Student Information Handbook
# Student Information Handbook

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WELCOME

Our Training Organisation delivers a range of different courses to people who wish to gain a qualification of further education. Our Trainer and assessors are highly qualified and have extensive experience. We are here to support the client/participant throughout the training programs and we hope you have an enjoyable learning experience. In this handbook, you will find information about our training organisations policies and procedures together with forms and documents that you may have to refer to. We hope that your time with our training organisation is a memorable and productive learning experience.

CONTACT DETAILS

College name: National Institute of Education and Technology
Address: 7 Clunies Ross Court, Eight Mile Plans, QLD
Telephone: 07 3061 3764
Email: info@niet.edu.au
Website: www.niet.edu.au

CODE OF PRACTICE

NIET undertakes to maintain quality training and to uphold the highest ethical standards. Our training organisation at all times act with integrity in dealings with all clients and members of the community. We shall adopt such policies and practices to ensure the quality of vocational education and training programs offered are relevant.

NIET will ensure:

- Compliance
- The employment of qualified staff and maintenance of staff training sufficient to deliver programs on an on-going basis
- The maintenance of adequate records and security of all current and archival records
- The accuracy of marketing and promotional advertising materials
- Client access to their records upon request
- The maintenance and continual improvement
POLICIES & PROCEDURES

Enrolment

NIET will recruit students in an ethical and responsible manner and will provide information that enables students to make informed decisions about studying with us, prior to enrolment.

Students are provided with student handbook and course information prior to enrolment to enable them to make informed decisions about their studies with NIET.

The student’s application will be assessed against NIET’s entry requirements for their intended course. Only students that meet the entry criteria will be accepted.

Students will also be provided with needs and analysis forms. NIET provides advice to the students about the training product appropriate to meeting students’ needs, taking into account the students’ existing skills and competencies.

If the student’s application is accepted, the student will be sent an offer letter and tax invoice. If the application is rejected, students will be sent written notice as to why within 14 days. Applications may be rejected if the student does not meet the course entry requirements or there are no places available on the course.

All supplied documentation will be digitised and uploaded to the NIET’s student management system.

Students must accept their offer by signing the Accept an Offer form and returning it to NIET before the course start date on their letter of offer.

Upon receipt of the signed Accept an Offer form and payment of any fees due, NEIT will send student confirmation information regarding the commencement of their course.

Change of Enrolment

Change of enrolment will not normally be considered after the course has commenced unless there is a compelling reason for change. Change of enrolment may occur if the Registrar agrees on the benefit of the change and it does not disrupt other students/ candidates and the course structure. Refunds may only be made as a result of change of enrolment subject to our refund policy.

Cancellation & Refund Policy

Requests for refunds must be made in writing to the finance department. The enrolment fee and material fee are non-refundable. Tuition fees are not transferable to other institutions or other students once you commence your enrolment.

All refunds will be paid to the person who has entered into the contract with NIET, unless the person gives a written direction to pay the refund to someone else. Refunds will be processed and paid within four (4) weeks of the receipt of the written notification. Bank charges are deducted from refunds made by overseas electronic transfer or bank draft. Please note that:
- If written cancellation of the enrolment is received four (4) or more weeks prior to the initial course commencement – 100% of paid fees will be refunded.

- If written cancellation of the enrolment is received less than four (4) weeks prior to the initial course commencement – 50% of paid fees will be refunded.

- In the unlikely event of NIET being unable to provide a course for an enrolled student, all paid fees will be refunded in full.

- No refunds will be granted once the student commences studies at NIET unless the student has a legitimate complaint against NIET that can be substantiated under the Consumer Protection Laws of the Commonwealth of Australia or the State of Queensland.

- Should a student become seriously ill and can no longer continue their study, NIET may refund the balance of unused tuition fees.

Requests for such a refund must be made in writing to the Director. Exceptional fee refunds are wholly at the discretion of the Director of NIET. Appropriate evidence, such as an original medical certificate or death certificate in English, will be required.

