

RIKLAN

EMERGENCY MANAGEMENT SERVICES



STUDENT HANDBOOK

RIKLAN EMERGENCY MANAGEMENT SERVICES PTY LTD



DOCUMENT TITLE: QP00002 - RTO Student Handbook - V10.0	DOCUMENT NO: QP00002	AUTHORISED BY: Michael Nollas	VERSION NO: 10.0	ISSUE DATE: 17/11/2023	REVISION DATE: 20/09/2024
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1.0 WELCOME

Welcome to RIKLAN Emergency Management Services (RIKLAN), an industry leader in the delivery of Workplace Safety, First Aid, High Risk Licences and Emergency Response training.

At RIKLAN we will ensure that all students receive high quality training equipping them with the required knowledge and skills through learner centred training. On behalf of everyone at RIKLAN, we believe the time you spend with the company and will be both highly educational and extremely rewarding.

Our Trainers and Assessors are highly qualified and professional subject matter experts, and our training programs are developed and delivered in conjunction with State and Commonwealth Legislation and Regulatory requirements and industry engagement.

2.0 TERMS AND CONDITIONS

RIKLAN's prospective and existing students are required and encouraged to familiarise themselves with the terms and conditions set out in this handbook.

This handbook has been designed and compiled to provide you, the student, with an overview of information pertaining to your participation in a training program and outlines the services provided by RIKLAN to ensure you enjoy a safe, fair and supportive experience. If you have any questions or concerns in regard to any aspect of your training or enrolment experience, please do not hesitate to speak with your Trainer/Assessor.

We recommend that you always refer to the online version of this document to ensure that you are receiving the most up to date information.

This Handbook is available from our website www.riklan.com.au. If you wish to obtain information about a specific training program offered by RIKLAN, please visit our website.

3.0 RIKLAN REGISTERED TRAINING ORGANISATION (RTO)

RIKLAN is a Registered Training Organisation (RTO), Provider No 51994 and is registered with the Australian Skills Quality Authority (ASQA). RIKLAN provides training and assessment on Nationally recognised units of competency and qualifications.

RIKLAN adheres and complies to the following:

- Standards for Registered Training Organisations (RTOs) 2015.
- Vocational Education and Training Act 1996.
- Vocational Education and Training (General) Regulations 2009.
- Department of Education and Training Guidelines and Requirements.
- Australian Qualifications Framework (AQF).
- Training Package Requirements.
- Australian Skills Quality Authority.

RIKLAN'S Scope of Registration can be accessed at <https://training.gov.au/Organisation/Details/51994>.

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4.0 COMMITMENT

At RIKLAN, our commitment is to deliver quality training and assessment that meets the needs of our clients and industry.

In recognition of this commitment, our aims are:

- **PEOPLE:** We strive to maintain and develop our industry skills and knowledge through regular and high-quality professional development.
- **SAFETY AND EQUALITY:** We are committed to providing an environment which is safe, equitable and which promotes a confident and productive training and assessment environment.
- **INTEGRITY AND ETHICS:** We conduct ourselves in accordance with the company's policies, procedures, and standards of behaviour. We hold ethical conduct and integrity as one of our highest priorities.
- **QUALITY COMMITTED:** We aspire to deliver consistent, high-quality services and apply quality systems which support training and assessment excellence.
- **LEARNER CENTERED:** We thrive on providing training and assessment that is learner centered and which supports lifelong learning. We respect our clients and strive to attract them time after time through high quality training and assessment experiences.
- **INDUSTRY ENGAGEMENT:** We recognise the value of industry engagement as the driving force in shaping our training and assessment strategies. We deliver training and assessment services which are founded on industry needs and expectations.

5.0 ADMINISTRATION PROCESS

5.1 ENROLMENT PROCESS

Prior to attending any RIKLAN training program, all students are required to meet the enrolment criteria. Some of RIKLAN's training programs have pre-requisites which must be met either prior to commencing the training program or which may be completed as part of the training program cluster. Information on pre-requisites for training programs, can be viewed at www.riklan.com.au.

