



ORION TRAINING

STUDENT HANDBOOK

**The Ultimate Learning
Experience**

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ABOUT US

Orion Training and Performance Management is a Registered Training Organisation (RTO) regulated by the Australian Skills Quality Authority (ASQA). Orion is listed on the National Register training.gov.au and has within its scope of registration a range of Certificate I, II, III, IV and Diploma level qualifications in Business Services, Financial Services, Foundation Skills, Competitive Systems and Practices, Retail, Community Services, Hospitality and Manufacturing Technology.

Since 2003 Orion has continued to deliver nationally accredited training and assessment services to a wide range of clients from large organisations through to small locally owned businesses and not-for-profit organisations. Orion delivers courses and qualifications using highly qualified trainers with formal education and industry expertise.

Each participant receives individual attention and quality training that meets not only the needs of the individual, but also those of the organisation in which they are employed.

At Orion we believe in the value of human interaction. Our courses are delivered using a range of methodologies all of which include real time communication allowing for participants to ask questions as they come up and for Orion's trainers to provide answers and solutions that support learning outcomes.

ORION'S TRAINING AND ASSESSMENT PROCESS

TRAINING AND ASSESSMENT DELIVERY MODES

Orion training offers many different types of training and assessment delivery modes and each can be customised to suit the learner and their needs. Customisation of the training and assessment is usually determined at the commencement of the training where the trainer records any specific needs or concerns of the student and/or employer. Listed below are details of each delivery method.

Workplace Training – This delivery mode will include a combination of one-on-one trainer led theory sessions and self-paced practical activities to reinforce the student's learning. Students will be allocated a certain amount of time in between trainer visits to complete each of the practical activities. This time will depend on the student's ability and workplace influences and will be scheduled prior to the commencement of training delivery. Anticipated assessment dates will also be scheduled prior to the commencement of training, but will remain flexible according to the student's progress.

Classroom Training – This delivery mode will include a combination of classroom led theory and practical sessions and with self-paced activities to reinforce the student's learning. Students will be allocated a certain amount of time in between in-house sessions to complete each of the activities. This time will be scheduled at the commencement of training delivery. Anticipated assessment dates will also be scheduled at the commencement of training.

Distance Learning/Online – This delivery mode involves the use of self-paced training manuals to provide the relevant training and assessment tasks. Trainer support will be available by telephone and/or email throughout the duration of the qualification. Completed activities and assessment tasks will be submitted to the trainer via post or email. Time frames for the completion of activities will be negotiated between the student and trainer, allowing for other influences. Anticipated assessment dates will also be scheduled prior to the commencement of training, but will remain flexible according to the student's progress.

Assessment only (or Recognition of Prior Learning - RPL) - Students who consider that they are already competent in one or more of the units of competency in this qualification have the right to have that competence recognised without participating in a learning process. This pathway requires the student to demonstrate current competence or provide evidence of prior learning (including in-house training). Credit Transfer may be granted for units of competency previously completed and that meet current criteria. Students are supported throughout the process by Orion staff.

SUPPORTING YOU THROUGH YOUR TRAINING

Orion is committed to providing a high standard of education and assures that all students will be supported during the training and assessment process toward completion of their chosen qualification.

The welfare and guidance of all Students enrolled with Orion is a priority. Therefore, each Student will be appointed with a Trainer/Assessor who will be available at all times by phone and email.

Orion's Training Support Team will be in regular contact with each Student. They'll offer general support and guidance throughout the course and provide help and support whenever Students need it.

All Orion's Trainers/Assessors have appropriate vocational competence and technical expertise in the training you are undertaking. You can contact your Trainer/Assessor at any time on any matter related to your training. In addition, Orion office staff are available to provide information and support to Clients and Students on all administrative aspects of the training and assessment process.

ENROLMENT AND INDUCTION - TRAINEESHIP

Enrolment will take place with an Orion Representative who will discuss the qualification in full, provide a detailed course outline and determine any special learning needs. Once the enrolment application is complete, a Trainer will arrange to take you and your workplace Supervisor through the induction.

At induction and first workplace visit, Orion's qualified Trainer and Assessor will meet with the Trainee and Supervisor to negotiate the Training Plan and ensure adequate supervision is available as well as the facilities and equipment required to undertake training in each unit of competency selected. The Trainee may be eligible for Recognition of Prior Learning (RPL) or Credit Transfer (CT). Orion's Trainer will discuss options for both, and include it in the Training Plan. At Induction you will also complete a Language Literacy and Numeracy assessment to determine any specific learning needs and support.

All documents are checked by our Training Support Team to ensure the entire enrolment and induction process has been completed. This will conclude the enrolment process and a Confirmation of Enrolment will be emailed to you. You and your Supervisor will also receive a copy of your Training Plan and Training Record Book.

