

Student Handbook

RTO – 40378

RECRUITMENT.NURSING AGENCY.TRAINING.PSYCHOMETRICS.

cream 

OF THE CROP

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**Cream of the Crop Recruitment Pty Ltd
RTO No: 40378
Student Handbook 2011**

Important student Information – Please Read

Welcome to CREAM of the Crop Recruitment Pty Ltd. We trust you will find your time with us very rewarding and productive, and that you will enjoy the challenge of your studies.

As part of your induction program with us, you will be provided some important information and you can refer to this handbook which is designed to assist you in your time here with us at CREAM of the Crop Recruitment Pty Ltd.

CREAM of the Crop is committed to high standards in the provision of vocational education and training and other student services. The following Code of Practice describes the minimum standards of our training and other student services.

The purpose of the Code of Practice is to guide and enhance the conduct of staff and students in performing their duties in the training environment of CREAM of the Crop.

CREAM of the Crop maintains up to date and adequate insurance cover for the premises and facilities, as well as appropriate Workers Compensation and Public Liability Insurance. We comply with all relevant local, state and federal government regulations covering this type of organisation.

We are expected to maintain the highest ethical standards in marketing, advertising, administration and delivery of courses. We take great pride in our reputation and assure our students of our commitment to these standards.

Please feel free to speak to our dedicated staff members at any time to clarify any issues or queries you might have about CREAM of the Crop or your studies.

Yours Sincerely,
Simon Jones
Managing Director

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CODE OF CONDUCT

CREAM of the Crop seeks to create an environment where all persons are treated equitably and with respect, where person's rights are respected and where staff and students efforts are encouraged and their achievements given due recognition.

Staff and students should treat each other with respect. This involves:

- Courtesy and responsibility
- Avoiding unfair discrimination on grounds such as race, gender, national origin, sexual orientation, disability or religion
- Avoiding behaviour which might reasonably be perceived as harassing, bullying or intimidating
- Respecting the rights and property of others

CREAM of the Crop abides by the principles of the Privacy Act, however this allows the organisation to provide student contact details to State or Federal authorised personnel for the purpose of audit or upholding the law. A full explanation of our Privacy Policy is contained in this Student Handbook. Where a student confides in a staff member, the information should not be discussed with or revealed to others, except where this is necessary to take action or decisions concerning the student who has provided the information.

Students and staff are expected to carry out their duties in a professional, responsible and courteous manner and are to be accountable for their conduct and decisions.

Staff and students should exercise due care in undertaking their activities, particularly where others will rely on advice or information offered. Everyone has a duty to take reasonable care to avoid causing harm (including physical harm) to anyone thus, staff and students should actively promote safe working practices and environments for everyone using CREAM of the Crop facilities.

All training material and handouts are the copyright of CREAM of the Crop and cannot be copied for distribution to other parties.

Staff and students may not remove company equipment/material from the campus, except where this is necessary for use by the staff and students for CREAM of the Crop purposes and where they have appropriate permission. All property of CREAM of the Crop is to remain the property of CREAM of the Crop.

Resources should be used economically and waste avoided. Equipment, materials and CREAM of the Crop facilities should be treated with appropriate care and secured against theft or misuse. This ensures that the maximum level of resources are available to provide services to students.

The Management and Staff do not ever expect to discipline students who are undertaking a course. Misconduct is defined as relating to a student who, without reasonable cause, deliberately behaves in any of the following ways:

- Cheating or plagiarism,
- Breaches any CREAM of the Crop rule or instruction or fails to comply with the lawful direction.
- Acts or omits to act in a manner that may endanger the safety or health of another person.
- Unlawfully attempts to, or assaults, or causes a person to hold a reasonable fear for his or her safety or well-being;
- Regularly uses mobile phones during class participation
- Fails to show courtesy, respect and fairness to others
- Fails to attend assessments and/or submit assessments on time
- Uses obscene language, drunkenness or is under the influence of, or traffics any illegal substances
- Destroys or damages property
- Knowingly publishes any information held by CREAM of the Crop
- Breaches enrolment contract
- Significantly impairs the ability of a person to participate in any legitimate CREAM of the Crop activity.
- Acts in a manner that disrupts the peace and good order of CREAM of the Crop or brings it into disrepute.
- Divulges confidential information relating to a CREAM of the Crop matter.
- Causes damage to, or loss of property of CREAM of the Crop
- Makes a false representation regarding him or her as a CREAM of the Crop student
- Abuses, harasses, bullies, intimidates or threatens CREAM of the Crop students (including sexual harassment)
- Breaches CREAM of the Crop policy, including intellectual property, discrimination, computer or library facilities, health and safety, ethics and professional standards; and/or
- Breaches any Act of the Commonwealth or State to which CREAM of the Crop is subject, while at CREAM of the Crop or its premises (including any criminal actions and racial discrimination).

Show Good Cause: Students who continually commit minor acts of misconduct or commit an act of serious misconduct must show cause as to why they should not be dismissed from their course of studies. The decision of CREAM of the Crop Managing Director is final however an Appeals process is available.