All students are required to complete a paper-based Enrolment Form. Successful enrolment is subject to:

- Availability; and
- Sufficient enrolments to meet the minimum requirements to conduct the training program.

5.2 PHOTO IDENTIFICATION

- Photo ID must be presented on arrival at the training premises.
- If attending a Driving course, participants will be required to present a current unrestricted Class "C" Australian Driver's License which will need to be verified by the Department of Transport on the day of training.

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5.3 STUDENT ACKNOWLEDGEMENT DECLARATION

RIKLAN is committed to:

- Providing factual and current information to prospective students about our training programs;
- Students' rights and obligations, and our obligations and responsibilities to the student; and
- Ensuring that the training program that you choose meets your needs by taking into account your:
 - Skills;
 - Workplace experience;
 - Education; and
 - Any disabilities;

This will enable students to make informed decisions about which training program is appropriate.

5.4 TRAINING PROGRAM FEES

Training program fees are available on RIKLAN's website or upon application of enrolment. RIKLAN reserves the right to determine the training program fees payable. Training program fees are payable via:

- Cash;
- Credit card;
- EFT;
- Online via website;
- Cheque or money order; and
- Invoice or Purchase Order.

All cheques are made payable to RIKLAN Emergency Management Services Pty Ltd. Payments via invoice or Purchase Orders are available only by prior arrangement with RIKLAN.

5.5 FEES AND REFUNDS PROCEDURE

In accordance with applicable Legislation, RIKLAN is entitled to charge fees for services provided to students undertaking a course of study. These charges are generally for items such as learning resource materials or textbooks, student services and training and assessment services.

A link to the online enrolment process and the link to the online payment function is emailed to the student. If the student wishes to proceed, they must return the completed enrolment form, confirming they have read the online Student Handbook and pay the amount of the course (no more than \$1,000.00) to secure their place. The remaining payments are to be paid the week prior to the commencement each course.

Students who require replacement of issued text or training resource materials will be liable for additional charges to cover the cost of replacement.

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Students who cancel their enrolment part way through a training program must notify RIKLAN in writing at the earliest opportunity if consideration of fee reimbursement is required. Once RIKLAN is notified, a refund will be issued for the component of training not commenced. RIKLAN is entitled to retain fees for any component of the training program completed up until the point of notification by the student cancellation.

The following refund policy will apply:

- Courses cancelled by client's 1 week or less prior to the commencement of the course will result in the client paying the full price for the cancelled course.
- Courses cancelled by client's 1-2 weeks prior to the commencement of the course, 75% of the course cost may be incurred.
- Courses cancelled by client's 2-3 weeks prior to the commencement of the course, 50% of the course cost may be incurred.
- Courses cancelled by client's 3-4 weeks prior to the commencement of the course, 25% of the course cost may be incurred.
- Students who cancel their enrolment after a training program has commenced will not be entitled to a refund of fees.

Discretion may be exercised by the CEO in all situations if the student can demonstrate that extenuating or significant personal circumstance led to their withdrawal. In these cases, the student should be offered a full credit toward the tuition fee in another scheduled program in-lieu of a refund.

NOTE:

If for any reason RIKLAN is unable to fulfil its service agreement with a student, RIKLAN must refund the student's proportion of fees paid for services not delivered.

5.6 UNIQUE STUDENT IDENTIFIER (USI)

According to the Student Identifiers Act 2014, a Registered Training Organisation can not issue a VET Qualification or VET Statement of Attainment to a student after 2014, unless the student has an Unique Student Identifier. To obtain a USI, simply visit www.usi.gov.au and follow the prompts.