ENROLMENT AND INDUCTION – CLASSROOM TRAINING

Orion Training provides classroom based training for full qualifications, skillsets and accredited and non-accredited short courses. Students interested in participating may apply to enrol directly to Orion's head office. An experienced staff member will assist the Student in selecting an appropriate course and explain the requirements of the training. The appropriate Enrolment Application and course information will then be emailed to the Student. Once the enrolment process is finalised and your enrolment is confirmed you will be contacted with dates and information to attend classroom training.

Students will go through an induction process, which includes completing a Language Literacy and Numeracy assessment to determine any specific learner needs. The Training Plan is developed to meet these needs and in accordance with industry requirements and relevant stakeholder engagement. Our Training Support Team will confirm Students are suited to the course and that any specific learning needs are met. Students will then receive their confirmation of enrolment. If the program selected is not appropriate the Student will be advised of another program that would be better suited.

ENROLMENT AND INDUCTION - DISTANCE/ONLINE LEARNING

Students that choose to enrol into distance or online learning, go through the same enrolment and induction process as outlined for all other Students however contact and Trainer visits will be conducted via phone, Skype and email.

Enrolment will take place with an Orion Representative who will discuss the qualification in full, provide a detailed course outline and determine any special learning needs. Once the Enrolment Application is complete, a Trainer will arrange to take you and your workplace Supervisor through the Induction.

At Induction, Orion's qualified Trainer and Assessor will contact the Student and Supervisor to negotiate the Training Plan and ensure adequate supervision is available as well as the facilities and equipment required to undertake training in each unit of competency selected. The Student may be eligible for Recognition of Prior Learning (RPL) or Credit Transfer (CT). Orion's Trainer will discuss options for both, and include it in the training plan. At induction you will also complete a Language Literacy and Numeracy assessment to determine any specific learning needs and support.

All documents are checked by our Training Support Team to ensure the entire enrolment and induction process has been completed. This will conclude the enrolment process and a Confirmation of Enrolment will be emailed to you. You and your Supervisor will also receive a copy of your Training Plan and Training Record Book.

RPL AND CREDIT TRANSFER ASSESSMENTS

Students who have substantial vocational experience and are seeking Recognition of Prior Learning (RPL) may wish to have their skills formalised through a nationally recognised qualification. Orion offers Students the opportunity to RPL units of competency or a complete qualification. Students must be able to provide sufficient evidence that is valid, current and reliable. If a Student is unable to provide sufficient evidence then they may Gap Train a unit of competency and will be provided with resources and an assessment booklet. There are additional charges for Gap Training as outlined in our fees and charges contained in the handbook.

The enrolment will take place with an Orion representative, and once finalised all documents are checked by our Training Support Team and a Confirmation of Enrolment is sent to the Student.

The process to RPL a Qualification is as follows:

- A Trainer is allocated to the Student.
- The Trainer will contact the Student and discuss the RPL process in detail outlining what can be used as evidence and how to go about collecting the evidence.

- The Trainer will then provide the RPL Record Sheets specific to the units of competency chosen.
- The Trainer will guide and support the Student to collect evidence and in completing capability statements relevant to each unit of competency chosen to attain the qualification.
- Evidence gathered is then assessed against the criteria for each unit.
- The Trainer will then provide feedback to the Student as to whether sufficient evidence has been supplied for each unit of competency or if further evidence is required to be deemed as competent.
- Should the Student require Gap Training then an Orion representative will provide the required training and assessment materials.
- On completion of the RPL process and any gap training required, the trainer will supply all the documents submitted by the Student to the Orion administration staff to issue a Qualification or Statement of Attainment.

All Students are provided the opportunity to apply for **Credit Transfers** of units of competency completed by another Registered Training Organisation. Orion recognises all Australian Qualifications Framework Qualifications and Statements of Attainment issued in accordance with Standards for Registered Training Organisations (RTOs) 2015 and any relevant legislation. Students will need to complete a Credit Transfer Application. Confirmation of Credit Transfer will be confirmed in writing and the Training Plan will be amended accordingly.

COMPLETION AND ISSUING OF CERTIFICATES

Trainees/Students that have completed all requirements for a qualification will be issued with a full certificate. Those who have not completed all requirements will be issued with a Statement of Attainment stating the units of competency achieved. The timeframe for the issuance of certificates and Statement of Attainments is 21 days from completion of the requirements for the qualification.

Trainees who are completing training under an Apprenticeship or Traineeship contract will be required to sign a Training Completion Agreement prior to their certificate being issued. This form must also be signed by the workplace Supervisor and Orion to confirm that all parties agree that the requirements of the qualification have all been met.

UNIQUE STUDENT IDENTIFIER (USI)

If you are a new or continuing Student undertaking nationally recognised training, you need a USI in order to receive your qualification or Statement of Attainment. If you don't have a USI Orion will not be able to issue your qualification or Statement of Attainment.

Your USI will give you access to an online record of the training you have done since the 1st of January 2015. You will also be able to produce a comprehensive transcript of your training. This can be used when applying for a job, seeking a Credit Transfer or demonstrating pre-requisites when undertaking further training.

