



# Student Handbook

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Our History .....	3
Mission Statement .....	3
CEO Welcome .....	3
Contact Details .....	4
Code of Practice .....	5
Student Responsibilities .....	5
Student Handbook Verification.....	5
Enrolment Process .....	5
Unique Student Identifier .....	5
National Recognition .....	6
Recognition of Prior Learning (RPL).....	6
Credit Transfer.....	6
Appeal & Complaints Procedures.....	6
Fees & Charges .....	7
Fees in Advance .....	7
Guarantee to Student about completion of the Course .....	7
Refund Policy .....	7
Withdrawal and Refunds .....	7
Procedure - Refunds.....	8
Additional Fees and Charges .....	8
Student Support.....	8
Language, Literacy & Numeracy (LLN) .....	8
Anti-Discrimination, Access and Equity .....	8
Bullying .....	9
Sexual Harassment Policy .....	9
Legislative Requirements .....	10
Management & Administration.....	10
Marketing & Advertising .....	10
Quality Management Focus .....	10
Staff Responsibilities .....	10
Student Records.....	10
Privacy Statement.....	11
Our Commitment to Privacy.....	11
Financial Information.....	11
Student Code of Conduct/Disciplinary Procedures.....	11
Academic Misconduct – Cheating, Plagiarism and Collusion.....	11
Training & Assessment Standards .....	11
Time to Complete (Target Dates to Complete Your Qualification).....	12

## Our History

Gateway Training Academy is a new and rapidly growing registered training organisation conveniently located in Ingleburn, South West Sydney.

It was formed with a passion for enhancing the skills and knowledge of people working in Australian industry. Gateway Training Academy occupies a modern, state of the art facility that is readily accessible.

All Gateway Training Academy personnel are highly skilled professionals with substantial knowledge through experience at the front line of the industry & education sectors. Our students are treated as individuals in recognition of their unique training requirements. Gateway Training Academy continuously strives to achieve positive outcomes for all.

## Mission Statement

To provide relevant skills & knowledge to meet the needs of industry in consideration of the uniqueness of each client.

Why Choose Gateway Training Academy

- An organisation committed to its clients
- Highly experienced trainers (we select only the best)
- Cost effective solutions
- Relaxed & modern environment suited for learning
- Ongoing support through to certification
- State of the art training facilities
- Flexible learning options
- Continuous improvement philosophy
- Gain increased workplace skills and knowledge
- Be inspired with confidence to achieve career progression
- Increase your workplace efficiency, proficiency and service delivery
- Career advice provided

## CEO Welcome

On behalf of all staff at Gateway Training Academy, we send you a warm welcome and thank you for choosing Gateway Training Academy for your professional development. Your enrolment is an important step in further developing and/or formally recognising your skills and knowledge to assist in your career aspirations.

We will strive to provide you with a first-class experience that is based on up-to-date practices and skills as used in the workplace and community.

Our vision is to enable learners to achieve their chosen career goals by providing flexibility in accessing training. To provide innovative training and support to assist you to gain employment.

Our goals are:

- To provide training that is accessible for everyone
- Develop course content and material that is informative yet interesting and fun
- Allow learners to choose their learning pathway and method of assessment to prove competence
- Ensure students on completion of a course are job ready and gain actual employment

This student handbook will provide you with information about Gateway Training Academy, as well as the services we provide, and how to enrol.

At any time you need further information, please contact us on: 1300 881 932

We also welcome your comments. Tell us about things we have done well, or could have done better, so we can improve our services to students.

Once again, on behalf of the Gateway Training Academy Team we welcome you and look forward to working with you.

*Shahid Rana*

*CEO Gateway Training Academy*

Gateway Training Academy is experienced in understanding and meeting the transition needs of community members aiming to enter or re-enter the workforce.