A Unique Student Identifier is a reference number made up of ten (10) numbers and letters that:

- Creates a secure online record of an individual's recognised training and qualifications gained in Australia from all recognised training providers.
- It provides the student with access to all training records and transcripts.
- Can be accessed online, anytime and anywhere.
- Is free and easy to create and stays with you for life.

The following procedure is to be followed by all RIKLAN employees when gaining consent to apply for a USI on a student's behalf:

- Upon enrolling into a training program with RIKLAN, it is a compulsory requirement that all students have a Unique Student Identification Number.
- If a student does not have an USI, RIKLAN are able to apply for a USI on the student's behalf with consent.
- The student must fill out a QF00206 Authority to Create USI form which can be obtained at reception.
- Once completed, RIKLAN personnel are able to create the individual an USI.
- The QF00206 Authority to Create USI form is then filed with the course paperwork and saved against the learners profile.

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IMPORTANT NOTE:

The USI will be linked to the student’s name as it appears on the form of ID you used to create the USI. The personal details entered when you create a USI must match exactly with those on your form of ID. If you do not have proof of ID from the list above, you can contact your training organisation about the other forms of ID they can accept to assist you in obtaining a USI.

5.7 PRIVACY AND ACCESS TO TRAINING RECORDS

RIKLAN takes the privacy of participants very seriously. Under the Privacy Act 1988, all records of USI's are protected from misuse. Collection, use and disclosure of an individual’s student identifier without consent is illegal, unless it is authorised by the Student Identifiers Act 2014.

RIKLAN Emergency Management Services is committed to implementing best practice in its records management practices and systems, responding in a timely manner to all requests for information from present and past students. All staff employed by RIKLAN Emergency Management Services will be required to apply themselves to the provisions of the Privacy Act 1988.

Personal information provided to RIKLAN will be used for the purposes of:

- The Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) reporting;
- Australian Skills Quality Authority (ASQA) audits and reporting; and
- General training administration.

Students’ personal information will not be used for any purpose outside the Privacy Act guidelines by RIKLAN.

5.8 THIRD PARTY PROVIDERS

RIKLAN Third Party Providers are organisations that provide training under the RIKLAN RTO No 51994. If the training program is conducted by a Third-Party Provider, you will be advised upon enrolment.

6.0 RECOGNITION OF PRIOR LEARNING (RPL)

In accordance with the requirements of the Standards for RTO's 2015, RIKLAN provides the opportunity for students to apply to have prior learning recognised towards a qualification or unit/s of competency for which they are enrolled.

Recognition of Prior Learning (RPL) is the acknowledgement of skills and knowledge obtained through learning achieved outside the formal education and training system and includes work and life experience including paid and volunteer work and skills attained through leisure pursuits.

RPL is an assessment process for applicants to get their existing skills, knowledge, and experience (formal, non-formal and informal learning) recognised, without having to attend training or do further study.

RPL recognises any prior knowledge and experience and measures it against the qualification/unit of competency in which students are enrolled. The applicant may not need to complete all of a training program if they already possesses some of the competencies taught in the program.

Formal learning is the learning that takes place through a structured program of learning that leads to the full or partial achievement of an officially accredited qualification/unit of competency.

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Non-formal learning refers to learning that takes place through a structured program of learning but does not lead to an officially accredited qualification.

Informal learning is learning gained through work, social, family, hobby or leisure activities and experiences. Unlike formal or non-formal learning, informal learning is not organised or externally structured in terms of objectives, time or learning support.

Should you wish to apply for Recognition of Prior Learning (RPL). Please contact the RIKLAN office on 1800 793 877 or email rto@riklan.com.au.

7.0 RECOGNITION OF CURRENT COMPETENCIES (RCC) AND CREDIT TRANSFER

As an RTO, RIKLAN accepts and provides credit to students for units of competency and/or modules (unless licensing or regulatory requirements prevent this), where these are evidenced by:

- AQF certification documentation issued by any other RTO or AQF authorised issuing organisation; or
- Authenticated VET transcripts issued by the Registrar.

