



## **Student Handbook**

## Table of Contents

<b>Welcome to Connect Skills Institute.....</b>	<b>5</b>
<b>Training Facilities .....</b>	<b>6</b>
<i>Victoria, Registered Office (Connect Skills Institute) .....</i>	<i>6</i>
<i>New South Wales Training Facility (Connect Skills Institute &amp; My Property Training) .....</i>	<i>6</i>
<b>About Connect Skills Institute.....</b>	<b>6</b>
<b>Student Admissions .....</b>	<b>7</b>
<i>Enrolment Form.....</i>	<i>7</i>
<i>Language, Literacy and Numeracy.....</i>	<i>8</i>
<i>Recognition of Prior Learning (RPL).....</i>	<i>8</i>
<i>Credit Transfer (CT) .....</i>	<i>9</i>
<i>Process for Credit Transfer .....</i>	<i>11</i>
<b>Course Information .....</b>	<b>12</b>
<i>Available courses.....</i>	<i>12</i>
<i>Course Packaging .....</i>	<i>12</i>
<i>Codes and Units.....</i>	<i>13</i>
<i>Resources.....</i>	<i>13</i>
<b>Modes of Delivery.....</b>	<b>13</b>
<i>Online Delivery.....</i>	<i>13</i>
<i>Online Delivery + Workshop .....</i>	<i>13</i>
<b>Student Information .....</b>	<b>14</b>
<i>Unique Student Identifier (USI).....</i>	<i>14</i>
<i>Student Computers.....</i>	<i>14</i>
<i>Online Services.....</i>	<i>14</i>
<i>Student Support Services.....</i>	<i>15</i>
<i>Resources.....</i>	<i>16</i>
<i>How To Access Support .....</i>	<i>16</i>
<i>External Student Welfare Support Services.....</i>	<i>17</i>
<i>Updating Personal Details.....</i>	<i>18</i>
<i>Student Code of Conduct.....</i>	<i>18</i>
<i>Timetable/Scheduling.....</i>	<i>19</i>

<i>Workshops</i> .....	19
<i>Social Media</i> .....	20
<b>Assessment and Study Requirements</b> .....	<b>21</b>
<i>Re-assessment</i> .....	21
<i>Assessment Marking</i> .....	22
<b>Access to Academic Progress</b> .....	<b>22</b>
<i>Course Progression</i> .....	23
<i>Submission of Assessments</i> .....	23
<i>Plagiarism and Cheating</i> .....	24
<b>Feedback &amp; Surveys</b> .....	<b>24</b>
<i>Feedback</i> .....	24
<i>Survey</i> .....	25
<i>Employer Engagement</i> .....	25
<i>Department of Education Contact</i> .....	25
<b>RTO Regulatory Obligations</b> .....	<b>26</b>
<i>Quality of training and assessment</i> .....	26
<i>Issuing AQF certification documentation</i> .....	27
<b>Student Administration</b> .....	<b>28</b>
<i>Student Files</i> .....	28
<i>Student Withdrawals</i> .....	28
<i>Student Completions</i> .....	28
<i>Student Certificates</i> .....	29
<i>Career Pathways</i> .....	29
<b>Complaints and Appeals</b> .....	<b>29</b>
<i>Complaints</i> .....	30
<i>Appeals</i> .....	30
<b>Finance</b> .....	<b>31</b>
<i>Connect Skills Institute Guarantee</i> .....	31
<b>Fees and Charges</b> .....	<b>32</b>
<i>Pay in full   Available for Online or Online + Workshop</i> .....	32
<i>Payment Plan   Available for Online</i> .....	33
<i>Fee Payment Options</i> .....	33

<i>Outstanding Fees</i> .....	34
<i>Refund Policy</i> .....	34
<b>Other Fees</b> .....	<b>36</b>
<i>Concession Fees</i> .....	37
<b>General Information</b> .....	<b>38</b>
<i>Access and Equity: Fair Treatment and Equal Benefits and Opportunity</i> .....	38
<i>Reasonable Adjustment</i> .....	39
<i>Occupational Health and Safety</i> .....	39
<i>RTO Closure (Student support)</i> .....	40
<i>Privacy/Security of Personal Information</i> .....	41
<i>Harassment and Discrimination</i> .....	42

## Welcome to Connect Skills Institute

On behalf of the learning and development team at Connect Skills Institute, we would like to welcome you to our training organisation.

Now that you have committed to achieving your goals, Connect Skills Institute commits to ensuring a safe and supportive learning environment, providing you with quality training and assessment to achieve those goals.

Please take the time to read through this handbook as it contains essential information about the learning process.

We are here to support you from start to completion. Should you need our help at any time, our training and administration team will be more than happy to help you.

All the best and good luck with your studies,

The Connect Skills Institute Team  
[www.connectskillsinstitute.com.au](http://www.connectskillsinstitute.com.au)  
RTO: 31474  
ABN: 89 069 852 133

## Training Facilities

Victoria, Registered Office (Connect Skills Institute)

41 Caravel Lane, Docklands, VIC, 3008

Phone: 1300 206 632

Email: [admin@connectskillsinstitute.edu.au](mailto:admin@connectskillsinstitute.edu.au)

### Opening Hours

Monday to Saturday: 9am-5pm

Sunday: Closed

### Parking

Secure Parking located just around the corner in 401 Doepel Way Docklands, alternatively there is Harbour Town Shopping Center Secure Parking at 80 Waterfront Way, Docklands.