CREAM of the Crop has a number of mechanisms in place to deal with student misconduct. These could include:

- Requested apology to those involved
- A verbal or written reprimand to the student
- Marks for that assessment are disallowed towards final result
- Fail the unit of study
- Probationary enrolment, subject to the student's ongoing good behaviour
- Require that the student restore, replace or compensate for an item stolen or maliciously damaged
- Suspend the student from CREAM of the Crop for a specified period of time, not exceeding six (6) months
- Cancel credit or enrolment for any subject
- Withhold results
- Exclude the student from CREAM of the Crop permanently
- A combination of the above
- If serious, referral to SA Police

The following principles underlie this policy:

Matters of student misconduct will be treated in a conciliatory manner. Individual circumstances, including extenuating factors, which may affect and individual's behaviour, will be taken into account.

Staff will make every reasonable attempt to assist students in difficulties. Students should be encouraged to change their behaviour rather than be threatened with disciplinary action.

Confidentiality is important in order to protect the rights of those involved and to minimise the likelihood of legal action for defamation.

Where misconduct is assessed as a criminal offence, the appropriate authorities (i.e. Police) may be contacted. The appropriate authority will institute its own procedures regarding action to be taken.

CREAM of the Crop is aware of issues such as civil liberties and personal freedom. We recognise that students do have the right of appeal where serious penalties have been imposed. Students may seek assistance from the Managing Director or appropriate State/territory Authorities when appealing a decision under these procedures.

CODE OF PRACTICE

1. Educational Standards: CREAM of the Crop is committed to providing the highest standard of services. This means that the trainers conducting our courses have appropriate qualifications, experience and ability to satisfy recognised professional industry performance standards.

We will provide a suitable learning environment, using modern facilities and equipment, and will provide high quality courses using proven training methods and the most up-to-date information based on current research.

We seek feedback from students on our courses to ensure that we are meeting their needs and that our training methods are relevant to industry standards. We have support services available in the form of tutorial assistance throughout a course to enable students to overcome problems with putting the training into practice.

- CREAM of the Crop complies and will continue to comply with all relevant legislative and regulatory requirements as a Registered Training Organisation (RTO).
- CREAM of the Crop utilises professional management practices and policies to maintain exemplary standards in the delivery of training and assessment services.
- CREAM of the Crop has the capacity to deliver and assess the qualifications for which we have been granted scope. We use appropriate methods and materials to cater for clients' learning and assessment needs.

- CREAM of the Crop provides clients with information regarding contractual and financial requirements prior to enrolment and keeps full and accurate records, including student progress and attendance. Client records are maintained with strict confidentiality.
- CREAM of the Crop has a fair refund policy which is documented and provided to each client prior to enrolment. In the unlikely event that we are not able to fulfil our obligations to you we have measures in place to ensure that you receive a refund.
- CREAM of the Crop is committed to principles of access and equity and will not unlawfully discriminate against clients. The obligations we place on our staff and students are to protect their health, safety and welfare and ensure as far as possible that learning experiences are positive and free of discrimination or harassment.
- CREAM of the Crop training and assessment strategies are developed in consultation with industry to ensure they are relevant to industry needs. Where your training or assessment occurs in a workplace. Evidence of your performance will contribute to our assessments.
- CREAM of the Crop is committed to continuously improving the services it offers and will seek feedback from you about the services you have received from us.
- CREAM of the Crop recognises that you may hold skills and knowledge that is relevant to your course outcomes. We will assist you to gain recognition for these skills and knowledge through a process called Recognition of Prior Learning (RPL).

2. Information Available: The information in this booklet and in the Student Enrolment Form will advise you of our refund policy, costs, certification to be provided for completion or partial completion of the course, details of competencies to be achieved by trainees, assessment procedures, arrangements for the recognition of prior learning, complaint or appeals procedure, facilities and equipment, and support services available to you. We will also go over these at orientation.

3. Student Guidance and Welfare: If you know of any impediment – physical, emotional or intellectual – that may affect your learning, please advise us on enrolment so we can arrange special learning and assessment methods to meet your needs.

This may be by:

- Providing support for our tutorials if required to assist with learning and any queries related to assignments.
- (Optional – fees apply) Offering Mentoring support during your Work Experience Placement
- Referring you to support agencies or Government Departments for guidance or assistance during and following training.

4. Refunds and Fees: A comprehensive Fees, Charges and Refunds Policy is included in this Student Handbook – please read this carefully

5. Operating Procedure Complaints, Grievance and Appeals

GENERAL PRINCIPLES

From time to time a course participant may feel aggrieved about certain processes or decisions that have been made in regard to their learning or assessments. CREAM of the Crop Recruitment Pty Ltd is committed to maintaining an effective complaints, grievance and appeal handling system.

The purpose of a complaint, grievance or appeal is to enquire into the processes and/or decisions, to determine if there was any unfairness or error that might constitute grounds for changing the process or decision, and to gain an agreed resolution by all parties.

