

PEOPLE, CULTURE AND LEARNING

Registered Training Organisation

RTO 1.7 Student Enrolment Process and Information

1 Purpose and Scope

This policy sets out the requirements and information to be provided to and captured from students and potential students before and on enrolment with Taronga Training Institute (TTI). It ensures that students are aware of their rights and obligations (including financial) before enrolling and that their individual learning needs are considered so that they enrol into a program suited to their requirements.

It outlines the procedure for providing information to students in accordance with the *Standards for Registered Training Organisations (RTOs) 2015*: Standard 1 (sub-standard 1.7), Standard 3 (sub-standard 3.6), and Standard 5 (sub-standards 5.1, 5.2 & 5.3).

This policy applies to TTI.

Key Points

- TTI will respond to enquiries from potential or enrolling students in a form that enables the prospective student to make an informed decision about training products available and matters relevant to undertaking training with TTI including in relation to fees that must be paid to TTI.
- The enrolment process must include verification of the Unique Student Identifier (USI) ensuring proper procedure and completion of relevant documentation.
- Student orientation will suitably prepare the student to begin their course, and understand TTI's obligations and their own.

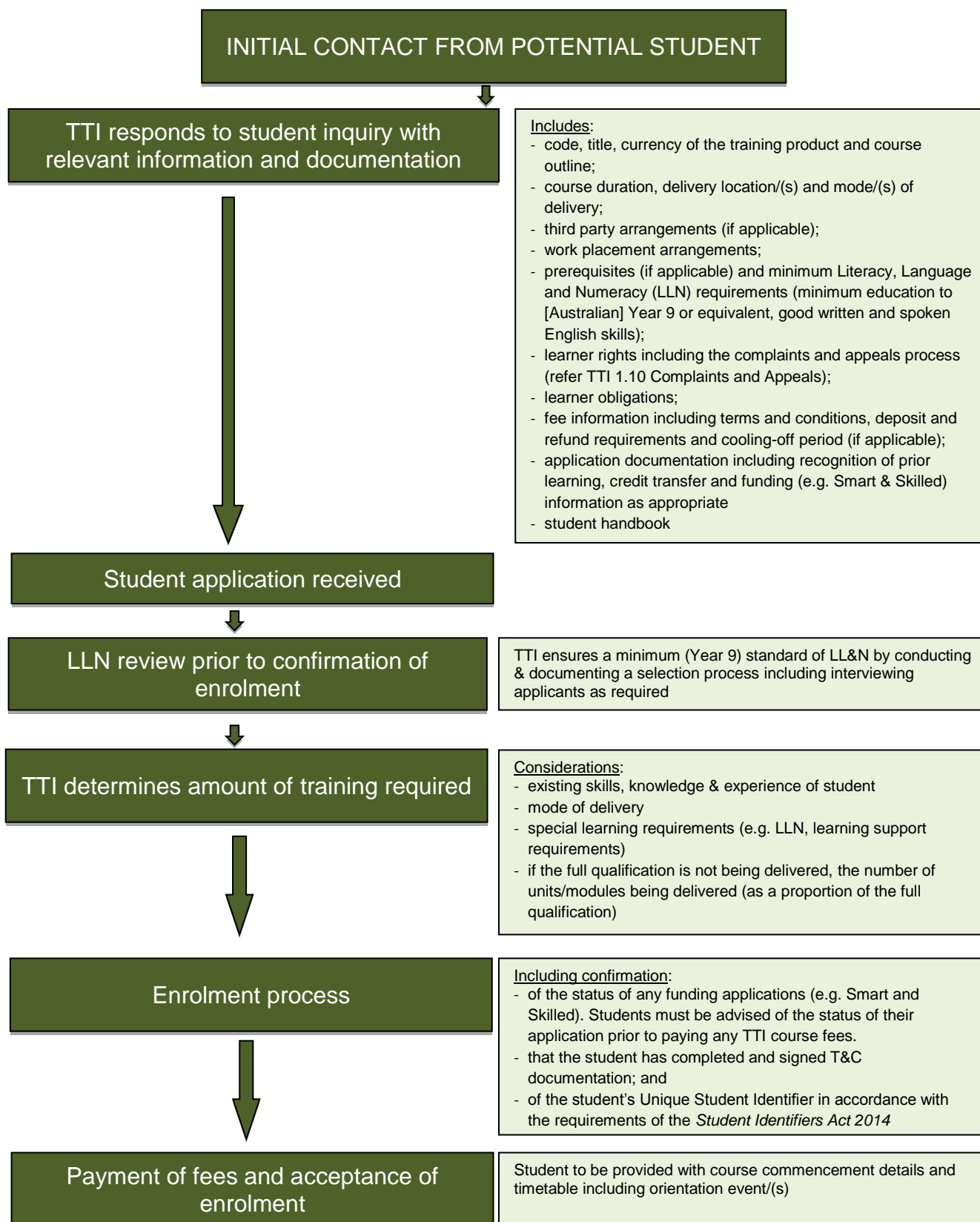
2 Policy and Procedure

2.1 Policy

This policy sets out the processes TTI will follow when enrolling students and the information TTI will provide to students prior to and on commencement of undertaking training with TTI. This process ensures that all students will have the necessary information to make a valid judgement before enrolment and the tools they need to successfully progress through their chosen training program.