### Transport

Tram Station Stop D11 Harbour Town Shopping Centre Docklands is available from Docklands Drive.

New South Wales Training Facility (Connect Skills Institute & My Property Training)

Suite 9, Level 7/428 George St, Sydney NSW 2000

**Training Room Only.** Please make sure you have a workshop booking before arrival.

## About Connect Skills Institute

Connect Skills Institute is a registered training organisation in the vocational education training (VET) sector which delivers nationally recognised courses.

We provide training through our online training facility as well as optional workshops.

We are responsible for the compliance of our training and assessment as guided by the National VET Regulator.

Connect Skills Institute is committed to ensuring you are provided with all the tools and information required to complete your chosen educational pathway successfully. To support you in your study journey, we have put together this Student Handbook. It includes all the information you will need as a student.

If you need further information or clarification at any time, please don't hesitate to contact your trainer or one of our staff.

## Student Admissions

There are no prerequisites required for students to undertake our courses.

If you hold a current Centrelink concession card or are a registered job seeker, and wish to claim a concession (10% discount) please email us at [admin@connectskillsinstitute.edu.au](mailto:admin@connectskillsinstitute.edu.au) or start a LiveChat.

## Enrolment Form

All students wishing to apply for entry into a qualification delivered by Connect Skills Institute will be required to complete a Student Enrolment Form either online or offline.

Students must sign a declaration or tick a checkbox that they have read and understand the Student Handbook.

## Language, Literacy and Numeracy

A pre-training Language, Literacy and Numeracy (LLN) test is an evaluation of an individual's current competencies to determine suitability for the chosen qualification or course.

The LLN test is completed online within the student portal.

The outcome of this test will dictate whether you meet the selection criteria and whether there is a need to provide any additional support while undertaking study.

## Recognition of Prior Learning (RPL)

Recognition of Prior Learning is an acknowledgement of your current skills and knowledge that you have obtained through formal training and work experience against each unit in a qualification. An RPL assessment can be used to qualify for partial or full recognition in a qualification. Applications for RPL should be made before course commencement.

If you consider you are already competent in specific units of competency from your chosen course, you may be eligible to be granted an exemption if:

- Your prior learning and experience is relevant to this course
- You can supply proof of subject-relevant formal training (Conducted by industry or educational institutions in Australia), or work experience.
- Can provide authenticated documents or samples of work demonstrating relevance.

We have waived the one-time \$199 administration fee for all RPL applications and it is included in your course fee.

There is no additional charge for RPL applications.



An RPL kit will be provided to an applicant which includes five easy steps to gauge eligibility and suitability:

- Step 1 – Interview for RPL – When an applicant decides to apply for RPL, Connect Skills Institute will conduct an RPL suitability assessment by interview through phone or in person. Please select a suitable time for an interview and book in for a callback via this link:  
<https://connectskillsinstitute.edu.au/student-information/recognition-of-prior-learning-rpl/>
- Step 2 - Complete the self-assessment questionnaire (and/or complete interview)
- Step 3 - Complete the RPL application form
- Step 4 - Provide your evidence
- Step 5 - Submit your RPL application for assessment

The granting of RPL may shorten the course duration. Successful applicants will be notified who will then complete the remaining units to complete their course.

### Credit Transfer (CT)

Credit Transfer is where you may be granted acknowledgement on the basis of prior studies gained through other Registered Training Organisations or Education providers such as TAFE and universities.

Applications for credit transfer should be made before course commencement.

For example, you may have completed the same unit of competency at another institution undertaking another course. This will be verified if the unit has the same title and unit code number.

Connect Skills Institute will check your statement of attainment/qualification for authenticity by contacting the RTO who generated the document.

Connect Skills Institute holds the right to refuse any statement of attainment/qualification that is deemed to be flawed or fraudulent.

If a course title or code doesn't precisely match, a mapping process can be conducted to determine whether the unit requirements have been met at the discretion of Connect Skills Institute Assessors. This also includes units/qualifications held from previous training packages.

Where Credit Transfer is being applied you must provide the unit, subject or competency information in the statement format and the original documents including the qualification and related statements of attainment must be produced.

The granting of credit transfer may shorten the course duration. You will be advised of this upon finalisation of the credit transfer process.

Connect Skills Institute does not charge fees for credit transfer.

Connect Skills Institute is not obliged to issue a qualification or statement of attainment that is achieved wholly through recognition of units and/ or modules completed at another RTO or RTOs. In some cases, licensing or regulatory requirements may prevent a unit or module being awarded through a credit process.

## Process for Credit Transfer



### Step 1

Indicate you would like to apply for credit transfer at the time of enrolment in the student portal or via email. For assistance, email: [admin@connectskillsinstitute.edu.au](mailto:admin@connectskillsinstitute.edu.au)

### Step 2

Upload a legible copy of your academic record or give us permission via [www.usi.gov.au](http://www.usi.gov.au) to access your USI transcript. You are able to activate this permission online at any time at [usi.gov.au](http://usi.gov.au).



### Step 3

Once your evidence has been emailed or uploaded for review, we may contact the previous education provider to verify your academic record or request further information from you.

### Step 4

We will provide our decision to you via the student portal. If the credit transfer is accepted, your student record will be updated to reflect your credit.