The receipt of a complaint, grievance or appeal is taken seriously and is viewed as an opportunity to improve CREAM of the Crop's ability to meet the needs of its staff, participants and stakeholders.

Before an issue becomes a formal complaint

Students, clients or other relevant stakeholder's are encouraged, wherever possible, to resolve concerns or difficulties directly with the person(s) concerned. The Managing Director is available to assist students, clients or other relevant stakeholders to resolve their issues at this level.

Definitions

For the purpose of this procedure, the specific terms of 'complaint', 'grievance' and 'appeal' are to be understood as the following. However, the general term complaint can also cover all three.

- A **complaint** shall be defined as the dissatisfaction with any aspect of the service provided by CREAM of the Crop.
- A **grievance** shall be defined as the belief that the participant was discriminated against, treated unfairly or otherwise jeopardised from completing the training or assessment event to the best of their ability.
- An **appeal** shall be defined as an appeal against an outcome decision, which may be the decision of a previous complaint raised, or it may be the resulting marked decision of an exam or the outcome of a final assessment decision.

GUIDELINES

Any person enrolled in an accredited program through CREAM of the Crop RTO may raise a complaint or appeal with CREAM of the Crop and attempt an informal resolution. A complaint can initially be either a verbal complaint or a written complaint.

This procedure explains the steps that staff and participants are to take in the event of a complaint, grievance or appeal.

Complaints are to be lodged within 7 days of the incident or situation which led to the complaint.

The complaint is to be acted upon within 7 days of receipt of the complaint (whether it is verbal or in writing at this point in time) and where possible a determination is to be sought within 21 days of the original lodgement.

PROCEDURES

Complaints and Grievances

1. Upon receipt of a complaint the recipient must contact the Training Manager. Written complaints can be in any form (e.g. email, letter, report) and are to be signed and dated by the complainant. Verbal complaints shall be documented clearly by the recipient, and the document signed and dated by the complainant and recipient. Verbal complaints are to be treated with the same reverence as a written complaint.
2. CREAM of the Crop will provide written acknowledgement to the originator that the complaint, grievance or application for appeal has been received.
3. The Training Manager will conduct an investigation into each complaint, grievance or appeal received by the RTO. In the case of a complaint which personally involves the Training Manager, the Managing Director will conduct the investigation and review.

4. Where necessary, the Managing Director will convene an independent panel to review all evidence surrounding the complaint. The complainant will be given the opportunity to formally present his/her case to the panel at this time if they wish to do so. The complainant may also have a Support person present if they desire. The aim is to reach a consensus or appropriate resolution.
5. Post investigation, a written report of the outcomes will be sent to the complainant documenting all findings, any corrective action and the final decision. A copy of the report is to be signed and dated by the complainant and returned to CREAM of the Crop.
6. Should the originator of the complaint be dissatisfied with the decision or outcome, they have the opportunity to present their case to an external authority in accordance with relevant Legislation (e.g. the Anti-Discrimination Board), DFEEST or National Complaints Hotline.
7. The Training Manager and the Managing Director will be responsible for taking further action as a result of the outcome, including rectifying any substantiated complaint matters.

Appeals

1. Course participants appealing an assessment result or skills recognition outcome decision will be given the opportunity for reassessment by a different assessor or assessment team selected by the RTO. There will be no cost to the participant for a first re-assessment.
2. If the complainant is dissatisfied with the outcome of the assessment, skills recognition or complaint, they may appeal the decision reached in Stage One in writing to the Managing Director within 15 days of receiving the written report of the outcome of Stage One.
3. The Managing Director will appoint a person who was not involved in the original decision to consult with the complainant and other relevant parties. Where possible such consultations should take the form of face-to-face interviews so that the complainant has an opportunity to formally present their case. The complainant may ask another person to accompany them to interviews.
4. Once the Managing Director receives a report of the consultation procedure, they will provide a written report to the complainant on the further steps taken to address the complaint, clearly stating the reasons for the decision.
5. If the complainant is dissatisfied with the CREAM of the Crop complaints process and feels that he or she has not been given a fair hearing or that the process was not followed, the next step is for the complainant to contact the relevant state or territory registering body. Alternatively they can contact the Office of the Training Advocate on 1800 006 488 and they can refer them to the appropriate registering body.

For further information on complaints, please refer to 'Training Advocate' on page 15 of this document.

6. Access and equity: CREAM of the Crop is committed to providing opportunities for all people, regardless of their background. We support Government policy initiatives and provide access opportunities whenever we can, or seek assistance for students from relevant agency or departments.

We will meet the needs of individuals, and the community as a whole through the integration of access and equity guidelines. We will ensure that equity principles for all people are implemented through the fair allocation of resources and the right to equality of opportunity without discrimination.

CREAM of the Crop is committed to non-discrimination in any form when recruiting and selecting and at all times complies with equal opportunity and anti-discrimination legislation.

Equal opportunity is demonstrated whereby staff and students are not discriminated on the basis of race, sex, age, disability, sexuality, marital status. Students who need specialised assistance unavailable internally will be referred to external organisations appropriate to their needs.

