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Apprentice Handbook

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WELCOME TO STV

It is a pleasure to welcome you to Skill Training Victoria. I would like to take this opportunity to commend you for choosing us as your preferred training provider.

Our commitment to providing you exceptional training and assessment is one of our most valued goals during your apprenticeship.

Our dedicated staff will support you with their experience and expertise to help you succeed in your training experience.

I can say with confidence that you will value your training experience with Skill Training Victoria.

All the best in your apprenticeship,



Rob Ching
Chief Executive Officer

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ABOUT STV

Skill Training Victoria (STV) began in 2002 as a small Registered Training Organisation, which has since grown to become one of the most recognised names in apprenticeship training throughout the Victorian building industry.

STV provides training in areas such as Bricklaying, Carpentry, Painting and Decorating, Solid Plastering, Wall and Ceiling Lining, and Wall and Floor Tiling.

A large part of STV's success is due to our Trainers/Assessors having strong engagement in the Building and Construction industry, as well as a solid working relationship with you and your Employer.

We make it easy for you and your Employer with our delivery model, by consulting and assisting in the training delivery, and regularly being on site with you. Your Trainer/Assessor will gather evidence as you demonstrate competency against the current industry standards through the application and demonstration of skills.

For tasks that cannot be completed onsite, STV has fully equipped offsite venues, which can be used to ensure you meet all required units of training to become fully qualified in your prospective discipline.

SCOPE OF REGISTRATION

STV Pty. Ltd. is a registered provider of vocational education and training with the Victorian Registration and Qualifications Authority and offers the following nationally recognised training courses for Apprentices in the building industry:

CPC30111 Certificate III in Bricklaying/Blocklaying

CPC30211 Certificate III in Carpentry

CPC30611 Certificate III in Painting and Decorating

CPC31011 Certificate III in Solid Plastering

CPC31211 Certificate III in Wall and Ceiling Lining

CPC31311 Certificate III in Wall and Floor Tiling

CPCCOHS1001A Work Safely in the Construction Industry (CI Card)

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WHY CHOOSE STV?

Quality

Our Trainer/Assessors develop and maintain trusting and mutually beneficial relationships with you and your Employer by working to ensure all training needs are met.

Experience

Our team of Trainer/Assessors are qualified tradespeople and bring with them a broad range of experience and expertise. Their aim is to help you reach your goals and ensure all parties are satisfied with your experience.

Passion

Our team is passionate about apprenticeship training. We believe in our delivery model and it shows through our proactive nature to get the job done.

Support

Much like our passion for the business here at STV, we believe a strong support network is key to achieving the right learning outcomes. Our team is here to support you throughout your Training Program.

INTRODUCTION

Welcome to your Australian Apprenticeship!

As an Australian Apprentice you will engage in employment-based training which has been designed in consultation with industry to meet your needs and that of your Employer. As an eligible Apprentice, you will have your training subsidised by the Government under Skills First.

At the successful completion of your apprenticeship you will be awarded your Certificate. All Certificates are nationally recognised and indicate to potential employers that you have achieved competency in a variety of skill areas.

The Units of Competency can be delivered individually, but when they are delivered as a qualification under your Australian Apprenticeship you acquire the necessary range of skills to become a valuable qualified member of a workplace team.

In the case of partial completion of the qualification you will be awarded a Statement of Attainment for the Units of Competency that you have completed satisfactorily.

The Units of Competency that you achieve may be relevant for other qualifications. If you choose to undertake further studies you may be eligible to receive a credit transfer for the units you have completed satisfactorily.

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SKILLS FIRST

Skills First provides an entitlement to government subsidised training to individual Victorians. STV is a registered training organisation (RTO) contracted with the Victorian Government to deliver this training. STV is bound by the guidelines in the 2017 Skills First - Service Agreement.

Under the 2017 Skills First - Service Agreement, STV must, prior to commencement of training, sight and document appropriate evidence to confirm your eligibility for government subsidised training. Appropriate evidence documents are listed in Attachment 1 of this Apprentice Handbook.

At enrolment you will be required to present the original documents and provide a copy of the evidence documentation to an STV Enrolment Officer and complete the Evidence of Eligibility and Student Declaration form contained in the STV Enrolment Form.

Accessing your Skills First entitlement for this training may impact your access to further government subsidised training in the future.

A Statement of Fees is included in your Training Agreement which details the approximate value of the contribution from the Victorian Government towards your qualification.

CODE OF PRACTICE

Educational standards

STV will:

- Adopt policies and management practices to maintain high professional standards in the delivery of education and training services to safeguard your interests and welfare.
- Uphold Victoria's Children, Youth and Families Act 2005.
- Maintain a learning environment that incorporates industry standards, is flexible, and is conducive to your needs and success.
- STV will ensure assessment facilities, equipment and other resource materials are adequate for the qualification being delivered and are maintained in good order and repair.
- Treat all your and your Employer's personal records as confidential.

Staff

STV will ensure training delivery and assessment (including the recognition of prior learning), is undertaken by Trainer/Assessors with the relevant qualifications and experience. STV will ensure all Trainer/Assessors:

- Hold valid Trainer/Assessor qualifications as required by the Australian Qualification Training Framework.
- Comply with Victoria's Children, Youth and Families Act 2005.
- Demonstrate vocational competencies at least to the level of those being delivered.

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- Have current and relevant industry experience in the particular qualification or units they are delivering and assessing.

Training environment

STV will comply with all laws relevant to the operation of the training premises including occupational health and safety, and fire safety regulations.

STV will ensure the assessment venues are of adequate size and have adequate heating, cooling, lighting and ventilation.

STV will ensure Trainer/Assessors carry out risk assessment prior to the commencement of assessments in off-site facilities.

Security of Student Records

STV takes responsibility for storage and maintenance of your information and records seriously. All records are stored in line with the Privacy Act 1988 (Cth) & Privacy and Data Protection Act 2014 (Vic).

STV takes all reasonable steps to protect the personal information it holds from misuse, loss and from unauthorised access, modification or disclosure.

Access to Records

You can formally request access to your records at any time during your training by completing the Request to Access Own Records Form and provide evidence of identity. A copy of this form is available from your Trainer/Assessor or the STV office.

Copies of Certificates and/or Statements of Attainment will be provided to you at the cessation of your training and the payment of all due fees. If you misplace the Certificate or Statement of Attainment and require an additional copy, a replacement cost will be incurred.

SERVICE STANDARDS

To ensure the ongoing quality service to you and your employer, STV will:

- Commence the training process within three (3) months of you commencing your Apprentice Training Contract and within one (1) month of signing the Training Plan.
- Conduct a Language, Literacy and Numeracy (LLN) Assessment and determine the levels of your LLN skills according to the guidelines in the Australian Core Skills Framework (ASCF). If needs are identified, you will be provided support. See the Language, Literacy and Numeracy Assessment section.