\*Step 2: For a Registered Training Organisation (RTO) to be able to access a student's USI transcript, they will need to give permission to the RTO. Please see the below instructions:

- Go to [www.usi.gov.au](http://www.usi.gov.au) and select "Student Login"
- Agree to the terms and conditions and login to your account

- Select **“Provide your USI”**
- Scroll down to the bottom of the page until you see **Set up access to your USI Account/Permissions**. Click on the **“Add Organisation”** button
- You will then be able to search for your training organisation by either their **Organisation Code** or **Organisation Name**. Enter these details and press **“Search”**
- A list of organisations will appear. Once you have found the correct training organisation, press the **“Add”** button
- You will see the Organisation Details at the top. Below will be your permissions **View Transcript, View Details** and **Update Details**
- Select which permissions you wish to give your training organisation, then select how long you would like to give permission to your training organisation
- Select the **“Save”** button
- Once you have saved the permissions you can still **Edit** or **Remove** the permissions

If you require further assistance, please contact the **Office of the Student Identifiers Registrar** on **1300 857 536** between 9am and 5pm Australian Eastern Time Monday to Friday.

## Course Information

Connect Skills Institute delivers real estate industry courses via online or online + optional workshops.

Students have up to 12 months from start date to complete their chosen course.

### Available courses

For available courses and pricing, please see our website:

<https://connectskillsinstitute.edu.au/real-estate-courses/>

### Course Packaging

The course you select to study has been packaged to satisfy the rules and requirements of the registering bodies. We ensure the qualification you attain meets industry standards.

## Codes and Units

The course you are studying is broken up into smaller components called Units of Competency. Each course and Unit of Competency has a relating code that distinguishes them as being nationally recognised. Each course has a fixed minimum number of units to be completed for a certificate to be issued.

## Resources

Connect Skills Institute provides a suite of resources to support your study. Resources come in electronic format and can be found via your student portal.

## Modes of Delivery

### Online Delivery

Online delivery is standard for all courses.

Online learning is the most economical and flexible way to complete your course. You can log in to our online portal at any time and work towards completion.

All learning and assessment materials are electronically provided through our online learning portal.

Workshops are available to further develop your knowledge and practical skills at an additional cost of \$99 a day.

Please email [admin@connectskillsinstitute.edu.au](mailto:admin@connectskillsinstitute.edu.au) for more information.

### Online Delivery + Workshop

**Workshops have been put on hold until further notice due to COVID-19**

## Student Information

### Unique Student Identifier (USI)

All students doing nationally recognised training with Connect Skills Institute need to have a Unique Student Identifier (USI) as required by the Australian Government.

The USI is a reference number made up of ten numbers and letters that create a secure online record of your recognised training and qualifications gained in Australia, from all training providers you undertake recognised training with. This record can be accessed online to review your training records and transcripts.

When you sign up on our online portal you will be asked to enter your current USI. If you don't have a USI our online enrolment will allow you to generate a USI from the Australian government.

For further information please contact [admin@connectskillsinstitute.edu.au](mailto:admin@connectskillsinstitute.edu.au)

### Student Computers

Students will require a personal computer, tablet or similar electronic device with an internet connection to complete their course online.

Students will also require access to Microsoft Word and Excel or Google Docs and Sheets or Apple Pages and Numbers. We also encourage students to bring a laptop to workshops.

### Online Services

After enrolment all students will be provided with a username & password for access to the Connect Skills online training portal.

If you have not received your login details or you have lost them, please contact our administration team at [admin@connectskillsinstitute.edu.au](mailto:admin@connectskillsinstitute.edu.au)

When you login into your portal for the first time you will be presented with your Personal Profile. Please fill out these details accurately.

Next, if you have not provided a Unique Student Identifier you will be asked to supply one. You can enter your USI or if you do not have a USI you can create a USI by clicking the 'Create my USI' button.

## Student Support Services

Connect Skills Institute email students periodically regarding industry updates or any other changes relevant to your course.

If a student falls behind in their coursework, (when a student hasn't logged in within 30-90+ days) a trainer will either send through a message to their student portal or email to see how they're going, and check if they're in need of any assistance.

Connect Skills Institute determines the support needs of individual learners and provides access to the educational and support services necessary to meet the requirements of the training product as specified in training packages or accredited vocational education and training courses.

Trainer and Assessors act as mentors for support, study management and goal setting activities.

Connect Skills Institute can provide assistance with provision of information regarding external counselling services to deal with personal issues. If you require any further information or assistance in this area please contact us by email, phone or LiveChat.

## Resources

Connect Skills Institute has included additional resources specific to each course.

These resources are designed to help you on your learning journey. Resources include a study guide, estate agent acts and links to public domain books and videos.

## How To Access Support

Support can be found by contacting trainers or administration through your online learning portal, our phone number, email or LiveChat.

Phone: [1300206632](tel:1300206632)

Email: [admin@connectskillsinstitute.edu.au](mailto:admin@connectskillsinstitute.edu.au)

LiveChat: <https://connectskillsinstitute.edu.au/#>

For any general questions, feedback or issues regarding your enrolment(s) please contact the Student Administrator by clicking the 'Help' tab on the top right and select 'Contact Admin'.

For learning-related questions, please contact your assessor by opening your course from your dashboard. Click 'Message Assessor' at the bottom left of your browser window to open a form.

If you're not sure how to use your student portal, click the 'Help' tab on the top right and select 'Student Portal Guide' for detailed FAQ and User Guide to help you understand how to operate your student portal.

If you're experiencing a technical issue or error click the 'Help' tab on the top right and select 'Report Technical Problem or Error'. Please fill out the form and we will address the issue.