TTI will also communicate as soon as practicable with students in the event of any changes to services as agreed with them on enrolment including in relation to any third party arrangements (new or existing) or changes in ownership.

2.2 Procedure for Enrolment



2.3 Procedure for Orientation

Following (or at the time of) confirmation of enrolment, all enrolled students will:

- be advised of the scheduled time for the orientation with TTI personnel
- be given access to an induction/information module (in-person or online)
- be offered at least one 'student progress review' meeting (to be scheduled) with TTI personnel

Information provided to the student during the induction/orientation will support the information already provided in the Course Enrolment Form, Enrolment Information Form and Student Handbook.

2.4 Security of Personal Information and Privacy

TTI will ensure the security of student information including Student Identifiers that is stored in its Student Management System.

As a business unit of Taronga Conservation Society Australia (Taronga), TTI is subject to the *Privacy and Personal Information Protection Act 1988* (NSW) which regulates the collection, storage, quality, use and disclosure of personal information by NSW Government agencies. Taronga's Privacy Management Plan defines personal information and provides details about the privacy principles that Taronga, including TTI, follows when dealing with personal information. A Privacy Statement is available on Taronga's website (<https://www.taronga.org.au/about/privacy>) and provides an overview of practices in relation to personal information provided to Taronga.

2.5 Privacy Notice

The information provided by students, parents/caregivers and schools is obtained as part of the application and enrolment process. This information may be disclosed to any entity involved in any restructure or transfer of TTI and Taronga business, any related bodies corporate of TTI and Taronga, any employees, agents or contractors or other service providers of the TTI and Taronga. This is for the purpose of enabling TTI and Taronga to assess applications for enrolment into TTI courses. During, and within a reasonable period of time after any TTI course, and directly related to current or former studies at TTI information may be used for training, marketing, research and reports; for educational training purposes and to comply with the Australian Skills Quality Authority (ASQA) requirements. The information supplied as part of the enrolment and assessment process will be used for research, statistical analysis, program evaluation, post-completion surveys and internal management purposes by, but is not limited to, Taronga Training Institute, NSW Department of Education and NSW Department of Industry.

2.6 Student Access to Information

Current students can access information relating to their current training & assessment through TTI's SMS.

Students, including past students, can also contact the TTI Administration Team to request a copy of their records.

3 Responsibility and Accountability

It is a requirement that relevant personnel adhere to the policies and procedures as described in this document. These expectations may vary between personnel in regard to position and role. It is therefore expected that those in the following roles will act accordingly.

3.1 TTI Support Officers

- Ensure students are provided with all relevant information prior to and on enrolment;
- Conduct a selection process including review of LLN requirements prior to confirmation of enrolment;
- Ensure an appropriate orientation program is scheduled and undertaken for each training program.

3.2 TTI Coordinator & Compliance Officer

- Processes enrolments in accordance with this policy including verification of Student Identifiers, eligibility for funding (if applicable) and completion of T&C documentation;
- Upon enrolment ensures students have access to the Student Management System to check their progression;
- Ensures student payment of fees.

3.3 TTI Manager

- Adheres to and enforces this policy;
- Supports the TTI Coordinator and Compliance Officer in meeting the requirements of the policy;
- Oversees any final enrolment decisions as necessary.

4 Resources

- National Vocational Education and Training Regulator Act 2011
- Standards for Registered Training Organisations 2015
- The Australian Qualification Framework
- Users Guide to the Standards for Registered Training Organisations

5 Definitions

5.1 Orientation

The process of familiarising students with TTI including physical and online delivery arrangements. It includes providing students with the information on what is required of them as students, their rights, and relevant information on how to progress as a student.

5.2 Unique Student Identifier (USI)

The USI is a reference number made up of 10 letters and numbers that create a secure record of a student's recognised training and qualifications from all different RTO's. It provides student with access to their transcripts and records and stays with the student for life.

6 Version Control

Version Control	Date Effective	Drafted by	Approved By	Amendment
1.0	September 2016	Manager L&D	CEO	
1.1	December 2017	Manager L&D	CEO	
1.2	October 2018	TISL Project and Business Manager		Simplification of flow chart; new sections on the security of personal information, privacy and student access to information; inclusion of responsibilities for TTI Support Officers.

7 Approval

Cameron Kerr - Director and Chief Executive

8 Appendices

Nil

PEOPLE, CULTURE AND LEARNING

Taronga Training Institute

TTI 1.3 Assessment

1 Purpose and Scope

This policy ensures that Taronga Training Institute (TTI) undertakes fair assessment practices in accordance with the principles of assessment and rules of evidence for all training packages and VET accredited courses on its scope of registration. It also ensures that the previous learning and experience of TTI students are recognised as appropriate.

It outlines the procedure for assessment (including recognition of prior learning (RPL) and credit transfer (CT)) in accordance with the *Standards for Registered Training Organisations (RTOs) 2015*: Standard 1 (sub-standards 1.8, 3.5).

This policy applies to TTI.

Key Points

- TTI's assessment system will comply with the requirements of each training package or VET accredited course and reflect the Principles of Assessment and Rules of Evidence
- TTI has a clear process for managing assessments.
- TTI will undertake a fair and just process for assessing student requests for Recognition of Prior Learning or Credit Transfer.

