TRAINING INFORMATION HANDBOOK

STATUS

Contents

Welcome

Welcome to Status Works Pty Ltd (a division of Eighty9 Limited).
This is the start of what we hope will be an exciting and rewarding learning experience for you.

This handbook contains general information regarding Status' policies and procedures, available services and requirements, which are designed to ensure everyone studying with Status is given their best opportunity to achieve success.

If there is anything in this handbook you do not understand or anything you wish to have clarified, please feel free to speak to any member of our friendly staff.

Here at Status we strive to provide a supportive environment to help you learn and we pride ourselves on the high level of Participant support offered. We trust that you will make the most of this opportunity and we look forward to you achieving your individual learning goals, which will empower you to develop professionally and personally.

We hope your time with us is exciting and rewarding and we wish you good luck for your studies ahead.

Student Input

Status seeks feedback from all Participants on their satisfaction with services they have received.
You will be asked to complete feedback forms throughout your training regarding both the quality of our training products and the services delivered by Status. Please take the time to complete these forms. Feedback and / or suggestions can be provided to your trainer at any time throughout your training.

Feedback can also be provided anytime via email or Australia Post.

Email: Status@Status.net.au

Post:
Status
RTO Manager
255 Port Road
Hindmarsh SA 5007

We value your input

Registered Training Organisation

A Registered Training Organisation (RTO) in Australia is a vocational education organisation that provides training and assessment that results in qualifications and statements of attainment. These are recognised and accepted by industry and other educational institutions throughout Australia.

To ensure an RTO continues to deliver quality training and/or assessment, its registration must be renewed at least every seven years. The registering authority can audit the RTO at any time during its period of registration.

Current registration details for Status

Provider number: 40074

Current registration expires: 28th June 2026

Qualifications/Courses offered by Status

Business
BSB10120   Certificate I in Workplace Skills
BSB20120   Certificate II in Workplace Skills
BSB30120   Certificate III in Business

Retail Services
SIR30216   Certificate III in Retail

Foundation Skills Training Package
FSK10119   Certificate I in Access to Vocational Pathways
FSK10219   Certificate I in Skills for Vocational Pathways
FSK20119   Certificate II in Skills for Work and Vocational Pathways

Construction
CPCWHS1001   Prepare to work safely in the construction industry

Site Details

Status delivers training across a range of sites in the following contract regions to ensure delivery meets the needs of our Participants seeking training and assessment services:

South Australia

Adelaide North

Adelaide South

Western Australia

Perth North

Perth South

You will be provided with specific site information on request or during enrolment.

Unique Student Identifier (USI)

If you're studying nationally recognised training in Australia from 1 January 2015, you are required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all of your training records and results (transcript) that you have completed from 1 January 2015 onwards. You will be provided with further information on how to obtain your USI. Your trainer will be able to assist you to apply for one. A USI is free and your application can be processed online. Status will not process enrolments until a valid USI is received.

All Participants undertaking accredited training need a Unique Student Identifier (USI).

Code of Practice

This code of practice provides the basis for good practice in the marketing, operation, financing and administration of education and training services provided by Status Works Pty Ltd, a Registered Training Organisation.

For the purpose of this Code, 'Participant' refers to any person, participating in education, training or assessment provided by this organisation. An 'employer' is an organisation that has contracted Status for the delivery of training and assessment services or an organisation hosting a Participant for the purpose of work placement.

1. Provision of Training and Assessment Services
1.1 Status policies and management practices maintain high professional standards in the delivery of education and training services. This safeguards the interests and welfare of our Participants.
1.2 Status maintains a learning environment that is conducive to the success of our Participants.
1.3 Status has the capacity to deliver the courses for which it has been registered, provides adequate facilities and uses methods and materials appropriate to the learning needs of our Participants.
1.4 Status monitors, assesses and documents the performance and progress of Participants.
1.5 Status ensures that training staff are suitably qualified and sensitive to the cultural and learning needs of our Participants. Training and professional development is provided to staff as required.
1.6 Status ensures that assessments are conducted in a manner which meets the endorsed components of the relevant Training Packages and Accredited Courses.
1.7 Status is committed to access and equity principles and processes in the delivery of its services. A copy of the Status Access and Equity Policy is available on request.

2. Industry Engagement
2.1 Status regularly engages with industry to evaluate our training and assessment services. This ensures our graduates hold the relevant required skills and knowledge to the standard required in the workplace.
2.2 Status training and assessment strategies are developed in consultation with employers to ensure they are relevant to industry needs. Where training or assessment occurs in the workplace, evidence of Participant's performance will contribute to assessment.
2.3 Our training and assessing staff continuously engage with employers to ensure their knowledge and skills reflect current industry practice.