In the unlikely event that NIET is unable to deliver your course in full, you will be offered a refund of all the course money you have paid to date. The refund will be paid to you within 2 weeks of the day on which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course by NIET at no extra cost to you. You have the right to choose whether you would prefer a full refund of course fees, or to accept a place in another course.

Deferral, Suspension of Studies

Deferral of the commencement of studies, or the suspension of studies underway, may only be approved by NIET on compassionate or compelling grounds. All applications for the deferral or suspension of studies must provide supporting documents in English. Applications may require up to 7 working days to be processed. NIET may also choose to defer or temporarily suspend the enrolment of a student due to student misbehaviour.

Compassionate or compelling circumstances are generally those beyond the control of the student which affect the student’s course progress or well being. This could include, but is not limited to:

- Serious illness or injury, where a medical certificate states that the student was unable to study
- Bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
- Major political upheaval or natural disaster and this has impacted on the student’s studies; or
- A traumatic experience, which could include:
  - Involvement in or witnessing of a serious accident; or
  - Witnessing or being the victim of a serious crime that has negatively impacted on the student (these cases should be supported by police or psychologists’ reports)
- Where the registered provider was unable to offer a pre-requisite unit

Participant Induction & Orientation
Information is provided regarding the course details, this information is readily available on our website. Queries are answered regarding any learning and training needs, expectations and responsibilities, via email from the administration office.

**Access and Flexible Delivery**

Delivery will be:

Online and Face to face

The course will be delivered online and trainer will run virtual classes from time to time through Adobe Connect. After finish each session, virtual class videos will also be uploaded online to support students who miss the class. Trainers will also be available in the college to support students who would like to have face to face support.

Students can access their learning materials, assessments, videos and additional online resources wherever whenever they want. Students can connect with their trainers and assessors through online chat room, discussion forum, Skype, email and telephone. Online learning space is also where students submit their assessment and receive grades.

**Conduct**

Our employees use their initiative, work as a team member and be honest, loyal, tactful and courteous. It is expected that students/ candidates will treat fellow students/ candidates and staff with respect. Our training organisation strives to achieve the follow interpersonal behaviour:

- Focus on the situation, issue or behaviour, not on the person
- Maintain the self-confidence and esteem of others
- Maintain constructive relationships with staff and fellow students/ candidates
- Take the initiative to make things better
- Lead by example
- Respect the property of our training organisation and fellow students/ candidates
- The use of inappropriate language will not be tolerated
- Mobile phones are to be turned off during course times and assessments

**Privacy**

We recognise every student/ candidate's right to privacy. Our training organisation identifies how we handle information. We collect and store enrolment information and the students/ candidates progress reports. We use this information to measure the students/ candidates and our own performance and also to advise students/ candidates of future products and services which can assist in their professional
development or to up skill their qualifications. We Do Not share, rent, or sell personal information provided to us. The confidentiality of the information we collect from students/ candidates is protected under the Privacy Act and related Federal statutes.

All our staff and contractors are required to:

- abide by the Privacy Policy
- observe verbal or written discretion in their dealings with students/ candidates, client and other stakeholders.
- respect client and stakeholder information

Work Health & Safety

NIET has a duty to provide a safe and healthy workplace for all employees, students and visitors.

It is our duty to ensure that your classroom is safe and free from danger. We ensure that our students are made aware of any possible potential hazards e.g. loose electrical cords etc. In addition,

- Students should be discouraged from moving furniture such as desks, chairs, or equipment.
- Any faulty electrical power points or other possibly dangerous or non-working pieces of equipment should be brought to the attention of the Registrar and logged in the improvement log and will be attended to immediately
- No food or drink (with the exception of water) may be brought to a lecture room without the written permission of the Registrar. In the case where permission is granted, these items must be removed from the classroom at the end of that lecture.
- No smoking is permitted in any part of this building

To help us provide a safe environment for all staff and students, work health and safety legislation also reinforces your duty to take reasonable care for the health and safety of others. You must not interfere with or misuse anything provided for you in the interest of health and safety. You should report any safety issues or concerns to your teacher or campus staff as soon as possible.