2 Policy and Procedure

2.1 Policy

This policy sets out TTI's assessment procedures including the process for assessment of requests for RPL and/or CT for its training packages and VET accredited courses. TTI ensures that assessment procedures are correctly applied by all trainers and students are offered RPL and/or CT as suitable to their individual situation. A fair and just process will be used to assess these situations based on the *principles of assessment* and *rules of evidence*. TTI will also ensure that any third-party assessments are applied using the same fair and just processes.

In some cases, students may need reasonable adjustments to suit a range of individual learning needs. Where appropriate, these adjustments will be applied by TTI and may include alternate exam structures, additional time for assessment, or other forms of special consideration based on the individual's needs.

2.2 Assessment Activities

Assessment activities and methodologies appropriate for students enrolled in training packages or VET accredited courses are outlined in the Training and Assessment Strategy and recorded in ELO.

2.3 Procedure for Assessment

Before an assessment activity, trainers will...

Ensure they utilise the latest version of assessment tools and make necessary adjustments to suit individual learner needs

Ensure they have adequate resources/equipment to conduct delivery and remedy shortfalls before commencement (in accordance with the TAS)

During delivery, trainers will...

Ensure students are advised at commencement of the type/s, location, and duration of assessment

Ensure students have completed the *Student Assessment Readiness Form* prior to undertaking assessment

Ensure that the appeals process is available and understood

Make reasonable adjustments to the assessment process (to not disadvantage those with special learning needs)

Conduct assessment using the principles of assessment and rules of evidence

Gather appropriate evidence to determine a student's competence

Following delivery, trainers will...

Ensure any complaints/appeals are handled in accordance with procedure

Ensure all evidence is determined based on sufficiency, validity, authenticity and currency.

Competency judgement is made and recorded within the SMS/LMS

Competency decisions are communicated to students as soon as possible

Reassessment requirements (R&Rs) are advised to students as required

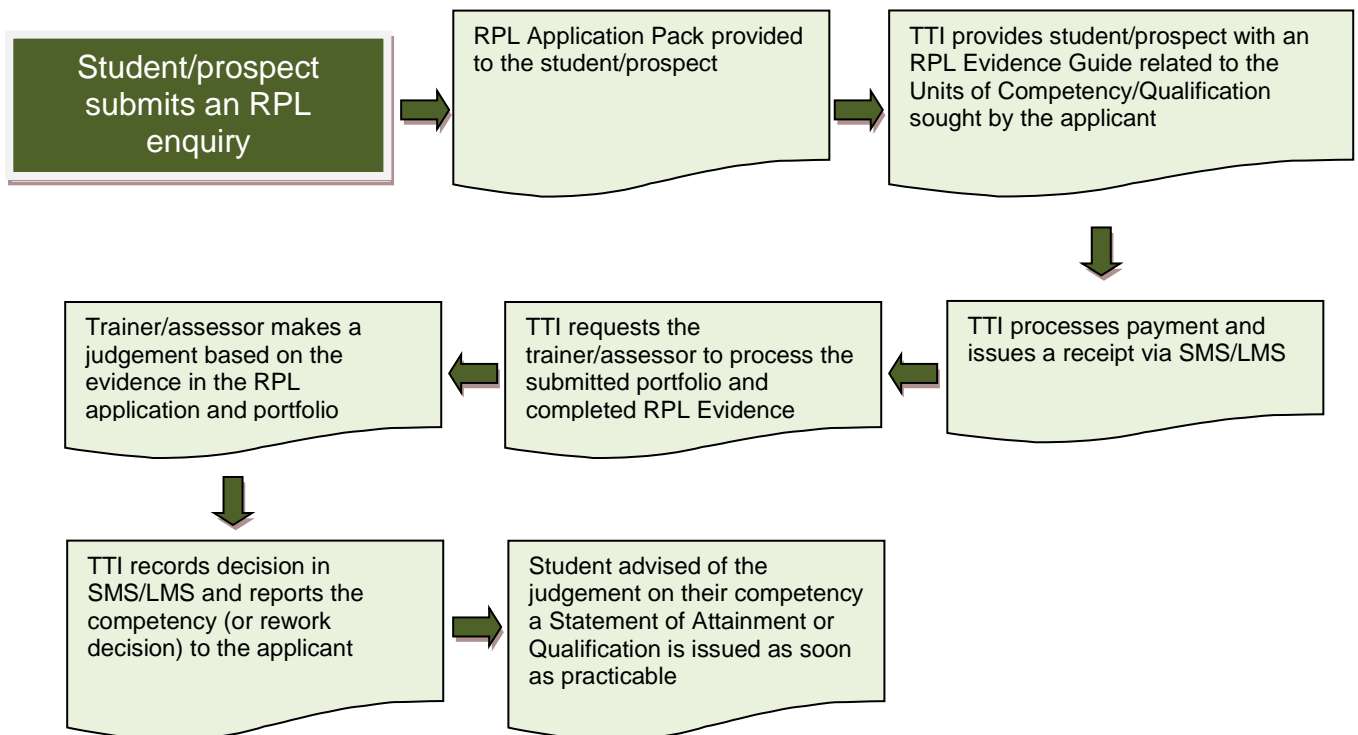
2.4 Assessment timeline

Trainers are to ensure that all assessments are:

- marked within 4 weeks of due date;
- pre-approved resubmissions of assessments are marked within 1 week of resubmission deadline;
- any pre-approved late assessments/extensions are marked mark within 4 weeks of individual due date.