The management of CREAM of the Crop reserves the right to refuse enrolment if there is reason to believe that the student's educational experience or other capabilities are insufficient for this course of study.

The Managing Director will be accessible for any complaints or questions that may arise from either equity or accessibility issues.

7. Previous Training: Skills Recognition / Mutual Recognition/ Credit transfer CREAM of the Crop supports the national policy of mutual recognition of qualifications and Statements of Attainment issued by other Registered Training Organisations (RTO), regardless of the location, provided that the RTO is registered to offer that qualification and all criteria covered is inline with ours as content can vary.

An application can be made if you believe that you have already attained the necessary skills and competencies elsewhere (work or other study etc.). You will be required to provide documentation to support your application.

A Recognition of Prior Learning (RPL) pack is available from reception on request. Note that fees apply to requests for RPL, and an application must be completed, lodged and assessed before the course starts.

8. Assessment Policy: Assessment is competency based and in accordance with the National Assessment Principle incorporating the standards of the Australian Quality Training Framework.

Assessment is designed to determine whether the student can demonstrate the target competencies at each stage of training. Students who are unable to demonstrate competency at a given time or who successfully appeal assessment results will be re-trained before being reassessed at a later date.

Competency Based Assessment? To be eligible to pass your qualification, you must satisfactorily complete all the requirements of your unit of competency within a given time. This means that you will be assessed in terms of being able to do the job to industry standards.

How will I be assessed? All assessment is set out in the overview to each competency or competencies which are provided to you at the commencement of each lecture or class. Once this assessment has been successfully completed, you will receive a result which will count towards your qualification.

Assessment methods include **Observation** – the completion of a specified task or set of procedures, normally performed under close supervision, using a detailed checklist.

Oral questioning – a response is provided to a series of questions presented in order to demonstrate understanding of principles or reasoning behind the action taken.

Theory Assessments – a written response item consisting of a question/s with answers of a single word, a few words, a sentence, or paragraph.

Results Assessments will be marked "competent" or "not yet competent." Units of competency results will be recorded for you. At the completion of your course or individual units, your Transcripts / Qualification will be issued. If you do not complete your course you will be eligible for a transcript of results for any units of competency achieved.

Final Grading Final grading for individual units/competencies following each semester will be made through provision of a written Statement of Results issued officially. Final grades in any competency will be made available to individual students by way of a Transcript of results or on the completion of all competencies, a Qualification Award.

What is a Unit of Competency? A unit of competency is like a subject or unit of study. It is made up of elements and their associated performance criteria. Competencies are subdivided into elements, and elements are further subdivided into performance criteria. You will need to successfully demonstrate the skills contained in both the elements and the performance criteria.

9. Special Consideration: If a student considers that their performance in an assessment may be affected by any special circumstance, or they feel that they were disadvantaged when the assessment was conducted then they may apply for special consideration. These may include but not be limited to: accident, bereavement, compassionate circumstances illness, disability personal injury, language or literacy difficulties.

An application for special consideration must be made in writing at least 24 hours prior to or 48 hours after an assessment date clearly stating the reason for the application and also providing any supporting evidence.

The outcome of a "special consideration application" will be given in writing to the student. If special consideration is approved the student will be granted one or more of the following options: have an extension of time, provided with another assessment, be given an oral rather than a written assessment. If the approval for special consideration is not granted the student will be informed in writing stating the reasons for the outcome. Students may appeal the outcome through the standard complaint / appeals process.

10. Privacy and Access to Student Records: Student records are kept in a secure location and we abide by the requirements of the Privacy Act. A full explanation of our Privacy Policy is contained later in this Student Handbook. Information is collected only for purposes directly related to a function or activity of our business. Access to files is restricted to Management and Administration. However there may be times when we need to share that information with government bodies involved in auditing our business. Students can request to view their files at any time in the company of one of the above members of staff.

GENERAL INFORMATION FOR STUDENTS

New students have an orientation/registration session prior to commencement of programs of study. At this time, students are given comprehensive information regarding their programs of study, delivery methods, assessment methods and dates and are made familiar with the policies and procedures which will affect you in your study.

Student enrolment is subject to the following criteria: -

- The Satisfactory result of an Australian Federal Police check
- Successfully completing the pre-enrolment Interview & Assessment
- Receipt of initial/1st payment

1. House Rules

- Bikes are not allowed in CREAM of the Crop premises
- Mobile phones must be switched off during class times.
- Eating and drinking during class times is prohibited
- Photocopies are available from reception for a nominal fee
- Books that are borrowed from CREAM of the Crop library must be recorded at the reception and duly returned within the agreed time
- CREAM of the Crop is a smoke free zone.
- Good hygiene is expected from everyone
- Smart casual dress code is requested
- Under no circumstances are students allowed behind the reception desk or in the staff room.
- Please use the waste bins provided.
- Please respect CREAM of the Crop as a centre of learning and not a meeting place for socialising.

2. Rights and Responsibilities

Students and staff at CREAM of the Crop have a right to work and study in an environment free from harassment, discrimination or threatening behaviour.