RIKLAN is committed to supporting RCC and credit transfer enquiries and requests from prospective and enrolled students.

Please note, RIKLAN 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.

Please note: RCC and Credit Transfer are a recognition process and as such they DO NOT involve assessment.

Should you wish to apply for RCC and Credit Transfer, please contact the RIKLAN office on 1800 793 877 or email rto@riklan.com.au.

8.0 VERIFICATION OF COMPETENCY

RIKLAN is committed to ensuring individuals have the required skills and knowledge to carry out their roles, responsibilities, and duties in their current job. It is no longer acceptable for employers to “assume an employee is competent” which makes Verification of Competency assessment a key process for pre-employment competency checks in order for employees to demonstrate competence to complete certain tasks or skills with a required level of proficiency.

A Verification of Competency is NOT training and assessment. To undertake a Verification of Competency, employees must provide their relevant License or Statement of Attainment prior to assessment.

Verification of Competency will ensure that individuals will meet and be compliant with Workplace Health and Safety (WHS) obligations by being aware of any changes that may have occurred within the industry and provides them with the opportunity to confirm that their skills and knowledge remain within the expected standard to perform tasks or to operate plant and/or equipment.

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9.0 ASSESSMENT ARRANGEMENTS

9.1 STUDENT IDENTIFICATION CHECK

Prior to commencing a training program or undertaking any assessments, e.g. VOC, the student must provide photo identification, e.g. driver's licence or another acceptable form of photo identification. For classroom assessment arrangements, the identification usually takes place at the commencement of the training program or assessment and is shown to the Trainer/Assessor who ticks that it has been sighted on the Attendance Form.

Failure to produce an acceptable form of identification will result in re-scheduling of the training program or assessment and cancellation fees may be applied.

9.2 STUDENT ASSESSMENT BOOKLET

The Student Assessment Booklet is the "what, when and how" of the assessment process. It prepares the student for the assessment activities and outlines any additional assistance that may be required in order to undertake the performance and knowledge assessment tasks.

The Student Assessment Booklet will include the following information and students are required to read and sign (where indicated) the following:

- The unit/s of competency covered in the training program;
- Date/s of assessment;
- Privacy notice;
- Student Declaration and Consent;
- Conditions for Written and Practical Assessments;
- Special Needs/Reasonable Adjustment to Assessment;
- Written Assessment;
- Assessment methods;
- Assessment results and any Assessor feedback (if required);

9.3 COMPETENCY BASED TRAINING AND ASSESSMENT

Competency based training is an approach to vocational education and training that places emphasis on what a person can do in the workplace as a result of completing a training program. Assessment is the process of collecting evidence and making judgments on whether competency has been achieved.

Qualifications and Units of Competency can be found on the training.gov.au website and have a number of requirements:

Recently updated Units of Competency have the following assessment requirements:

- Elements and Performance Criteria;
- Foundations Skills;
- Range of Conditions;
- Performance Evidence; and
- Knowledge Evidence

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Older Units of Competency have the following assessment requirements:

- Elements and Performance Criteria;
- Required Skills;
- Required Knowledge;
- Critical Aspects for Assessment; and
- Range of Conditions.

To be assessed as competent, the student will need to demonstrate the following:

- Ability to perform tasks and duties to the standard expected in the workplace;
- Be assessed against the entire unit/s of competency;
- Be assessed over a period of time (during the training program) and/or a range of scenarios;
- Demonstrate each skill and knowledge successfully.

The final outcome for achieving competency for a Unit of Competency is marked as Competent (C) and for NOT achieving competency is marked as Not Yet Competent (NYC).

9.4 RE-ASSESSMENT

If you are deemed Not Yet Competent (NYC) at the completion of your training program, the Trainer/Assessor will provide information on how to arrange a re-assessment which may incur an additional fee.