For further information about work health and safety, visit WorkCover QLD website.

Access & Equity

NIET is committed to providing all students with equal opportunity to pursue their training and development. This policy and procedure is to be used by NIET to integrate access and equity principles into all training and assessment activities it conducts or is conducted on its behalf.

Access and Equity principles include:

- Equity for all people through the fair and appropriate allocation of resources
- Equality of opportunity for all people without discrimination
- Access for all people to appropriate quality training and assessment services
• Increased opportunity for people to participate in training

Disadvantaged groups include the following groups who traditionally have been under-represented in Vocational Education and Training (VET):

• People with a disability
• Aboriginals and Torres Strait Islanders
• Women
• People from non-English speaking backgrounds
• People in rural and remote areas
• Long term unemployed

Discrimination can be direct, indirect or systemic.

Direct discrimination

Direct discrimination is any action which specifically excludes a person or group of people from a benefit or opportunity, or significantly reduces their chances of obtaining it, because their status or personal characteristics, irrelevant to the situation (eg, sex, ethnic origin) are applied as a barrier. Direct discrimination has as a focus assumed differences between people.

Indirect discrimination

Indirect discrimination is the outcome of rules, practices and decisions which treat people equally and therefore appear to be neutral; but which, in fact, perpetuate an initially unequal situation and therefore significantly reduce a person's chances of obtaining or retaining a benefit or opportunity. Rules, practices and decisions are applied to all groups alike but it is the very assumption of a likeness that constitutes the discrimination.

Systemic discrimination

A system of discrimination perpetuated by rules, practices and decisions which are realised in actions that are discriminatory and disadvantage a group of people because of their status or characteristics and serve to advantage others of different status or characteristics. Direct and indirect discrimination contribute to systemic discrimination.

Equity focuses on outcomes. Equity is not concerned with treating people in the same way; it is concerned with ensuring that all groups of people participate and benefit to the same level.

Legislation includes

• Commonwealth Racial Discrimination Act 1975
• Commonwealth Sex Discrimination Act 1984
• Commonwealth Disability Discrimination Act 1992
• Commonwealth Racial Hatred Act 1995
• Disability Services Act 2006
**Sexual harassment** is defined by the Commonwealth Sexual Discrimination Act 1984 as when a person:

- makes an unwelcome sexual advance or an unwelcome request for sexual favours;
- engages in unwelcome conduct of a sexual nature, and a reasonable person would have anticipated that the person harassed would be offended, humiliated or intimidated.

**Participant Harassment**

It is important for the trainer to consider what strategies to use in the event of discrimination or sexual harassment. At times this may present a challenge; however, the trainer might take the following recommendations into consideration:

- be aware of the way you address individuals
- be conscious of the hidden messages conveyed by classroom language
- distribute tasks equitably, not by any other particular stereotype
- at all times be conscious of your own attitude
- be open to discussion of equal opportunities issues
- be specifically aware of the negative attitudes of certain visual images e.g. posters
- communicate to students and others involved with the course the RTO's policy regarding discrimination and sexual harassment
- actively discourage unproductive "battles of the sexes" in class
- promote respect for all students and other staff on the basis of their personal worth.

**Complaints Procedure**

NIET believes that a student, who has a complaint or appeal, has the right to raise the complaint or appeal and expect that every effort will be made to resolve it in accordance with this policy, without prejudice or fear of reprisal or victimisation.

The student has the right to present the complaint or appeal formally and in writing.

NIET will manage all complaints and appeals fairly, equitably and efficiently as possible. NIET will encourage the parties to approach the complaint or appeal with an open mind and to resolve problems through discussion and conciliation. Where a complaint or appeal cannot be resolved through discussion and conciliation, NIET acknowledges the need for an appropriate external and independent person to mediate between the parties. The parties will be given the opportunity to formally present their case to the independent person.
Confidentiality will be maintained throughout the process of making and resolving complaints. NIET seeks to protect the rights and privacy of all involved and to facilitate the return to a comfortable and productive learning environment.

