

# STUDENT HANDBOOK

KNEEDEEP

kneedeep

Get it done. Get it done *well*

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## **INTRODUCTION**

KneeDeep provides nationally accredited training and development for people who want to develop their management, leadership and project management skills.

We focus on delivering relevant and industry-focused programs and support learners throughout the duration of the program.

## **ELEGIBILITY**

Each course outline on our website explains the pathways into each program. Go to our web site at [www.kneedeep.com.au](http://www.kneedeep.com.au) and search on the course you are interested in.

To be selected for one of our courses you need to ensure that you have the minimum entrance requirements. These usually consist of being able to reach a minimum English language and literacy standard. If one of our programs relates to a specific target group then you need to meet these requirements as well. This is a condition of some government funded courses.

If you have enquiries about our programmes please contact us on 08 71274885 or email [enquiries@kneedeep.com.au](mailto:enquiries@kneedeep.com.au).

## **ENROLMENT PROCEDURE**

Students can enrol by following these steps:

- Complete the Enrolment Form that can be downloaded from the website ([www.KneeDeep.com.au](http://www.KneeDeep.com.au)) or contact KneeDeep and request the Enrolment Form to be emailed or posted to you.
- The completed enrolment form must be received at least 2 weeks prior to the commencement date of a program.
- KneeDeep will contact you within 14 days of receiving your enrolment form and will raise an invoice for the enrolment fee. The student must pay the enrolment fee in full in order to confirm the enrolment.
- Depending on the units enrolled you may receive additional pre-course information before the commencement of the course. This may include group presentations, briefing sessions and printed materials.

## **CLIENT SERVICES**

Important information for all students is provided with this handbook and must be reviewed prior to the commencement of the course:

### **Access and Equity**

We welcome participants of all groups and are committed to promoting equality and fairness in our treatment of people. We strive to ensure that programs and services are non-discriminatory, relevant, accessible, fair and inclusive. If you are older than 18 years old you can enrol in any of our programs. We will provide quality training and learning assistance for anyone who has special needs.

## Language, Literacy and Numeracy (LLN)

Our training takes into account the language skills required by people wishing to increase their skills. KneeDeep will take into account the needs of clients who require additional assistance with language, literacy and numeracy. If you believe you need further assistance please contact us and enquire about our LLN referral programs. Alternatively you can contact the Reading Writing Hotline on 1300 6555 06. Information is also available on the following websites:

- <http://www.literacyline.edu.au/index.html>
- <http://www.sacal.sa.edu.au/>

The Australian Government also offers three main programs to support adults with the development of language, literacy and numeracy skills for use in work, citizenship and life-long learning.

### 1. Workplace English Language and Literacy (WELL) Program

The main aim of the Workplace English Language and Literacy (WELL) Program is to assist organisations to train workers in English language, literacy and numeracy skills. This funding is available on a competitive grants basis to organisations for English language and literacy training linked to job-related workplace training and is designed to help workers meet their current and future employment and training needs.

(<http://www.innovation.gov.au/Skills/LiteracyAndNumeracy/WorkplaceEnglishLanguageAndLiteracy/Pages/default.aspx>)

### 2. Language, Literacy and Numeracy Program

The Language, Literacy and Numeracy Program provides language, literacy and numeracy training for eligible job seekers whose skills are below the level considered necessary to secure sustainable employment or pursue further education and training. It is designed to help remove a major barrier to employment and improve participants daily lives.

(<http://www.humanservices.gov.au/customer/services/centrelink/skills-for-education-and-employment>)

### 3. Adult Migrant English Program

The Adult Migrant English Program (AMEP) provides up to 510 hours of basic English language tuition to migrants and refugees from non-English speaking backgrounds.

(<http://www.immi.gov.au/living-in-australia/help-with-english/amep/>)

## Special Needs

Please let us know if you have any special needs prior to enrolling. We will endeavour to assist you by providing alternative course content, assessments and special access to the training facility. If you have a special need due to religious purposes (i.e., prayer breaks), please let us know prior to the training program and we will endeavour to schedule breaks during the training appropriately.

## Study Support

KneeDeep can provide one-one-one or group based mentoring support for students who are in need of additional support to complete their qualification.

## Student Records

KneeDeep aims to protect the privacy and confidentiality of information provided to us. Student records are held in a secure environment and protected under our privacy policy. Students may contact us to access their personal records during normal business hours. We will require proof of identity before releasing any information.

A copy of our Privacy Statement is available on request from any staff member.

## RECOGNITION OF PRIOR LEARNING (RPL)

Potential students may also have acquired skills or competencies through formal learning or work or life experience that meet the requirements of one or more units, in which case you can apply for Recognition of Prior Learning. The student should indicate on the *Enrolment Form* which units they want to be assessed for.

If you are interested in exploring RPL we will provide an RPL Kit and personal guidance on how to proceed and what types, amount and currency of evidence is required to achieve competency for each unit. To be successful in this process all evidence provided must be valid, authentic and current.

