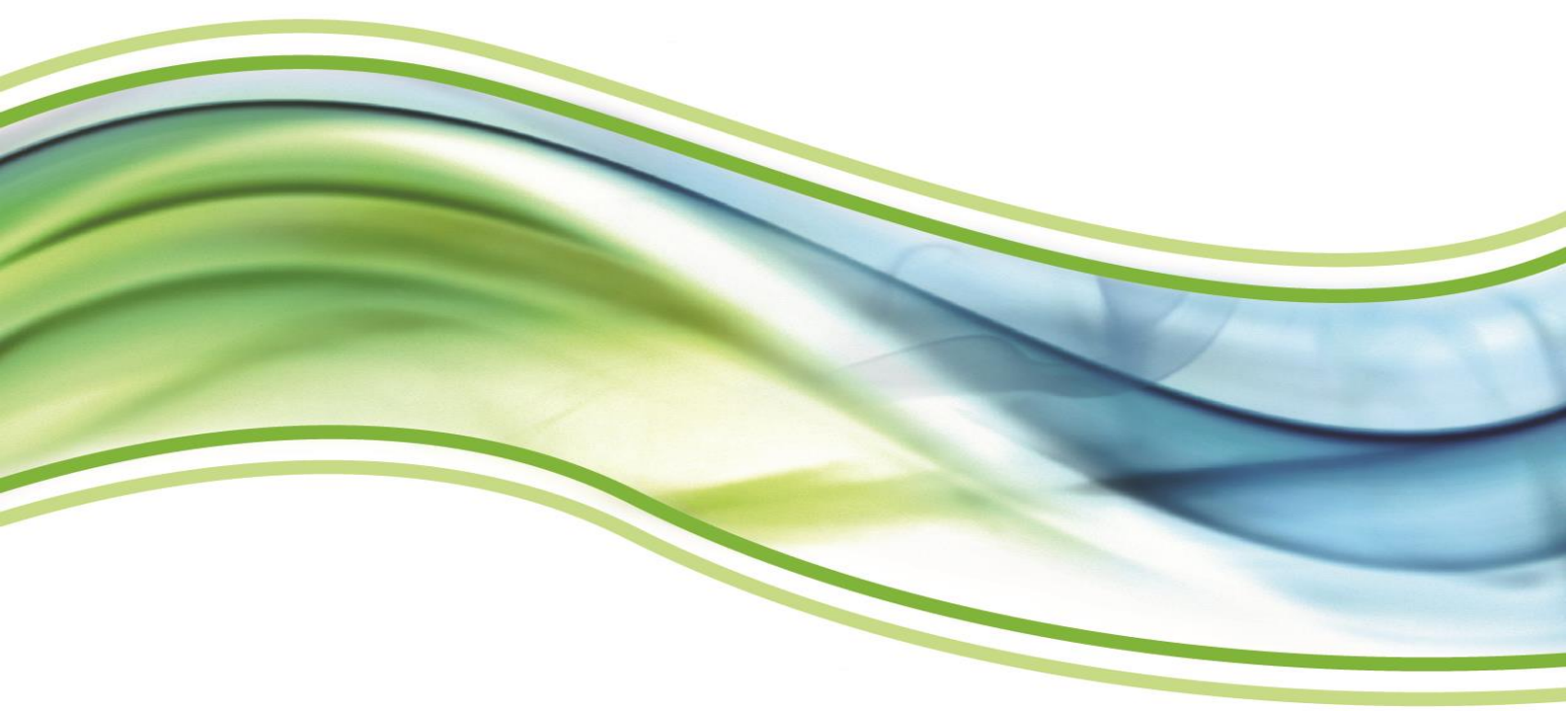


# BSB42015 Certificate IV in Leadership and Management

## Skills Set – Lead the way



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The Education & Training Company  
of the University of New England

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## Overview

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### Welcome

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Welcome to the skill set *Lead the Way* which offers two units of competency from the *BSB42015 Certificate IV in Leadership and Management*, a nationally recognised and accredited program presented by UNE Partnerships Pty Ltd, the Education and Training Company of the University of New England.

We are very pleased that you have selected UNE Partnerships as your training provider and are committed to working with you to achieve your study goals. This skill set provides an introduction to the skills and knowledge to lead change within your organisation.