A copy of this Policy is available to all students and staff via NIET website. The information will also contain details of external authorities that they may approach.

**Procedure**

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

1. 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:
   - description of the complaint or appeal
   - state whether they wish to formally present their case
   - steps taken to deal with the complaint or appeal
   - what they would like to happen to fix the problem and prevent it from happening again.
4. The student brings the complaint or appeal to the attention of the trainer.
5. If the complaint or appeal is not dealt with to the student’s satisfaction, s/he may bring it to the attention of the RTO Manager. The RTO Manager 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 RTO Manager receives written notification from the student about their dissatisfaction to the response received from their trainer and a response / resolution must be presented within 30 days.
6. Should the issue still not be resolved to the student’s satisfaction, NIET will make arrangements for an independent third party to resolve the issue and outline any costs that may be involved with this to the student. 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. If the process is taking longer than 60 days from the complaint or appeal being received the student will be notified in writing of the reason for the delay and kept informed about all progress.
8. If the student is still not happy with external mediation, he / she may take his / her complaint to the VET Regulator.
9. All documentation relating to complaints or appeals should be archived for audit purposes.

NIET RTO Manager will be person responsible for the implementation and maintenance of the policy.
Services & Support

The following support will be available to learners:

Language, Literacy and numeracy support

A formal LLN test may be provided to students to identify these difficulties. Once the gap has been identified, we could offer below sessions for our students:

- One-one individual lesson
- Small group lesson
- Discussion lesson
- Consultation and mentoring session

Please note that for the LLN training, the first 30 mins are free. After that, if students would like to do LLN gap training, the hourly rate is $50/ hour.

Online delivery support

Students are given a password protected logon to our learning platform. The web site provides students with study materials, assessments, online email support, Skype, online chatroom and forum discussion. Telephone support and technology consultation are also available for students.

Study skills support

This program helps students to manage their time and plan their schedule. Academic writing skills and research skills are also included. Students also learn note-taking skills in this program.

Our training organisation caters to diverse student/ candidate learning needs and aims to identify and respond to the learning needs of all students/ candidates. Student/ candidates are encouraged to express their views about their learning needs at all stages of their learning experience from the initial induction and enrolment stage. Our organisation will assist all student/ candidates who enrol in their effort to complete our Training and Assessment programmes. In the event that a student/ candidate is experiencing any difficulties with their studies we would recommend that the student/ candidate should seek assistance from a Mentor or Tutoring staff.

Counselling/ personal support

- Lifeline – 13 11 14 or www.lifeline.org.au
- Relationships Australia - 1300 364 277 http://www.relationships.org.au
- MensLine Australia – (For men of any age) 1300 78 99 78
- Kids Helpline (For young people aged 5-25) – 1800 551 800

Mental health support

- Headspace.org.au (Headspace provides mental and health wellbeing support, information and services to young people aged 12 to 25 years and their families.)
- Mindhealthconnect.org.au (Launched as part of Australian Government’s National E-Mental Health Strategy, this site isa trusted gateway to issues surrounding mental health care and a first step to finding relevant support and resources to meet mental health needs.)
The following processes will be applied for students considered to be “at risk”:

- Identify particular requirements (such as literacy or English language) learners would need to complete this course
- Developing strategies to make support available where gaps are identified
- Students can obtain individual support with LLN, assistive technology, additional tutorial and other mechanisms, such as assist in using technology for online delivery components

**Recognition of Prior Learning/Recognition of Qualifications Issued by Other RTOs**

Learners are able to have their competency from prior learning and work experience recognised in this qualification through the following arrangements:

RPL is the acknowledgement of skills and knowledge obtained through

Formal Training:
- previous courses run by training providers or in-house training
- Work experience: on the job experience, including informal training.
- Life experience: community group involvement, family activities, sports, hobbies, leisure activities, unpaid work, organising events, and/or travel

Applications for RPL will be assessed on an individual basis. Each applicant will need to provide the necessary evidence documentation to demonstrate their competency in accordance with the competency requirement of the relevant qualification for which they are applying for RPL. Documentation of prior learning is the most common form of evidence however there are also other forms of evidence including: third party observations, self-assessment reviews, verbal questioning, phone interviews and real work samples such as log books, lesson plans, meeting minutes etc.