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- Monthly, STV, will conduct a variety of the following:
 - Conduct site-visits
 - Monitor progress
 - Review Logbooks
 - Conduct assessments
 - Plan future training and assessment activities
 - Update Training Plans
- Notify you and your Employer of upcoming onsite visits (date and time).
- Conduct a hazard assessment of the assessment venue prior to each assessment session, rectify any minor issues, notify the Training Manager immediately of any major issues and re-schedule the session as directed by the Training Manager.
- Provide course materials (Unit Guides, Logbooks, and Supervisor Reports) on the day of commencing each unit.
- Undertake site visits as required to conduct training and assessments to ensure you are progressing according to your Training Plan.
- Provide training and assessment in accordance with Australian Quality Training Framework standards.
- Provide you timely feedback regarding your assessments and notifying you of Satisfactory/Not Satisfactory outcomes.
- Return your and your Employer’s phone calls, texts, and/or emails promptly, and provide guidance and direction regarding training and assessment between site visits.
- In the event you are unable to complete the training and assessment prior to the nominal completion date, you and your Employer will be notified. An application for an extension to the terms of the Training Contract must be made via the relevant Australian Apprenticeship Support Network (AASN).

QUESTIONNAIRES AND SURVEYS

STV will conduct formal and informal surveys of Apprentices and Employers; your participation in this is greatly appreciated. The purpose of the survey is to provide information to assist STV to implement its continuous improvement processes.

You may be contacted to complete a short informal telephone survey, approximately five (5) minutes, at some time during your apprenticeship.

You may also be selected to complete an annual government survey. These surveys are conducted with a sample of Apprentices and Employers by STV on behalf of the Government.

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APPRENTICE PRE-TRAINING REVIEW AND ENROLMENT

Enrolment Processes

Upon receipt of your apprentice nomination from your Australian Apprenticeship Support Network (AASN), STV will contact you and your Employer to confirm details, explain the Pre-Training Review, enrolment, and commencement processes, and answer any questions that you and/or your Employer may have.

STV Enrolment Officer Visit

An STV Enrolment Officer will contact you and your Employer to arrange a suitable time to meet onsite and complete the Pre-Training Review and enrolment paperwork.

The Enrolment Officer will conduct the Pre-Training Review and Language, Literacy and Numeracy (LLN) Assessment to identify any learning needs.

The Enrolment Officer will review the completed enrolment form, sight and take a copy of Skills First eligibility documents and collect any certified Credit Transfer documents.

The Enrolment Officer will provide you and your Employer with the Enrolment Pack and explain the Training Agreement and the Training Plan to you and your Employer. All parties will then sign the documents.

The STV Enrolment Officer will:

- Conduct a Pre-Training Review to determine the qualification is suitable to you
- Explain the contents of the Enrolment Pack and ensure that you and your Employer understand the contents of all documents.
- Conduct a Language, Literacy and Numeracy Assessment
- Discuss the purpose of the onsite visits
- Discuss the requirements for release from routine work duties for the purpose of training as per point 4.1.e.i on page six (6) in the 2017 Guidelines about Apprenticeship/Traineeship Training Delivery Skills First Program:

“It is a requirement that all apprentices undertaking workplace based training at AQF level 3 are withdrawn from routine work duties for a minimum of **three hours per week**, averaged **over a four week cycle**, for the purpose of undertaking structured training or learning activities. This release must occur periodically. The employer, apprentice and the RTO must ensure a log is maintained to **record** details of the **workplace structured withdrawal**”
- Explain the process for completing and maintaining the Logbook to ensure an accurate record of withdrawal from routine duties for the purpose of training is maintained
- Finalise and sign the Training Agreement and Training Plan in conjunction with you and your Employer

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The information obtained in the Enrolment Form and the Language, Literacy and Numeracy Assessment may result in an adjustment to your Training Plan. Where an adjustment is required a revised version of your Training Plan will be provided and signed by all parties at a follow up meeting.

As an STV Apprentice you need to:

- Undertake the Pre-Training Review and Language Literacy and Numeracy Assessment
- Provide documentation to confirm eligibility to receive subsidised training under Skills First, see Attachment 1.
- Complete the Enrolment Form
- Agree to all STV terms and conditions of training and assessment and payment of all fees and charges
- Pay your fees within terms stated on the invoice
- Request a student card if required
- Provide your unique student identifier (USI) or complete the STV USI Form
- Provide any evidence of prior training (SOR/SOA)

Language, Literacy and Numeracy (LLN) Assessment

As part of the Pre-Training Review you will be required to complete a Language, Literacy, and Numeracy (LLN) Assessment to ensure that you have the ability to complete the course. This assessment will occur prior to enrolment and will be assessed by your Enrolment Officer based on the guidelines provided by the Australian Core Skills Framework (ACSF).

If your LLN skill levels are identified at a level that would potentially jeopardise your ability to successfully complete your course with STV, then an LLN Support Plan will be completed which includes the required action to be taken to assist you to be able to complete the course. The LLN Support Plan has the provision to schedule and document monitoring of the LLN skill areas of concern and to assist in the evaluation that recommended support has been adequate for you.

The possible support measures may include:

- Additional training time
- One-on-one training
- Providing materials in alternative formats
- Provisions of interpreters, readers, etc.
- Audio texts to replace written texts
- Reasonable adjustment
- Apprentice's Australian Apprenticeship Support Network provider
- Apprentice's Apprenticeship Support Officer

Your results and any identified support measures will be included in your Enrolment Pack, which will then be transferred to your Training Plan. The Training Plan will include your LLN skill levels and any comments regarding the support that you will need during your training with STV.

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If your LLN skill levels are determined to be a 1 in Reading, Writing or Numeracy, you will be deemed not suitable for the course in which you are seeking to enrol. The Enrolment Officer will refer you to your Australian Apprenticeship Support Network provider and provide you with a list of RTOs that offer Foundation Skills and/or LLN courses in your area.

Training Plans

Provisional Training Plans are determined by the STV Enrolment Officer after initial discussions with you and your Employer. Training Plans are then prepared for distribution to you, your Employer and your designated STV Trainer/Assessor for consideration.

After consultation with your Trainer/Assessor and your Employer, if required, revised training plans will be prepared and distributed to you, your Employer and your STV Trainer/Assessor.

Commencement of Training

Upon receipt of the completed Enrolment Pack, STV will confirm your eligibility and arrange a date for training commencement.

If you are not eligible for training with STV, we will provide you with options to establish alternative training arrangements or apply for an eligibility exemption.

STV will assist all Apprentices to achieve their maximum potential in their chosen area of study/vocation.