3. Issuance of Qualifications
3.1 Status issues Qualifications and Statements of Attainment to Participants who meet the required outcomes of a qualification or unit of competency, in accordance with all appropriate national guidelines and acknowledges that qualifications are nationally recognised.
3.2 Status recognises relevant units of competency completed with other Registered Training Organisations. On presentation of the Statement of Attainment Status automatically credits these towards completion of qualifications.

4. Recognition of current skills and knowledge
4.1 Status recognises that you may hold skills and knowledge that are relevant to your course outcomes. We will assist Participants to gain recognition for these skills and knowledge through a process called Recognition of Prior Learning.

5. Marketing of Training and Assessment Services
5.1 Status is ethical in all marketing activities undertaken to advertise products and services.
5.2 Status gains written permission from Participants before using information about that individual or organisation in any marketing materials.
5.3 Status accurately represents recognised training products and services to prospective Participants.
5.4 Status ensures Participants are provided with full details of conditions in any contract arrangements with the organisation.
5.5 No false or misleading comparisons are drawn with any other training organisation or qualification.

Code of practice continued..............

6. Financial Standards

6.1 Status has in place measures that ensure Participants receive a refund of fees for services not provided, including services not provided as a result of the financial failure of the organisation.

6.2 Status has a refund policy that is fair and equitable and this policy is made available to all fee paying Participants.

6.3 Status ensures that the contractual and financial relationship between the Participant and the organisation is fully and properly documented and those copies of the documentation are made available to the Participant.

6.4 Documentation shall include: the rights and responsibilities of Participants, costs of training and assessment services and issuance of qualifications, payment arrangements, refund conditions and any other matters that place obligations on Participants.

7. Provision of Information

7.1 Status supplies accurate, relevant and up-to-date information to prospective Participants.

7.2 Status supplies this information to Participants before it enters into written agreements with them and regularly reviews all information provided to ensure its accuracy and relevance.

8. Recruitment

8.1 Status recruits Participants in an ethical and responsible manner. Offers of course placement are based on an assessment of the extent to which the qualifications, proficiency and aspirations of the applicant are matched by the training opportunity offered.

8.2 Status ensures that the educational background of intending Participants is assessed by suitably qualified staff and / or agents, and provides for the training of such staff and agents, as appropriate.

9. Support Services

9.1 Status provides adequate protection for the health, safety and welfare of Participants and, without limiting the ordinary meaning of such expression; this includes adequate and appropriate support services in terms of academic and personal counselling.

10. Grievance Mechanism

10.1 Status ensures that Participants have access to a fair and equitable process for dealing with grievances and provides an avenue for Participants to appeal against decisions, which affect the Participant's progress. Every effort is made by our organisation to resolve Participant grievances.

10.2 For this purpose, Status has a complaints policy where a member of staff is identified to Participants as the reference person for such matters. In addition, the grievance mechanism as a whole is made known to Participants at the time of enrolment.

10.3 Where a grievance cannot be resolved internally, our organisation advises Participants of the appropriate legal body where they can seek further assistance.

11. Record Keeping

11.1 Status keeps complete and accurate records of the attendance and progress of Participants, as well as financial records that reflect all payments and charges and the balance due, and provides copies of these records to Participants on request.

12. Quality Control

12.1 Status seeks feedback from our Participants and employers on their satisfaction with services they have received and seeks to improve its services in accordance with their expectations.

If you have any questions regarding the Code of Practice please ask your trainer or a Status team member.

Covid-19

Status takes the health and safety of our employees, Participants, contractors and visitors very seriously. Status has a Plan for Covid-19 in place, relevant to all of our sites. The Plan is based on information available from SafeWork Australia, relevant state government public health directives and other public officials. Details of the Plan will be advised to you in line with the agreed training and assessment services between yourselves and the RTO.

Participant Support Services

Status understands that Participants may require support during their training. Participant Support is a service that provides personal support and resources to assist with physical, mental and emotional wellbeing while studying with Status. If you are experiencing challenges or have concerns, do not hesitate to speak with your trainer or our Participant Support Officer regarding support that we are able to provide. Support includes but is not limited to:

- Literacy/ numeracy support
- Reasonable adjustment/ modification of assessments
- Adjustments to assessment schedule
- Career advice
- Counselling
- Assistance in referring to other agencies

If at any time during your journey you would like to reach out for support or assistance, you can contact our Participant Support Officer by contacting 1800 681 131

The role of our Participant Support Officer is to listen to your needs, discuss appropriate supports and coordinate the implementation of a plan to ensure you are supported.

A support plan may be facilitated internally by Training Services staff or involve external supports such as working with referring agencies, providing details and support to access specialist services including mental health, counselling, health services, crisis support providers, emergency services and legal, advocacy, accommodation and welfare services.