**WEB ADDRESS:** [www.gatewayacademy.com.au](http://www.gatewayacademy.com.au)

**PHONE:** 1300 881 932

**EMAIL:** [info@gatewayacademy.com.au](mailto:info@gatewayacademy.com.au)

**ADDRESS:** Gateway Training Academy Pty Ltd  
Level 1, 2-6 Oxford Street  
Ingleburn NSW 2565

**OFFICE HOURS:** Monday – Friday 0900-1700



## Code of Practice

As a Registered Training Organisation Gateway Training Academy complies with the VET Quality Framework which is nationally regulated by the Australian Skills Quality Authority (ASQA). The VET Quality Framework includes the National VET Regulator Act 2011, and the Standards for RTOs 2015.

Gateway Training Academy is committed to providing supportive and positive outcomes from all services provided to our clients. All staff recognise the rights of learners and provide information, advice and support that are consistent with our Code of Practice.

If, at any time, you feel that Gateway Training Academy is not abiding by our Code of Practice then follow the Appeals and Complaints Procedure.

## Student Responsibilities

Students are required to be familiar with the policies and procedures contained within this handbook. If students require clarification on any information regarding this handbook it is the student's responsibility to contact Gateway Training Academy.

## Student Handbook Verification

It is a requirement that you access and read this student handbook before you commence your enrolment with Gateway Training Academy.

At time of enrolment you will need to confirm that you have accessed and read this student and associated documents and policies which it encompasses, including but not limited to:

- Enrolment processes
- Policies and Procedures
- Access and equity
- Appeals and complaint processes
- Refund policy
- Recognition of Prior Learning
- National Recognition

## Enrolment Process

Following your enquiry to attend a course you will receive a course enrolment pack containing: -

- Enrolment Form
- Course Brochure/Program Outline
- Language, Literacy and Numeracy Assessment
- Training Plan/Program Outline
- Eligibility Fact Sheets
- USI Fact Sheets
- Funding Declaration form

All information collected is kept confidential and subject to our Privacy Policy.

## Unique Student Identifier

All students undertaking nationally recognised training delivered by a registered training organisation will need to have a Unique Student Identifier (USI).

A USI gives students access to their online USI account which is made up of ten numbers and letters. It will look something like this: 3AW88YH9U5.

It is free and easy for students to create their own USIs online. Included In your enrolment information Gateway Training Academy provides the Government Fact Sheet on USI's. We can also provide guidance in person at our offices or over the phone for persons creating their USI number.

## National Recognition

National recognition is the process that recognizes Australian Qualifications Framework (AQF) Qualifications and Statements of Attainment issued by other Registered Training Organisations (RTO's), enabling individuals to receive national recognition for their achievements.

To receive credit for previous study, students need to be enrolled in the program and provide certified copies of previously obtained qualifications, statements of attainment or statement of results to Gateway Training Academy.

## Recognition of Prior Learning (RPL)

Recognition of prior learning assessment is available to all learners. If you believe you have relevant skills and abilities that you have learned in your past working experience, please contact us. Gateway Training Academy will discuss the evidence requirements you will need to provide, and support documentation as required.

When you commence a training program there may be some units of competency or modules you can already do competently and for which you can provide the required evidence for. Discuss with your Trainer if you can apply for Recognition of Prior Learning (RPL) for those specific modules or units. Discuss the process with your trainer to organise an information interview with one of our RPL Specialists. Please be aware that charges apply for Recognition of Prior Learning. Information on fees, charges and refunds are clearly documented on our web site.

## Credit Transfer

Gateway Training Academy will not require learners to repeat any unit or module in which they have already been assessed as competent, unless a regulatory requirement or license condition (including industry licensing schemes) requires this. Where a learner provides suitable evidence, they have successfully completed a unit or module at any RTO, Gateway Training Academy will provide credit for that unit or module.

Credit must be granted not only for studies completed at an RTO, but at any authorised issuing organisation, such as a university. In such cases, an analysis as to the equivalence of the study completed with the relevant unit/s or module/s would need to be completed before any credit could be granted.

Before providing credit on the basis of a qualification, statement of attainment or record of results, Gateway Training Academy will authenticate the information in the document (e.g. by contacting the organisation that issued the document and confirming the content is valid).

Your RTO 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.

Note that providing credit for previous studies is not a recognition of prior learning (RPL) process. RPL is a form of assessment of the competence of a person, while providing credit is recognising the equivalence of studies previously undertaken and completed successfully.