CHANGES IN PERSONAL INFORMATION

It is your responsibility to inform STV within two weeks of an event such as:

- Change of address
- Change of name
- Change of contact details
- Variation of Units of Competency
- Withdrawal from course

You can inform STV of these changes by advising your Trainer/Assessor, or contacting STV's office via phone 1800 739 970 or email info@stvic.com.au.

CREDIT TRANSFER

STV recognises any Units of Competency previously attained under the Australian Qualifications Framework (AQF).

Application for Credit Transfer is supported by a certified Certificate, Statement of Results or Statement of Attainment issued by another Registered Training Organisation (RTO). The Trainer/Assessor will explain the process during the Pre-Training Review.

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Documentation to be provided when requesting Credit Transfer:

- a. Qualification e.g. CPC20211 - Certificate II in Construction Pathways.
- b. Statement of Attainment listing one or more Units of Competency.
- c. Statement of Results listing the Units of Competency and results.

Upon receipt of an original or certified document as listed above, the STV Enrolment Officer will assess the evidence to determine if the Unit(s) of Competency is/are equivalent to the Unit(s) of Competency for which the credit is being requested.

- Where a credit is granted, the unit is recorded on the Training Plan as a Credit Transfer 'CT' and the evidence is filed in the Apprentice folder. **Note:** there is no fee/cost to you for credit transfer.
- Where credit does not fully meet the Unit of Competency you will be provided with the opportunity to undertake a recognition pathway as outlined below.

RECOGNITION OF PRIOR LEARNING

Recognition of prior learning (RPL) is the process of recognising your current skills and knowledge based on prior learning and work experience, against Units of Competency listed in the Training Plan.

Where you identify having prior training (from a current or superseded training package) or experience that may contribute towards RPL of a Unit of Competency, you will be provided with the opportunity to undertake an RPL pathway.

The RPL process with STV will include the collection of information and details on your previous experience through the completion of an *RPL kit* and the completion of a *Competency Conversation* with a qualified STV Trainer/Assessor. In completing the *Competency Conversation* you will be required to confirm your skills and knowledge in each Unit of Competency that the RPL is being applied for. This will include completion of questions to confirm an understanding of the required knowledge and the demonstration of relevant skills through Trainer/Assessor observations applicable to the Unit of Competency. The *Competency Conversation* may occur at your workplace or within STV premises.

If you believe you already have the skills and knowledge to be assessed as competent in any Unit of Competency listed on your Training Plan you may:

- Access government subsidised RPL service via a HESG approved RPL provider who will conduct RPL under Skills First; or
- Apply through STV as a fee for service client. Contact our office on 1800 739 970 for more information. **Note:** STV is not approved by HESG to provide subsidised RPL services.

To access government subsidised RPL services contact the Department of Education and Early Childhood Development, Information and Referral Service on 1800 809 834 or email enquiry to edline@edumail.vic.gov.au for a list of Skills Victoria approved RPL Providers.

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Once you have successfully completed the RPL process and you have received your Statement of Attainment for the nationally endorsed Units of Competency you can submit the certified Statement of Attainment to STV.

STV will arrange a credit for the unit or units and modify your Training Plan accordingly.

STV DELIVERY AND ASSESSMENT ARRANGEMENTS

STV provides a unique work based training and assessment model for the building and construction industry. The program provides onsite training for Apprentices and recognises the practice that you have undertaken with your Employer/ Supervisor. Each Unit of Competency is made up of two components; theory and practical.

Your practical training will take place onsite, while your assessments will either take place on or offsite; depending on which Unit of Competency is being assessed.

STV strives for your training to be as hands-on as possible. To that end, we have developed Unit Packs to provide you with information to support your self-pace learning.

Each Unit Pack contains the following:

- Unit Guide includes:
 - general information
 - training tasks
 - description of assessment tasks
 - resources needed
 - required reading assignment (pre-requisite to begin Assessment Tasks 1 and 2)
- Unit Logbook includes:
 - general information
 - example of Logbook entries
 - list of tools, plant, equipment and/or materials needed
 - list of skills that you need to practice
 - completion of your Logbook (pre-requisite to begin Assessment Task 3)
- Supervisor Report includes:
 - this report will be used as evidence of your practice of the skills required to complete a unit (pre-requisite to begin Assessment Task 3)

STV Model in Practice

An STV Trainer/Assessors will visit your workplace every four to six (4-6) weeks to deliver training and provide you with the appropriate skills and knowledge. These workplace training sessions will be approximately one to two (1-2) hours in duration. During these visits your Trainer/Assessor will identify the required skills and knowledge that you need to develop and practice in your workplace environment. These will be clearly outlined to you and your workplace supervisor

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You and your workplace supervisor are required to allocate approximately three (3) hours per week to complete relevant activities and further develop the required practical skills as outlined in the Logbook and by your Trainer/Assessor.

These activities will be documented in your Logbook for each unit and will form part of the evidence gathered to ensure you are ready to undertake the remaining assessment tasks.

During each visit your Trainer/Assessor will review your Logbook, discuss your progress with you and your workplace supervisor. This will ensure that you and your Supervisor are aware of your current course status, and required development prior to your Trainer/Assessor's next visit. This also allows for your workplace to provide relevant support and guidance.

To validate your knowledge and skills, you will be assessed through written questions, case studies or projects, and practical demonstrations and verbal questions.

Remember that evidence of your knowledge and skills is built up over a period of time and related to a particular work tasks being practiced. STV Trainer/Assessors are available to readily assist you in your learning process.

ATTENDING ASSESSMENT SESSIONS

All off the job assessments are conducted at STV venues between the hours of 8am and 6pm. You will be provided with details of the assessment venue location and any special conditions prior to them attending the assessment.

STV expects you to:

- Be on time and in a fit and proper state when meeting with your STV Trainer/Assessor
- If you are not in a fit and proper state your Employer will be notified. Employers will also be notified if you are late or do not attend scheduled meetings with your STV Trainer/Assessor.
- Dressed in appropriate attire for your scheduled meetings with your STV Trainer/Assessor; this includes Personal Protective Equipment.
- Actively participate when requested by the Trainer/Assessor.
- Show respect to your Trainer/Assessor.
- Demonstrate respect for others at all times.
- Not cause damage to your learning environment.
- Switch off or silence your mobile phone(s) prior to commencing training and/or assessment. Limit phone use to break times unless urgent.
- Tell your Trainer/Assessor no later than the start of training and/or assessment if you have an appointment during the scheduled meeting.
- Return on time from each break (morning tea, lunch and afternoon tea).
- Not smoke on STV premises.