An exemption from the USI means that an RTO can issue a VET qualification or Statement of Attainment to a Student without collecting and verifying a USI from them.

Exempt Individuals

- A USI is not required where courses are delivered over a single day or less and a Student is unable to provide a USI before completion of the course. If Students have a USI, RTOs must collect it and verify it.
- International Students undertaking their entire VET course outside Australia (also known as offshore training).
- Students who have completed their VET training prior to 1 January 2015 but have not yet been issued with a qualification or Statement of Attainment in respect of that training.
- Students who have applied for and obtained an individual exemption in writing from the Student Identifiers Registrar because they have a genuine personal objection to being assigned a USI.

USI PRIVACY NOTICE

Consent for collection, use or disclosure of personal information

The following is provided to you on behalf of the Student Identifiers Registrar (Registrar). You are advised and agree that you understand and consent that the personal information you provide in connection with your application for a Unique Student Identifier (USI):

- is collected by the Registrar as authorised by the *Student Identifiers Act 2014*.
- is collected by the Registrar for the purposes of:
 - applying for, verifying and giving a USI;
 - resolving problems with a USI; and
 - creating authenticated vocational education and training (VET) transcripts;

- may be disclosed to:
 - Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for:
 - the purposes of administering and auditing VET, VET providers and VET programs;
 - education related policy and research purposes; and
 - to assist in determining eligibility for training subsidies;
 - VET Regulators to enable them to perform their VET regulatory functions;
 - VET Admission Bodies for the purposes of administering VET and VET programs;
 - current and former Registered Training Organisations to enable them to deliver VET courses to the individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies;
 - schools for the purposes of delivering VET courses to the individual and reporting on these courses;
 - the National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USIs and for the collection, preparation and auditing of national VET statistics;
 - researchers for education and training related research purposes;
 - any other person or agency that may be authorised or required by law to access the information;
 - any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system; and
 - will not otherwise be disclosed without your consent unless authorised or required by or under law.

The consequences for not providing the Registrar with some or all of your personal information are that the Registrar will not be able to issue you with a USI.

Privacy policies and complaints

You can find further information on how the Registrar collects, uses and discloses the personal information about you in the [Registrar's Privacy Policy](#) or by contacting the Registrar on usi@education.gov.au or telephone 1300 857 536, international enquiries +61 2 6240 8740. The Registrar's Privacy Policy contains information about how you may access and seek correction of the personal information held about you and how you may make a complaint about a breach of privacy by the Registrar in connection with the USI and how such complaints will be dealt with.

You may also make a complaint to the Information Commissioner about an interference with privacy pursuant to the *Privacy Act 1988*, including in relation to the misuse or interference of or unauthorised collection, use, access, modification or disclosure of USIs.

OUR CODE OF PRACTICE

Orion is committed to providing a high standard of training and Assessment and an environment that is safe, open, friendly and non-discriminatory as illustrated in the code of practice below.

Code of Practice

Principles of Access and Equity are incorporated into all aspects of Orion's operations

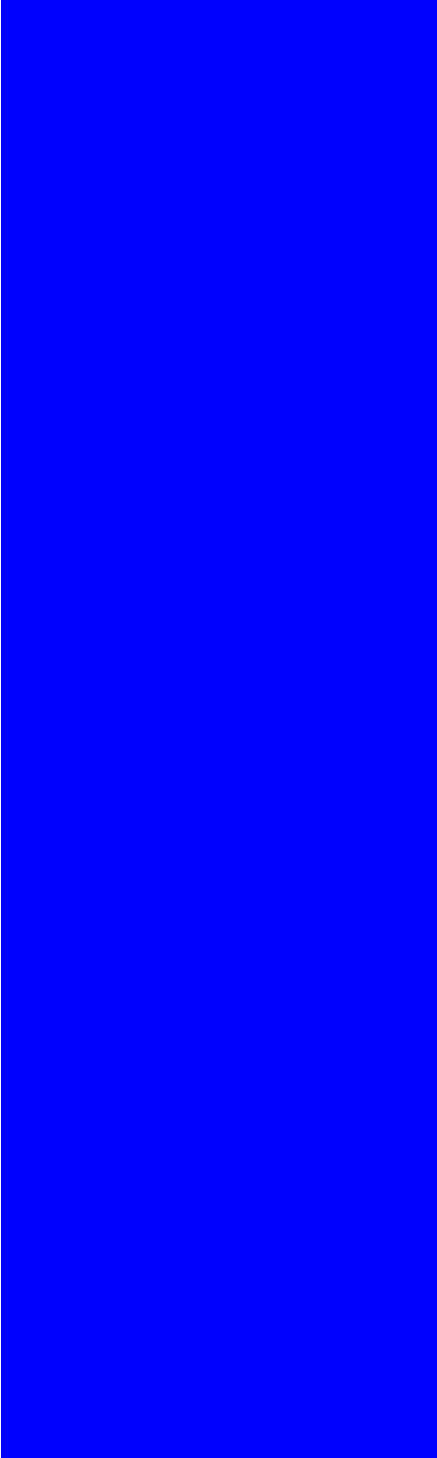
Including:

Orion is committed to providing training and learning of the highest standard in an environment that is safe, friendly, open and non-discriminatory.