Students must agree to accept and abide by policies and procedures, follow rules and regulations, and participate in studies as directed by your program.

CREAM of the Crop has policies and procedures that protect students' rights and responsibilities. These policies adhere to the following legislation and Acts.

- Equal Opportunities Act (SA) 1984
- Sex Discrimination Act (Commonwealth) 1984
- Occupational Health & Safety Act
- Racial Discrimination ACT (Commonwealth) 1975
- Disability Discrimination Act (Commonwealth) 1992
- Racial Vilification Act (SA) 1996
- Age Discrimination Act (Commonwealth) 2004
- Human Rights & Equal Opportunities Commission Act (Commonwealth) 1986
- Freedom of Information Act 1991
- Training Skills Development Act 2008

Students at CREAM of the Crop have the right to the following;

- Be treated fairly and with respect and courtesy
- Learn in an environment free of discrimination and harassment
- Learn in a supportive and safe environment
- Have personal records kept private, subject to statutory requirements
- Be given information about assessment procedures at the beginning of the subject
- Make a complaint to any staff member without fear of victimisation
- Receive feedback on progress

Policies

There are a number of policies relating to educational issues that may affect your study. These policies are available on the website and will be referred to during orientation.

3. Dress Code

Students are expected to be in smart/casual dress and enclosed shoes during classroom training (smart/casual excludes sleeveless tops, thongs, clothing with inappropriate slogans). Whilst on work placement students are required to be dressed in Black & White (i.e. black pant/knee length skirt, black enclosed shoes and white collared top either shirt or polo t-shirt)

4. Work Placement Expectations

Work placement is an opportunity for students to put into practice all the learning they have received during the theory section of their course while under the supervision provided by your host facility. You will have the opportunity to firstly observe experienced carers and nurses.

When your supervisor is confident that you have a good understanding of procedures etc. they will then encourage you to assist.

Please be mindful that the work placement contributes to the successful completion of your qualification, in addition to this you are being assessed and monitored for possible employment opportunities both by your host facility and our Nursing Agency.

While you are on placement you are representing CREAM of the Crop and future Students.

As a Student of CREAM of the Crop you MUST:

- adhere to all Privacy/Confidentiality policies;
- wear your 'Workplace Trainee Identification' badge at all times;
- notify both CREAM of the Crop and the host facility of non attendance;
- be dressed in Black & White (i.e. black pants/knee length skirt, black enclosed shoes and white collared top either shirt or polo t-shirt);
- be polite and respectful of both colleagues and residents/clients;
- ask a 'responsible person' if unsure of role or procedures;
- make themselves aware of host facilities OHS/Infection Control & Lifting policies;
- adhere to roster and break times;
- note all contact and emergency numbers in the facility;

Student's DO NOT:

- administer any medications;
- work outside their scope of learning;
- use bad language;
- smoke on facility grounds;
- use mobile phones/IPods on placement;

CREAM of the Crop is committed to providing a positive and professional learning experience and outcome for you. To ensure that you get the most out of this experience your trainer will:

- Attend an initial interview with you at the host facility;
- Attend a site visit at the end of the first week;
- Complete a satisfaction call to you in the second week;
- Attend a site visit and assessment in the third week;

At all times of your placement you will have access to your trainer or the training manager for additional support/guidance either via phone or email.

5. Evacuation:

Note: All sites will be clearly sign posted and demonstrated

6. Health & Safety

If you witness a medical emergency or an accident involving injury, you must report it immediately to your supervisor at CREAM of the Crop so that first aid can be arranged without delay and any hazards can be eliminated.

Ambulance cover

Medicare does not cover ambulance costs. If an ambulance takes you to hospital, you will have to pay the ambulance charge. As the current rate for ambulance transport is approximately \$500, you may wish to consider insurance which includes ambulance cover.

Emergency procedure and evacuation

- If there is an emergency, you should notify the nearest available staff member.
- On the sound of an alarm or the advice of an emergency warden, collect your valuables and evacuate the building quickly and calmly by the nearest exit door and then proceed to the assembly area as directed. Do not use lifts in the case of fire. All class groups should remain together so that staff can easily determine if all people are accounted for.
- If you are away from your normal class area, follow the warden's instructions in the area you are in. You can recognise a warden by the yellow protective helmet. Do not attempt to return to your class area until directed by a warden.
- Assist any people with special needs to evacuate the building if possible.
- When you reach the emergency assembly area, remain there until you are given the all clear or you are dismissed by the emergency warden. You must not re-enter the building until the all clear has been given.

Health and hygiene

For the health and comfort of all students and staff, you are asked to maintain an acceptable standard of personal hygiene and use all facilities provided appropriately.

- All rubbish should be placed in bins.
- Classrooms and worksites should be left in a clean and orderly state.
- If you are a smoker, please ensure you are smoking in a designated area and you dispose of your cigarette butts in the appropriate bins/containers.
- You may not consume food and drink in classrooms or worksites unless specifically authorised by staff.
- Student areas should be kept clean, particularly the communal fridges and microwave ovens.