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- Comply with the STV Behaviour Misconduct Policy.
- When attending offsite assessment sessions, follow all emergency procedures and exit plans. When participating in training and/or assessment, if you hear an alarm or STV staff advises you of an emergency, you must leave the building, leave your personal belongings and go immediately to the Evacuation Point.
 - Do not leave the evacuation point until an STV staff member gives you permission to do so.
 - Do not return to the building unless an STV staff member confirms it is safe to do so.
- Emergency procedures and exit plans are located at emergency exits.

Failure to abide by the rules may result in the suspension of your training. This can lead to the cancellation of your Apprenticeship Contract and withdrawal from your qualification.

ASSESSMENT

The purpose of the assessments is for you to demonstrate competency against current industry standards (as outlined in the Unit of Competency) through application and demonstration of knowledge and skills.

Assessment of each Unit of Competency comprises of three (3) assessment tasks; written questions, a project/case study, and supervisor report, practical demonstration and verbal questions.

- The written questions are designed to assess your understanding and application of your theoretical knowledge.
- The project allows you to apply your practical knowledge in simulated work tasks.
- The supervisor report, practical demonstration and verbal questions provide you the opportunity to demonstrate application of skills and knowledge to the standard of performance required in the workplace.

Competency is built over time; as such you will be assessed at various points as you gain knowledge and master skills.

Each assessment task is reviewed by an STV Trainer/Assessor and an outcome of Satisfactory/Not Satisfactory is determined for each completed assessment task.

To demonstrate competency in this unit, you must satisfactorily meet the requirements for all three assessment tasks.

Assessment Appeals

If you disagree with an assessment outcome, you may appeal within two (2) weeks of the assessment decision.

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STV will ensure any issue raised regarding the assessment is managed promptly and fairly through the STV Complaints and Appeals Policy and Procedure.

For further information contact STV via phone 1800 739 970 or email info@stvic.com.au.

CHEATING AND PLAGIARISM

Definitions

Plagiarism, collusion or cheating in any form is unacceptable and treated seriously by STV.

Plagiarism: the practice of taking someone else's work or ideas and passing them off as your own

Collusion: secret or illegal cooperation or conspiracy in order to deceive others

Cheating: to act dishonestly or unfairly in order to gain an advantage

Examples include:

- Not acknowledging reference materials used (ask your Trainer/Assessor for more information about appropriate referencing);
- Collaborating on assignments when this is not a requirement of the assessment;
- Copying all or parts of assessments from another Apprentice;
- Copying from another source;
- Submitting the same work for multiple courses;
- Submitting the work of others or a version of the work of others from previous courses; and/or
- Stealing work from your Trainer/Assessor, other Apprentices, or computer.

STV has in place a number of mechanisms used to reduce the occurrences and likelihood of plagiarism, cheating and collusion amongst our Apprentices including:

- The Apprentice Declaration to authenticate the work you submitted
- Clear assessment guidelines
- Training and assessment will be carried out under guidance and supervision of your STV Trainer/Assessor
- In the case of workplace training; cheating would be detected by your Employer and reported to your STV Trainer/Assessor
- Multiple methods of assessment for each unit

You are reminded to appropriately acknowledge all reference materials used to prepare an assessment task.

If cheating is suspected, STV Trainer/Assessors must source evidence to support the claim.

This can involve:

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- Review your previous work;
- Comparisons with other Apprentices' work where collusion is suspected and discussions with the Apprentices involved; and
- Review of previous incidences of cheating (if any) and the disciplinary action taken.

If the claim is substantiated, the assessment results are recorded as Not Satisfactory and you are advised of disciplinary procedures to be taken if required. If you are unhappy with the result, you can lodge an appeal using the STV Complaints and Appeals Policy and Procedure.

Disciplinary Action

In the event that you are observed cheating by copying someone else's work or claiming ownership of a practical activity, you will be officially warned and asked to resubmit the work.

In the event of repetition, your Employer will be contacted and consideration given to the continuation of your apprenticeship.

COMPLAINTS AND APPEALS

You have access to Skill Training Victoria's Complaints and Appeals Process. The Complaints and Appeals Policy and Procedure ensures that fair and equitable processes are implemented for any complaints or appeals against Skill Training Victoria.

The definition for a complaint and an appeal are as follows:

Complaint

Initial notification of your dissatisfaction or an issue that has occurred

Appeal

Application to have the outcome of a complaint reviewed due to dissatisfaction with the process that has been followed in dealing with the initial complaint or to have an assessment decision reviewed.

You are able to submit a formal complaint to STV relating to any concern you may have (should you feel a person has acted inappropriately or treated someone unfairly, etc.). This can be submitted to the STV Administration Department. All complaints are handled with confidence and are reviewed by the STV Administration Department.

You may also appeal a decision made by STV in regards to an assessment outcome. Where you feel you have been unfairly judged and assessed on a specified task, project or assessment you may have the assessment reviewed by submitting a Complaints and Appeals. You must provide supporting evidence or explanations as to why you feel the assessment was unfair and why you should be given further opportunity to be assessed.

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Please note: You have the right to access advice and support from independent external agencies/persons at any point of the Complaint and Appeals Process. Use of external services will be at your personal cost unless otherwise authorised.

You have access to the Complaints and Appeals Policy and Procedure (Appendix 3) and the Complaints and Appeals Form (Appendix 4) are listed as Appendices to this Apprentice Handbook, and copies can also be produced by the STV Administration Department at any time upon request.

Please read Appendix 1 for more details about the Complaints and Appeals Process.

CERTIFICATES

When assessed as competent in accordance with the requirements of the Training Package, STV will ensure it issues you a Testamur or Statement of Attainment (as appropriate) that:

- Meets the Australian Qualifications Framework (AQF) requirements
- Identifies the RTO by its national provider number from training.gov.au
- Includes the Nationally Recognised Training (NRT) logo in accordance with the current specification guide.

Completion

On completion, when you have been assessed as competent in all Units of Competency in the Training Plan, STV will issue a nationally recognised Qualification.

Partial Completion

Where you withdraw from training prior to completion of the full qualification, STV will issue a nationally recognised Statement of Attainment listing all Units of Competency for which you have been assessed as competent.

Note: Testamurs, Statements of Attainment and Statements of Results will not be issued unless all outstanding fees and charges have been paid in full.

Re-issue of Certificates or Statements

Where you have lost the original copy of a Qualification or Statement of Attainment issued by STV you may request a re-issue.

If you wish to request a replacement Testamur or Statement of Attainment, you must contact STV per the contact details below.

Replacement certifications are available at the following cost:

- a. Statement of Attainment (SoA) - \$15
- b. Statement of Results (SoR) - \$15
- c. Testamur (includes Qualification and Statement of Results) - \$40

All requests for re-issue of certificates must be made in writing to the Apprentice Records Office via PO Box 188, Eaglehawk VIC 3556 or email info@stvic.com.au.