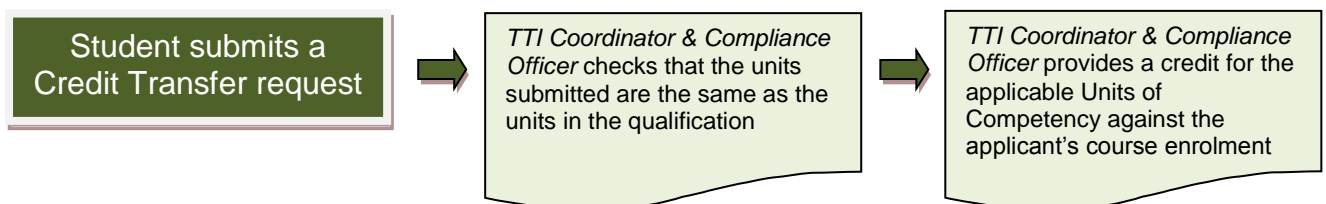
2.5 Procedure for Recognition for Prior Learning (RPL)

The *TTI Coordinator and Compliance Officer* ensures the RPL application pack contains accurate information about the RPL process, cost, and assessment pathway, and details about the issuance of a Statement of Attainment or Qualification. Within 30 days of application (or completion of the requirements) the *TTI Coordinator and Compliance Officer* will ensure judgements about competency are recorded and advised to applicant, and that a Statement of Attainment or Qualification is issued as soon as practicable.



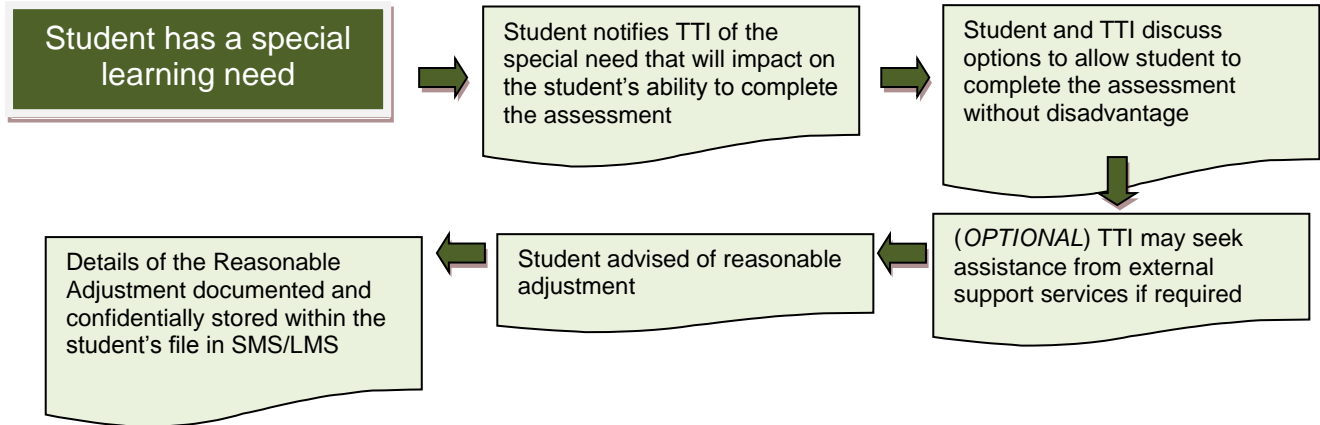
2.6 Procedure for Credit Transfer

TTI recognises Statements of Attainment and Qualifications issued by another Registered Training Organisation (RTO), AQF authorised issuing organisation or the Registrar. Credit Transfer applications of nationally recognised training will be reviewed and applied by the *TTI Coordinator & Compliance Officer* at a cost of \$150 per application.



2.7 Procedure for Reasonable Adjustment

Requests for reasonable adjustment to assessment processes are reviewed on a case-by-case basis.



3 Responsibility and Accountability

It is a requirement that relevant personnel adhere to the policies and procedures as described in this document. These expectations may vary between personnel, position and role. It is therefore expected that those in the following roles will act accordingly.

3.1 Trainers and Assessors

- Familiarise themselves with this policy;
- Undertake assessment in accordance with this policy;
- Apply the reasonable adjustment procedure as necessary;
- Collate all evidence to support the student's assessment process;
- Ensure student results are recorded within TTI's SMS/LMS in a timely manner.

3.2 TTI Coordinator & Compliance Officer

- Adheres to and supports this policy;
- Ensures student results are recorded within TTI's SMS/LMS including the result of applications for RPL or CT;
- Support trainers with reasonable adjustment as appropriate.

3.3 TTI Manager

- Adheres to and enforces this policy;
- Ensures assessment processes are applied in a fair and just manner;
- Ensures all evidence and outcomes are stored within TTI's SMS/LMS;
- Ensures support for reasonable adjustment through the *TTI Coordinator and Compliance Officer*.