There is no charge for accessing this service however on the rare occasion that additional fees do need to be paid, these will be discussed with you and agreed on in writing.

The key to accessing support services is to talk to a Status Team Member

Commitment to Safety of Young People

Status is committed to the safety and wellbeing of all young people accessing our services and the welfare of the young people in our care will always be our first priority. We aim to create a child safe and child friendly environment where young people feel safe and enjoy learning.

All young people who access the services of Status are valued and respected, and have the right to feel and be safe. We welcome all young people to our services regardless of their abilities, sex, gender, or social economic or cultural background. Bullying and harassment won't be tolerated.

Status requires management, employees and volunteers (our people) to hold Working with Children's Checks (WWCC) and abide by the Eighty9 Limited Child Safety and Wellbeing Policy, the Child Safe Code of Conduct and related policies, which are reviewed and accepted in writing by our people on employment and annually. These documents are available on our website and on request.

Our people encourage young people to express their views and make suggestions, especially on matters that directly affect young people. We actively encourage all young people who access our services to 'have a say' about those things that are important to them. Young people are encouraged to provide input directly to their trainers, via participation in focus groups and surveys. We invite formal and informal feedback and ensure the complaints process is easily accessible by including information in our enrolment process, displaying the process in all training locations and on our website, and including information on our online platform. We also provide information to, and invite feedback from families of young people. Our people will listen to and act on feedback provided by young people and/or their families.

If at any time you feel unsafe in our services, you are encouraged to immediately discuss this with your trainer, the Wellbeing Officer or follow the Complaints and Appeals Process located in this handbook. Alternatively, you can contact:

> Executive Manager: Training Services   Yvonne Christophides   08 8346 5662

All young people who access the services of Status are valued and respected

Enrolment Policy

The following Enrolment Policy is applicable to individuals enrolling in qualifications, short courses, accredited and non-accredited training. Enrolment conditions may be overridden by funding contract requirements. Such requirements exist in the Skills for Education and Employment (SEE) program, Foundation Skills for Your Future programs and Workforce Australia Employability Skills Training

Enrolment Period

Your enrolment period will be provided to you during the enrolment process. Your enrolment period may be time based or may be subject to a maximum number of training hours.

Participation

You are expected to actively participate in training and assessment activity in accordance with the training schedule agreed to during the enrolment process. Failure to attend training may negatively impact on you gaining the required skills and knowledge to complete the program. Attendance at make-up sessions will be at the discretion of management and subject to availability.

Suspensions

A suspension period of up to 6 months may be granted in special circumstances and must be applied for using an Application for Suspension form, available from your trainer. Failure to re-engage after a period of suspension will result in withdrawal from the course. Suspensions will not be applied retrospectively.

All fees remain payable during periods of suspension.

Enrolment extensions

To request an extension of your enrolment period you must be actively participating in training and assessment activity. Extensions must be negotiated 4 weeks prior to the course expiry date and may incur additional costs of up to $95.00 per month, to be paid in advance. Any extensions granted will be at the discretion of management and may include a participation agreement.

Withdrawals

You may withdraw from your course at any time using a Withdrawal Advice Form, available from your trainer. When requesting to withdraw from a course you should consider:
- Discussing any concerns with your trainer. Additional support may be available to you.
- Any participation requirements that may be impacted such as mutual obligations.
- Future restrictions accessing SA State training subsidies.
- Outstanding fees will become immediately payable.

A period of inactivity for 3 months or more will be considered withdrawal from the course. A period of inactivity is any of the following:
- Not accessing the Status LMS for online courses
- No response to communications regarding periods of inactivity for 3 months or more
- Participation in training and/or assessment activity not recorded for a period of 3 months or more.

Enrolment Expiry

Your enrolment will expire at the end of the enrolment period and no further course work submissions will be accepted unless an extension has been negotiated 4 weeks prior to expiration.

Course Requirements

Most training courses delivered by Status comprise Units of Competency from nationally recognised qualifications or courses. This means that Participants need to meet certain requirements for a Statement of Attainment or Certificate of Competency to be issued.

Entry Requirements

– Skills for Education and Employment (SEE) Language Literacy and Numeracy

As this program is funded by the Department of Employment and Workplace Relations, Participants must meet eligibility requirements determined by the Department. Most Australian residents of working age, not already studying or working full time are eligible for SEE. Participants need to be registered as a jobseeker, either with an employment services provider or as a voluntary jobseeker. Prior to commencing, Participants undertake a pre training assessment to determine current skill levels and are provided with accredited training and assessment information.