Suzanne Manwill

Chief Executive Officer

- ✓ **Client selection, enrolment and induction:** All client selection decisions will follow guidelines set out in Human Rights and Equal Opportunity Legislation. Client enrolments and inductions will be carried out on an individual basis allowing for identification of individual needs.
- ✓ **Flexible learning and assessment:** Orion will offer considerable flexibility in the delivery of learning and assessment services, including customisation of training and assessment materials, flexible modes of delivery, placement of learning within the context of the trainee's workplace wherever possible and adjustment of assessment tasks to ensure fairness for all Students regardless of their situation and needs.
- ✓ **Marketing:** Orion will ensure that all marketing is accurate in its description and contain all the details needed by Clients to make an informed decision about Orion's products and services.
- ✓ **Information and Materials:** Students and Clients will be provided with all the information, materials and facilities necessary for achieving the agreed training and assessment outcomes.

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- ✓ **Fees and charges:** Prior to enrolment, Orion will ensure both the Student and the Client understand and agree to fees and charges as outlined in our policies. Refunds will be considered as per Orion's Refund Policy.

 - ✓ **Language, Literacy, Numeracy and Other Special Needs:** Orion will provide for and support all those with special needs. Where necessary, facilities and extra materials will be supplied to support the learning of these Students.

 - ✓ **Client support:** Support will be available to Clients at all times. Calls will be returned within 24 Hours and appointments will be made to suit the Client's needs wherever possible. Orion will also ensure the Client has the facilities and correct supervision in place to support the Student.

 - ✓ **Welfare and Guidance Services:** Orion will provide welfare and guidance services that offer non-judgemental, confidential support to Students, including accessing qualified counsellors when required

 - ✓ **Complaints, Appeals and Disciplinary procedures:** Orion will provide fair and equitable processes for dealing with customer complaints and appeals and any disciplinary issues.

 - ✓ **All staff, contractors and partners of Orion will adhere to this Code of Practice.**

OUR CLIENT SERVICE STANDARDS

Service Standard 1

Orion will ensure all staff are adequately equipped to provide accurate and reliable training and assessment services.

Orion staff will be knowledgeable about:

- Advertising and promotional material
- Pricing details
- Orion's products and service delivery options
- Code of practice
- Grievance procedures
- Assessment procedures
- Refund policy
- Student enrolment policy
- Access and Equity policy
- Training Packages and the new Apprenticeship system

Orion staff will establish professional relationships by:

- Listening to the customer
- Determining if the customer has any special needs
- Suggesting solutions to the customer's needs with Orion's products
- Confirming the service/product meets the customer's needs
- Copies of service standards and code of practice will be readily available to all Clients

Service Standard 2

Our services will be designed to meet customer requirements, which means:

- Treating all Clients with respect and courtesy
- Providing all course information in a timely manner
- Documenting details of service arrangements in the Client Service Agreement
- Evaluating our services and making outcomes available if requested

- Ensuring that all Trainers and Assessors meet the standards of education and experience necessary for the qualification being delivered
- Providing a Student Handbook to all Clients
- Ensuring Orion's training facilities comply with all government Workplace Health and Safety legislation

Service Standard 3

Orion will ensure an appropriate Training Plan is developed for each Student and will contain the following information:

- The national code and qualification title
- A list of the units of competency that satisfies the qualification requirements and when not readily available a list of the relevant modules necessary to complete the qualification
- A list of units of competency or modules for which Recognition of Prior Learning and/or Credit Transfer has been granted
- Details of the qualification delivery options, which may include: on-the-job, off-the-job, on site, flexible delivery, distance education
- An assessment of training the Student's needs for any additional numeracy, literacy and study skills
- Negotiated reporting arrangements between the Student, Employer and Orion
- Delivery dates
- All appropriate signatures provided

Service Standard 4

Appropriate records will be kept and qualifications issued and made available for reference:

- All qualifications will be kept on a database, detailing the course enrolled, modules and competencies achieved, date completed, certificate or Statement of Attainment and numbers; and
- All Students' records will be archived upon completion of training and only accessible to authorised personnel and the Student in accordance with Orion's privacy and Student records policies

ORION'S POLICIES AND PROCEDURES

PRIVACY AND FAIRNESS POLICY (5.0)

Purpose This Policy describes the approach taken by Orion Training to manage the privacy and confidentiality of Student and Client records.

Principles

- Orion will not use or disclose personal information collected for any purpose other than the primary purpose for which it was collected.
- Reasonable steps will be undertaken to protect personal information from misuse/ loss/ unauthorised access/ modification or disclosure and will destroy or permanently de-identify personal information when no longer needed.
- Ensure that all Students and prospective Students are made aware of the need to collect information and the intended purpose of this information.
- Written consent is obtained from Individuals prior to using their information/ images in marketing materials by Orion.