## Appeal & Complaints Procedures

Should a student have a complaint or appeal, the following steps are to be followed:

1. The Student should discuss the issue / complaint with the person involved to try and resolve it verbally.
2. If no resolution is reached, the student should discuss the issue / complaint with his / her trainer to see if it can be resolved.
3. If still no resolution the student should put the following information relating to the complaint or appeal in writing using the Complaints and Appeals Form.
  - A description of the complaint or appeal;
  - State whether they wish to formally present their case;
  - Steps taken thus far to deal with issue / complaint;
  - What outcomes they would like to fix the problem & prevent it from happening again.
4. The student should bring the complaint or appeal to the attention of the trainer within seven (7) days of the issue taking place.
5. If the complaint or appeal is not dealt with to the student's satisfaction within seven (7) day period, they may bring it to the attention of the CEO. The CEO will either deal with the issue personally or arrange for it to be dealt with by a management representative. This process must commence within 48 hours from the time the CEO, or their delegate, receives written notification from the student about their dissatisfaction to the response received from their trainer and a response / resolution must be presented within 7 days.

6. Should the issue still not be resolved to the student's satisfaction, the RTO will make arrangements for an independent external person to resolve the issue. The student will be given the opportunity to formally present his or her case. The time frame for this process may vary but should take no longer than 14 days.

7. All parties involved will receive a written statement of the outcomes, including reasons for the decision within the 14-day period.

8. Where the RTO considers more than 60 calendar days are required to process and finalise the complaint or appeal, the RTO will inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required, and regularly updates the complainant or appellant on the progress of the matter.

## Fees & Charges

Up to date information on fees, charges and refunds are clearly documented on our web site and course brochure.

## Fees in Advance

Gateway Training Academy collects fees in advance for services not yet provided to students. In the case where an individual student wishes to pay more than the application fee with their enrolment application, the amount will not exceed \$1,000.00 prior to the course commencement.

Following course commencement, the RTO 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 tuition or other services yet to be delivered to the student does not exceed \$1,500.

The only exception to this is when an employer (i.e. NOT an individual) is responsible for paying the fee. In this case, the full fee amount is to be invoiced and paid.

The RTO has appropriate safeguards and fair options in place for any monies paid in advance and that these funds are not used until courses and or units have commenced.

## Guarantee to Student about completion of the Course

In the event that Gateway Training Academy ceases to provide a VET course of study in which a VET student is enrolled, then it guarantees to refund any and all amounts for non-completed units of competency and issue a statement of attainment for successfully completed units. Gateway Training Academy will endeavour to assist the student to source an alternative RTO if necessary.

## Refund Policy

Gateway Training Academy:

- guarantees once you have commenced your training / assessment, you will be provided with every opportunity to complete the course.
- will, in the event that a course is cancelled, whilst in progress, due to circumstances beyond its control, provide the student with a refund of fees on hold or offer to transfer the student to another course.
- will refund a pro rata proportion of any money paid by you and not yet used for the delivery and assessment of the course, in the event we cancel or discontinue a course.

## Withdrawal and Refunds

If you withdraw from a course after your enrolment has been confirmed, and within 4 weeks of the commencement date, you will forfeit any fees paid, including any enrolment fees and any course fees.

If you withdraw from a course due to illness, (verified by a medical certificate and within 7 days of course commencement) we will refund any course fees paid less any application fee and 20% of your course cost.

Should you withdraw for any other reason other than illness and within 5 days of course commencement, you will be liable to 50% of the course cost.

Should you withdraw from the course once commenced, or if you fail to commence the course you will forfeit all monies paid and be liable for the full course cost.



## Procedure - Refunds

To apply for a refund, a written claim must be submitted on the Refund Request Form to the CEO of the RTO. An application for a refund will be processed within 4 weeks after a claim has been received. Refunds are assessed on a case by case basis. Refunds will only be refunded to the person who entered into the contract with the RTO and will not be provided to a third party. All refunds are paid electronically, no refunds will be in cash. Agreeing to the Refund policy does not remove the right of the student to take further action under Australia's consumer protection laws or to pursue other legal remedies.