This learning opportunity is subsidised by NSW Government and is subject to a strict timetable so it is very important that you dedicate sufficient time to complete your studies within the period allowed. The following timeframe must be adhered to in order for UNE Partnerships to make funding claims associated with your enrolment. Payments can only be claimed once we have evidence of your achievement of these milestones.

Milestone		Due Date	Activity Required
1	Commence by	Immediately	Please commence your study for the unit BSBCUS401 as soon as you are able to access your online site.
2	Halfway by	15 March 2018	Completion of all assessment tasks for: <ul style="list-style-type: none"><li>• BSCUS401</li></ul>
3	Complete by	15 June 2018	You must complete all program requirements by this date.

As an adult learner you will have many competing priorities. To be successful in this endeavour you will need to set clear personal goals and prioritise your time accordingly. Please call your course advisor if you feel that you will be unable to meet this timeframe.

### Contact points

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As experienced distance education providers, we understand how important communication is. We have used our online site to take advantage of current technology and make sure that information and contact points are up to date and go to the right people, while also giving you the opportunity to use the forms of contact that suit you.

### Administration

If you have any questions of an administrative nature, please contact the student support team via the online site, or alternatively through:

Telephone: (02) 6773 0000  
Email: [business@unep.edu.au](mailto:business@unep.edu.au)  
Mail: UNE Partnerships Pty Ltd  
PO Box U199  
University of New England NSW 2351

### Learning and Assessment

If you would like to discuss course content or assessment requirements, please contact your allocated assessor. Their contact information is available on the online site.

### Customer protection officer

The customer protection officer is responsible for handling any complaints, grievances and appeals to ensure compliance with consumer protection legislation and contractual obligations. The Director of Education is the designated customer protection officer. Contact details are below.

Meg Michell

Director of Education

02 6773 0000

[meg.michell@unep.edu.au](mailto:meg.michell@unep.edu.au)

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# BSB42015 Certificate IV in Leadership and Management

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## Aim of the course

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This skill set aims to equip participants with the confidence to support business transformation associated with change and to lead change in your organisation. You will learn to:

- Advise on, carry out and evaluate customer service strategies
- Choose the appropriate method of communication to suit the context and the audience

## Structure of the course

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A total of twelve (12) units of competency must be completed successful completion of the BSB42015 Certificate IV in Leadership and Management. The skill set in which you have enrolled includes two (2) of the required units.

The course employs an online delivery mode, with access to all learning and assessment materials provided electronically. An outline of the structure for delivery and assessment is provided below.

Full details of each assessment will be made available in the assessment section of your online course site. Details of the units of competency in which you are enrolled are also available online, or by clicking the links below if accessing an electronic version of this course overview.

Unit of Competency	Assessment Tasks
<a href="#">BSBCUS401 Coordinate implementation of customer service strategies</a>	Task 1: Identify customer needs Task 2: Implementing a Customer Service Strategy Task 3: Presentation
<a href="#">BSBLDR401 Communicate effectively as a workplace leader</a>	Task 1: Identify context for communication Task 2: Clarify message and engage communication Task 3: Take follow-up actions

Units of competency are achieved as assessment tasks are successfully completed, and all must be completed for your Statement of Attainment to show all two units for which you are enrolled. If you withdraw before you complete all units in the skill set, you will receive a Statement of Attainment for those competencies you have successfully completed.

Ensure you read the assessment tasks carefully and the information provided in the *Approaching your study* section found later in this Course Overview. You can review the full

descriptions of the units of competency through the links in the preceding table, or alternatively by visiting [www.training.gov.au](http://www.training.gov.au) . Information on how to submit your work for assessment is provided below. Should you be unsure of what is required of you, contact your assessor.

## Continuing your studies

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The units from the BSB42015 Certificate IV in Leadership and Management in which you are enrolled are from a nationally recognised and accredited course. It is listed on the national register of courses and is placed at level 4 on the Australian Qualifications Framework (AQF).

If you wish to continue your studies to gain the full BSB42015 Certificate IV in Leadership and Management qualification, you will receive credit for all units successfully completed.