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You will be kept informed of your participation and progress in your course by your Trainer/Assessor, and can request a verbal update at any time by speaking with your Trainer/Assessor. If you would like a formal indication of your participation and progress with STV, you are welcome to email STV at info@stvic.com.au and request a Student Confirmation Report and the Administration Department will provide you with the report in a timely manner.

FEES AND CHARGES

STV charges tuition fees as prescribed by Skills First.

Details of all fees and charges will be distributed to you and your Employer prior to enrolment via a printed fees and charges schedule document.

All STV's current Fees and Charges are maintained and accessible on the STV website: www.stvic.com.au

As an eligible Apprentice, you will be charged a non-refundable administration fee at the commencement of training each year.

You are also required to purchase theory books in order to complete the theory component of your training. Prices vary according to the qualification in which you are enrolling and any previous training completed. Theory book price lists and order forms are provided at enrolment. Price lists and order forms are also available on the STV website: www.stvic.com.au

Once the agreed Training Plan has been signed by all parties and received by STV, an invoice will be produced and emailed or posted to you and/or, if directed, to your Employer. Invoices are due and payable within fourteen (14) days of invoice date.

Fair Work Commission guidelines require that your Employer reimburse you for all fees paid relating to your training with STV, as well as the cost of required textbooks purchased for your apprenticeship. For detailed information, please visit the Fair Work Commission's website at: <https://www.fairwork.gov.au/find-help-for/apprentices-and-trainees/apprentice-entitlements#training-costs-fees-and-textbooks>

There is no charge for the initial issuing of Qualifications, Statements of Attainment and Statements of Results. A fee will be charged for any re-issue of Qualifications, Statements of Attainment and Statements of Results. See **Re-issue of Certificates or Statements** in this handbook for further details.

Re-assessment

In the event that you are required to re-sit an assessment, no additional fees will be charged.

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Concession Fee

Concessions on tuition fees are available for government-subsidised training places in Certificate III courses provided by STV. The concession fee is calculated at twenty percent (20%) of the STV published standard tuition fee.

STV must sight and retain copies of all documentation demonstrating your eligibility for a fee concession. To be eligible for a fee concession you must have a **current and valid**:

- a) Commonwealth Health Care Card; or
- b) Pensioner Concession Card; or
- c) Veteran's Gold Card; or
- d) be listed as a dependant spouse or dependent child of a card holder (your name must appear on the card)

You must provide STV with a copy of your current and valid concession card at the time of enrolment. This must be done prior to your commencement of training. The concession rate will be applied to the course for the current enrolment.

Indigenous Completions Initiative

Under Victoria's Indigenous Completions Initiative, Apprentices identifying as Aboriginal or Torres Strait Islander will be charged the concession tuition fee for the full duration of the course.

Note: The above STV Fees and Charges information is correct at the time of printing, however they are subject to change. For current Fees and Charges please visit the STV website www.stvic.com.au

Refund Policy

When a course is cancelled or withdrawn by STV, a refund of tuition fees for any training Unit(s) of Competency not yet commenced will be provided.

If you withdraw from training prior to completion, a request must be made to STV for refund of fees. Upon receipt of a Refund and Credit Note Application Form, STV will consider a refund for the scheduled hours not commenced as follows:

If withdrawing before the training and assessment has commenced STV will:

- issue a credit note for the invoice amount, less the applicable STV administration fee, and
- make payment in accordance with your preference via direct deposit or EFTPOS.

If withdrawing after training and assessment has commenced, upon receipt of STV Refund and Credit Note Application Form STV will:

- issue a credit note for the scheduled hours not completed or the full concession fee, less the applicable STV administration fee as follows:
 - full refund of tuition fees for any Units of Competency not yet commenced
 - less the applicable non-refundable administration fee, and

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- make payment in accordance with your preference via direct deposit or EFTPOS.

Written requests must be made via post or email to the address below:

Accounts

PO Box 188

Eaglehawk VIC 3556

or email accounts@stvic.com.au

LEGISLATIVE INFORMATION

Privacy

In accordance with our Privacy Policy, we are committed to protecting your privacy and personal information. Except as required under the AQTF Essential Conditions and Standards for Continuing Registration (the AQTF Standards) and VRQA Guidelines 2016, Government Contracts or by law, information about an Apprentice will not be disclosed to a third party without the consent of the Apprentice.

Relevant legislation includes:

- Privacy Act 1988 (Cth)
- Privacy and Data Protection Act 2014 (Vic)

STV collects your personal information at enrolment to establish eligibility for subsidised training under Skills First. Where required by law, information collected about you may be disclosed to government departments or their agencies.

STV is required to provide the Victorian Government, through the Department of Education and Early Childhood Development, with Apprentice demographic data and training activity data.

Information is provided in accordance with the Victorian VET Student Statistical Collection Guidelines. Please see the website below for details:

<http://www.education.vic.gov.au/training/providers/rto/Pages/datacollection.aspx>

The Department may use the information provided for planning, administration, policy development, program evaluation, resource allocation, reporting and/or research activities. For these and other lawful purposes, the Department may also disclose information to its consultants, advisers, other government agencies, professional bodies and/or other organisations.

You may be contacted by the National Centre for Vocational Education Research (NCVER) and be requested to participate in a survey or an Education Department-endorsed project, audit, or review.

Skill Training Victoria Commitment to Equity

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All Skill Training Victoria staff will adhere to the principles and practices of equity in education and training; they will treat you fairly and without discrimination. Skill Training Victoria has procedures in place to ensure your concerns are dealt with promptly and appropriately (refer to the Complaints and Appeals policy).

Skill Training Victoria acknowledges its legal obligations under State and Federal equal opportunity law, including:

- The Equal Opportunity Act 2010 (Vic)
This Promotes recognition and acceptance of all people and to eliminate all forms of discrimination as far as possible
- Privacy and Data Protection Act 2014 (Vic)
This promotes the responsible and transparent handling of personal information
- The Privacy Act 1988 (Cth)
The Australian Privacy Principles sets out guidelines on how information must be collected, stored, used and destroyed with particular reference to use of information for direct marketing
- Racial and Religious Tolerance Act 2001 (Vic)
This promotes racial and religious tolerance by prohibiting conduct involving the vilification of persons on the ground of race or religious belief
- Charter of Human Rights and Responsibilities Act 2006 (Vic)
The Charter of Human Rights and Responsibilities Act 2006 (the Charter) is a Victorian law that sets out the basic rights, freedoms and responsibilities of all people in Victoria. It is about the relationship between Government and the people it serves.
The Charter requires public authorities, such as Victorian state and local government departments and agencies, and people delivering services on behalf of Government, to act consistently within the human rights detailed in the Charter.
- The Age Discrimination Act 2004 (Cth)
This prohibits age discrimination in many areas including employment, education, accommodation and the provision of goods and services.
- The Disability Discrimination Act 1992 (Cth)
This provides protection for everyone in Australia against discrimination based on disability. It encourages everyone to be involved in implementing the Act and to share in the overall benefits to the community and the economy that flow from participation by the widest range of people.
- The Racial Discrimination Act 1975 (Cth)
This aims to ensure that everyone is treated equally, regardless of their race, colour, descent, national, or ethnic origin.
- The Sex Discrimination Act 1984 (Cth)
This prohibits discrimination on the basis of sex, marital or relationship status, actual or potential pregnancy, sexual orientation, gender identity, or intersex status.