## Additional Fees and Charges

**Re-submit fee** - No re-submit fee applies.

**Re-assessment fee** - No re-assessment fee applies.

**Produce partial completion statement of results** - No fee applies to produce a statement of results when the candidate has partially completed the training program and must withdraw.

**Re-print certification** - Where the candidate requests a new copy of their certification, the following fees apply:

- Statement of Attainment \$12.00 + GST
- Qualification (with academic transcript) \$12 + GST

Please allow 7 working days for receipt of your replacement certificate.

## Student Support

We currently offer support in: Assessment options including recognition of prior learning (RPL): options in delivery modes: guidance on career paths: trainer support during course enrolment: training needs analysis: special needs, including Language, Literacy and Numeracy. During enrolment your first point of contact will always be a member of our administration team, and at any time during your studies the administration team members are here to assist you. Additionally, if your concerns are of an academic nature, your trainer would be the appropriate person to discuss your needs with. If at any time you feel that you are not receiving the support that you require the matter needs to be brought to the attention of the RTO manager who can be contacted via the information provided on page 3 of this handbook.

## Language, Literacy & Numeracy (LLN)

Gateway Training Academy is committed to ensuring accessibility to all perspective students for the training courses we provide.

We also recognise that at times language and literacy problems may restrict a person from achieving the competencies required for particular courses or programs.

Gateway Training Academy will assess a perspective client/learners ability to carry out all the learning tasks and required assessments before enrolment. Where required upon identifying LLN problems that may inhibit a student from successfully completing a course Gateway Training Academy will advise a student of the following two options:

1. Provide information of an organisation who may be able to assist and provide training
2. Refer to an LLN specialist

## Anti-Discrimination, Access and Equity

Gateway Training Academy is an equal opportunity organisation. All Participants are treated on their merits, without regard to race, age, sex, marital status or any other factor not applicable. In accordance with the Anti-Discrimination Act 1991, Gateway Training Academy does not tolerate any form of discrimination. We believe all participants have the right to work and learn in an environment free of discrimination and harassment. Under Federal and State anti-discrimination laws, discrimination in employment on the following grounds is against the law:

- Sex and/or Lawful sexual activity
- Marital status
- Pregnancy
- Parental status
- Age
- Race
- Impairment
- Religion
- Criminal record
- Political belief and activity
- Social origin

Any reports of discrimination or harassment will be treated seriously and investigated promptly, confidentially and impartially.

## Bullying

Workplace bullying is defined as 'the repeated less favourable treatment of a person by another or others in the workplace, which may be considered unreasonable and inappropriate workplace practice'. It includes behaviour that offends, intimidates, degrades or humiliates an employee or participant possibly in front of co-workers or participants. Gateway Training Academy adheres to the Prevention of Workplace Harassment Code of Practice 2004 (revised 2012)

Individuals who have been subjected to bullying should report any incident to the Chief Executive Officer or RTO Manager. Any allegation of sexual harassment brought to the attention of this group will be promptly investigated.

## Sexual Harassment Policy

Gateway Training Academy in accordance with the Anti-Discrimination Act 1991 and the Sexual Discrimination Act 1984 considers sexual harassment an unacceptable form of behaviour that will not be tolerated under any circumstances.

The company believes that all workers and Participants should be able to work in an environment free of intimidation and sexual harassment.

Sexual harassment is any unwelcome conduct of a sexual nature. If a reasonable person would anticipate this behaviour might make you feel offended, humiliated or intimidated, it may be sexual harassment. Sexual harassment is unlawful under the Sex Discrimination Act 1984 (Cth).

Examples include:

- Sexually oriented jokes, innuendo or verbal abuse;
- Non-verbal acts like leering or sexual body gestures;
- Physical contact such as patting, pinching or touching, hugging, putting an arm around another person's body at work and brushing against another person's body.
- Person unwelcome invitations or telephone calls from colleagues at work or at home
- Sexual assault or rape.

Individuals who believe that they have been subjected to sexual harassment should report the incident to any of the following, Chief Executive Officer, RTO Manager. Any allegations of sexual harassment brought to the attention of this group will be promptly investigated. Confidentiality will be maintained throughout the investigation to the extent practical and appropriate under the circumstances.