## External Student Welfare Support Services

Type of Assistance Required	Name of Support Service	Contact
Police, Ambulance, Fire	Emergency Services	000
Alcohol and Drugs	Direct Line - Provides counselling, information and referral service for you or someone you know with a Drug or Alcohol problem.	1800 888 236 <a href="http://www.health.vic.gov.au/aod/directline.htm">www.health.vic.gov.au/aod/directline.htm</a>
Depression/Suicide	Lifeline - Connects people with care. Beyond Blue - provides nationwide access to information, advice and referrals around depression, anxiety and related conditions.	13 11 14 <a href="http://www.lifeline.org.au">www.lifeline.org.au</a> 1300 22 46 36 <a href="http://www.beyondblue.org.au">www.beyondblue.org.au</a>
Ethnic /Multicultural Assistance	Ethnic Communities Council of Victoria Migrant Information Centre	9349 4122 <a href="http://www.eccv.org.au">www.eccv.org.au</a> 9285 4888 <a href="http://www.miceastmelb.com.au">www.miceastmelb.com.au</a>
Financial Matters	Credit Helpline	9602 3800
Legal Assistance	Eastern Community Legal Centre Free legal assistance	9762 6235 Email: <a href="mailto:outereast@eclc.org.au">outereast@eclc.org.au</a> <a href="http://www.eclc.org.au">www.eclc.org.au</a>
Mens Support	Mensline	1300 78 99 78 <a href="http://www.mensline.org.au">www.mensline.org.au</a>
Sexual Assault	Sexual Assault Crisis Line - Crisis counselling service for victim/survivors of both past and recent sexual assault	1800 806 292 <a href="http://www.sacl.com.au">www.sacl.com.au</a>
Translating and Interpreting	Translating and Interpreting Service Interpreting service, provided by the Department of Immigration and Citizenship, for people who do not speak English and for the English speakers who need to communicate with them	13 14 50

Medical & Sexual Health Clinic	Medical One QV/Sexual Health Clinic 23 QV Terrace/292 Swanston Street Melbourne Vic 3000	8993 7000
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## Updating Personal Details

It is important that you keep your details current and up to date at all times.

You can update your details at any time on your student portal. Click on 'Settings' in the top menu. This will take you to your account details page. Here you can change your email and password. Under 'My Profile' heading click the 'View/edit your profile' button to edit your identity, contact, education and employment information.

## Student Code of Conduct

Connect Skills Institute is proactive in maintaining a safe and effective learning environment.

Our Code of Conduct policy identifies specific standards and procedures of behaviour required of staff, students and clients. For further information, please refer to our Code of Conduct policy on the Connect Skills Institute website.

The Student Code of Conduct ensures safety, comfort and well-being for all students.

Responsibilities required of students:

- To manage their own learning and assessment requirements
- To complete all assessments within set time periods (as applicable)
- To treat all training staff and other participants with respect and fairness
- To follow all health and safety procedures in the learning environment

- Present yourself in a suitable manner at all times. (For example thongs, singlets and short shorts are not considered as appropriate attire)
- To advise staff of any changes to their personal details
- To advise staff if they will be withdrawing from the course
- To not disturb the learning of others
- Phones turned off or silent during workshops
- Respect Connect Skills property and the property of other students

Unacceptable student behaviour is as follows (but not limited to):

- Disturbing the learning environment
- Violence, bullying, racism, sexism or offensive language
- Cheating, plagiarism or unauthorised collusion
- Encourage other students to cheat, plagiarise or collude
- Wilful damage or theft of Connect Skills property or the property of other students
- Entering into the learning environment whilst under the influence of alcohol or illegal drugs

Connect Skills Institute will not be responsible for students' personal items on site or in any training room. Wallets, handbags, and mobiles should be kept out of site and in close proximity to where you are.

### Timetable/Scheduling

Students have up to 12 months to complete their course online. If a student's study extends over the 12 month period, a fee will apply. Please see the 'Other Fees' section in this handbook for more information.

### Workshops

After online registration you will receive an email containing any of your workshop days (if applicable).

Any changes to workshop dates or times will be advised in advance. In the event that a class is cancelled, you will be notified of any re-scheduling arrangements via email.

All workshops are voluntary, meaning it is not compulsory to attend all workshops.

Workshop dates or times will not be changed to accommodate any student.

## Social Media

Students engaging online through social media or our online portal within the context of education training must:

- Ensure that the use, including content published, complies with all relevant rules of Connect Skills Institute
- Be respectful and courteous in communications at all times.
- Comply with the law, including laws about copyright, privacy, defamation, contempt of court, discrimination and harassment.
- When making a statement on a matter of public interest, expressly state that the views expressed are those of the student and not those of Connect Skills Institute (unless they are officially authorised by Connect Skills Institute)
- Adhere to the Terms of Use of the relevant social media provider.

As per the Australian Skills Quality Authority, Connect Skills Institute must obtain signed consent forms from students to publish their images on Facebook.

For further information please refer to the Social Media Policy on our website.

## Assessment and Study Requirements

We understand there may be many students who have been out of the study environment for some time. Connect Skills Institute is here to assist you in ensuring your time with us is as informative and enjoyable as possible.

Should you require assistance on how to submit assessments, please do not hesitate to contact us.

You have up to 12 months from start date to complete assessments for your course.

Assessment methods may include:

- Questioning
- Case studies
- Projects
- Multiple Choice
- Observation of performance- usually via uploaded audio or video.