– Industry Courses

There are no specific entry requirements for the following qualifications however it is expected that you have an adequate level of language, literacy and numeracy (LLN) skills to enable you to progress through the required training and assessment. A LLN assessment relevant to the level of the qualification being sought will be undertaken during enrolment along with a support questionnaire to determine additional support requirements.

- Accredited short courses
- BSB20120 Certificate II in Workplace Skills
- BSB30120 Certificate III in Business
- SIR30216 Certificate III in Retail
- Skill Sets

- eLearning

For courses delivered via our eLearning platform you will require:

- (for business courses) Access to an eligible device with Microsoft 365 software, Adobe Acrobat Reader DC, and an internet connection
- (for non-business courses) Access to and the ability to use a computer with word processing applications (such as MS Word or Google Docs) Adobe Acrobat Reader DC, and an internet connection
- Cookies must be enabled in your browser. Note that we recommend you use Google Chrome as your browser.
- An email account
- A Google account. If you have a Gmail address, you will already have a Google account. Note that you do not need to create a new email address, you can link your Google account to your existing email address regardless of whether it is a Gmail address or not.

Completion Requirements

In order to successfully complete a full qualification, you will need to complete all units that are required to make up the qualification. Completion of individual units of competency will enable you to be issued with a Statement of Attainment detailing the units successfully completed.

To successfully complete a unit of competency you must demonstrate competency and meet the assessment requirements. You will be advised of assessment requirements on commencement of each unit. An overview of the assessment process will be provided to you during information sessions.

All Certificates of Competency and Statements of Attainment are nationally recognised

Recognition of Prior Learning
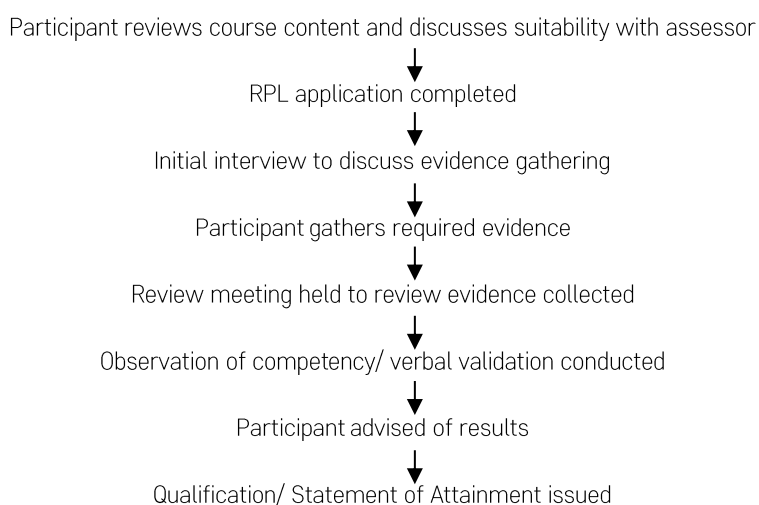
Recognition of Prior Learning

Recognition of Prior Learning (RPL) is an assessment process that assesses the competency/s of an individual that may have been acquired through formal, non-formal and informal learning to determine the extent to which that individual meets the requirements specified in the training package or VET accredited courses.[1.]

If you believe you meet all the requirements of a unit of competency, you should discuss this with your trainer and submit an application for RPL prior to the course commencing.
Participants seeking recognition of prior learning will need to gather evidence to demonstrate their competency in the unit/s and an assessor will then determine if RPL can be granted.
The process is individualised and evidence can take the form of interviews, certificates, references, observations, 3rd party reports, case studies, role plays, written and/or verbal knowledge questions.

<u>The RPL Process</u>

Participant reviews course content and discusses suitability with assessor
↓
RPL application completed
↓
Initial interview to discuss evidence gathering
↓
Participant gathers required evidence
↓
Review meeting held to review evidence collected
↓
Observation of competency/ verbal validation conducted
↓
Participant advised of results
↓
Qualification/ Statement of Attainment issued

Assessment only pathway

Recognition may also be obtained through an assessment only pathway. This process provides Participants with the opportunity to undertake the assessment only and where competency is demonstrated training and/or further evidence is not required. Please discuss this option with your trainer.

Where RPL is not granted, or the Assessment only pathway result is determined as 'Not Competent' additional fees will be applicable to access further training and assessment.

National Recognition

Where applicable, under the principle of National Recognition, Status will recognise any nationally accredited Qualification or Statement of Attainment issued from another Registered Training Organisation.

This means that where a Participant has already completed a unit, or an equivalent unit, they will not be required to study this unit again as part of their current studies.
Participants seeking national recognition will need to supply original copies of Statements of Attainments and/or Certificates of Competency **or** a viewable VET transcript from the USI system for recognition to be applied.
A viewable VET transcript from the USI registry is the preferred form of evidence.