Skill Training Victoria fosters equality and access in a training environment that is fair and conducive to learning at all levels. Our training services are available to you regardless of ethnicity, gender, age, marital status, sexual orientation, physical or intellectual impairment.

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All Skill Training Victoria staff are required to have an awareness and understanding of access and equity issues and are required to demonstrate access and equity principles in all dealings with Apprentices and other staff.

If you believe you have been treated unfairly by a Skill Training Victoria Representative, please contact the STV Administration Department.

Occupational Health and Safety

Skill Training Victoria complies with all relevant Occupational Health and Safety legislation (Occupational Health and Safety Regulations 2017 (VIC)). This legislation outlines the expectations for the health, safety and welfare of employees and other people at work, eliminate risks at the source, involve employers, employees and organisations in the implementation of health and safety standards.

Trainer/Assessors will actively take steps to identify hazards that could cause harm to Apprentices in the learning environment. Where possible, the Trainer/Assessor will take action to remove or control these hazards, and will report the hazard to the appropriate onsite personnel.

Where practicable, Apprentices must take responsibility for their own health and safety, and that of their fellow Apprentices. This means Apprentices must follow all safety rules, procedures, and the instructions of their Trainer/Assessor while attending a training session.

FURTHER INFORMATION AND RESOURCES

- Skill Training Victoria www.stvic.com.au
- Victorian Government website at www.skills.vic.gov.au
- Department of Education and Early Childhood Development email enquiry edline@edumail.vic.gov.au
- Skills First www.education.vic.gov.au/training/learners/vet/pages/funding.aspx
- Australian Apprenticeship and Traineeship Information Centre www.aatinfo.com.au
- Dispute Settlement Centre of Victoria www.disputes.vic.gov.au/

APPRENTICE SUPPORT SERVICES

Apprentice Welfare

STV is committed to supporting you. If you find personal issues are adversely affecting your ability to engage in training activities, you are invited to discuss these matters with your Trainer/Assessor or the Training Manager, who can recommend external support.

Below are support services that may help you in times of need.

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Kids Help Line

Youth Mental Health Service
 Phone: 1800 551 800
www.kidshelpline.com.au

Headspace

Youth Mental Health Service
<http://www.headspace.org.au/headspace-centres>

Men’s Shed

Peer Support and Hobbies
 Phone: 1300 550 009
<http://mensshed.org/find-a-shed/>

Legal Aid Victoria

Legal Advice and Services
 Phone: 1300 792 387
<http://www.legalaid.vic.gov.au/contact-us/our-offices>

Victoria Police

Law and Safety
 Phone: Find local police phone numbers via the website below, or call 000 in an emergency
<http://www.police.vic.gov.au/>

Victorian Aboriginal Health Service

Health Services
 186 Nicholson Street, Fitzroy, 3065
 Phone: 03 9419 3000
<http://www.vahs.org.au/>

Lifeline

Crisis Support
 Phone: 13 11 14
<https://www.lifeline.org.au/Home>

Department of Human Services

Housing and Accommodation
 Phone: 13 11 72 / 1800 825 955
<http://www.housing.vic.gov.au/contact-us>

Salvation Army

Financial Counseling, Disaster and Food Relief
 Phone: 1300 363 622
<http://salvos.org.au/contact-us/ways-to-contact-us/>

Access and Equity

STV will provide training and assessment services to you irrespective of race, religion, socio-economic status, sex, age or disability.

Apprentice Services

To support you to achieve successful completion of your apprenticeship, STV provides access to:

- Language, literacy and numeracy support services
- Training materials and resource booklets
- Fully equipped assessment venues at five (5) different locations
- Qualified Trainer/Assessors
- Individual training support, as identified
- Optional fee payment plans

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While all staff employed by STV have the responsibility to provide you support, a nominated Student Support Officer is available through STV's standard hours of business.

You can access the Student Support Officer directly or via the Administration Team and an appointment will be organised as soon as practical.

The Student Support Officer is able to provide links to external sources of support where STV staff is not qualified or it is in your best interest to seek professional advice.

The Student Support Officer is:

Ros Portbury

PH: 1800 739 970

E: info@stvic.com.au

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APPENDIX 1 – SKILLS FIRST ELIGIBILITY

To be eligible, you must meet Skills First requirements as follows:

- i. Be an Australian citizen; or
- ii. A holder of a permanent visa; or
- iii. A New Zealand citizen;

To demonstrate eligibility for funding under Skills First you must provide an original or **certified copy** (see Attachment 2) of one of the following documents to the Enrolment Officer at enrolment:

- an Australian Birth Certificate (not Birth Extract)
- a current Australian passport
- a current New Zealand passport
- a naturalisation certificate
- a current green Medicare Card
- a signed declaration by a relevant referee
- formal documentation issued by the Australian Department of Immigration and Citizenship confirming permanent residence

- a. You must enrol and commence training in a course or qualification provided by the RTO between the later of 1 January 2017, or when this Agreement is executed, and 31 December 2017 inclusive and be:
 - i. under 20 years of age (as at 1 January 2017) and seeking to enrol in nationally recognised training; or
 - ii. over 20 years of age (as at 1 January 2017) and seeking to enrol in nationally recognised training in an approved Foundation Skills List course; or
 - iii. over 20 years of age (as at 1 January 2017) and seeking to enrol in nationally recognised training as an **Apprentice** (not Trainee); or
 - iv. over 20 years of age (as at 1 January 2017) and seeking to enrol in training in the Victorian Certificate of Education or the Victorian Certificate of Applied Learning (Intermediate or Senior); or
 - v. over 20 years of age (as at 1 January 2017) and seeking to enrol in nationally recognised training in a course that is at a higher qualification level than the highest qualification held at the time of the scheduled commencement of training.

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APPENDIX 2 – CERTIFIED DOCUMENTS

Evidence of previous training with respect to Credit Transfer must be certified. You may provide your Enrolment Officer with the original document and a clean photocopy of the original. The Enrolment Officer will then verify the original documents.

Alternatively you can make a copy of the original document and have it certified as per the instructions below and then provide your Enrolment Officer with the certified copy.