9.5 FOUNDATION SKILLS

Foundation skills are core or essential skills we all need to engage successfully in work and life. The term 'Foundation Skills' include:

- Core skills such as: reading, writing, oral communication, numeracy and learning; and
- Employability skills critical for effective performance in the workplace such as: communication, teamwork, problem solving, initiative and enterprise, planning and organising, self-management, learning and technology.

Foundation skills underpin vocational learning and skills development of each student. Foundation skills are embedded in the Units of Competency.

10.0 PROVISION OF LANGUAGE, LITERACY AND NUMERACY (LLN)

Language, literacy and numeracy skills are critical to almost all areas of work. This is particularly true in many vocations where language, literacy and numeracy skills influence the performance of workplace tasks such as measuring, weighing and comprehending written work instructions.

To support this approach RIKLAN will:

- Require online enrolments to complete a declaration confirming their language, literacy and numeracy skills. This will be reviewed during the enrolment process to ensure prospective students have adequate skills to complete the training.

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- Confirm with students before their training commences of their LLN capabilities and record against their enrolment in RTO Data.
- On the first day of training students will then complete a LLN self-assessment to highlight areas of difficulties with language, comprehension or numeracy which assist in identifying potential issues and provide a basis to discuss how best the Trainer/Assessor may assist you with your learning.
- The Trainer/Assessor will review and assess if the student requires assistance and will support students during their study with training and assessment materials so that they are easily understood and suitable to the level of the skills being delivered.
- Refer students to external language, literacy and numeracy support services (TAFEWA) who are beyond the support available within RIKLAN.
- Negotiate an extension of time to complete training programs if necessary.

This support refers to flexibility in assessment approaches to account for individual learning needs, while still adhering to the assessment requirements of the relevant training package or VET accredited training program. Whilst reasonable adjustments can be made in terms of the way in which evidence of performance is gathered, the evidence criteria for making competent/not yet competent decisions will not be altered in any way.

Please note that in some Training Packages, WorkSafe Licence training for example, the assessment is closed book and must be completed without assistance.

11.0 ACCESS AND EQUITY

RIKLAN is committed to ensuring the company's training programs and services are responsive to the diverse needs of all clients/students. RIKLAN will comply with the principles of access and equity and aims to ensure that no student or prospective student be disadvantaged or discriminated against on the basis of:

- Race and/or culture.
- Language.
- Sex/Gender bias.
- Religion.
- Women in non-traditional trades.
- Pregnancy.
- Sexuality.
- Age.
- Students from remote/rural locations.
- Physical impairment.
- Intellectual impairment.
- Marital status; or
- Any other barrier that may impede a student's opportunity to complete training programs.

We are confident that the eligibility criteria and processes for selection to our training programs are as clear and fair as possible so clients/students from any of the above groups are able to access our services.

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Students with particular needs can undertake alternative learning and assessment strategies where this is permitted under the relevant Training Package. Variations may include:

- Undertake assessments verbally where there is difficulty writing in English.
- Special arrangements for students with a physical impairment.
- Special arrangements for students with learning difficulties.
- Any other arrangements should be discussed with the Trainer/Assessor directly.

12.0 CERTIFICATION

A Statement of Attainment or Qualification will be issued upon:

- Successful completion of the training program.
- Receipt of the student’s validated USI number; and
- Full payment of training program fees.

Students are required to demonstrate “competency” at the completion of each assessment, e.g. written assessment. Competency will be assessed by observation of practical demonstrations, written and verbal questions or a combination of both. Students will be assessed as either “S” Satisfactory or “NS” Not Satisfactory in relation to the various assessments of a unit of competency. If a student completes all sections with “S” Satisfactory, they will be deemed “C” Competent.

Should a student be found “NS” Not Satisfactory on the completion of the various assessments, the Trainer/Assessor will provide additional mentoring/training, but if the student cannot demonstrate competency in one or more assessments, they will be deemed “NYC” Not Yet Competent.