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1. Standards for Registered Training Organisations (RTOs) 2015

Assessments

You are required to undertake assessments to demonstrate competency in units of competency. If you have any concerns or issues with undertaking assessments, these should be discussed with the trainer so that additional support can be provided to you if required. If you are unable to submit your assessment by the due date you are required to discuss an extension with your trainer PRIOR to the assessment being due.

- Participant work is assessed according to the qualifications, guidelines and standards outlined in the Training Package, adhering to the principles of assessment and rules of evidence.
- Competence is to be demonstrated over the full range of performance criteria to industry standards.
- Consistency of outcomes over a period of time will form the basis of assessment.
- Assessments will be carried out by qualified assessors.
- Participants will be provided with a number of opportunities to demonstrate competency for each unit, including the opportunity to resubmit work on 2 occasions if required. A final NYC result may be issued after 2 resubmissions.
- Participants undertaking industry specific qualifications may be required to undertake a work placement component as part of their training and assessment. Any requirements for work placement will be advised prior to enrolment.
- Status supports reasonable adjustment of assessments and will work with Participants to maximise opportunities for successful completion of assessment requirements.

Assessment results will be recorded as follows:

Competent [C]
Competent indicates that the Participant has satisfied the performance criteria and has successfully completed the unit of competency.

Not yet competent [NYC]
Further training required and/or evidence to be presented to achieve competency, final result of NYC has been issued.

Withdrawn [WD]
As a result of absence, a Participant exiting the course prior to assessment, or the training has been completed but not assessed due to non-submission or incomplete assessment.

Recognition of Prior Learning [RPL]
Competency result achieved through the Recognition of Prior Learning process

National Recognition – Credit Transfer [CT]
Recognition of the assessment result of another Registered Training Organisation

Some courses such as Skills for Education and Employment have additional assessment requirements as determined by the funding body. These will be discussed during the Pre Training Assessment.

Appeals
You have the right to appeal an assessment decision if you do not agree with the result. To appeal an assessment decision, refer to the Complaints and Appeals Process on page 19 of this document.

Let your assessor know if you require additional support or have concerns with the assessment process

Plagiarism

Plagiarism is a form of cheating. It is the presentation of the work, or an idea of another person, as though it is their own, without proper acknowledgement of the source. Plagiarism in a Registered Training Organisation could include (but is not limited to):

- Submitting work that someone else has done for you and claiming it as your own.
- Copying whole or part of another student's work and claiming it as your own, with or without the student's consent.
- Copying whole or part of information from any source (e.g. books, journals, internet, AI software such as Chat GTP) without reference to the source.
- Cutting and pasting information from multiple sources, piecing them together and claiming the work as your own.
- Collusion between students (e.g. completing assignments together and submitting them as individual work).
- Assisting another student to commit an act of plagiarism.

If plagiarism, whether intentional or unintentional is detected by Status, penalty will be judged on a case-by-case basis, and can include;

- Being assessed in a task with a final result of Not Complete, and/ or a Unit of Competency with a final result of Not Competent.
- Being asked to re-do an assessment or an alternative assessment.
- Cancellation of your enrolment.

House Rules

The following requirements are in place to ensure that training attendance at any Status site goes smoothly. Your co-operation is appreciated.

1. **Eating and Drinking** - Food and drinks are not permitted in training areas. Feel free to use designated break out areas if there are allocated training breaks.
2. **Designated break areas** - Please keep this area clean. Tidy up after yourself and do not leave a mess for others to clean up.
4. **Smoking** – Smoking is not permitted in any of our buildings for safety reasons. You are required to use the designated areas as advised.
5. **Other Classes** - Please respect their privacy and need to learn. Try not to interrupt or disturb others. Be mindful of noise levels.
6. **Panadol** and other medical drugs cannot be issued to Participants according to WH&S regulations.
7. **Parking** – Parking is available at all sites. Be mindful that parking restrictions apply in some car parks and exceeding the time limit may incur a monetary fine.
8. **Dress Code** - Participants must be prepared to follow course dress code, including the removal of facial piercings for work placement activities if required.
9. **Mobile Phones** – Participants are not permitted to use mobiles phones during class times except for the purpose of learning or work. Mobile phones are to be turned off or put on silent.
10. **Respect** – Participants are to respect fellow classmates and Status staff at all times.
11. **Drugs and alcohol** – Participants are not to be under the influence of drugs and/or alcohol, have in their possession, or use drugs and/or alcohol while in attendance at a Status site.

Participation Requirements

At all times, the course you are attending is considered a work situation rather than a classroom and is subject to normal employment expectations. If you know that you will need time-off, discuss the situation with your trainer.