Instructions for Certifying Copies of Original Documents

To have a document certified, you must take the original and a photocopy to an authorised person. The authorised person must write on every page of the copy document ***“I have sighted the original document and certify this to be a true copy of the original”***, sign each statement and provide their designation, for example “Pharmacist”.

Authorised persons include:

- a justice of the peace or a bail justice
- a public notary
- an Australian lawyer (within the meaning of the Legal Profession Act 2004)
- a clerk to an Australian lawyer
- the prothonotary or a deputy prothonotary of the Supreme Court, the registrar or
- the deputy registrar of the County Court, the principal registrar of the Magistrates' Court or the registrar or the deputy registrar of the Magistrates' Court
- the registrar of probates and the assistant registrar of probates
- the associate to a judge of the Supreme Court or of the County Court
- the secretary of a master of the Supreme Court or of the County Court
- a person registered as a patent attorney under Chapter 20 of the Patents Act 1990 of the Commonwealth
- a member of the police force
- the sheriff or deputy sheriff
- a member or a former member of either House of the Parliament of Victoria
- a member or a former member of either House of the Parliament of the Commonwealth
- a councillor of a municipality
- a senior officer of a council as defined in the Local Government Act 1989
- a registered medical practitioner within the meaning of the Medical Practice Act 1994
- a registered dentist within the meaning of the Dental Practice Act 1999
- a veterinary practitioner
- a pharmacist
- a principal in the (State) teaching service
- the manager of a bank
- a member of the Institute of Chartered Accountants in Australia or CPA or the National Institute of Accountants
- the secretary of a building society
- a minister of religion authorised to celebrate marriages (not a civil celebrant)
- a person employed under Part 3 of the Public Administration Act 2004 with a classification that is prescribed as a classification for statutory declarations, or who holds office in a statutory authority with such a classification
- a fellow of the Institute of Legal Executives (Victoria)

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APPENDIX 3 – COMPLAINTS AND APPEALS POLICY AND PROCEDURE

Policy Purpose

This policy and procedure ensures a complaint is managed fairly, efficiently and effectively. Skill Training Victoria (STV) aims to create an environment where our clients' views are valued and, where possible, utilised to continuously improve practices.

Policy Scope

This procedure applies to all individuals who wish to take informal or formal action in response to their dissatisfaction with any aspect of the operations of STV, other than to appeal the result of an assessment.

Related Documents

- Complaints & Appeals Lodgement Form
- Complaints & Appeals Register
- Complaints & Appeals Process Flowchart
- Apprentice Welfare Policy

Responsible Parties

Directors	Responsible for oversight of this policy and procedure
CEO	Responsible for the control of this policy and procedure. Ensure senior management is informed of the outcome of all complaints and appeals. Confirm corrective actions are identified and implemented by senior management when the complaint has been registered according to their respective area of responsibility and level of authority.
Quality Assurance and Compliance Manager	Responsible for the continuous improvement of this policy and procedure and ensuring it meets the applicable regulatory standards.
Training Manager	Responsible for following the policy and procedure
Trainer/Assessor	Responsible for following the policy and procedure
Administration Team	Responsible for taking prompt and reasonable action to log complaints as they are raised.

Frequency:

Complaints can be made at any time.

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Policy

Complaints will be considered in a transparent, equitable, objective and unbiased manner adhering to the principles of natural justice and procedural fairness.

All complaints will be recorded on the Complaints Register.

Complainants will be given the right to appeal a decision and will be given information about relevant avenues of review.

The process for lodging, handling and responding to complaints will be made available to clients and staff in handbooks, procedures, and forms on STV's website.

The complaints handling process below outlines the timeframes for handling complaints and ensures that all genuine complaints are acknowledged within twenty-one (21) days of receipt.

The current complaint resolution process is published and available on STV's website.

Procedure

In instances where a formal complaint has been lodged by an STV student, employer, guardian, parent or another stakeholder, the procedure outlined below must be followed.

1. An individual wishing to lodge a formal complaint may:
 - complete the **Complaints and Appeals Form** available on the website
 - make a verbal complaint to an STV staff member who arranges for the complaint to be recorded in the **Complaints and Appeals Register**
2. The details of the complaint are logged into the **Complaints and Appeals Register** by the Administration Team and forwarded to the relevant STV manager if unresolved.
3. The **Complaints and Appeals Register** is reviewed by the Administration Team.
4. The relevant STV Manager will contact the Complainant to discuss the issue within twenty-one (21) days of receipt of the complaint.
5. STV will investigate and assess the issue(s) raised to determine if there is a genuine concern. Investigations will be conducted so that:
 - a. genuine complaints are taken seriously;
 - b. the Complainant's privacy and confidentiality is maintained throughout the complaint resolution process by involving only necessary parties in the investigation; and
 - c. that the investigation will consider the circumstances and information surrounding the complaint and decide on the level of severity and urgency of the complaint.
6. The relevant STV Manager may take corrective actions that are fair and reasonable.
7. If finalised, the outcomes of a complaint investigation will be communicated to the Complainant directly by the relevant STV Manager within twenty-eight (28) days of the complaint being made.
8. Notification of the outcome from the complaint investigation may be communicated in the manner in which the complaint was submitted. If the complaint was received verbally then a verbal response is adequate; however notes and records must be included in the Complaints and Appeals Register.

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9. The corrective actions and areas for improvement are recorded and, where appropriate, forwarded to the Quality Assurance and Compliance Manager for inclusion in the Continuous Improvement Register.
10. The outcome of the complaint will be recorded in the *Complaints and Appeals Register* and will clearly articulate the action taken to address/resolve the issue.

Appealing a Decision

All Complainants have the right to appeal decisions made by STV where reasonable grounds can be established. The areas in which a Complainant may appeal a decision made by STV may include:

- Assessments conducted
 - Deferral, suspension, or cancellation decisions made in relation to the Apprentice’s enrolment
 - Or any other conclusion/decision that is made after a complaint has been dealt with by STV in the first instance.
- All appeals must be lodged within 30 (thirty) days of the issue occurring or decision being made.
 - To activate the appeals process the Complainant is to complete a **Complaints and Appeals Form**. This form allows for a detailed description of the complaint/appeal, any actions that have been taken to try and resolve the matter, and any suggested remedies to resolve the matter. Support with this process can be gained from Student Administration Department.
 - The Complainant shall be notified in writing that their appeal has been received and registered with STV.
 - The CEO shall then determine the validity of the appeal and organise a meeting with all parties involved in the matter and attempt to seek resolution where appropriate.
 - The process for all formally lodged appeals will begin within ten (10) working days of the appeal being lodged.
 - The CEO shall ensure that STV acts on any substantiated appeal.
 - Where an appeal has been lodged it will be defined into one of the following categories and the appropriate procedures followed:

General Appeals

- Where a Complainant has appealed a decision or outcome of a formal complaint they are required to notify STV in writing within twenty (20) working days of the grounds of their appeal. Any supporting documentation should also be attached to the appeal.
- The appeal shall be lodged through Student Administration and they shall ensure the details of the appeal are added to the **Complaints and Appeals Register**.
- The CEO shall be notified and shall seek details regarding the initial documentation of the complaint and shall make a decision based on the grounds of the appeal.