Management Approach

Orion makes sure that Students are aware of how to contact Orion, how to gain access to their individual records and lastly Orion's obligation in managing their records and personal information. Orion is committed to providing Students access to their records within 24 hours of receiving a request.

Students will not be charged a fee to access their records unless it is a re-issuing of a qualification or providing copies of their academic transcript.

In some instances (where directed by law or by Australian Government designated authority) Orion will provide Student records provided the request is first confirmed as lawful.

In summary Orion will:

- 1) Not disclose personal information to external parties unless:
 - a. Written consent is provided by the individual,
 - b. The request is required by law or is necessary to prevent or lessen a serious and imminent threat to the life or health of an individual,
 - c. The individual is reasonably likely to have been made aware that information is usually passed to that person or organisation, and/or
 - d. The disclosure is necessary for the enforcement of criminal law, imposing a pecuniary penalty or protection of the public revenue.
- 2) In the event that Orion discloses information to an external party, the information must be used according to the purpose for which it was obtained.

- 3) Where information is disclosed for the enforcement of criminal law, pecuniary penalty, or protection of public revenue a note detailing the level of disclosure will be placed on the Students file.

FEES AND CHARGES POLICY (6.0)

Purpose

This policy describes how Orion ensures a consistent approach to fees and charges payable for training products and services by providing clear information on the total costs before the Student or Client enter into a training contract with Orion.

Principles

- Orion advertises/communicates all fees and charges for its products and services to potential Students (or other entities) prior to them making a decision to engage with Orion.
- Orion undertakes processes to ensure payment is received on time.
- Orion has a number of payment options to assist in making training affordable for Students.

Management Approach

Orion has facilities to accept payment of fees and charges by direct deposit, cash, credit card and cheque. Provided the cost per Student is less than \$1500 the entire course costs can be paid up front or by payment plan using one of these methods. Should the amount exceed \$1500 one of two alternate approaches to payment must be followed.

Option One

Instalments- Payment will be made in three equal instalments on the following milestones 1) Prior to commencement, 2) three months from commencement date and 3) six months from commencement date. Each instalment must not exceed \$1500. Where Students are unable to pay in three instalments Orion will negotiate weekly or monthly payments directly with the Student. Each unit of competency must be paid for prior to commencement of training in that unit.

Option Two

Strata pay- a \$500 deposit is paid prior to commencement with a mutually agreed amount paid monthly by direct debit. This monthly payment must not exceed a total of \$1500 at any one time. NOTE – no interest or additional charges apply

Reissue of a Qualification

If a Student requests that their qualification be reissued there is a \$75 reissue fee that must be paid prior to the qualification being sent or collected.

Statement of Assurance

Where a Student requires a statement of assurance in order to gain BAS agent registration a fee of \$75 must be paid in advance.

The following information is made available for past Students who were previously enrolled under the User Choice Program. Orion is no longer approved to deliver training and Assessment under this Program and is not currently accepting enrolments for User Choice Traineeships.

User Choice Payments

The government contributes to the cost of a workplace traineeship, and the portion that the Student pays is called a co-contribution fee. The co-contribution fee is mandatory, and the amount charged is set by the government.

The concessional discount will only be applied to Students who provide a copy of their current health care or concession card. Students who are waiting for a concession card to be issued by Centrelink must provide an official letter from Centrelink confirming that they are eligible for concession at the time of enrolment.

The co-contribution fee may be paid by the Student, employer or parent.

The units of competency a Student will complete during their Traineeship are chosen at the first trainer visit (Induction). Fees are then calculated by adding up the total number of nominal hours on the training plan and multiplying them by \$1.60 per hour.

EXAMPLE ONLY

Total nominal hours = 540 hours

540 N/H x \$1.60 = \$864

Total payable fee = \$864

Invoices are payable within 7 days. Overdue fees may affect a Students ability to continue training or submit further assessments.

Full fee exemption applies to:

- School-based Trainees.
- Students who have finished Year 12 within the last 12 months and are enrolling into a User Choice high priority qualification.
- Students enrolled under a Skilling Queenslanders for Work project - Work Skills Traineeship.

IMPORTANT

Where a school-based Trainee graduates from Year 12 and converts to either a full-time or part-time Traineeship in the workplace then the Student contribution fee will apply for units of competency not yet commenced.

Partial fee exemption applies to:

- Concessional Students (holds a concession or Health care card).
- Students who are a dependent of a person who holds a concession or Health care card.
- Students identified as Aboriginal or Torres Strait Islander.
- Students under the age of 17 in February of the year you started training.

An invoice will be emailed to the person nominated to pay the fees. This may be the Student, their parent or employer.

IMPORTANT

If we don't receive a copy of your current concession card at enrolment, we are unable to apply the concessional discount and are required to invoice the full fee.