Successful completion of a short training program (minimum of one unit of competency) or incomplete qualification will result in the issuance of a Statement of Attainment only.

A Qualification will be issued for successful completion of all training program requirements associated with a qualification. A Qualification is accompanied by a Record of Results document which lists all units of competency associated with the qualification.

12.1 REPLACEMENT OF CERTIFICATION/CARDS

Any request for additional copies of certification will attract a \$22.00 re-print fee. Replacement cards are charged at \$16.50 per card. Please contact our office for more details.

13.0 COMPLAINT AND APPEALS PROCESS

RIKLAN has a fair and equitable process for resolving disputes, complaints and appeals. If a person wishes to appeal an assessment outcome or have a complaint pertaining to their training experience, they have a right to do so under the company’s Complaints and Appeals Policy and Procedure.

The person should complete a QF00218 - Compliant Form. This form will be saved in C:\Users\TrainingRiklanEmerge\Riklan\Data - RTO Admin\Complaints & Grievances

- If the complaint is about the Trainer/Assessor, then it should be to the Operations Manager and/or CEO.
- If the complaint is about another student or resources, then it should be to the Trainer/Assessor of that training program.

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If the complaint can be dealt with immediately, then it should be dealt with, and the actions taken should be recorded on the Continuous Improvement Register.

If the complaint cannot be dealt with immediately, the complainant should be given a timescale for resolution of no more than ten (10) working days. The timescale given to the student must be recorded on the Student-Employer-Trainer Feedback Register with the actions to be taken, as well as the Continuous Improvement Register.

Once those actions have been reviewed and implemented, the complainant must be contacted either via a meeting or telephone call to confirm that the complainant is in agreement with the actions taken.

If the complainant is not satisfied with the completed handling process by RIKLAN, the CEO of RIKLAN will request a meeting to identify how the matter can be resolved. The complainant is entitled to bring a representative along with them. Minutes of this meeting will be recorded and saved . C:\Users\TrainingRiklanEmerge\Riklan\Data - RTO Admin under Complaints & Grievances or Incident Reports.

If a resolution to the complaint cannot be reached at this meeting, then the complainant will be given details of the ASQA complaints handling process. RIKLAN aim to do all they can be resolve complaints before this stage is reached.

Appeals of assessment decisions are not able to be referred to the Australian Skills Quality Authority (ASQA) and are to be determined by an approved independent body.

14.0 PLAGIARISM POLICY

RIKLAN is committed to ensuring a great learning experience for its students. It aims to provide a learning environment that fosters the qualities of independent learning and academic integrity.

This policy seeks to encourage ethical conduct and to inform personnel and students about the RIKLAN standards of academic behaviour. Students have a responsibility to maintain the highest standards of academic integrity in their work. Students must not cheat in assessment and must ensure that they do not plagiarise.

Plagiarism is the act of misrepresenting as one's own original work the ideas, interpretations, words or creative works of another. These include published and unpublished documents, designs, music, sounds, images, photographs, computer codes and ideas gained through working in a group. These ideas, interpretations, words or works may be found in print and/or electronic media.

One of the core functions of RIKLAN is to develop student's ability to apply critical reasoning to assessment activities through independent thought and to make decisions that reflect the student's considerations of the task or workplace requirement.

RIKLAN acknowledges that to develop this ability, the student will study the work of others via issued textbooks, learning material or through their own research. However, it is important that students in their learning acknowledge, through appropriate referencing, earlier work from which they have drawn information.

Referencing demonstrates that the student has read the issued material or has undertaken their own research in other sources. Failure to reference appropriately is considered unethical academic behaviour and will result in a student's work not being accepted.

Students should understand that assignment and project work submitted for assessment must consist of original effort. It is insufficient to simply copy work from other sources and submit it, even if those sources are appropriately acknowledged. Work submitted by a student must have an original component.