4 Resources

- National Vocational Education and Training Regulator Act 2011
- Standards for Registered Training Organisations (RTOs) 2015
- The Australian Qualification Framework
- Users Guide to the Standards for Registered Training Organisations 2015

5 Definitions

5.1 Assessment

Assessment refers to the wide variety of methods or tools that educators use to evaluate, measure, and document the competence, learning progress, skill acquisition, or educational needs of students. The term assessment can also apply to RPL and may be modified under the reasonable adjustment process.

5.2 Recognition of Prior Learning (RPL)

An assessment process that involves assessment of an individual's relevant prior learning (including formal, informal and non-formal learning) and various forms of evidence to determine the outcomes of an individual competence.

5.3 Principles of Assessment

- Fairness** The individual learner's needs are considered in the assessment process. Where appropriate, reasonable adjustments are applied by the RTO to consider the individual learner's needs. The RTO informs the learner about the assessment process, and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary.
- Flexibility** Assessment is flexible to the individual learner by:
- reflecting the learner's needs;
 - assessing competencies held by the learner no matter how or where they have been acquired; and
 - drawing from a range of assessment methods and using those that are appropriate to the context, the Unit of Competency and associated assessment requirements, and the individual.
- Validity** Any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner.
- Validity requires:
- assessment against the Unit/s of Competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance;
 - assessment of knowledge and skills is integrated with their practical application;
 - assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and
 - judgement of competence is based on evidence of learner performance that is aligned to the Unit/s of Competency and associated assessment.
- Reliability** Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.

5.4 Rules of Evidence

- Validity The assessor is assured that the learner has the skills, knowledge and attributes as described in the module or Unit of Competency and associated assessment requirements.
- Sufficiency The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner's competency.
- Authenticity The assessor is assured that the evidence presented for assessment is the learner's own work.
- Currency The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

5.5 Reasonable Adjustment

Reasonable adjustments may be made to accommodate a student with a disability or special need and reduce the impact of a disability or special need on a student's academic success. Adjustments may include modifications to the learning environment, teaching method, or assessment conditions to increase the participation of a student without compromising the academic standard or the inherent course requirements.

6 Version Control

Version Control	Date Effective	Drafted by	Approved By	Amendment
1.0	September 2016	Manager L&D	CEO	
1.1	December 2017	Manager L&D	CEO	
1.2	October 2018	TISL Project and Business Manger		Cost applied for CT; timeline for assessments included

7 Approval

Cameron Kerr - Director and Chief Executive

8 Appendices

Nil

PEOPLE, CULTURE AND LEARNING

Taronga Training Institute

TTI 1.9 Advertising and External Communications

1 Purpose and Scope

This policy ensures Taronga Training Institute (TTI) accurately and appropriately communicates via its advertising and external communications to support a quality experience for students. It also ensures that TTI complies with information and logo use requirements.

It outlines how TTI should use information and logos in its marketing, advertising and pre-enrolment information in a way that is ethical, factual and correct. This will be done in accordance with the *Standards for Registered Training Organisations (RTOs) 2015: Standard 3* (sub-standard 3.6), *Standard 4*, and *Standard 5* (sub-standards 5.1 – 5.4)

This policy applies to TTI.

Key Points

- All data collection and reporting will be accurate and reliable, and will comply with the relevant standards and regulations.
- Appropriate security measures will protect all information and data (obtained and managed) in accordance with the relevant standards and regulations.
- Marketing materials will abide by the appropriate standards, and recruitment activities (including third-party) will provide prospective students with current and accurate information that will enable them to make informed decisions
- Logos and symbols will be used per regulations (and not in a false or misleading manner).

2 Policy and Procedure

2.1 Policy

This policy sets out the processes that TTI will follow to ensure information communicated via advertising materials and other external channels, including for the purpose of student recruitment, is accurate and appropriate and provides prospective students with information that will enable them to make informed decisions.

TTI will ensure use of the Nationally Recognised Training (NRT) Logo is in accordance with the Conditions of Use of NRT Logo as documented in Schedule 4 of the *Standards for Registered Training Organisations (RTOs) 2015* (refer Appendix 1).

2.2 Procedure and Requirements for Advertising and External Communications

All new materials developed for marketing and advertising purposes must be approved by the *TTI Manager* prior to release and meet the below requirements. The *TTI Manager* will also review all existing marketing and advertising materials bi-annually (e.g. website), prior to the commencement of enrolments to ensure they:

- accurately represent the services provided by TTI (or a third-party acting on behalf of TTI) and the training products on TTI's scope of registration;
- include TTI's RTO code;
- refer to another person or organisation featured in marketing material only after having obtained the consent of that person or organisation;
- use the NRT logo only in accordance with the conditions of use documented in the *Standards for Registered Training Organisations (RTOs) 2015* – Schedule 4 (refer Appendix 1)
- makes clear where a third party is recruiting prospective students on TTI's behalf;
- clearly distinguishes between training provided by TTI or where training is delivered on behalf of TTI by a third party;
- distinguishes between nationally recognised training and assessment that leads to the issue of AQF certification documentation and other training products delivered by TTI;
- Includes the name code and title of any training product as published on the National Register, referred to in the materials;
- only advertise/market a training product while it remains on TTI's scope of registration;
- only advertises that a training product will enable earners to obtain a licensed or regulated outcomes where it has been confirmed by the local regulator in the jurisdiction in which it is being advertised;
- includes details about any VET fee-help/subsidy/financial support arrangements associated with TTI's provision of training & assessment; and
- does not guarantee that:
 - all students will successfully complete a training product;
 - that the qualification course/skillset/unit can be completed in a manner that does not meet the requirements of a training package or VET accredited course; and / or
 - that a student will obtain a particular employment outcome with Taronga or another organisation.