If you are scheduled to attend training or an appointment and a problem delays or prevents your attendance on any day, you are required to notify us prior to course commencement by calling

South Australia	08 8346 5662
Western Australia	08 9356 2729

If you are ill, you must provide us with an estimated date of return. You may also be requested to provide a medical certificate.

If you leave a message on the answering machine ensure you speak clearly and provide the following details:
- Full name
- Site you attend for training
- Trainer's name
- Reason for absence
- Expected return date

If you have high levels of absences, or low levels of participation in eLearning, this may impact your ability to successfully complete your training with us. Your trainer will discuss any attendance or participation issues with you. Some courses have minimum attendance requirements and you will be at risk of being withdrawn from the course if these requirements are not met.

If you are attending one of our courses and have participation requirements with Centrelink or an Employment Services Provider please note that we are required to inform them of attendance, participation and absences.

Your course will have an enrolment expiry date. For full qualifications the enrolment will expire 12 months after commencement unless an extension has been applied for and approved prior to the expiry date. Skill sets and Short Courses expire 3 months after commencement. Status has the right not to accept any assessment submissions after the course expiry date.

Attendance and participation expectations will be discussed with Participants during information sessions

Leaving prior to completion

If you decide that you wish to leave the course for any reason you must consult with the trainer. Once the decision to leave has been made Status will inform the relevant parties, e.g., Employment Services Providers, Centrelink.

The implications of leaving the training prior to completion may include:
- Not complying with participation requirements
- Limited funding opportunities for government funded programs
- Missed training opportunity to improve your skills

If you are considering leaving due to issues you are experiencing with the course, ensure that you discuss these with your trainer. We may be able to provide you with additional support.

Before you leave think about the impacts

Rights and Responsibilities

Participant's Rights

- To receive quality training in a safe, appropriate learning environment in accordance with the principles of Equal Opportunity and Work Health and Safety Acts
- To be provided with competent and appropriate training staff
- To be provided with access to their own assessment records
- To be provided with an appropriate learning agreement
- Confidentiality regarding personal details and records
- To be issued with an appropriate qualification, Statement of Attainment or Statement of Attendance

Participant's Responsibilities

- To comply with specified attendance requirements
- To endeavour to comply with performance criteria as specified in the training package or curriculum
- To maintain acceptable standards of behaviour
- To notify Status regarding attendance or participation issues
- To obtain a Unique Student Identifier
- To notify Status of access issues (eLearning)

Provider's Rights

- The right to select Participants for training courses in accordance with course requirements
- The right to remove Participants from training where requirements are not being met

Provider's Responsibilities

- To comply with the VET Quality Framework
- To abide by Status' Code of Practice
- To provide quality training in a safe, appropriate learning environment in accordance with the principles of Equal Opportunity and Work Health and Safety Acts
- To issue Statements of Attainment or Certificates of Competency where assessment requirements have been achieved
- To provide Participants with access to their own assessment records
- To ensure Participants records are stored and disposed of in a secure manner in accordance with the conditions of the Privacy Act 2000 (excluding RTO records which are to be kept for 30 years)
- To comply with all guidelines
- To provide appropriate employment, education and training guidance
- To provide appropriate learning resources and materials
- In the event that the RTO or a 3rd party provider closes or ceases to deliver any part of the qualification the RTO will provide a refund of unspent fees, assist with the sourcing of an alternate RTO/provider and issue a Statement of Attainment for all units achieved. The RTO will endeavour to complete all training wherever possible.

Conditions under which training may be terminated

- Infringement of the alcohol and drug policy of Status
- Non-attendance and/ or non-participation which negatively affects the outcomes of the Participant
- Inappropriate attitude or behaviour
- Actions that negatively impact on the group dynamics or infringes on any individual's right to a secure and effective learning environment.
- Plagiarism
- Inability to provide a suitable police check/ employment screening (where applicable)
- Outstanding course fees

Everyone has the right to learn – especially you!

Privacy Notice

Why we collect your personal information
As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

If you choose not to provide this information to Status on enrolment, Status will not be able to enrol you as a student.

How we use your personal information
We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information
We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

How the NCVER and other bodies handle your personal information
The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of employment and Workplace Relations (DEWR), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:
- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact Status using the contact details listed below.

DEWR is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DEWR will handle your personal information, please refer to the DEWR VET Privacy Notice at https://www.dewr.gov.au/national-vet-data/vet-privacy-notice.