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14.1 USE OF ARTIFICIAL INTELLIGENCE

Students may not utilise artificial intelligence (AI) chatbots to augment their assessment response. RIKLAN’s assessment system is specifically designed to assess students' own understanding and knowledge of the required competencies. Assessment responses should reflect the "transfer of learning" achieved through the training program. Students are expected to demonstrate their skills and knowledge at the required depth and breadth, aligning with the Australian Qualification Framework (AQF) level, without incorporating AI chatbot assistance.

RIKLAN has implemented measures to identify any responses that may have been generated by AI. In cases where a questionable response is detected, the Plagiarism Policy outlined in the RIKLAN Student Handbook may be applied. Repeated incidents may lead to the application of the RIKLAN Discipline Policy. Additional steps to ensure the student’s course progress is maintained may also be introduced.

It is crucial to adhere to these guidelines to maintain the integrity of the assessment process and ensure that students' capabilities are accurately assessed based on their own understanding, knowledge, and learning. AI chatbots, including but not limited to: ChatSopt, ChatGPT, Bing Chat, Bard, Jasper Chat, Perplexity, Tidio Lyro, Kommunicate, Drift, Infobip, and LivePerson, are examples of AI chatbots that students may not use.

15.0 STUDENT SERVICES AND SUPPORT

Students with a disability or other special needs can apply to the RTO for reasonable adjustment. This is a term applied to modifying the learning environment, making changes to the training delivered or changing an assessment or its process to assist a learner with a disability or a learner who is experiencing barriers due to a particular cultural or linguistic background. This gives the learner the same opportunity to perform and complete assessments as those not in these situations. The RTO will offer reasonable adjustment to students as required based on demonstrated learner need.

RIKLAN will identify the need, offer access and information about Education and Support Services to students. RIKLAN will identify the student’s education and support needs by:

- Requesting that the student complete a declaration that you have received sufficient information to make a judgement about a training program that meets your individual needs.
- Informing RIKLAN Trainers/Assessors of your needs prior to training program commencement.
- Academic support and counselling.
- Discuss the need for support in consultation with a RIKLAN Trainer/ Assessor.
- RIKLAN can refer students to external support agencies if required, such as Beyond Blue, Disability Services, etc.

16.0 STUDENT RIGHTS AND RESPONSIBILITIES

To ensure students receive equal opportunities and gain the maximum benefit from your time with RIKLAN, the following rules apply when you attend a RIKLAN training program.

16.1 ATTENDANCE

Training programs are designed as a thorough, fast-paced approach to gaining a qualification. Therefore, commitment to punctuality and full attendance in each part of the training program is critical to maximise the opportunity for success.

100% class attendance is expected. If sufficient sessions in any one part of your program are not attended, the student may not be able to continue due to the integrated delivery and assessment approach and will be required to withdraw from the training program.

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16.2 HAZARD, NEAR MISS AND INCIDENT REPORTING

As required by Duty of Care Legislation, you are required to report any accidents, incidents, hazards and near misses to your Trainer/Assessor or any RIKLAN employee prior to leaving the training facility, or as soon as possible thereafter.

16.3 PERSONAL PROTECTIVE EQUIPMENT

RIKLAN training programs may be conducted at the company's premises in Kalgoorlie and Perth or at a client's location/site. All training programs include practical scenarios that represent simulated work situations as well as classroom activities.

On-site training students are required to adhere to the site specific personal protective equipment requirements. All personnel who enter a RIKLAN training facility must wear attire suitable for a safety-controlled work site. It is mandatory that this attire include enclosed shoes (steel capped preferred), long sleeve shirt and long trousers.

High heels, open shoes, soft flat shoes and singlets are not recommended for training programs. For any clarification, please check with RIKLAN staff upon enrolment.

16.4 MOBILE PHONES

All students requested to switch off mobile phones and electronic devices or set them to silent mode during the training program. Breaks are provided to enable mobile phones to be checked for messages.