Insurance

If you are studying as an employee of another company, you are covered against accidents through your employer's workcover. If you are not employed, or you are attending a course out of work time which is not sponsored by your employer, you are advised to seek private insurance.

Reporting hazards

It is your responsibility to report any hazards you see that may cause injury or damage. Please report these hazards to your supervisor or other staff as soon as possible.

Smoking

As a consequence of medical evidence of the health risks associated with tobacco smoking and non-smokers who are subjected to it, there are restrictions on where you can smoke on CREAM of the Crop sites.

Smoking is prohibited in all CREAM of the Crop buildings, including entrances. Smoking is allowed in designated areas clearly marked with 'Smoking Area' signs.

Alcohol and Other Drugs Policy

CREAM of the Crop has a responsibility under the Occupational Health, Safety and Welfare Act, 1986 to create and maintain a safe and healthy environment for all employees, students and visitors. While engaged in CREAM of the Crop activities, you should not be adversely affected by alcohol and other drugs, and should observe local, state and federal laws in relation to using, possessing, and giving or selling alcohol and other drugs.

You are expected to ensure your own safety and the safety of others at all times, and should refrain from any conduct, including alcohol and other drug use, that could affect your own performance or the safety and wellbeing of others.

If you are using prescribed medications, you must consider whether there are possibilities of any problems arising within the CREAM of the Crop environment. In particular, you must not operate vehicles or machinery if you are taking prescribed medication that may impair your ability to do so safely.

It is important that you inform your lecturers and supervisors of any likely problems and brief them on the response to follow to assist you to overcome any difficulties.

If you need some support in dealing with an alcohol or other drug problem, you are encouraged to seek confidential help from your supervisor. If you do not seek assistance for such a problem an your behavior is unsafe, inappropriate or impacts on others, disciplinary action may be taken against you.

7. Maximum Time Limits for Course Completion

CREAM of the Crop expects students to progress with minimum interruption towards completion of their course. To be eligible for a Statement of Attainment, or Certificate, a student must successfully complete all specified requirements in the course within the time frame specified in Table 1 below. Periods of deferment or absence without approval are part of the timeframe calculation.

If a student reaches the maximum time limit for course completion and has not completed the course they will be deemed as “not competent” and will be required to re-enrol in that course or unit of competency.

Students re-enrolling in a course or unit of competency due to a time limit infringement will be required to pay the full course tuition fee.

Table 1

Type Of Course	Maximum Time Limit
Individual Unit of Competency	2 Weeks after Unit assessment date
Certificate Course	2 Weeks after final course assessment date
Special Short Course	2 Weeks after final course assessment date

Time limits also include

- Student Work Experience Hours
- Student Log book Hours
- Assignment
- Assessments
- Assessment Re-sits
- Periods of deferment or absence from the course without approval

FEES, CHARGES AND REFUND POLICY

1. Fees and Charges

CREAM of the Crop Recruitment Pty Ltd will provide the following information for each course:

- The total amount of all fees including course fees, administration fees, materials fees and any other charges. Course, administration and materials fees vary according to the nature and length of the course.
- payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee
- the nature of the guarantee given by the RTO to complete the training and/or assessment once the student has commenced study in their chosen qualification or course
- the fees and charges for additional services, including such items as issuance of a replacement qualification testamur and the options available to students who are deemed not yet competent on completion of training and assessment, and CREAM of the Crop’s refund policy.
- Where CREAM of the Crop collects student fees in advance it will ensure it will accept payment of no more than \$1000 from each individual student prior to the commencement of the course. Following course commencement, CREAM of the Crop may require payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid, which is attributable to costs yet to be incurred on behalf of the student for tuition or other services yet to be delivered to the student, does not exceed \$1,500.
- Clients who have lost their original Certificate of Qualification or Statement of Attainment will be charged a fee of \$55.00 (including 10% GST). This payment must be received before the duplicate qualification is issued.
- The CREAM of the Crop Recruitment Pty Ltd reserves the right to withhold any Certificate of Completion or Statement of Attainment achieved by the student, if student fees remain outstanding.
- Fees for Recognition of Prior Learning (RPL), which are typically as follows:
 - \$150 administration fee
 - \$200 per module assessed
 - Other non-standard fees as required
 - A minimum fee of \$550 applies

2. Student requests to Withdraw, Cancel or Vary a Course booking:

All cancellations or variations to course bookings must be received in writing or via email. The date of effect for refund or other purposes shall be the date that CREAM of the Crop receives written advice by email or letter accompanied by any relevant supporting documentation. Text, (SMS) advice will not be acceptable.

3. Refund Policy

CREAM of the Crop's Refund and Fee Protection Policy is designed to safeguard the fees of all students. This policy sets out the circumstances under which students may claim a refund and the associated procedures for handling refunds.