Individuals found to have engaged in misconduct constituting sexual harassment will be severely disciplined, up to and including termination and/or reported to client or appropriate authority.

The employer may elect any other appropriate action to protect employees, clients and Participants.

If any party directly involved in a sexual harassment investigation is dissatisfied with the outcome or resolution, that individual has the right to appeal the decision. The dissatisfied party should submit his/her written comments in a timely manner to the Chief Executive Officer.

Gateway Training Academy will not in any way retaliate against an individual who makes a complaint of sexual harassment or against any participant in the investigation, nor permit any employee to do so. Retaliation is a serious violation of this sexual harassment policy and should be reported immediately. Any person found to have retaliated against another individual for reporting sexual harassment will be subject to the same disciplinary action provided for sexual harassment offenders.

Gateway Training Academy has developed this policy to ensure that all its employees, students and partners can work in an environment free from sexual harassment. Gateway Training Academy will make every effort to ensure that all personnel are familiar with the policy and know that any complaint received will be thoroughly investigated and appropriately resolved.

This policy is designed to protect all employees and students from harassment in any way associated with the workplace or work environment, including employer sponsored functions, regardless of who is the harasser.

## Legislative Requirements

Gateway Training Academy will meet all legislative requirements of State and Federal Government and those imposed by our regulatory body ASQA including but not limited to: -

- National Vocational Education and Training Regulator Act 2011 (Cth)
- The Privacy Act 1988 / Privacy Admendment (Private Sector) Act 2000 (Cth)
- Sex Discrimination Act 1984 (Cth)
- Racial Discrimination Act 1984 (Cth)
- Age Discrimination Act 2004 (Cth)
- Copyright Act 1968
- Disability Discrimination Act 1992 (Cth)
- Disability Standards for Education 2005 (Cth)

### NSW Legislation

- Work Health and Safety Act 2011
- Work Health and Safety Regulation 2011
- Disability Inclusion Act 2014
- Fair Trading Act 1987
- Electronic Transactions 2000 (NSW)

## Management & Administration

Gateway Training Academy has policies, procedures and management strategies, which ensure sound financial and administrative practices. Management guarantees the organisation's sound financial position and safeguards student fees. Our refund policy is fair and equitable. Student records are managed securely and confidentially and are available for student perusal on request.

## Marketing & Advertising

Gateway Training Academy ensures any marketing of vocational education and training products are done so with integrity, accuracy and professionalism. We ensure VET sector regulatory requirements are always met. In the provision of information, no false or misleading comparisons are drawn with any other training organisation or training product.

## Quality Management Focus

Gateway Training Academy has a commitment to providing a quality service and has a strong focus on continuous improvement. We value feedback from students, staff and employers for incorporation into future programs.

## Staff Responsibilities

At Gateway Training Academy, all staff have been inducted in their responsibilities for your access and equity principles. Staff act in accordance with the Code of Practice and all learners are made aware of their rights and responsibilities. All learners have the same access to courses offered irrespective of gender, culture, linguistic background, race, or disability.

## Student Records

The Organisation is bound to comply with the Privacy Act 1988 including the Privacy Amendment (Enhancing Privacy Protection) Act 2012

- We will only collect information relevant to providing services to you.
- Your personal details will not be passed on without your consent.
- All care is taken to ensure your details are held securely on these premises.
- You may request access to this information.

You can have access to your own personal records at any time by approaching your Trainer or the RTO Manager.

On completion of your training, for possible auditing purposes, your assessments will be held for a period of up to 6 months or as per contractual obligations in accordance with all privacy and confidentiality practices and procedures. After this period, your documents will be destroyed using secure measures.

Your personal information may be disclosed to Approved Third Parties including relevant State and/or Federal Government Departments. Your information may also be disclosed if it is necessary to prevent or lessen a threat to your life, health, or the life or health of another person or it is required by law or necessary to prevent a breach of law or to protect the public revenue.