16.5 SMOKING

RIKLAN is a smoke free venue. Students may smoke outside the building 5 metres or more from any door or window only at scheduled break times.

16.6 EMERGENCY PROCEDURES

Emergency evacuation instructions will be explained at the commencement of the training program and the Trainer/Assessor will provide more instructions in the event of an emergency.

The muster point for Kalgoorlie is across the road at the Woolworths car park and the muster point for Maddington, Perth is directly across the road on the grassed area.

16.7 BEHAVIOUR MISCONDUCT

RIKLAN seeks to provide an environment that is free from unacceptable behaviour and promotes a positive learning environment for all students. The company seeks to encourage acceptable behaviour and to inform all personnel and students about the RIKLAN standards of behaviour.

Behaviour misconduct is defined as actions that breach the RIKLAN's QMS policies and procedures. This includes but is not limited to:

- Breaches of Commonwealth or State Law and Legislation which impact on the company's RTO operations.
- Behaviour that impairs the reasonable freedom of other persons (students) to pursue their studies and participate in the activities of the RTO.
- Refusing or failing to identify themselves truthfully.
- Any act or failure to act that endangers the safety or health of any other person.
- Actions that impair any student's participation in a legitimate RTO activity or, by act or omission disrupts the peace or good order of the RTO.

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- Acting in a way that causes students or personnel or other persons within the RTO to fear for their personal safety.
- Acting in a way that causes damage to RTO property.
- Willfully obstructing or disrupting any official RTO meeting, ceremony, activity, class or examination/assessment.
- Any form of harassment, whether based on gender, race, age, sexual preference or religious belief.
- Willfully damaging or wrongfully dealing with any RTO property, or the property within the RTO of any person, including theft.
- Being under the influence of prohibited drugs and/or substances including alcohol.
- Trespassing or knowingly entering any place within the premises of the RTO that is out of bounds to students.
- Making a false representation as to a matter affecting student status.
- Possession of dangerous articles or banned substances.
- Acting in an unsafe manner that can place themselves and others at risk of harm.
- Abusive Behaviour.

A student must at all times maintain a high standard of behaviour while engaged in RTO activities either within the premises of the RTO or at another location.

It is the responsibility of each student to recognize and respect the boundaries set by others. It is important to speak with a Trainer/Assessor or other appropriate person if you feel uncomfortable or feeling harassed.

Any person who displays dysfunctional or disruptive behaviour may be asked to leave the session and/or the training program. If you are asked to leave a session or training program, you have the right of appeal through RIKLAN's Complaints and Appeals Procedure.

16.8 TRAINING PROGRAM EVALUATION AND QUALITY IMPROVEMENTS

RIKLAN regularly collects statistical information to monitor, maintain and achieve ongoing continuous quality improvement in the delivery of vocational education and training.

We value and welcome constructive feedback from our students, employers and employees concerning educational and service improvements or changes that would improve the existing training and client services provided by RIKLAN.

All RIKLAN training programs are interactive, and all students are encouraged to provide your feedback throughout the training program being attended.

Learner Questionnaires can be completed by students at the completion of every training program giving the opportunity to provide feedback on the training program, learning resource materials, issues encountered, areas for improvement, what you enjoyed throughout the program, feedback on your Trainer/Assessor, etc.

Employer Surveys are periodically sent to clients on a bi-monthly basis giving employers the opportunity to provide constructive feedback.

17.0 INTELLECTUAL PROPERTY

All learning resource materials and other relevant information provide is **Commercial-In-Confidence**. Materials and information provided may only be used for which it is intended and under no circumstances can copies be passed to any other person. Any infringement of this obligation will be pursued under Intellectual Property Laws.

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18.0 TRAINING PROGRAM INFORMATION

Detailed information relating to all RIKLAN training programs is available on our website at www.riklan.com.au.

THANK YOU FOR TAKING THE TIME TO REVIEW THIS HANDBOOK

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