3.1 Course Cancellation, Course Rescheduling or Course Full

Students will receive a refund of fees paid according to the table below and there will be no administration charge in the following circumstances:

Reason	Refund Available
The course is rescheduled to a time and location that is unsuitable for the student.	Full Refund
A student is not given a place due to the Course being full.	Full Refund or placement in the next available course if suitable to the student
The RTO, for its own reasons, is unable to fulfil its obligation to the student to complete the course	Partial refund determined by the number of modules completed/incomplete
Note: CREAM of the Crop reserves the right to cancel or reschedule any course. Should this occur, the payee is entitled to a full refund or re-schedule of training at no extra charge if available. CREAM of the Crop will not be liable for any claims arising from course cancellation.	

3.2 Withdrawal 2 weeks or more, before Course commencement

A full refund of deposits paid (less administration fee of \$60) will apply if a student withdraws 2 weeks or more before the course commences. However, students are strongly advised to consider their work and/or personal commitments before enrolling to avoid this situation occurring.

3.3 Withdrawal less than 2 weeks before Course commencement

A 50% refund of the course fee (less administration fee of \$60) will apply if a student withdraws for personal reasons beyond their control. Acceptable personal reasons may include:

- sickness (verified by a medical certificate)
- change of employment hours or location (verified by employer)
- other reasons deemed valid at CREAM of the Crop's discretion

3.4 Withdrawal after Course commencement

No refund will be granted if the student withdraws after the course has commenced. Non-attendance at any course will incur an administration cost equivalent to the full course cost (students are strongly advised to consider their work and/or personal commitments before enrolling to avoid this situation occurring).

3.5 Deemed "Not Yet Competent", or failure to participate in assessment stage, or Unacceptable Behaviour leading to expulsion

There is no refund to students who:

- are deemed "Not Yet Competent" after the assessment.
- fail to participate in an assessment(s) to its successful conclusion.
- are expelled from the course having breached the standards of behaviour required under our Student Code of Ethics

3.6 Replacement Student

A replacement student can be nominated by a student who has withdrawn, subject to them being assessed by CREAM of the Crop as suitable and only if the course hasn't already commenced. All fees due by the replacement student must have been received by CREAM of the Crop, prior to release of any refunds due to the withdrawing student. An administration fee of \$60 will be deducted from any refunds due to the withdrawing student.

3.7 Recognition of Prior Learning

If a student is able to produce evidence of a successful application for RPL in parts of a course where the full fees have been paid, they may apply for a full refund of fees (minus the RPL application fee) for that subject/s. RPL fees are provided in Item 1 "Fees and Charges" of this Fees, Charges and Refunds Policy.. RPL evidence must have been provided in full prior to the Course Commencement

3.8 Procedures for applying for refunds

To apply for a refund, students can download the Fee Refund/Withdrawal Application Form from the CREAM of the Crop website. The Training Manager will consider each application and advise the student in writing within 3 weeks of receiving the application. The decision as to whether the student will receive a refund or partial refund will be made based on the grounds for refunds specified above.

3.9 Payment of Refunds

If a decision has been made to pay a refund, CREAM of the Crop will pay the refund within 2 weeks of the decision being made to pay a refund. The payment will be made to the same person or body from whom the payment was received on behalf of the student. This includes credit cards so where credit cards are used for payment, CREAM of the Crop will refund that credit card.

4. Complaints and appeals

In the event that the student is unhappy with the outcome of their application for a refund or fees charged, the student may lodge a complaint under the CREAM of the Crop Student Complaints, Grievances and Appeals Process. The existence of this policy and complaints and appeals processes does not stop students taking action under Australia's consumer protection laws.

TRAINING ADVOCATE

If you are a CREAM of the Crop student and have any complaints or concerns relating to your studies or on the job training, you may seek advice and assistance from the Government of South Australia's Office of the Training Advocate.

The Training Advocate can help by:

- Providing information about vocational education and training
- Listening to your concerns
- Investigating complaints or referring them to another authority who can deal with them
- Continually looking for ways to assist the state government to improve the training system

You can expect:

- Prompt attention
- Confidentiality
- Respect
- Fairness
- Impartiality
- Recognition of your rights
- Free consultation

For further information, visit www.trainingadvocate.sa.gov.au or phone 1800 006 488.

CREAM of the Crop PRIVACY POLICY

This statement outlines CREAM of the Crop's policy on how (COTC) uses and manages personal information provided to or collected by it. CREAM of the Crop is bound by the National Privacy Principles contained in the Commonwealth Privacy Act. CREAM of the Crop may, from time to time, review and update this Privacy Policy to take account of new laws and technology, changes to operations and practices and to make sure it remains appropriate to the changing business environment.

Throughout this document "individual" refers to any person who uses, or wishes to use the services of CREAM of the Crop. This may include, but is not limited to candidates seeking work and/or employment services, students and trainees of CREAM of the Crop's Registered Training Organisation, contractors, persons undertaking psychometric assessment, and any other persons who come into contact with CREAM of the Crop.