The competencies gained through successfully completing this program are also cross-industry and nationally recognised and you may be able to use these units for credit within other qualifications, subject to the qualification packaging rules of those qualifications.

## Study workload

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The nominal duration of your enrolment in this skill set from the BSB42015 Certificate IV in Leadership and Management is up to 6 months, although all assessments must be submitted on or before 15 June 2018. The time it takes you to achieve the competencies required will depend on the amount of relevant learning and experience you have. Students with a moderate level of relevant learning and experience should be able to complete the course requirements in about 10 to 12 hours a week a week of self-directed workplace and individual study over the 6 month period, as outlined in your study plan.

You have up to 6 months from enrolment to complete the units within this skill set from BSB42015 Certificate IV in Leadership and Management. If you fall behind in your schedule, you should contact UNE Partnerships to discuss your progress.



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## Approaching your study

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To maximise your learning in this course you are encouraged to be an active learner and use every opportunity to listen, read, practise, observe, ask questions and keep up-to-date records of what you are achieving. Above all, enjoy your learning experience.

Here are some useful tips.

- Work steadily through the modules.
- Always ask for assistance as soon as you need it.
- Look for opportunities to practise or to demonstrate your competence.
- Write down the steps involved in performing tasks and other relevant notes and keep them in a learning journal or other record of your learning.
- Ask questions.
- Observe other people in the workplace.
- Relate your learning to the work you are doing now or have done before.
- Practise what you have learned while it is still fresh in your mind.
- Seek feedback from colleagues and/or your mentor.
- Read the relevant competency before tackling Assessments.
- Use a learning journal as a way to record your learning and activities as well as your thoughts and reflections.

## Working through your assessments

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Once you have read through your Assessments and want to start working on your responses, you may find the following points useful.

### Assessment tasks

Each Assessment is made up of one or more Assessment Tasks, which often then have a number of questions. Your answers to questions are intended to demonstrate that you comprehend the processes you follow and use, and the evidence you provide shows that you have applied your skills and knowledge. Some hints on answering the questions:

- Write in the first person (active voice) as we need to hear what you have done. For example: “I ran three stakeholder workshops to ...” or “On my last project, the schedule was delayed because of ..., so I held discussions and ...”
- Use anecdotes or refer to projects/undertakings you have worked on wherever possible. Your answers are to assist us in understanding what you have experienced. You need to discuss what you have done. They are not theoretical questions.
- You cannot plagiarise your own work in the Vocational Education and Training Sector. If you find yourself answering a similar question to one you have answered previously, it is recommended that you take your previous response and adapt it, rather than trying to come up with a fresh response and/or evidence.

## Assessment due dates

Due dates are set for submission of assessment tasks. The schedule is established to ensure you allow enough time to complete all assessments in your qualification. You can request an extension, or a rescheduling of due dates, as long these fall within the study period.

## Evidence/attachments

Your assessment tasks will indicate the type of evidence you need to submit. You may need to submit a variety of evidence, such as emails, reports, presentations as well as audio or video evidence. This variety of evidence types is required because your qualification requires you show you are competent at performing a variety of work-based tasks, as well as having the knowledge that relates to these tasks. You may also be required to provide presentations (online via webinar or face-to-face in workshops as relevant to your course) or participate in direct conversations with your trainer/assessor via telephone or internet.

When submitting documents and other types of attachments, please ensure you label each item so that it is very clear which task and/or question each attachment relates to. You may find that you refer to the same piece of evidence many times over one or more of your assessments.

## Confidentiality

Confidentiality is a major workplace responsibility, so be sure that the work documents you wish to collect as evidence do not contain sensitive information. If in doubt, seek the permission of your manager or your organisation's legal department.

If you are unable to provide evidence due to confidentiality reasons, please be aware that you do not have to provide the full content of a document. In order to prove a document exists, providing a cover sheet, a table of contents, or a revision table with your name to prove your input, may suffice.

If you are still unable to provide evidence, please talk to your assessor as you may be able to use hypothetical issues rather than real events if this is necessary for reasons of confidentiality, privacy or compliance.