Surveys

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

Contact information
At any time, you may contact Status to:
- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

If you have any questions about the information that has been collected you will need to contact our Privacy Officer Yvonne Christophides on 08 8346 5662 or by sending an email to Status@status.net.au

Status Privacy Policy

Status is committed to protecting the privacy of your personal information. This policy sets out the way we handle your personal information including the use and disclosure of your personal information, as well as your right to access your personal information.

In relation to our Participants receiving services from Status that have been contracted from the Commonwealth Government, Status is bound by the conditions of its contracts with the Commonwealth as well as the Australian Privacy Principles.

In relation to our Participants receiving services from Status that have been contracted from the State Government, Status is bound by the conditions of its contracts with the State Government in addition to the Australian Privacy Principles.

The status Privacy Policy is available on request or from the Status website www.status.net.au

A copy of our Privacy Policy is available on request

Complaints and Appeals Process

If you have a complaint about the services you are receiving from us, or about our staff, you may contact the Complaints Officer. You may ask for an appointment or discuss your issue over the phone.

It is always a good idea to first discuss your issue, if possible, with the staff member concerned. If this is not possible or you don't wish to do this, you may request to speak to the Complaints Officer. Their names and phones numbers are:

Skills for Education and Employment

Adelaide South	Team Leader: SEE	Ph: 08 8346 5662
Adelaide North	Team Leader: SEE	Ph: 08 8445 2931
Perth South	Team Leader: SEE	Ph: 08 9356 2729
Perth North	Team Leader: SEE	Ph: 08 9356 2729

Industry Training

Vocational Education Training Manager	Ph: 08 8346 5662

Your complaint will be entered in the Complaints Register and the Complaints Officer will work through the issues with you. The Complaints Officer will then contact you within one week with the outcome of their investigation. If you are not satisfied, you may speak to the Executive Manager: Training Services, Yvonne Christophides.

ALL Training Services   Executive Manager: Training Services   Ph: 08 8346 5662

Requests for independent review of decisions are referred to an external mediator, determined by the Executive Manager: Training Services. This services will incur fees and you will be advised of all associated fees prior to engagement of the mediator service.

Lastly, if the issue has still not been resolved, your complaint may be taken directly to the

National Training Complaints Hotline Ph: 13 38 73.

Please see our full policy for further details, it can be located on our website, at reception and is displayed throughout our sites.

If you're not happy, we're not happy

Access and Equity Policy

Purpose

Eighty9 Limited and its wholly owned subsidiaries Status Works Pty Ltd and Allied Health Services Worldwide Pty Ltd, collectively and hereinafter referred to as "the Organisation", recognises the importance of providing quality facilities and services to assist people, including those with a disability, from all sections of South Australian and Western Australian communities to achieve their employment, training and therapeutic goals.

To ensure the Organisation provides the level of service expected from its Participants, particularly those with special needs, this Access and Equity Policy has been developed.

This document clearly articulates the Access and Equity position of the Organisation, it ensures that these principles are incorporated into future planning processes regarding facilities, services and policies.

Context

The Organisation is contracted by Commonwealth and State Governments to deliver employment, disability and training related services to the community, and as such accepts its responsibilities to deliver these in a fair and equitable manner.

The Organisation's approach to access and equity complies with the following documents:

- The Disability Employment Services Programs Service Guarantee

- The Services Guarantee – Workforce Australia Transition to Work (TtW)

- Skills for Education and Employment (SEE) Providers Code of Conduct

- NDIS Practice Standards and Quality Indicators

The Organisation's Access and Equity Policy is also in line with the requirements of the VET Quality Framework.

The Access and Equity Operating Principles

1. The Organisation's training employment and disability services are delivered in a non-discriminatory, open, and respectful manner.

2. The Organisation's employment, training and disability services are accessible to all people regardless of age, gender, race, religious beliefs, disability, sexual orientation, or family, or social background.

3. The Organisation's staff are appropriately skilled in access and equity issues, including cultural and disability awareness, diversity and sensitivity to the requirements of Participants with special needs.

4. The Organisation's facilities are updated to provide access to Participants of all levels of mobility, and physical and intellectual capacity.

5. Participant selection for training and employment opportunities is conducted in a manner that includes and reflects our diverse caseloads. The Organisation actively encourages engagement of Participants from groups traditionally disadvantaged in the labour market and, specifically offers services to those most in need of assistance.

6. The Organisation provides culturally inclusive language, literacy and numeracy training that assist Participants in meeting personal, training, employment and therapeutic goals.

7. The Organisation is accountable for its performance in adhering to the principles of this policy, and welcomes feedback as part of its quality improvement system.