INFORMATION COLLECTED The type of information CREAM of the Crop collects and holds includes, but is not limited to, personal information, including sensitive information, about individuals and guardians, (where the individual is under 16 years of age), before, during and after any service provided by CREAM of the Crop

INFORMATION PROVIDED CREAM of the Crop will generally collect personal information held about an individual by way of forms (either on-line or paper based) filled out by guardians or individuals, face-to-face meetings, assessments and interviews, correspondence, and telephone calls. On occasions people other than guardians and individuals provide personal information. In some circumstances CREAM of the Crop may be provided with personal information about an individual from a third party, for example a report provided by a medical professional or a reference from another organisation, or test results.

EMPLOYEE RECORDS Under the Privacy Act the National Privacy Principles do not apply to an employee record. As a result, this Privacy Policy does not apply to CREAM of the Crop's treatment of an employee record, where the treatment is directly related to a current or former employment relationship between CREAM of the Crop and employee.

USE OF PERSONAL INFORMATION CREAM of the Crop will use personal information it collects from you for the primary purpose of collection, and for such other secondary purposes that are related to the primary purpose of collection and reasonably expected, or to which you have consented. In relation to personal information of individuals, CREAM of the Crop's primary purpose of collection is to enable CREAM of the Crop to provide employment services and/or psychometric assessment and/or training for the individual.

The purposes for which CREAM of the Crop uses personal information of individuals include:

- day-to-day administration;
- looking after individuals' employment, educational, social and medical well-being;
- marketing for CREAM of the Crop; and,
- to satisfy CREAM of the Crop legal obligations and allow CREAM of the Crop to discharge its duty of care. In some cases where CREAM of the Crop requests personal information about an individual, if the information requested is not obtained, CREAM of the Crop may not be able to provide the individual with a full range of services or it may reduce the quality of servicing. In relation to personal information of individuals, CREAM of the Crop primary purpose of collection is to provide employment services and/or psychometric assessment and/or training.

The purposes for which CREAM of the Crop uses personal information of individuals include:

- assessing suitability of an individual for a position or contract or course and in administering the individual's employment contract or course, as the case may be;
- for insurance purposes;
- seeking funds and marketing for CREAM of the Crop; and,
- to satisfy CREAM of the Crop legal obligations. CREAM of the Crop treats marketing for the future growth and development of CREAM of the Crop as an important part of ensuring that CREAM of the Crop continues to be a quality recruitment provider and learning environment in which both individuals and staff thrive. RTO publications, like newsletters and magazines, which include personal information, may be used for marketing purposes.

DISCLOSING PERSONAL INFORMATION CREAM of the Crop may disclose personal information, including sensitive information, held about an individual to:

- another RTO or Employment Service Provider;
- government departments;
- medical practitioners;
- people providing services to CREAM of the Crop, including specialist visiting trainers;
- recipients of CREAM of the Crop publications, like newsletter and magazines; and, anyone you authorise CREAM of the Crop to disclose information to.
- CREAM of the Crop will not send personal information about an individual outside Australia without obtaining the consent of the individual, in some cases the consent will be implied, or otherwise complying with the National Privacy Principles.

SENSITIVE INFORMATION in referring to 'sensitive information', CREAM of the Crop means information relating to a person's:

- racial or ethnic origin;
- political opinions;
- religion;
- trade union or other professional or trade association membership;
- sexual preferences; criminal record, that is also personal information; and, health information

Sensitive information will be used and disclosed only for the purpose for which it was provided or a directly related secondary purpose, unless you agree otherwise, or the use or disclosure of the sensitive information is allowed by law.

MANAGEMENT AND SECURITY OF PERSONAL INFORMATION CREAM of the Crop staff are required to respect the confidentiality of individuals' personal information and the privacy of individuals. CREAM of the Crop has in place steps to protect the personal information CREAM of the Crop holds from misuse, loss, unauthorised access, modification or disclosure by use of various methods including locked storage of paper records and passworded access rights to computerised records.

UPDATING PERSONAL INFORMATION CREAM of the Crop endeavours to ensure that the personal information it holds is accurate, complete and current. A person may seek to update their personal information held by CREAM of the Crop by contacting the Operations Manager of CREAM of the Crop at any time to obtain a "Request for Access of Confidential Records" authorisation form. The National Privacy Principles require CREAM of the Crop not to store personal information longer than necessary.

RIGHT TO CHECK PERSONAL INFORMATION HELD BY CREAM of the Crop Under the Commonwealth Privacy Act, an individual has the right to obtain access to any personal information which CREAM of the Crop holds about them and to advise CREAM of the Crop of any perceived inaccuracy. There are some exceptions to this right set out in the Act. Individuals will generally have access to their personal information. To make a request to access any information CREAM of the Crop holds about you, contact the Operations Manager. CREAM of the Crop may require you to verify your identity and specify what information you require. CREAM of the Crop may charge a fee to cover the cost of verifying your application and locating, retrieving, reviewing and copying any material requested. If the information sought is extensive, CREAM of the Crop will advise the likely cost in advance. The Operations Manager will need to authorise the charging of a fee for this service.

ENQUIRIES For further information about the way CREAM of the Crop manages the personal information it holds, please contact the Operations Manager.