## Audio/visual evidence

You may be required to submit audio/visual evidence, most likely an audio or video recording, in order to demonstrate your competence. While this may sound involved, it can be as simple as setting up a smart phone's video or audio recording app and positioning it to record the piece of evidence you wish to submit. There are also many other devices and software available to make recordings, such as a laptop with a web camera.

If you are required to submit audio/visual evidence please consider the following points:

- You are not being assessed on your video or audio recording skills. The purpose is usually to allow your assessor to observe you demonstrate one or more practical tasks such as oral communication and interpersonal skills.
- The recommended approach is to create your own YouTube or Vimeo account and upload your recording there, selecting a “Private” listing. A private video can be accessed only by yourself and the user/s that you select. You would need to add your assessor’s email address to allow them to view your video and provide them with a link to the recording. Once you have been advised that you have successfully completed the relevant task, you may remove the video from YouTube.
- If you prefer to upload your video / audio via the online upload:
  - Select low-quality setting to minimise the size of your recording.
  - The file size must be less than 20MB. You may split a recording to have a number of items that are less than 20MB.

Alternatively, it may be possible to arrange for your assessor to observe your demonstration of evidence live (either via Skype, web-conferencing or face-to-face).

If none of the above options work for you, please contact your assessor to find an alternative solution to demonstrate the required skills.

### Response lengths

Your assessment tasks will commonly provide a guide to the length of response expected. If provided, this is a guide only and based on single line spacing. The key is to ensure your responses are succinct and relevant to the questions asked. Remember that too little information will not demonstrate your depth of understanding nor show your knowledge of relevant theory or how you have applied it to your work situation. On the other hand, responses that are too long or off the track will not demonstrate current competence clearly.

### Referencing

Referencing the input of others in your work is always important, regardless of whether it is documented or not.

It is important to recognise contributions from your colleagues in your evidence, however in your written answers you must also provide a reference for all information/data/facts taken from another source. This includes:

- paraphrasing (expressing another’s ideas in your own words)
- summarising (writing a short version of someone else’s ideas)
- quotes (using another’s exact words, tables or figures, exactly as it was in the original)

UNE Partnerships recommends a Harvard style of referencing for student assessments, also known as ‘author-date’ referencing. Examples for in-text citation and referencing at the end of the document are shown below.

### *In-text citation*

This is a sample of how to use a reference in text (Katzenbach & Smith 2009, p1).

Note: Page numbers must be provided for a passage, table or figure, but are not necessary when reference is made to key ideas from the work as a whole.

You must follow up these in-text references with a reference list or bibliography at the end of your document that cites the authors and their publications in full, in alphabetical order.

Some examples of full citations are:

### *Referencing at the end of your document*

For a journal article:

Amer, T. S. 2008, 'Making small business planning easier', *Journal of Accountancy*, Vol. 170 (1) pp53–60.

For a website:

Austrade 2010, 'Business assets', [www.dfat.gov.au/bus.brief.html](http://www.dfat.gov.au/bus.brief.html), retrieved 20 March 2014.

### *Online help*

The University of Melbourne has a comprehensive online referencing site that helps determine how to correctly cite and reference sources of information. To access, go to the following site and select 'Harvard', then continue through the options for your type of reference source: <http://library.unimelb.edu.au/recite> .

## Marking guides

For most assessment tasks, you will have access to grading criteria that is visible when you click on the relevant assessment task. Your assessor will use these criteria, in combination with sample responses or exemplars provided to them, to mark your submission. You are encouraged to review these criteria to ensure you have addressed all questions in full before submitting your assessment. For assessment tasks that are quizzes, you will not have access to grading criteria.

## Submitting assessments/tasks

You must submit responses for your Assessment Tasks online, through the Assessment section of each module or unit. Please read the instructions provided for each assessment task.

In most cases you can upload one or more documents for an Assessment Task and save them online to return to later. However, you need to click the 'submit' button and confirm the submission is your own work, before your response is ready for grading by your Assessor.

If you fall behind in your schedule, you should contact UNE Partnerships to discuss.

## Your comments

You are requested to use the comments section when submitting to reflect on the process and progress of your studies. Your personal comments will not be assessed but your thoughts may assist your facilitator. It need not be long, and the content can be as broad as you wish, but the intention is that you reflect on issues such as:

- how you went about the Assessment/Task
- what you thought of the topic
- factors that helped or hindered your preparation
- questions that arose that you were unable to deal with in the context of the Assessment/Task itself
- other issues you believe should be considered for future courses/modules of this type
- and so on.