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- The Complainant shall be notified in writing of the outcome with reasons for the decisions, and the **Complaints and Appeals Register** updated. The Complainant shall also be provided the option of activating the external appeals process if they are not satisfied with the outcome. The Complainant is required to notify STV if they wish to proceed with the external appeals process.

Assessment Appeals

- Where an Apprentice wishes to appeal an assessment they are required to notify their Trainer/Assessor in the first instance. Where appropriate the Trainer/Assessor may decide to re-assess the Apprentice to ensure a fair and equitable decision is gained. The Trainer/Assessor shall complete a written report regarding the re-assessment outlining the reasons why assessment was or was not deemed satisfactory for a task and/or competent for the Unit of Competency.
- If this is still not to the Apprentice’s satisfaction, they will need to formally lodge an appeal by submitting a written letter outlining their reasons for the appeal. They will need to lodge this with Student Administration Department and the appeal shall be entered into the **Complaints and Appeals Register**.
- The Training Manager will be notified and will seek details from the Trainer/Assessor involved and any other relevant parties. A decision will be made regarding the appeal either indicating the assessment decision stands or details of a possible re-assessment by a ‘third party’. The ‘third party’ will be another Trainer/Assessor appointed by STV.
- If the assessment outcome is upheld:
 - The Training Manager will notify the Apprentice’s designated Trainer/Assessor
 - The Training Manager will advise the Appellant of the assessment review outcome in writing
- If the assessment outcome is changed:
 - The Training Manager notifies the Apprentice’s designated Trainer/Assessor of the change and the reason for the change
 - The Trainer/Assessor will amend the Apprentice’s Training Plan and Assessment document
 - The Training Manager will notify the Claims Manager and Apprentice Records Officer for amendment to Student Management System and Apprentice Records (3 or CPC) respectively
- The Apprentice will be notified in writing of the outcome with reasons for the decision, and the **Complaints and Appeals Register** will be updated. The Apprentice will also be provided the option of activating the external appeals process if they are not satisfied with the outcome. The Apprentice is required to notify STV if they wish to proceed with the external appeals process

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External Appeals

In addition to the above internal processes, if the processes fail to resolve the complaint or appeal, or the Complainant or Appellant is still dissatisfied with STV’s decision, an application with an independent and external dispute resolution body can be submitted to allow for any decisions made by STV in relation to the complaints and/or appeals process to be reviewed independently of Skill Training Victoria. (See below for contact details).

It should also be noted that any complaints about the CEO will automatically be dealt by an external and independent mediator in the first instance of the complaint being received.

Where STV is informed that the Apprentice has accessed external appeals processes:

- STV will maintain the Apprentice’s enrolment until the external appeal process is finalised.
- STV will comply with the findings of the external appeals process.
- Where a decision or outcome is in favour of the Complainant, STV will follow the required action and recommendation from the relevant external appeals organisation to satisfy the Apprentice’s grievance as soon as practicable.

The decision of the independent mediator is final and any further action the Apprentice wishes to take is outside STV’s policies and procedures. The Apprentice will be referred to the appropriate government agencies and this information can be gained from the CEO.

- All records and correspondence in relation to an external appeal will be maintained with the initial complaint and internal appeal documentation within the **Complaints and Appeals Register** and the Apprentice file for a minimum of seven (7) years.

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National Training Complaints Hotline

Alternatively Apprentices are able to contact the **National Training Complaints Hotline** which is designed to protect the interests of Apprentices and Employers. The contact details are as follows:

Website: <https://www.education.gov.au/NTCH>

Phone: 13 38 73

Apprentices are also able to submit their complaint via email following the process described at <https://www.education.gov.au/email-complaints>

The Dispute Settlement Centre of Victoria (DSCV)

The DSCV is a free dispute resolution and mediation service funded by the Victorian Government and may be able to assist in resolving any outstanding complaint or issue with the complaint handling process.

Further details and office locations for this service are available from <http://www.disputes.vic.gov.au/>

Organisation:	Disputes Settlement Centre of Victoria (http://www.disputes.vic.gov.au/)
Contact Point:	<u>Melbourne Office:</u> Level 4, 456 Lonsdale Street Melbourne VIC 3000 Tel: 1300 372 888 Fax: 8684 1311

Further Information

If, after STV's internal complaints and appeals processes have been completed, the Complainant still believes that STV is breaching or has breached its legal requirements, they can submit a complaint to VRQA by doing one of the following:

- completing an online complaint form
- filling out the printable complaint form and posting or faxing it to the VRQA
- writing a letter and posting or faxing it to the VRQA

Further information can be found on the VRQA website:

<http://www.vrqa.vic.gov.au/complaints/Pages/default.aspx>

Contact details for VRQA are as follows:

Victorian Registration and Qualifications Authority (VRQA).

Level 4 Casselden Place, 2 Lonsdale Street

Melbourne Vic 3000

Postal Address: GPO Box 2317, Melbourne, Vic, 3001

Ph: (03) 9637 2806 Website: www.vrqa.vic.gov.au

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APPENDIX 4 – COMPLAINTS AND APPEALS FORM

Use this form as a cover sheet to support your complaint/appeal, as its purpose is to outline your complaint/appeal. Remember to attach all supporting documentation.

Indicate the nature of your dissatisfaction by ticking the appropriate box below.

COMPLAINT

- Initial notification of your grievance

APPEAL

- Initial notification of your request to have an assessment decision reviewed
- Application to have the outcome of a complaint reviewed due to your dissatisfaction with the process that was followed when dealing with your initial complaint

Date of Submission:	
Name of Complainant/Appellant:	
Detailed description of your complaint/appeal: (Include an outline of your complaint/appeal with details of dates and people involved)	
What action have you taken to try and resolve this complaint/appeal?	
Do you have a suggested remedy to your complaint/appeal?	
I hereby declare that the information provided on this Complaints/Appeals Form is true and correct.	Signature:
	Date:

STV Section:

STV Personnel who received this document in the first instance:	Title:	
	Name:	
	Signature:	
	Date Received:	
STV Manager to complete:	Name:	
	Signature:	
	Date Received:	

Document Name: APPRENTICE HANDBOOK	
Version: 21	Next Review: APRIL 2018
Registered Training Organisation: Skill Training Victoria	Page 35 of 35