It is up to the student to compile the evidence, in consultation with a trainer once they have enrolled. Evidence documents will be assessed against the rules of evidence namely:
- Validity
- Authenticity
- Currency
- Sufficiency

Students may also apply for a credit transfer upon enrolment. It provides a means for students to gain credit on the basis of completed components of another AQF qualification or other formal learning. The credit transfer process involves:
- Mapping, comparing and evaluating the extent to which the learning outcome, discipline content and assessment requirements of the individual components of one qualification are equivalent to the learning outcomes, discipline content and assessment requirements of the individual components of another qualification, and
- Making a judgment about the credit to be assigned between the matched components of the two qualifications.
Issue Certificates

Vocational Education and Training undertaken through our training is competency based. Assessments determine whether a client is competent/ or not yet competent. Students/ Candidates are issued with either a qualification or partial qualification resulting in the issuing of a statement of attainment listing the units of competency undertaken and stating whether competency has been achieved. As well as being issued with a statement regarding competency, students/ candidates are issued with an academic transcript listing the units of competency undertaken and date achieved Records or outcome of the assessment are held for 30 years.

USI

It is now a Legal Requirement that all students are required to have a USI (Unique Student Identifier) number for all studies. Applying for a USI is free and will remain with you for life. Benefits to you as a student:

- Enable easier access to secure digital transcripts of your achievements
- Easier for you to find, collate and authenticate your VET achievements into a single transcript
- Ensure your records are not lost
- The USI will link information about your VET achievements regardless of where you studied
- Give you more access to, and more control over your educational information

For more information, please browse: www.usi.gov.au

PLAGIARISM

Plagiarism is the unacknowledged use of the work of others. This is not acceptable in our training organisation. There are some forms of plagiarism below:

- Copying select phrases without acknowledgement – using your own words to pad the selectively copied words of others.
- Paraphrasing text without acknowledgement – rewriting text in your own words, but using the idea or argument as your own.
- Using data gathered by another, claiming it as your own – even if you submit an analysis of the data that is yours alone.
- Verbatim copying without acknowledgement – copying a whole paragraph or larger sections; in effect, claiming that the writing is your own.

Fully acknowledging your sources not only avoids plagiarism but also enables you to:

- support your ideas and show how your work connects to and continues the work that has gone before;
• lay claim to credibility and authority for your work and your place in the intellectual community;
• distinguish your original ideas while demonstrating your understanding of the existing literature;
• enable your readers to learn more by consulting your sources.
• enable your readers to understand more about your interpretation of the sources;

CONDUCT ASSESSMENT

The students/ candidates level of performance is assessed against national standards. This means that the evidence provided and the competencies demonstrated must meet the standard of performance already set. During assessment the assessor reviews evidence and observes the demonstration of competencies.

The assessor records the evidence and/ or demonstration as “C” – Competent or “NYC” – Not Yet Competent.

Broadly it’s simply a matter of whether the student/ candidate can (“C”) or cannot (“NYC”) demonstrate the skills and provide supporting evidence to the performance standard.

When we gather evidence, we make sure

• Gather evidence in accordance with agreed competency standards and in accordance with the assessment procedure, using specified methods and tools.
• Document the evidence gathered in accordance with the assessment procedure.
• Ensure evidence gathered is valid, reliable and consistent.