## Grading

When your assessments are marked by the Task, your result for any individual task will be Satisfactory or Not Satisfactory.

The result for all tasks will be deemed as 'competent' or 'not yet competent' and this will be the result for the unit/s of competency that are addressed by that assessment.

Competent means that you have satisfied the requirements for a unit of competency (or for several units of competency).

Not yet competent means that the responses you have provided are not sufficient to satisfy the requirements of the relevant Unit/s of Competency, and you will be asked to identify and submit further information and evidence.

## Plagiarism and other improper conduct

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UNE Partnerships views with the greatest concern the action of a student who acts dishonestly or improperly in connection with work submitted for assessment and such action shall be investigated.

This includes the misuse or plagiarism of the work of other persons, copying (in whole or in part) the work or data of other persons, or presenting substantial extracts from books, articles, theses, computer software, lecture notes or tapes etc, without due acknowledgement. Such issues will be dealt with by the UNE Partnerships Coordinator and may result in expulsion from the course.

Improper conduct on our online sites, during workshops, residential schools or tutorial sessions will not be tolerated. Such behaviour includes the use of discriminatory or abusive language or being under the influence of alcohol or other drugs. Such behaviour will be dealt with by the nominated facilitator/assessor and may result in expulsion from the site, the session or the course.

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## Student support

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UNE Partnerships works to provide a high quality yet flexible learning experience. We encourage students to take responsibility for their own study by working through the learning material provided and seeking assistance from their assessor as needed by phone or email as needed.

### Support services

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UNE Partnerships provides the following support services for all students, regardless of study mode. Access details are provided in the table below.

Support Service	How to access	Contact details
Study guidance and support	Phone or email your allocated assessor as you need. Your assessor will respond within 24 hours if not available at the time.	You are able to send messages to your allocated teacher / assessor through your online study site.
Administrative support	Phone or email a member of the student services team as you need 8am to 6pm EST Monday to Friday.	Phone: (02) 6773 0000 Email: <a href="mailto:business@unep.edu.au">business@unep.edu.au</a>
Student contact plan <ul style="list-style-type: none"><li>• Induction to the course – telephone call and online site.</li><li>• Courtesy calls – plan goals, review progress and achievements.</li><li>• Follow up on non-completion of assessment tasks.</li></ul>	Initiated by the student services team	NA
Online student resource site	Online resource site	<a href="https://my.unep.edu.au/login/index.php">https://my.unep.edu.au/login/index.php</a> Log on details sent with confirmation of enrolment
Comprehensive set of study materials	Online resource site Hard copy available on request, fees may apply.	<a href="https://my.unep.edu.au/login/index.php">https://my.unep.edu.au/login/index.php</a>

## Foundation Skills

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Foundation Skills are those skills relating to learning, reading, writing, oral communication and the course (employability) skills that are required in the workplace. All training products include assessment of Foundation Skills at a level relative to the qualification level. Assessment of Foundation Skills is embedded in the assessment tasks.

## Reasonable adjustment

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Reasonable adjustment to learning methods and assessment tasks will be made to meet student needs when required, and to ensure all students have the opportunity to successfully complete the training program. We work to provide a high quality yet flexible learning experience. We have procedures in place to support the needs of students who have a disability, impairment or other special needs that could impact on their learning. Trainers and assessors apply the principles of reasonable adjustment where appropriate. Students who believe they need special consideration to complete the learning and/or assessment requirements are encouraged to contact a member of the UNEP student services team, or their trainer or assessor to discuss alternatives.

The types of adjustments that are made must be within our capacity to provide them and include:

- oral response to questions rather than written
- allowing extra time for assessment
- using a support person.

If you are a student requesting reasonable adjustment to support your personal circumstances, it is important to understand that any adjustments made cannot diminish the rigour of the assessment process.

## Language Literacy and Numeracy

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All UNE Partnerships courses require a moderate level of English literacy and numeracy skills to successfully complete learning and assessment requirements. The information collected at enrolment is used to assess the suitability of applicants and identify any barriers to successful completion prior to enrolment.