Connect Skills Institute adheres to principles of flexibility and reasonable adjustment for students. Assessors aim to result assessments promptly and provide feedback in keeping with the principles of assessment. Assessments are resulted against a marking guide to ensure consistency in assessor judgements. Submitted assessments will be resulted within 21 business days from the date of submission.

### Re-assessment

Every effort will be made by Connect Skills Institute to ensure a successful outcome for its students.

Students are given unlimited attempts at an assessment.

## Assessment Marking

All assessments are marked using the competency based assessment system.

Your assessment outcomes can be viewed on your online learning portal. Once your assessment is submitted it is marked by your Trainer/Assessor.

The following outcomes apply to all assessments.

When an assessment has a successful outcome it is resulted as 'Competent (C)' or 'RPL'.

If you receive a 'Not Yet Competent (NYC)' outcome you will be given an opportunity to review and rectify the area(s) for improvement and resubmit the assessment task.

## Access to Academic Progress

For the duration of your course, you may access current and accurate records of your participation and progress at any time on your student portal. Click on 'My Courses' in the top menu and select your course. On the course homepage click on 'Your current academic transcription' button to view any units commenced, completed, hours attended and any outcomes you may have.

You also have access to your progress through feedback provided by your Trainer/Assessor.

You will also receive progress updates via phone/text/email contact from Connect Skills Institute representatives.

## Course Progression

Connect Skills Institute monitors course progression through our online system to ensure students remain engaged with their studies and stay on track to completing their chosen course. Support strategies are provided to students who are struggling with course requirements.

## Submission of Assessments

All answers to assessments must be formulated in your own words. You are not allowed to copy any learner resource word for word.

Connect Skills Institute accepts assessments through the online portal.

Connect Skills Institute accepts handwritten or typed assessments through the student online portal. These assessments must be submitted with the required paperwork attached, your name clearly marked and copies taken prior to submission for your records.

In the event a student references a passage of text from an outside source it is important that the source is cited. By citing the source, we attribute merit to the original author.

Ensure you place the referenced book with the page number in open and closed brackets after the quoted text. Example: “Life and business are complex, but the road to success in life and business is paved with simplicity.” (The Millionaire Real Estate Agent, p. 2).

At the end of your paragraph write a reference list in the following style:

Keller, G. (2004). The Millionaire Real Estate Agent.

^            ^            ^  
Author(s)   Year Published   Media Title

## Plagiarism and Cheating

The integrity of all assessments is paramount to Connect Skills Institute.

Plagiarism, cheating or unauthorised collusion in any form is not tolerated.

Cheating is to act dishonestly or unfairly in order to gain an advantage. This could include but is not limited to: copying another student's examination or cheat sheets.

Plagiarism is the practice of using work, ideas, expressions or wording of another person or organisation and passing them off as one's own. Material from any source such as staff, students, texts, resources and the internet, whether published or unpublished should always be given appropriate reference.

Unauthorised Collusion is collaboration between students to complete assessment work.

If you are found to have committed any of the above in your assessment, a 'Not Competent (NC)' outcome will be given and a unit re-enrolment fee of \$150 will apply. Additionally, depending on the severity of plagiarism, your enrolment may be cancelled with no refund.

## Feedback & Surveys

### Feedback

Connect Skills Institute wants to ensure that your learning experience is positive, and we encourage you to let us know how we are meeting your needs. Your feedback is very important to determine where improvements can be made.

You can provide feedback by filling out our Learning Engagement Survey.



If you enjoyed your learning experience with Connect Skills Institute, please leave us some feedback, we'd really appreciate it!

Google: <http://search.google.com/local/writereview?placeid=ChIJ-6zCNI1d1moR6IIT4aO2NAs>

Facebook: <https://www.facebook.com/pg/connectskillsinstitute/reviews/>

Product Review: <https://www.productreview.com.au/listings/connect-skills-institute/write-review>

## Survey

The Australian Quality Training Framework learner questionnaire is a survey to assess the quality of their training experience. It is available on your student learning portal after the completion of training.

Training and assessment quality data is gathered in a number of ways. This data is analyzed, reviewed and used to inform the continuous improvement processes of Connect Skills Institute training and assessment services.

## Employer Engagement

For employer funded training, an Australian Quality Training Framework employer questionnaire survey will be provided on course completion which can be found in the student portal.

## Department of Education Contact

Students may also receive an invitation to participate in a Department endorsed project and/or being contacted by the Department (or persons authorised by the Department) for audit, review or investigation purposes.

## RTO Regulatory Obligations

### Quality of training and assessment

Connect Skills Institute is responsible for the quality of the training and assessment in compliance with the Standards for RTOs 2015. The Standards ensure nationally consistent, high-quality training and assessment across Australia's vocational education and training (VET) system.

Connect Skills Institute engages in high-quality training and assessment, meaning students are well equipped for employment or further study.

Connect Skills Institute's teachers, trainers and assessors are required to be professional and knowledgeable about their subjects and industry areas.

Students will be provided:

- The right of training to allow them to practise new skills before they are assessed
- Access to good-quality learning resources and facilities
- Assessment activities that are fair and well explained
- Helpful feedback on assessments

The amount of training for each student will vary depending on the existing skills and knowledge of the learner, the mode of delivery and include any work placement arrangements.

Connect Skills Institute provides the option for students to engage in workshops for more training.

Training, assessment strategies and practices, including the amount of training provided are consistent with the requirements of training packages and VET accredited courses which enable each learner to meet the requirements for each unit of competency or module in which they are enrolled.