Provide feedback and advise the result

• Put the client/ participant at ease throughout assessment.
• Give clear and constructive feedback to the client/ participant where appropriate.
• Discuss progress with client/ participant.
• Discuss with the client/ participant ways of overcoming any gaps in their competency revealed by assessment and give guidance on further training opportunities, if appropriate.
• Supply the client/ participant with a record of the assessment outcome at the completion of an assessment.
• Advise and confirm with the client/ participant reassessment opportunities and/or review appeal mechanisms available where the assessment decision is challenged.

Record assessment results

• Record assessment results promptly and in accordance with the specified assessment procedure. Assessment results should be reported as „Competent“ or „Not yet competent“.
• Record assessment results accurately in accordance with the specified record keeping requirements.
• Store assessment records in a secure place to ensure access by authorised people only.
• Maintain confidentiality of assessment outcomes.
REASSESSMENT PROCEDURE

Our assessment is competency based and is designed to determine whether the client can demonstrate the targeted competencies. Students and assessment candidates are notified in advance of the assessment dates and times by the assessor/trainer responsible for the assessment.

The following conditions apply to Assessment:

Students / candidates who know in advance that their assessment tasks cannot be met must inform the administration office, at the earliest possible time.

Students / candidates who have missed an assessment for any reason covered under the condition must apply for the missed assessment to be rescheduled.

If a student / candidate has previously attempted an assessment and has been deemed NOT YET COMPETENT they may apply for re-assessment.

ASSESSMENT APPEAL PROCESS

Students may appeal against a result shown on their student record / assessment.

The appeals process is as follows:

- The student lodges an Appeal with the Registrar.
- The Registrar will assess the result and assessment and moderate with the Trainers and give the written outcome to the student within 21 days.

YOUR RESPONSIBILITY AS A LEARNER

NIET aims to provide an environment to support quality vocational education and training to benefit individuals, industry, business and the wider community.

As a student in NIET, your responsibilities include:

- providing accurate and complete information to NIET
- behaving in a responsible and ethical manner.

For more information, please browse:

YOUR TRAINER’S RESPONSIBILITIES

Trainers and assessors are required to undertake an on-going program of training or other industry experience, to appropriately maintain and upgrade professional competencies and knowledge relevant to the content, delivery and assessment of the program/module being delivered and assessed.

Training is undertaken both internally and externally to develop and enhance instructional preparation, presentation and assessment competencies and knowledge involved in presenting courses and skills training in accordance with good adult education principles and practice.

Management will identify, plan, implement, monitor and review training and development needs and activities with individual staff. Training programs for staff will be coordinated in response to training needs, annual performance reviews and individual requests.

These activities will be directed towards reviewing and developing specific competencies, skills, knowledge and attitudes necessary for the effective performance of their duties.

Trainers and assessors involved in the delivery, assessment, issuance of qualifications and record keeping are required to understand the principles and regulations concerning packaging qualifications. Staff will be trained as necessary on induction and during in-service sessions to maintain up to date knowledge and skills for packaging qualifications.

All training courses are approved by Management and are presented by qualified internal and external trainers.

PARTICIPANT FEEDBACK & QUALITY IMPROVEMENT

Our training organisation collects regular statistical information to monitor, maintain and achieve ongoing continuous quality improvements in the delivery of vocational education and training. We value and welcome constructive feedback from our students/ candidates and staff concerning educational and service improvements or changes that would improve the existing educational and client services provided by our training organisation. To provide management with this feedback student/ candidates will be asked to complete a learner survey which is available through the on-line learning portal on completion of the course. Students/ candidates wishing to provide additional feedback on any issue or area for improvement are encouraged to email issues to the administration office.

CHANGES
If there are any changes in the organisation, all the relevant staff members need to be informed. NIET will advise students as soon as practicable about any changes to agreed services, including in relation to any new third party arrangements or change in ownership or changes to existing arrangements.

**FEES**
Enrolment Fees: $200/ per course
Material Fees: $300/ per course
RPL/ Credit Fees: $250/ unit
Replacement of Academic Record: $30
Student Card: $10
One-one Tuition Fee: $50/ hour