Where language, literacy and/or numeracy skills are not sufficient for the selected study level and support needs cannot be met by reasonable adjustment UNE Partnerships will direct students to a specialist service provider. The student will be invited to contact the service provider specialist to organise an interview determine the most appropriate course of action. Additional support can be provided by the service provider and will incur a fee.

Please contact a member of the student services team for further information.

## Recognition of Prior Learning

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RPL acknowledges the skills and knowledge that you may have gained through formal and informal training/learning, work experience and life experience. An application for RPL can be made at any point during the study period, though we recommend that you discuss the evidence requirements with your assessor prior to making an application.

Further details and an application template are provided on the online site.

## Mutual Obligation / Recognition

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UNE Partnerships will provide Direct Credit Transfer to students who can supply a relevant and current Statement of Attainment issued by another RTO under the AQF for one or more units of competency that fit within the packaging rules of that qualification.

Credit will only be applied after other units in the qualification have been achieved and after verification by the issuing organisation.

## Extension to the study period

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UNE Partnerships ensures that students are allocated a reasonable period of time in which to successfully complete their chosen course of study. The nominal duration for each course is based on the number of weeks it would take for an average student studying part time to complete all learning and assessment requirements. This is known as the study period. The study period for individual students is calculated from the date of enrolment.

### Applying for an extension to the study period

The following factors will be considered when deciding the outcome of an application. In all cases the final decision rests with the program manager, and fees may apply.

- Consideration will only be given to students who have made a genuine attempt to complete the course within the allocated study period.
- Consideration will be given to students with a chronic illness, special learning needs or other extenuating circumstances that may affect their ability to study.
- Verification by way of a medical certificate, employer advice or other evidence may be required to support the claim.

### Employer-sponsored enrolment

Where the enrolment has been sponsored, by your employer or another organisation, UNE Partnerships will seek advice on the application from the sponsor.

### Course accreditation dates

UNE Partnerships will not consider an application for Special Extension of Time where the proposed new completion date exceeds the course accreditation period. In such cases a re-enrolment option will be offered.



## Other factors

If, due to illness or other extenuating circumstances, a student has difficulty meeting the course requirements within the allocated study period they may apply for a Special Extension of Time of up to six months. If approved, a fee of \$50 per month, or part thereof, will be applied.

Applications for a Special Extension of Time should be submitted using the application form available from UNE Partnerships and received in writing at least 6 weeks prior to and no earlier than 12 weeks prior to the candidature expiry date and be accompanied by payment. Advice on the outcome of the application will be sent to the student in writing within one week of receipt of the completed application form.

## Assessment appeal

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If you are unhappy with an assessment result you should discuss this directly with your assessor in the first instance.

If you are dissatisfied with the outcome of the discussion you may lodge a written appeal with the Director of Education. An appeal outlining the reason for dissatisfaction should be lodged within 30 days of receiving the disputed result. The Director of Education will work with the Academic Director or another suitably qualified assessor to review all documentation including your submission/s, confer with the assessor involved and support one of the following courses of action:

- Uphold the assessment decision.
- Use professional judgment to revise the assessment decision.
- Request further evidence to support competency. This might include providing you with the opportunity to revise and resubmit your assessment.

If your appeal is unsuccessful, feedback on further evidence required will be provided by the Academic Director.

## Complaints

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UNE Partnerships undertakes to deal with complaints fairly, providing advice and guidance for a satisfactory and unbiased outcome. If you are unhappy with any aspect of the service provided by UNE Partnerships you should discuss this directly with a member of the program team. If you are unhappy with the outcome of the discussion you may lodge a written complaint with the Director of Education outlining the reason for dissatisfaction. The Director of Education will review the complaint, confer with the staff involved and provide a written response within five working days of receipt.

## Customer protection strategy

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We undertake to deal with complaints and appeals fairly, providing advice and guidance for a satisfactory and unbiased outcome. Every attempt will be made to resolve any student

complaints and appeals using the relevant policies. Any complaint or appeal will be actioned as part of our commitment to continuous improvement and managed by the Director of Education as the designated customer protection officer.