## Issuing AQF certification documentation

Certification documentation is defined by the AQF as follows:

*Certification documentation is the set of official documents that confirms that a qualification has been completed and awarded to an individual.*

Connect Skills Institute follows the AQF Qualifications Issuance Policy for best practice when designing certificates and statements of attainment.

The AQF Qualifications Issuance Policy sets out the national policy requirements for issuing AQF qualifications. Accrediting authorities may require additional information to be included on certification documentation.

Connect Skills Institute can customise certification documentation to meet their needs provided the required information is recorded.

For more information about the AQF please follow the link here:

<https://www.aqf.edu.au/>

## Student Administration

### Student Files

As per current legislation, record keeping in the form of a student file is a requirement for each enrolled student. Your student file in addition to your enrolment documentation contains:

- Submitted assessments
- Trainer/Assessor note/s
- Messages or files uploaded on your online portal

These records are retained for a period of 7 years and are made available for audit purposes. Connect Skills Institute ensures the ability to re-issue Certificates or Statements of Attainment if required.

All student files are confidential with record keeping complying with the Public Records Act (VIC) and all other contractual requirements.

### Student Withdrawals

Students withdrawing from their course must notify Connect Skills Institute in writing. Please see our Student Refunds Policy on our website and refer to the Students Refund Policy section in this Student Handbook for more details.

### Student Completions

Once students have achieved competency in all units of their course, the completion process will commence.

If you want to work in the real estate industry an application will need to be made to your state or territory regulator. Application requires specific entry

requirements. Prospective students are encouraged to check their eligibility for application with:

- Consumer Affairs Victoria (<https://www.consumer.vic.gov.au/>)
- Fair Trading New South Wales (<https://www.fairtrading.nsw.gov.au/>)

## Student Certificates

Upon successful completion of your course, you must pay any outstanding fees to Connect Skills Institute before you can be issued a Certificate.

If you withdraw before completing, a Statement of Attainment will be issued for the units you have achieved competency.

## Career Pathways

Upon successful completion of your course, you may wish to develop your skills and knowledge further by enrolling in a higher-level qualification that is relevant to your chosen field of interest.

Connect Skills Institute is happy to discuss your options and to assist you to reach your goals and objectives.

## Complaints and Appeals

### **What is a complaint?**

Any type of problem, concern or grievance about the learning environment, related activities and functions. They include the conduct of another student, discrimination/harassment or bullying, workplace safety, environmental issues and unfair student progress, unfair assessment or unfair course content.

### **What is an appeal?**

A formal request to a higher authority requesting a change in or confirmation of a decision. It is a process whereby a client (i.e. student), or other interested party may dispute a complaint decision made by Connect Skills Institute.

## Complaints

Students have the right to lodge a complaint in matters that concern training delivery and assessment; the quality of training; student support and materials; discrimination; and sexual harassment.

Connect Skills Institute wishes to find out early when a student has a complaint and will do all it possibly can to overcome any complaints or issues that a student has. Students are advised to talk to our staff to resolve any issues of concern either by visiting the office in person or contacting the office by phone on 1300 206 632.

Alternately, please use the complaint/appeal form found on your student portal. This will allow us to investigate your issue and act on any substantiated complaint. You can find the complaint/appeal form by clicking the 'Help' tab on the top right and selecting the 'Lodge Formal Complaint or Appeal' tab.

Connect Skills Institute encourages the parties to approach the complaint or appeal with an open mind and to resolve problems through discussion and conciliation. Complaints and appeals are recorded, acknowledged and dealt with fairly, efficiently and effectively. Connect Skills Institute considers that it would be extremely unlikely that a complaint is not able to be resolved quickly within internal arrangements.

## Appeals

Where a complaint cannot be resolved and an appeal is made, Connect Skills Institute recognizes the need for an appropriate independent person to

mediate both parties. The parties will be given the opportunity to formally present their case to the independent person.

Where the Connect Skills Institute appoints or engages an appropriate independent person to review an appeal, the Connect Skills Institute will meet the full cost to facilitate the independent review. Where the person seeking an appeal objects to this appointment and requests to engage a person or organisation they nominate to undertake the review, Connect Skills Institute may seek the person seeking an appeal to contribute to the cost of engaging this person to undertake the review.

Connect Skills Institute Complaints & Appeals Policy ensures the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process. Please see the Complaints & Appeals Policy on our website for more information.

Connect Skills Institute will securely maintain records of all complaints and appeals and their outcomes and identify potential causes of complaints and appeals and will take appropriate corrective action to eliminate or mitigate the likelihood of a reoccurrence.

## Finance

### Connect Skills Institute Guarantee

Students have the right to obtain a refund for services not provided by Connect Skills Institute in the event the course/learning is terminated early or if Connect Skills Institute fails to provide the agreed services.

In these circumstances Connect Skills Institute will advise the student of another suitable Registered Training Organisation (RTO) that delivers their course with the same outcomes.

Please note that a student is not obligated to accept any alternative offers from Connect Skills Institute.

In these circumstances, the following will be adhered to:

- Connect Skills Institute will speak to industry to determine alternative RTO that can provide the individual with the best training and then inform the individual.
- A statement of attainment (transcript of assessments that are competent) will be given to the student.
- Once a suitable RTO has been chosen, all files and system records will be provided to the RTO.
- Any fees paid for tuition yet to be delivered will be refunded to the individual.

## Fees and Charges

Connect Skills Institute offers Pay in full or a payment plan options.