EXAMPLE ONLY

Calculating the concessional rate if the total nominal hours = 540 hrs

$$540 \text{ N/H} \times \$1.60 = \$864$$

$$40\% \text{ of the total} = \$345.60$$

$$\text{Total payable fee} = \$345.60$$

A Student contribution fee is not charged for units of competency achieved through Credit Transfer.

The following information is made available for past Students who were previously enrolled under the Certificate 3 Guarantee and Higher Level Skills Programs. Orion is no longer approved to deliver training and Assessment under these Programs and is not currently accepting enrolments for Certificate 3 Guarantee or Higher Level Skills.

Certificate 3 Guarantee and Higher Level Skills

The investment priority or importance of the training influences the size of the government subsidy. Training in vocational areas that align with important economic and industry skills needs will receive a higher government subsidy. A higher subsidy will also be paid to support participation by disadvantaged learners (concessional Students), and those undertaking training in identified country and remote locations.

Students undertaking training under Certificate 3 Guarantee or Higher Level Skills are required to contribute to the cost of training through a co-contribution fee. These fees are published on Orion's website under 'Fees and Payments' and on each qualification information pack.

The fee may be paid on behalf of the Student by the employer or a third party such as a job access provider.

Under the free training for Year 12 graduates initiative, the Queensland Government will cover the full cost of training in a high priority qualification. This means eligible participants will not be required to contribute to the cost of their training.

Students enrolled under a Skilling Queenslanders for Work project are not required to pay the co-contribution fee. This fee will be paid for by the community-based organisation as part of the project funds.

REFUND POLICY (7.0)

Purpose The purpose of this policy is to outline Orion's approach to refunding Students/clients pre-paid fees in the event that previously agreed training products/ services are not delivered.

Principles

- Orion's refund policy is both fair and reasonable to protect both Orion, its Students and clients.
- Under what circumstances a refund is appropriate and how the refund is obtained will be effectively communicated to Students and or clients.
- In any instance where a refund is wholly or partially provided (or not provided) written correspondence will be provided to the individual/ organisation seeking the refund outlining the nature of the agreement and or decision.
- Refunds will be processed within twenty-eight (28) days of the withdrawal date.

Management Approach

In general Orion will always provide a refund of the amount of pre-paid training products/ services less the costs already incurred by Orion for that particular product or service.

User Choice cancellation refund

If the Student cancels prior to the commencement of training and the Student has paid Co Contribution fees, a full refund will be paid for any monies paid in advance.

If the training in a unit of competency has commenced then a proportionate refund will be given to the Student. Students receive a full refund for any unit/s of competency where training has not yet commenced.

Students are not required to request a refund, upon cancellation. Orion will calculate the refund and notification of the amount will be sent to the Student/client with a request for bank details for payment. Where the employer has paid on behalf of the Student, the above rules will apply and the employer will be refunded for any training not yet commenced.

Vet Invest (Certificate 3 Guarantee and Higher Level Skills) cancellation refund

If the Student cancels prior to the commencement of training and the Student has paid Co Contribution fees, a full refund will be paid for any monies paid in advance.

If the training in a unit of competency has commenced then a proportionate refund will be given to the Student. Students receive a full refund for any unit/s of competency where training has not yet commenced.

Students are not required to request a refund, upon cancellation. Orion will calculate the refund and notification of the amount will be sent to the Student/client with a request for bank details for payment. Where the employer has paid on behalf of the Student, the above rules will apply and the employer will be refunded for any training not yet commenced.

Fee for Service cancellation refund

If a refund is requested prior to the allocation of an assessor and first training session, a partial refund will be given minus a \$300 administration fee to cover costs already incurred by Orion.

After this time, all cancellations will be subject to a \$300 administration fee, plus costs for expenses incurred to the point of cancellation, including all assessor/Trainer and resource costs.

INCLUSIVE PRACTICES POLICY (10.0)

Purpose

Orion's services are responsive to the individual needs of clients and Trainees whose age, gender, cultural and ethnic background, disability, sexuality, language, literacy or numeracy level, employment status, imprisonment or remote location may present a barrier to access.

Principles

- All information, material and services relating to Students and clients will follow the principles of inclusive practices from enquiry through to completion of studies.
- Information as well as opportunities and benefits regarding commonwealth assistance will be made available to all eligible Students upon enrolment.
- Information regarding individual needs are gathered through the enrolment and induction process and the language, literacy and numeracy sections of the training plan. This information will be used to decide the most suitable and effective training pathway to gain quality outcomes for the client and Student.

Management Approach

Orion's services and products will follow the guidelines of equity and will remain fair, reliable and adjustable within reason. To achieve this Orion's products and services are accessible by all within the community including those with special learning needs, cross-cultural backgrounds and disabilities. In some instances individual Students may require additional support related to access which Orion will endeavour to provide.

Feedback from Students and Trainers is used to ensure that inclusive practices are followed and where necessary inclusive practices may be included in the continuous improvement checklist and schedule.