## Dispute resolution

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UNE Partnerships also has a dispute resolution and mediation process where a client who has brought a complaint against the organisation is not satisfied with the outcome or action taken. In such circumstances, the client may make a further submission outlining their dissatisfaction with the outcome. Once the submission has been received UNE Partnerships will appoint a mediator who will initially speak with the participant to establish that if the concern does constitute a grievance and be sure that the issue cannot be resolved more quickly, using other methods or avenues. The mediator will then organise a mediation session between the participant and the other party. The session will involve the isolation of the problem and the identification of options and alternatives to resolve them.

This process is voluntary and participants may withdraw from it at any stage.

## Course evaluation

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Feedback from students and organisational clients plays an important role in the evaluation and ongoing development of UNE Partnerships courses.

Formal feedback is sought through the following instruments:

- The Employer Satisfaction Survey focuses on employers' evaluations of students' competency development, its relevance to work and further training, and the overall quality of the training and assessment.
- The Learner Engagement Survey focuses on the extent to which learners are engaging in activities likely to promote high-quality skill outcomes, as well as learners' perceptions of the quality of their competency development and the support they receive from RTOs.
- The Workshop Feedback Survey focuses on the quality of the trainer, the relevance of the content covered and the suitability of the venue and resources used.

On completion of your course, you will be invited to complete the learner engagement survey. This invitation will include a link to the employer satisfaction survey which you can forward to your supervisor if your workplace has sponsored or otherwise assisted with your enrolment.

Your participation in the learner engagement survey helps us to identify and improve on any weak areas and to build on areas of strength. It is an integral part of our ongoing course review process and we value the small amount of time you devote to this.

If your course includes workshop components you will be asked to complete a workshop feedback survey at the end of each workshop.

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## Policies and Procedures

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Full details of UNEP policies and procedures are available through our website: [www.unep.edu.au](http://www.unep.edu.au). An overview of policies as they relate to your studies is provided below.

### Student rights and responsibilities

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UNE Partnerships will ensure that all enrolled students:

- receive quality training and assessment that meets the NVR Standards for RTO's 2015
- receive the training and support necessary to enable competency to be achieved
- receive AQF certificates and Statements of Attainment on successful completion of the training course
- have access to our consumer protection system, including an identified Consumer Protection Officer and our Complaints and Appeals Process
- receive a refund for services not provided in the event of the training program being terminated early or if the agreed services are not provided either by ourselves or by a third party delivering on our behalf
- have their personal information protected in accordance with the [National Privacy Principles](#) and have access to that information on request
- are fully informed of fees and charges to complete the training course, including charges for equipment
- are fully informed of their obligation in relation to the repayment of any debt to be incurred under the VET Student Loans scheme
- are provided with sufficient information regarding the requirements of the training and assessment to enable them to make an informed decision regarding enrolment in the training product
- are provided with information regarding the implications of government training entitlements and subsidy arrangements in relation to the delivery of the service and enrolment in other training
- are provided with a safe training environment free from harassment and discrimination.

All students must ensure that they:

- provide true and accurate information
- behave in an ethical and responsible manner at all times when engaged in training and assessment activities
- meet their Workplace Health and Safety (WHS) duty of care responsibilities by immediately reporting any WHS concerns or incidents in the training environment and follow any WHS related instructions.
- do not behave in any way that might intimidate, threaten, harass or embarrass other students or staff

- are free from drugs and alcohol at all times while in the training environment
- are punctual and attend all scheduled training and assessment sessions
- complete online assessments as scheduled
- do not copy or otherwise plagiarise the work of others
- meet assessment deadlines
- do not cause damage to equipment or facilities
- provide a USI or give permission to obtain one on their behalf.

## Withdrawal and refund policy

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Students may withdraw from enrolment at any time during their study period. Notification of withdrawal and request for a refund must be made in writing to the Director of Education by letter or email. The notification must include the following information:

- Full name
- Student number
- The name of the course from which the student wishes to withdraw
- Documentary evidence where withdrawal is based on exceptional circumstances.

It is the student's responsibility to keep a copy of the letter/fax/email and a record of when it was sent to UNE Partnerships.