For more information regarding fees, please refer to the Student Fees Policy on our website.

### [Pay in full | Available for Online or Online + Workshop](#)

Connect Skills Institute takes a maximum amount of \$1,500 up-front. For course fees over \$1,500, the remaining course fee is invoiced on 50% completion of the course or after conclusion of all workshop sessions.

If you pay your course fees up-front in full, you'll benefit from a 5% discount.

- Visa, Mastercard debit or credit card
- Paypal
- Bank Transfer (EFT) via Gocardless



## Payment Plan | Available for Online

Pay for your online course in fortnightly instalments. Our payment plans are all interest-free.

- Visa, Mastercard debit or credit card
- Bank Transfer (EFT) via Gocardless

Students must agree to the following before commencing a payment plan:

- After making the initial instalment, I agree to making the amount of payments stated, starting from the date of the purchase.
- I understand that in the event of two consecutive failed payments, access to my course will be locked until further payment is made.
- I understand that a certificate or statement of attainment will not be issued until successful completion of assessments and all course fees have been paid in full.

## Fee Payment Options

Payments are processed at our office, website or through electronic channels.

Payment can be made via MasterCard, Visa, Amex, direct deposit, cheque (surcharge of 1.8%) and WeChat pay or Alipay using ¥ yuan (surcharge of 1.32%).

Account Name: Connect Skills Institute Pty Ltd

Bank: Bank of Queensland

BSB: 123-638

Account: 22561258

NB: Description for payment to be invoice number and student/client name for allocation of payment

For students paying fees direct, Connect Skills Institute cannot accept more than \$1,500 before delivering relevant services.

Students can contact 1300 206 632 or message the 'Connect Skills Institute Pty Ltd' Facebook page to discuss all account related matters.

### Outstanding Fees

Connect Skills Institute will contact the student should an account for tuition fees be more than 7 days overdue.

If payment of tuition fees is not settled in this instance, penalties may apply until all outstanding monies have been repaid. Penalties can include (but are not limited to) suspension of training, cancellation of training and/or the student's qualification certificate being withheld.

Should there be extenuating circumstances as to why a student is unable to pay their fees on the prescribed date, then this must be put in writing to Connect Skills Institute.

Students have the right to appeal decisions as per the Complaints & Appeals Policy found on our website.

### Refund Policy

Tuition fees paid are refundable in full or in part as follows:

- If a participant advises Connect Skills Institute, prior to logging into their student learning portal that they are withdrawing from the course. A full refund will be made.

- Where there is extended hospitalisation or illness (two-week period minimum) supported by a medical certificate; resulting in extended absence from training. A full refund will be made as well as any units that haven't been attempted. Course unit prices are calculated by taking the total course cost divided by the total number of units.

A partial refund will be made:

- When a participant has overpaid for the course the overpayment will be refunded.
- Where the participant application for enrolment is refused a full refund will be made.
- Where the participant is found to be eligible for a fee exemption and provides documented evidence of this, a full refund will be made.

Circumstances where no refund applies:

- Where the participant is found to have commenced learning or assessment online and has access to the course materials will not be entitled to a refund of fees of any fees paid in advance.
- Where the participant is found to have plagiarised their work and has had their enrolment cancelled by Connect Skills Institute Pty Ltd.

A learner who wishes to cancel their enrolment must give notice in writing.

This may be via email or letter. Connect Skills Institute Pty Ltd staff who are approached with initial notice of cancellation are to ensure the learner understands their rights with regards to the refunding of tuition fees. The learner is also to be advised of other options such as suspending the enrolment and re-commencing in another scheduled training program.

Learners who give written notice to cancel their enrolment and who are eligible for a refund are to be provided with a Refund Request Form. Learners' who may not be eligible but are requesting a refund should also be provided

with the Refund Request Form so the request can be properly considered by the Chief Executive Officer.

For more information please refer to our Student Refunds Policy on our website.

## Other Fees

Other fees apply as follows (GST included):

Item	Price
Workshop fee (1 day)	\$99
Re-issue of Certificate fee	\$55
Re-issue Statement of Attainment fee	\$55
Unit assessment re-enrolment fee (per unit)	No charge
Printing of Certificate of Registration course materials	\$25
Printing of Agents Representative course materials	\$25
Printing of Certificate IV (real estate) course materials	\$50
RPL Application (once-off administration fee)	\$199
Urgent assessment (per unit)	\$15
Service Refund (once-off administration fee)	No charge
Course extension	\$1 per day
Assist with the Regulator application	\$199

### Workshop fee (1 day)

If a student wishes to attend additional workshops, or make up for a missed workshop they may do so at a \$99 fee per day for however many days the student requires.

### Unit re-assessment

There are no fees to be re-assessed.

### Printing of course materials

Connect Skills Institute will deliver course materials to its students electronically to reduce paper and toner waste.

This option is for students who want their course material(s) to be printed out and professionally bound for a workshop. Please email [admin@connectskillsinstitute.edu.au](mailto:admin@connectskillsinstitute.edu.au) with your name, course and workshop date to have materials ready for the day.

### **RPL Application (once-off administration fee)**

Paid when a student does RPL.

If a learner applies for RPL assessment but doesn't undertake or complete the course with Connect Skills Institute they will still need to pay this fee.

### **Urgent assessment (per unit)**

If students need a quick processing of assessment, Connect Skills will process assessments within 4 business days or \$15 per unit (instead of the standard 21 business day turnaround).