RECOGNITION OF PRIOR LEARNING POLICY (14.0)

Purpose

Recognition of Prior Learning (RPL) is the formal recognition of a person's current skills and knowledge, regardless of how, when or where the learning occurred. This Policy outlines the approach Orion applies to RPL.

Principles

- Recognition of Prior Learning is important as it allows Students to gain entry to or faster completion towards a new qualification.
- Recognition of Prior Learning needs to be genuine and adequately assessed.
- Where a Student fails to meet components of the RPL process gap training will be provided.

Management Approach

After being provided information on the process and supporting documentation, the onus is on the Student to collect and record evidence for each unit of competency. Where necessary the Trainer and our training support team are available to guide the Student through the process. If after submission of all completed documentation the assessor determines that the evidence is insufficient, the Student needs to collect more evidence and resubmit to the Trainer for assessing or else undertake “gap” training and assessment.

If the evidence is sufficient a Qualification or Statement of Attainment will be awarded to the Student.

TRANSITION FROM SUPERSEDED QUALIFICATIONS POLICY (21.0)

Purpose

The Transition from Superseded Qualifications Policy outlines Orion’s approach to implementing changes necessitated by the Training Skills Authority as Training Packages are updated or released.

Principles

- Upon receiving notification of changes Orion immediately commences a process to facilitate the transition.
- The process will be managed in a way where there is minimal or no impact to the Student.
- Communication is essential to this process working effectively.

Management Approach

The scope and impact of the changes will be immediately assessed to determine what is required to implement the necessary changes. The impact on active Students is assessed as part of this process.

To ensure the changes are implemented across all of Orion’s operations, delivery materials and marketing the following checklists are used to record and track the progress of these changes –

- Training and Assessment Review Checklist
- Marketing Compliance Checklist

This approach will include which Students will “Teach Out” under the existing qualification and which Students will transition to the new qualification.

COMPLAINTS AND APPEALS POLICY (23.0)

Purpose The Complaints and Appeals Policy articulates Orion’s commitment to providing a learning and working environment in which complaints and appeals are managed fairly and transparently.

Principles

- A complaint or appeal is any expression of dissatisfaction, whether justified or not, about any aspect of Orion.
- Orion’s approach for handling complaints is based on confidentiality, impartiality, procedural fairness, protection from victimisation and prompt resolution

Management Approach

- 1) The Client Liaison Manager is responsible for recording and obtaining initial information relating to the complaint unless that complaint or appeal is about the Client Liaison Manager (in which case it is to be referred to the Chief Executive Officer).
- 2) The Chief Executive Officer is responsible for the overall management of complaints however this may include delegating responsibility for the investigation/management of a complaint to another Orion Staff member or external entity.

Operationalising the Complaints and Appeals Policy

The following staged approach shows how the Orion Complaints and Appeals Policy is managed in terms of a process.

Informal Stage

- i. Once a complaint or grievance has been lodged the Student is welcome and encouraged to involve a third party for support.
- ii. The Client Liaison Manager will make time available to the Student or prospective Student to discuss the grievance in full.
- iii. The Client Liaison Manager will document the points of the grievance and discuss the correct path of action to take to resolve the grievance.
- iv. If an agreement is reached the Client Liaison Manager will reply in writing to the Student or prospective Student.
- v. If the Student or prospective Student is satisfied with the result then the issue is resolved.
- vi. Orion will print all communication relating to the grievance and keep on file for five (5) years which may be accessed by the Student or prospective Student.

If the Student or prospective Student is not satisfied with the result then the following steps will be taken to escalate the grievance.

Stage One

- The grievance will be acknowledged in writing with the date of receipt clearly stated.
- The process for handling the grievance will be started within ten (10) working days. The Client Liaison Manager will clarify the details of the grievance, which may include phone calls or face-to-face meetings.
- In the event that a face-to-face meeting is to occur all parties to the grievance may have another person present.

Once the Client Liaison Manager has resolved the matter and informed all parties to the grievance a written report will be provided within ten (10) working days. The report will detail the steps taken to resolve the grievance, reasons for the decision and details of the internal appeals process, which can be accessed if the parties to the grievance are not satisfied with the outcome.

Stage Two – Internal Review

If the parties to the grievance are not satisfied with the outcome as outlined on the written report they may lodge an appeal with the Chief Executive Officer.

- The appeal must be lodged in writing within twenty (20) working days and include a copy of the report from Stage one.
- The Chief Executive Officer will contact the parties to the grievance to organise a series of face-to-face meetings or phone calls to discuss the grievance in full.
- All parties to the grievance may have a third party involved.
- After the series of discussions the Chief Executive Officer will provide a written report advising the parties to the grievance of the further steps taken.
- The report will include reasons for the decision and will be made available within ten (10) working days.
- The report will provide details to the parties of the grievance of their right to access external support through their local training Ombudsman.