Where appropriate these principles should also be applied to other external communications.

3 Responsibility and Accountability

It is a requirement that relevant personnel adhere to the policies and procedures as described in this document. These expectations may vary between personnel in regard to position and role. It is therefore expected that those in the following roles will act accordingly.

3.1 TTI Manager

- Adheres to and enforces this policy;
- Ensures that all advertising and external communications are accurate and appropriate.

4 Resources

- National Vocational Education and Training Regulator Act 2011
- Standards for Registered Training Organisations 2015
- The Australian Qualification Framework
- Users Guide to the Standards for Registered Training Organisations

5 Definitions

Nil

6 Version Control

Version Control	Date Effective	Drafted by	Approved By	Amendment
1.0	31 October 2018	TISL Project and Business Manager		Title change to better reflect purpose; transfer of data provision content to Governance Policy; transfer of current student communications to student enrolment information policy

7 Approval

Cameron Kerr -- Director and Chief Executive

8 Appendices

Appendix 1 – *Standards for Registered Training Organisations (RTOs) 2015* – Schedule 4

APPENDIX 1

Standards for Registered Training Organisations (RTOs) 2015 – Schedule 4

Conditions of Use of NRT logo

The Nationally Recognised Training (NRT) logo is a registered trademark and a distinguishable mark of quality for promoting and certifying national vocational education and training leading to AQF certification documentation.

The following describes a range of situations and conditions for using the NRT logo:

Advertisements and promotional information in any medium (print/television/radio/banners/online, etc)

1. RTOs registered by any VET Regulator may use the NRT logo to promote nationally recognised training provided that training is within the RTO's scope of registration.
2. Impressions must not be created that may lead an observer to conclude the NRT logo applies to all training provided by the RTO if this is not the case. The NRT logo cannot be used by an RTO where the training is accredited, but is outside the scope of registration of the RTO. Where training is being promoted and does not meet the requirements stipulated in the VET Quality Framework or is outside the RTO's Scope of Registration, it must be made clear the NRT logo is not associated with that training.
3. Use of the NRT logo is only permitted where there is a direct relationship to an AQF qualification and/or Unit of Competency as specified within training packages or VET accredited courses.

Student information (brochures, course handbooks, prospectuses, etc)

4. When an RTO is promoting the training, it offers and wishes to use the NRT logo, its promotional material such as brochures, handbooks and prospectuses must clearly distinguish between nationally recognised training within the scope of registration and that which is not nationally recognised.

Corporate stationery, business cards, buildings, training resources and marketing products

5. The NRT logo must not be used on products such as corporate stationery, business cards, building signage, mouse pads, pens, satchels, packaging around products, or learning resources supporting training.

Certificates, Statements of Attainment and other testamurs

6. The NRT logo must be depicted on all AQF certification documentation issued by the RTO. These can only be issued by an RTO when the qualification and/or Unit of Competency are within the RTO's scope of registration. The NRT Logo must not be depicted on other testamurs or transcripts of results.

PEOPLE, CULTURE AND LEARNING

Taronga Training Institute

TTI 1.10 Complaints and Appeals

1 Purpose and Scope

This policy ensures Taronga Training Institute (TTI) has a fair and efficient process for the recording, acknowledging and resolving student complaints or appeals.

It outlines the procedure which Taronga Training Institute (TTI) uses to manage student complaints and appeals in accordance with the *Standards for Registered Training Organisations (RTOs) 2015: Standard 6* (sub-standards 6.1 – 6.6). Students seeking to appeal an assessment decision should also follow the complaints and appeals procedure.

This policy applies to TTI.

Key Points

- Complaints and appeals may be raised in a formal or informal manner. An informal appeal or complaint may be escalated to a formal appeal or complaint at a student's discretion if unsatisfied by the outcome of an informal complaint or appeal.
- If a student is unsatisfied with the outcome of a formal complaint or appeal they may request it be reviewed by an appropriate third-party independent of TTI and the student.
- Wherever possible, TTI will process and finalise a complaint or appeal within 60 calendar days.
- All complaints and appeals, as well as outcomes, will be recorded by TTI and corrective actions taken as appropriate to eliminate or mitigate recurrence.

2 Policy and Procedure

2.1 Policy

All complaints and appeals will be dealt with in accordance with the principles of natural justice and procedural fairness including allegations involving the conduct of:

- TTI, its trainers and assessors or other employees;
- a third-party providing services on TTI's behalf and its trainers and assessors or other employees; or
- a TTI student.