### **Course extension**

Connect Skills Institute allows students to request extra time to complete courses/units into which they have enrolled.

If a student does not finish their course before the 12-month expiry they will need to pay a course extension fee at \$1 per day for however many days the student requires to complete the course. An extension can be created by the student via the Student Portal.

### **Concession Fees**

Concessions are available for:

- Health Care Card issued by the Commonwealth

- Pensioner's Concession Card
- Veteran's Gold Card
- An alternative card or concession eligibility approved by the Minister

Concessions also apply to a dependent spouse or dependent child of a card holder.

Concession is 10% off the total course fee. Please email or message for more information.

## General Information

### Access and Equity: Fair Treatment and Equal Benefits and Opportunity

Students with disability do not have to disclose their disability unless they want to arrange adjustments, or their disability poses a risk to themselves or others.

Connect Skills Institute ensures its vocational education training is responsive to the individual needs of clients whose age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment or remote location may present a barrier to access, participation and the achievement of suitable outcomes.

To discuss any needs or disabilities email [admin@connectskillsinstitute.edu.au](mailto:admin@connectskillsinstitute.edu.au) or call 1300 206 623.

Connect Skills Institute will provide advice and information to students on:

- the suitability of the course
- any special physical or cultural requirements for the course
- reasonable adjustments that can be made
- support that is available

Conceivably Connect Skills Institute and a prospective student may mutually agree that access to facilities do not meet the needs of the student.

For further information, please refer to the Access & Equity Policy and the Code of Conduct Policy on our website.

### Reasonable Adjustment

Connect Skills Institute will determine the support needs of students and provide access to educational and support services as necessary, so that students can meet the requirements of the course they are enrolled in.

Examples of educational and support services that can assist students with a disability meet course requirements include:

- Study support (accessible class rooms, note-taking support, course material in alternate formats)
- Language, Literacy and Numeracy (LLN) program
- Providing equipment or resources to increase access for learners with disabilities and other learners in accordance with access and equity principles
- Flexible scheduling and delivery of training and assessment

### Occupational Health and Safety

Connect Skills Institute abides by the current Work Health and Safety Act.

Connect Skills is responsible for complying with the building, health and safety approval requirements of each site used for training delivery (i.e. educational premises), including the premises used by any third party.

Students must take reasonable care of their own health and that of others.

For further information, please refer to the Training Safety Policy on the website.

### RTO Closure (Student support)

The information in this section is designed to help students understand what to do in the event that Connect Skills Institute Pty Ltd closes.

Training providers may close for a range of reasons, which may include:

- ASQA has cancelled their registration
- The business owner can no longer commit to delivering training
- The business doesn't sell the business to another entity but chooses to close the company and cease trading as a training provider
- The business decides they don't want to continue being a training provider without a specific reason
- They are no longer financially viable

A student will need evidence of the competencies they have achieved to transfer and continue the rest of their training at another RTO.

If closing, Connect Skills Institute Pty Ltd will issue all students an email with:

- an Australian Qualifications Framework (AQF) testamur and record of results to any student who has completed the requirements of the relevant qualification, or
- a statement of attainment to a student who has not completed the requirements of a qualification, but has completed one or more units of competency.

If a student is part way through a unit and does not have a copy of their statement of attainment, they must make sure they keep any copies of their assessment items and any assessment feedback they have received.



If a student wants a copy of their student records, and Connect Skills Institute Pty Ltd is still operating, they can contact us directly for records.

If Connect Skills Institute Pty Ltd is in liquidation or ceases to operate, students will need to contact the us as the training provider or the liquidator for any course fee matters.

Connect Skills Institute Pty Ltd will help students transfer to an alternative provider as best it can. Connect Skills Institute Pty Ltd will refer students to either one or more of the following services:

- **My Skills** is Australia's directory of training. It includes information on training in Australia for school leavers, students, apprentices, and employers.
- **training.gov.au**, the official national register of the VET sector in Australia, maintains a complete list of training providers.
- **myfuture** is Australia's national career information and planning service. This site helps people to make career decisions, plan career pathways and manage work transitions. myfuture is for anyone who needs information to support their own or others' career planning.

### Privacy/Security of Personal Information

In accordance with the Privacy Amendment (Private Sector) Act 2000, Connect Skills is committed to protecting your privacy and your personal information.

Connect Skills takes reasonable steps in protecting personal information of students and staff by:

- Securing all files with personal information
- Limiting access to only authorised staff
- Destroying information after the required retention period

- Ensuring computer security with the use of appropriate protection programs
- Applying secure password protections to computer and administration systems

For further information please refer to the Privacy Protection Policy on our website.

## Harassment and Discrimination

Connect Skills Institute complies with equal opportunity and anti-discrimination legislation.

Connect Skills Institute is committed to providing an environment free from discrimination and harassment.

All complaints are treated confidentially, seriously and sympathetically. Relevant disciplinary action may be taken against any individual deemed to have breached these rights.

Harassment is an unwanted behaviour that can take many forms and may involve inappropriate actions, behaviour, comments or physical contact that is objectionable or offensive, including sexual harassment.

Discrimination is when a person considers they have been treated unfairly and would refer to one of the following protected attributes:

Age, disability/impairment, industrial activity/inactivity or employment activity, lawful sexual activity, marital status including defacto and same sex partnerships, physical features, political belief or activity, pregnancy, race, religious belief or activity, sex, gender identity, breast feeding, status as a parent or carer and family responsibilities, personal association with someone of the above attributes, irrelevant criminal conviction.

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