## Privacy Statement Our Commitment to Privacy

Your PRIVACY is very important to us. As an organisation that complies with the Privacy Amendment (Enhancing Privacy Protection) Act 2012 our information handling practices ensure that we treat the private information of our clients with utmost care and respect. We only collect personal information necessary to fulfil our obligations to you and to meet our legal and contractual obligations.

The provision of your personal information is voluntary but if you do not provide us with this information, we may not be able to provide you with the services you request.

## Financial Information

Financial information collected by Gateway Training Academy to facilitate the payment of course fees and/or miscellaneous items associated with your training is securely destroyed (by shredding) once the

transaction has been finalised. Gateway Training Academy does not hold nor maintain any recording system that would facilitate the retrieval of a student's financial information.

## Student Code of Conduct/Disciplinary Procedures

- a. **Gateway Training Academy** respects the beliefs and cultures of all people. You are asked to display tolerance towards the views of others, even when they conflict with your own. In return, you have the right to be respected for your own beliefs and culture. Discriminatory and judgemental statements should be avoided, and non-gender specific language used in all assessments and documents. Clients considered to not be meeting the above requirements will be given the opportunity to discuss these issues with their Trainer. If the matter is still unresolved a meeting will be held with the Training Coordinator. If the issue cannot be resolved at this level, it will be escalated to the Training Manager. For further information, please contact the Training Coordinator.
- b. Disruptive behaviour and inappropriate language may result in a request to leave the class after a Trainer has discussed your behaviour with you and issued you a verbal warning.
- c. Students will be instantly dismissed from training as a result of:
  - Attending classes/industry placement under the influence of drugs or alcohol.
  - Any violence or perceived violence to staff or other clients.
  - Deliberate or wilful damage to property.
  - Theft of items from other clients, staff, the training centre or any workplace accessed for Industry Placement.

## Academic Misconduct – Cheating, Plagiarism and Collusion

Academic misconduct includes but is not limited to **cheating** - including supporting others in cheating, **plagiarism**, **collusion** – including working in groups where not approved by the teacher, **electronic plagiarism** and **falsifying** information.

## Training & Assessment Standards

Gateway Training Academy staff have the appropriate qualifications and experience to deliver the training and assess competence relevant to the training products offered. As an organisation we continually strive to improve our products through our Quality Management System and Continual Improvement processes.

To ensure quality outcomes, assessment will be:

- fair
- flexible
- valid
- reliable
- sufficient

Our assessment methods will meet the National Assessment Principles (including Recognition of Prior Learning).

## Time to Complete (Target Dates to Complete Your Qualification)

As a student, you have enrolled with Gateway Training Academy to gain a qualification and the Trainers are here to ensure that happens for you. To do this all students – both face to face and on-line will be provided a training plan by their Trainer indicating timeframes (target dates) of when assignments / assessments will be due. These time frames (target dates) need to be met by the student.

If an exceptional circumstance should arise that does not allow you to meet a required timeframe (target date), you must contact your Trainer at the first instance and let them know when you expect the assessment to be sent to them.

For extensions for more than **one month**, a written application for an extension MUST be addressed to the RTO Manager for approval. This can be lodged by email to [info@gatewayacademy.com.au](mailto:info@gatewayacademy.com.au) . Extensions will be assessed on a case by case basis, taking into account the circumstances and the student's past history.

As a student, your non-compliance with the above may lead to your file being archived. To re-activate your studies, you may be requested to go through the enrolment process again.

## Participant Acknowledgement Form

Please complete this section and return it to Gateway Training Academy Prior to the Course Commencement.

I have read the information contained in the Gateway Training Academy Student Handbook. I am aware that more information is available from Gateway Training Academy and it is my responsibility to seek this. I understand and agree to abide by the conditions, policies in this student handbook.

Signed: \_\_\_\_\_

Name (please print): \_\_\_\_\_

Course attending: \_\_\_\_\_

Date: \_\_\_\_\_

### Gateway Training Academy

**A:** Level 1, Suite 7, 2-6 Oxford Street Ingleburn 2565

**M:** 0431 462 338

**P:** 1300 881 932

**W:** [www.gatewayacademy.com.au](http://www.gatewayacademy.com.au)