ISSUING A QUALIFICATION OR STATEMENT OF ATTAINMENT POLICY (25.0)

Purpose

The Issuing of Qualifications Policy describes how Orion ensures that it issues qualifications and statements of attainment for training packages and accredited courses in accordance with the Australian Qualifications Framework.

Principles

- Under no circumstances will a qualification or Statement of Attainment be issued unless all requirements of the training package or course have been met.
- A systematic approach is used to ensure all evidence of competency is documented completely and effectively as part of the issuing a qualification process.
- AQF qualifications or Statement of Attainments issued by another RTO can be used by Orion for Credit Transfer and Recognition of Prior Learning.

Management Approach

Through its Student, training and marketing resources Orion places an emphasis on communicating sections of this policy targeted to the particular audience. Internally within Orion a number of business processes and work practices build on this communication to ensure that this policy statement is successfully applied. Most importantly Orion's training support team will ensure that all requirements mandated by the Australian Skills Quality Authority are met prior to a Qualification or Statement of Attainment being issued.

Qualification Protocol

All Vocational Education and Training Qualifications issued under the Australian Qualifications Framework by Orion Training include the following elements;

- Orion name, logo and national provider number
- Name of person receiving the qualification as provided at enrolment
- Nomenclature as in the Framework – Certificate I, Diploma
- Occupational or functional stream, in brackets (Fabrication)
- National code of qualification
- Date issued
- Authorised signatory
- The Nationally Recognised Training Logo
- The word, 'the qualification certified herein is recognised within the Australian Qualifications Framework; and
- Where appropriate, include the words, 'achieved through Apprenticeship/Traineeship arrangements.

The qualification will also identify the units of competency from Training packages that have been achieved including the national code and name for each unit of competence.

The level of consistency in the format required nationally is restricted to the name of the qualification being indicated first, followed by the word 'in' (for Certificates I-IV and Graduate Certificate) or the word 'of' (for Diploma, Advanced Diploma and Graduate Diploma) followed by the title. In the case of a general category and a more specific category the title should be written as the example below:

- Certificate III in General Category (specific if required)

Statements of Attainment Protocol

All Statements of Attainment issued in the Vocational Education and Training sector and issued by Orion include the following elements:

- Orion name, logo and national provider number;
- name of person who achieved the competencies or modules;
- date issued;
- a list (and/or attached list) of competencies that have been achieved (or modules where no competencies exist) including the national code for each unit of competence;
- Name of Training package or Accredited course;
- AQF qualification partly completed (if more than one, the most relevant may be chosen);
- authorised signatory;
- the Statement of Attainment may also include the Nationally Recognised Training logo and the State/Territory Training Authority logo; and
- the words 'This Statement of Attainment is recognized within the Australian Qualifications Framework'.

Credit Transfer

If upon enrolment a Student requests a Credit Transfer in recognition for Units of Competency previously completed with another RTO or AQF authorised issuing organisation that completed transcript must be an original or certified copy of the completed transcript.

Orion will then determine whether the application for Credit Transfer is accepted or where relevant gap training is required. Where the Student wishes to use Recognition of Prior Learning towards completion of a qualification a gap assessment will be undertaken.

RECORDS MANAGEMENT POLICY (26.0)

Purpose

The Orion Records Management Policy describes the approach undertaken by Orion to manage its electronic and hardcopy Student and organisational records.

Principles

- Orion treats its records as “assets” and this means managing them through their lifecycle from creation to destruction.
- Records are to be kept securely and managed confidentially in an environment where they are protected from anticipated threats and hazards.
- Records will be readily available for access by the Student request in a timely and professional manner.
- Orion’s electronic records will be regularly “backed up” with the “back up” stored at a different location (physical or cloud based) to the record source.
- Student Information stored electronically will be accurate with mechanisms in place to guarantee its accuracy and completeness.

- Where Orion has conducted training and assessment under a government-funded agreement or contract, the record-keeping requirements of that agreement or contract will be complied with

Management Approach

- 1) The network used to support Orion's storage of electronic records will follow a consistent and structured format.
- 2) Records no longer in use will be archived in accordance with the Standards for Registered Training Organisations (RTOs) 2015 and the Pre-qualified Supplier Agreements.
- 3) Orion's Quality Improvement Plan and internal audit activities will be used to support effective Record Keeping.
- 4) Should Orion cease to operate, Student Information will be provided to the Australian Skills Quality Authority within thirty days.
- 5) Orion has identified the Client Liaison Manager as co-ordinating the program to safeguard Student and organisational records.
- 6) Orion employees/ Trainers are not to use Orion's physical and/or electronic records for any reason other than the purpose for which their creation was intended.
- 7) All employees have an obligation to maintain accurate records regardless of their role. Employee failure to comply with record keeping policy requirements is serious and may result in disciplinary action which could potentially result in dismissal.

Thank You for undertaking your training with Orion Training and Performance Management.

We advocate the process of lifelong learning and trust you will enjoy the training process and outcomes achieved.

The Ultimate Learning Experience

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