The following procedure applies for those wishing to apply for RPL:

- Complete the Enrolment Form indicating what units you are applying for recognition.
- KneeDeep will schedule an initial interview between yourself and an appropriate assessor.
- During the interview, the assessor will go through the recognition process, explain the different types of evidence that can be provided for the units the student is applying for recognition and answer any questions.
- After the above pre-assessment, if you decide to continue with the recognition pathway, KneeDeep will provide you with an RPL Kit for the applicable units.
- Upon receiving the completed Enrolment form, KneeDeep will raise a tax invoice for 30% of the total fees for the enrolled units or \$500 whichever is the least.
- The student must prepare the evidence requested by the assessor and map it to the corresponding units and then submit it to KneeDeep in person, by email or by post.
- On receipt of the evidence, an assessor will determine the completeness and relevance of the documentation. The assessor will schedule a meeting with the student to discuss any deficiencies that must be rectified or addressed before the assessment can be completed.
- Based on the evaluation of the evidence provided by the student, the assessor will make a decision resulting in one of two possible outcomes:
  - Competent in the applied unit(s) or qualification.
  - Not yet competent and require further supporting documentation/evidence, in which case a new and final assessment date will be scheduled.

- The student will be notified in writing of the decision with feedback and any recommendations.
- KneeDeep will also raise an invoice for the rest of the fees once the assessment report is submitted.
- The student will forward further documentation if required and based on the new evidence provided the assessor will make the final decision.

## **COMPLAINTS AND APPEALS**

Clients who are dissatisfied with one of our services or decisions have the right to raise a complaint or appeal the decision and we assure that it will be handled in a professional, confidential and an effective manner. Complaints lodged for issues that occurred over 6 months in the past will not be accepted.

The Company seeks to:

- Listen to the views of all our clients and stakeholders
- Address any concerns that they may have
- Constantly improve the quality of our services and processes.

If a participant has a complaint or problem with one of the Company's programs or processes, he/she may also report it to any staff member. Staff members will encourage complainants to lodge their complaints using the Complaint Form. If the complaint has an origin in company policy, the Training Manager will escalate the complaint to the Managing Director.

When lodging a complaint you will have an opportunity to present your case and you can bring a support person if you consider necessary. You can also have access to an independent arbiter if needed.

We will keep you informed of progress of your complaint but you are free to contact us at any time to find out the current status (08) 7127 4885.

If you are not satisfied with the outcome of the process you can contact the Australian Skills Quality Authority (ASQA), info line 1300 701 801 or the Office of the Training Advocate (1800 006 488).

For a minimum of 5 years, we will keep all supporting evidence of:

- Data about complaints and appeals
- Records of actions taken to address the root cause of complaints
- Minutes of staff meetings at which actions arising from complaints were agreed on

## **ASSESSMENT METHODS/EVIDENCE GATHERING**

Assessment involves gathering evidence and making judgments on whether a person has achieved the competencies of a course. All Students who successfully complete their assessments and all other course requirements will be issued with the appropriate qualification or statement of attainment. At the start of each course the trainer will provide a briefing about the assessment process.

The competency of participants may be assessed via a combination of:

- Portfolio of evidence.
- Behavioural observations during training sessions.
- Answers to learning and reflection activities during training sessions.
- Written and/or verbal assignments which will be completed outside of training time which may include case study based assessments.
- Workplace observations by Manager.

## **NOTIFICATION OF RESULTS**

Students will receive information about their progress on a regular basis during the course, and will be promptly notified of their results. Assessors will provide detailed feedback on the students' progress along the way.

Personal records will not be released to any other person or organisation without proper authority.

## **ISSUANCE OF QUALIFICATIONS**

KneeDeep will issue a Certificate of Completion or a Statement of Attainment after the student completes all required tasks/assessments and after receiving the final payment.

If a replacement Certificate or Statement of Attainment is requested then a fee of \$50 per item will be charged.

## **COURSE FEES**

Course Fees are inclusive of all materials. The fees for all the programs available are published in our website under published on the website

An enrolment fee is payable at the time of enrolment as per the current Schedule of Fees. KneeDeep will issue a tax invoice for the enrolment fee which is to be paid in full within 14 days and prior to course commencement. This fee is not refundable unless we receive a cancellation letter at least 5 working days prior to the start date of the course or justified special circumstances approved by the Training Manager.

KneeDeep will refund the total enrolment fee if the company cancels a program or reschedules a program to a date that is not suitable to the candidate.

The remaining of the course fees will be divided in two equal instalments and invoiced as per current Schedule of Fees, regardless of the participant's attendance to the course, unless otherwise stated on individual program terms.

A monthly payment plan can be negotiated on mutual agreement by both parties.

Participants must pay each invoice within 14 days of invoice issue date. Failing to attend any of the sessions without formal cancellation will attract the full corresponding fee.

RPL fees are charged on a per unit basis as per our schedule of fees. Preliminary assessments are undertaken free of charge; on enrolment, an initial fee is payable of \$500 or 30% of the total cost of the enrolled units (whichever is the least amount). The balance of the fee will be invoiced on completion of assessment.

## LEGISLATION

KneeDeep operates under a range of State and Commonwealth Legislation that governs its training and employment services.

- Training and Skills Development Act 2008
- National VET Regulator Act 2011
- SA Associations Incorporation Act 1985
- SA Work Health and Safety Act 2012
- SA Equal Opportunity Act 1984
- Disability Discrimination Act 1992 (amended 2012)
- Sex Discrimination Act 1984 (amended 2013)
- Racial Discrimination Act 1975 (amended 2012)
- Privacy Act 1988 (amended 2013)
- Fair Work Act 2009 (amended 2013)