Wherever possible, TTI will process and finalise a complaint or appeal within 60 calendar days. If it is anticipated that more than 60 days will be required to process and finalise the complaint or appeal, TTI will:

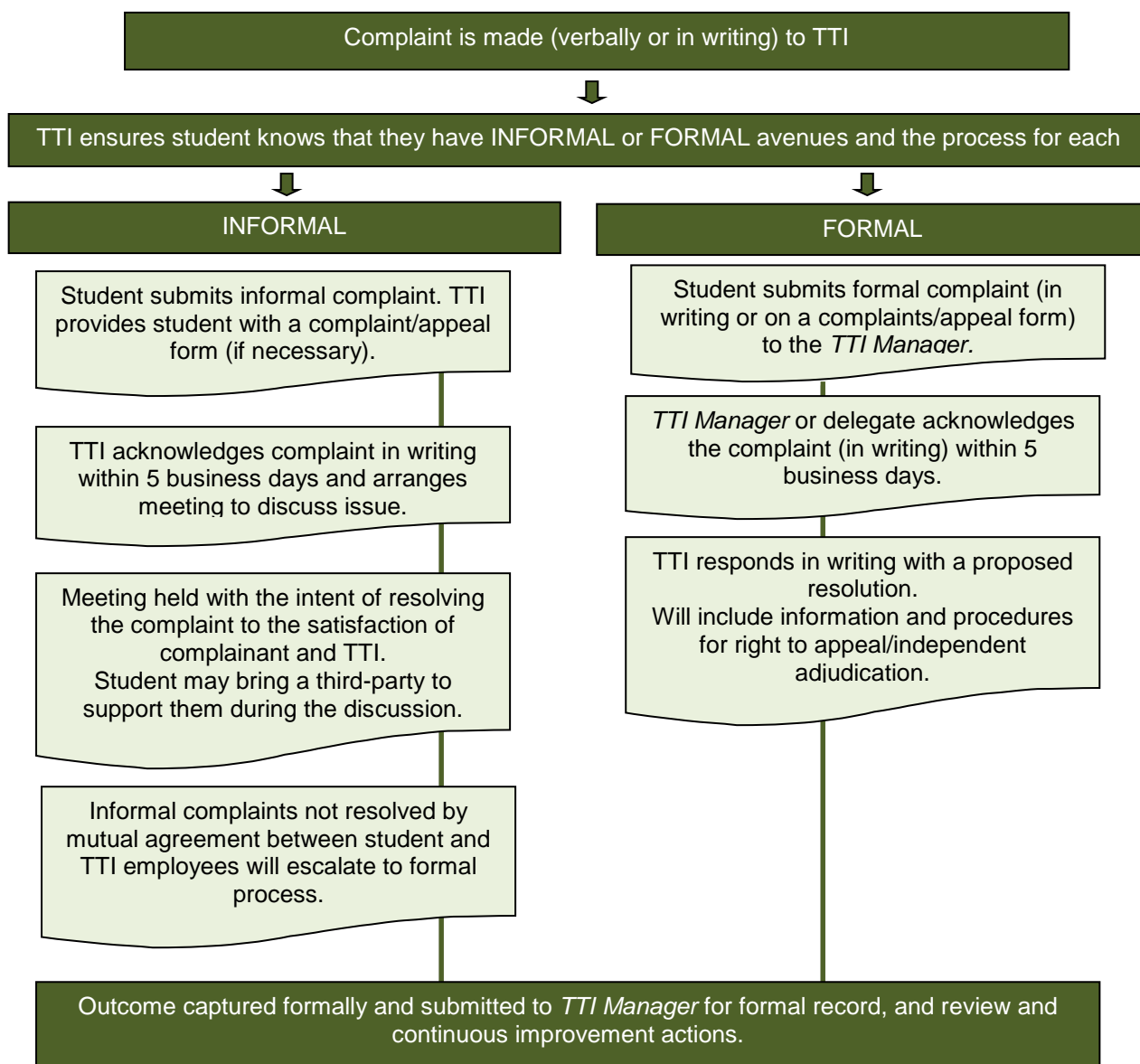
- inform the complainant or appellant in writing, noting the reasons why more than 60 days will be required;
- keep the complainant or appellant updated on the progress of the matter.

TTI will maintain secure records of all complaints and appeals, including their outcomes, and take corrective actions as appropriate to eliminate or mitigate recurrence.