Refunds for withdrawal will only be considered under the circumstances outlined below and will incur an administrative fee.

### Blended delivery programs

Students enrolled in blended delivery programs incorporating workshop or tutorial sessions may request a refund where notification of withdrawal is received at UNE Partnerships between 7 - 10 working days prior to course commencement.

- Withdrawal will incur an administration fee equal to 50% of the full course enrolment fee.
- Withdrawal less than 7 - 10 working days prior to course commencement will incur the full course fee.
- If, for any reason, UNE Partnerships cancels a course, a full refund will be granted.

### Online programs

Refunds can be requested within 21 days of enrolment (an administration fee of 15% of the total course fee applies). Partial refunds may be granted after 21 days in exceptional circumstances such as medical grounds.

## Third party arrangements

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UNE Partnerships has not entered into any subcontracting arrangements for the delivery of training and assessment in this skill set.

## Legislative compliance

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UNE Partnerships conducts periodic reviews to ensure that compliance with all state and federal legislative requirements for RTO's including but not limited to workplace health and safety, harassment, discrimination, equal opportunity and vocational education and training legislation.

## Guarantee

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Once students have commenced a training program, we guarantee to complete all training and assessment as advertised. If for whatever reason we cannot supply the training and assessment services that you have enrolled in, we will refund student fees in accordance with our Fee and Refund Policy.

## Fee protection

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UNE Partnerships uses the following accounting procedures to ensure student fees are protected.

- On enrolment all fees paid are placed into deferred income and only recognised as income as service delivery is measured by the elapsed study period.
- Cash reserves equal to all delivery costs for unearned income is retained to ensure full teach-out capability for enrolments.

## Quality assurance

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UNE Partnerships will provide quality training and assessment services that are fit for purpose and meet the requirements of the [VET Quality Framework](#) and other legislation relevant to Registered Training Organisations.

## Code of Practice

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UNE Partnerships adheres to a code of practice and follows all Commonwealth and State legislative regulatory requirements (<http://www.unep.edu.au/code-of-practice> ).

## Access and equity

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UNE Partnerships has always prided itself on offering students maximum administrative and academic support services and resources throughout their study period. This includes

regular review of student study status and communication via the online sites, telephone, email, facsimile etc.

UNE Partnerships abides by the Access and Equity Policy of the University of New England (UNE) and follows its disciplinary, grievance, mediation and welfare mechanisms. Further information can be obtained by contacting UNE Partnerships or visiting UNE's website at (<http://www.une.edu.au/current-students/support/student-support/special-needs-office/student-equity>)

## Records and information management

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UNE Partnerships collects personal information to create student records. Such records will include contact details, enrolment records, payment records, assessment records, communications and notices. Personal information regarding your enrolment with UNE Partnerships is available on request and may only be disclosed outside UNE Partnerships where:

- its disclosure has been consented to by the individual to whom it relates; or
- its disclosure is required by law and requested in an authorised written form (such as an official request from a government or statutory body).

Should you wish to access personal details related to your enrolment, please contact the student services team. You will be required to confirm your identity by quoting your name, date of birth and student number before any information is provided. Requests for copies of documents will require 48 hours' notice. A service fee will be charged for re-issue of qualifications and/or statements of attainment more than three months after the date first issued.

We are committed to implementing best practice in records management practices and systems, responding in a timely manner to all requests for information from present and past students. All staff are required to apply themselves to the provisions of the [Privacy and Protection of Personal Information Act 1998](#).

### Confidentiality

All information received by UNE Partnerships is treated as confidential. This includes personal information as outlined above and workplace information and documentation that you may need to provide during the assessment process. Such information is subject to the same expectations for confidentiality as personal information.

UNE Partnerships staff and contractors are required to maintain confidentiality at all times as part of their employment agreement.

Please contact the student services team or your assessor if you have any specific concerns about confidentiality.

## Copyright

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All materials issued by UNE Partnerships are subject to copyright and are for the use of the student only for the purpose of study.

## Glossary of terms

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Abbreviation	Full title
AQF	Australian Qualifications Framework
ASQA	Australian Skills Quality Authority
NVR	National VET Regulator
RTO	Registered Training Organisation (UNE Partnerships)
VET	Vocational Education and Training