2.2 Procedure for Complaints and Appeals

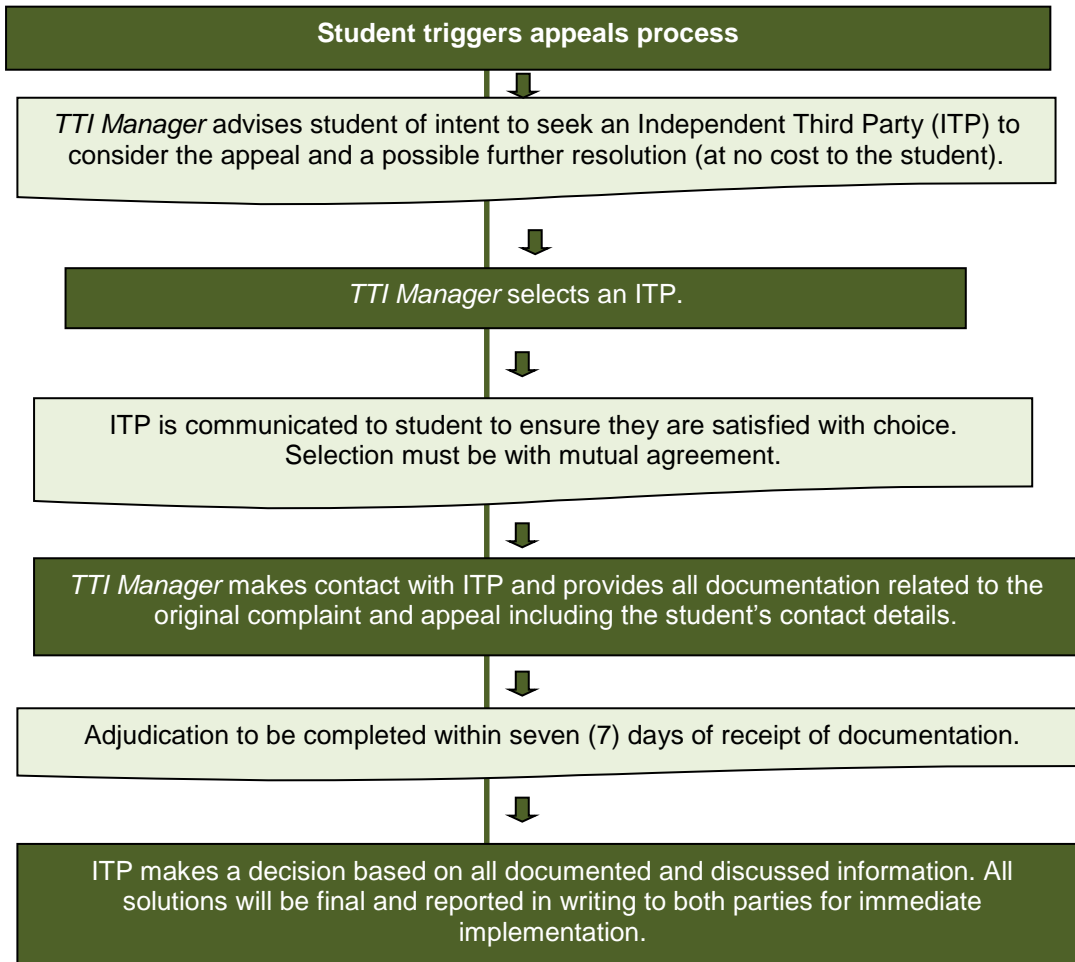
2.2.1 Complaints Process

Students may choose to submit a complaint to TTI via the informal or formal processes documented below. The intent is to resolve the complaint through discussion and mutual agreement.



2.2.2 Appeals Process

A student who is dissatisfied with the proposed solution for a formal complaint can ask the *TTI Manager* to apply the appeals process which will trigger an additional opportunity for the complaint to be considered including in relation to an assessment decision.



2.2.3 Complaints and appeals records

TTI will maintain secure records of all complaints/appeals and their outcomes (filed in ELO). A record of all written student complaints will also be retrievable through the Student Management System.

3 Responsibility and Accountability

It is a requirement that relevant employees adhere to the policies and procedures as described in this document. These expectations may vary between personnel, position and role. It is therefore expected that those in the following roles will act accordingly.

3.1 TTI Support Officers

- Comply with this policy;
- Provide advice to students regarding the complaints and appeals process as required;
- Support students through the complaints and appeals process as appropriate.

3.2 TTI Coordinator & Compliance Officer

- Complies with this policy;
- Ensure complaints/appeals process form is completed and submitted;
- Manages the complaints/appeals process in accordance with this policy as directed by the *TTI Manager*;
- Advises the TTI Manager of outcomes and/or complaints requiring appeals.

3.3 Independent Third Party

- Complies with this policy;
- Manages the complaints/appeals process in accordance with this policy as directed by the *TTI Manager*;
- Advises TTI Manager of outcomes and/or complaints requiring appeals.

3.4 TTI Manager

- Enforces and adheres to this policy;
- Manages all complaints and appeals in accordance with this policy;
- Reviews complaints and appeals so that continuous improvement can be undertaken where applicable;
- Obtains access to an Independent Third Party to undertake the appeals process as required.

4 Resources

- National Vocational Education and Training Regulator Act 2011
- Standards for NVR Registered Training Organisations 2015
- The Australian Qualification Framework
- Users Guide to the Standards for Registered Training Organisations

5 Definitions

Nil

6 Version Control

Version Control	Date Effective	Drafted by	Approved By	Amendment
1.0	31 October 2018	TISL Project and Business Manager		Inclusion of support officer responsibilities; other minor

7 Approval

Cameron Kerr -- Director and Chief Executive

8 Appendices

- Appendix 1: Complaints/Appeals Form

Appendix 1:

Student Complaint/Appeals Form	
Date:	
Name of Student:	
Date of incident/assessment:	
Complaint details: Assessment appeals details (- include assessment and subject name/number, trainer reasons for appeal):	
	Student Signature: _____ Date : _____
Proposed Solution (Response From TTI)	
Date of advice to complainant:	
Referred to Independent Adjudication:	Yes: <input type="checkbox"/> Date referred: _____ No: <input type="checkbox"/>
Resolved <input type="checkbox"/>	TTI Manager Signature: _____ Date: _____ Manager, L&D Signature: _____ Date: _____