Access and Equity Policy continued......
Relevant Legislation

The following State and Commonwealth legislation reinforces the importance of having an Access and Equity Policy, as well as providing a legal framework for each of the Organisation's Access and Equity Operating Principles:

- The Equal Opportunity Act, 1984 (South Australia)
- The Equal Opportunity Act, 1984 (Western Australia)
- The Racial Discrimination Act, 1975 (Commonwealth)
- The Sex Discrimination Act, 1984 (Commonwealth)
- The Disability Discrimination Act, 1992 (Commonwealth)
- The NDIS Act 2013 (Commonwealth)
- The Work Health and Safety Act 2012 (South Australia)
- The Work Health and Safety Act 2020 (Western Australia)
- Workplace Gender Equality Act 2012 (Commonwealth)
- Children and Young People (Safety) Act 2017 (South Australia)
- Children and Communities Services Act 2004 (Western Australia)

Your Comments

If you have any suggestions as to how we can improve our performance with respect to access and equity, or if you would like further information on anything included in this policy, please contact Emma Farina, Access & Equity Contact Officer on telephone (08) 8377 0101.

Providing fair and equitable service

Computer Use Policy

The following policy relates to computer use within the Status sites.

COMPUTER, INTERNET AND EMAIL USER POLICY AGREEMENT

Internet, e-mail and all other electronic media access on any system are a resource provided to Participants to assist in training and employment. These resources are provided for legitimate purposes and activities of *Status'* Participants.

Introduction
This policy specifies acceptable use of these facilities and outlines responsibilities and consequences of using the organisation's IT systems in an inappropriate manner.

This policy applies to all electronic mail systems and facilities owned and/or operated by Status. All participants using these facilities are required to act in accordance with this policy.

Access & Privacy
Internet and e-mail facilities are not provided for personal use.

Please note: Mail sent via the internet is not secure. Sensitive, personal or private information should not be sent electronically.

Participant's use of the internet, e-mail and the sites accessed (including the duration of access) is recorded and will be subject to monitoring by management. All computer based activity is monitored remotely by the organisation's IT department, and is the subject of regular audit.

Prohibited Internet Activities
Participants must not:

- Access any internet sites which are not employment or training related
- Download any material, graphics or any information which is not employment related
- Access chat rooms
- Originate or circulate mail items with objectionable or offensive content
- Use abusive, objectionable, offensive or defamatory language in messages (whether business or private messages)
- Use email to harass, defame or abuse other Participants, staff of the Organisation or external persons
- Place unlawful information on the computer systems
- Send messages, which are likely to result in the loss of recipient's work or systems
- Send or participate in the circulation of chain letters or unauthorised broadcast messages
- Send offensive material including, material with sexual inferences or material which denigrates or vilifies a particular group or individual
- Access sexually orientated, pornographic or otherwise offensive sites
- Solicit sexually orientated, pornographic or otherwise offensive material from external sources
- Cause congestion of the network or interfere with the work of others
- Make unauthorised disclosure of data or documents to external organisations or persons
- Violate any software licences, copyrights, state federal or internal laws governing intellectual property and online activities
- Use the electronic facilities in any manner, which may give rise to breaches of legislation on sexual harassment, racial discrimination, disability discrimination or other anti-discrimination legislation.

Prohibited Computer Activities
Participants must not:

- Use the computer systems provided for any purpose other than for training or employment related purposes
- Violate any software licenses, copyrights, state, federal or internal laws governing intellectual property and online activities
- Download any material, graphics or any information which is not training or employment related
- Install any software/programmes of any kind
- Use/Run any software/programmes other than software/programmes provided by Status.

Where a Participant has evidence of a breach of this policy or wishes to make a complaint about the use of facilities, they should bring the matter to the immediate attention of management.

Investigation of improper conduct
Management will investigate any breach of this policy. Committing a prohibited activity may constitute serious misconduct. If a Participant is found to have breached this policy by committing a prohibited activity, disciplinary action will be taken including, banning the said Participant from further computer use, civil action and issuing breach recommendations to Centrelink (if applicable).

Course Fees

Many of the qualifications offered by Status are fully or partially funded by the State or Commonwealth Governments through various contracts including:

- SA Government subsidised training courses (Certificate III level plus skill sets)
- SA & WA - Skills for Education and Employment (SEE) Program – fully subsidised
- WA – Employability Skills Training
- WA – Department of Training and Workforce Development, subsidised training

Some courses do however attract course fees which you, your Employment Services Provider or your employer will need to pay. Any requirements for fees will be discussed with you and a course payment agreement may be entered into.

You will be made aware of any costs, including materials PRIOR to commencing training. You will receive an outline of the total fees to be paid and these will be agreed upon prior to training commencing. You will also be provided with a copy of the course fee and refund policy which is also available on www.status.net.au

Where enrolment in a course may impact on government training entitlements, these impacts will be advised to you as part of your enrolment.

There are no surprises in our fee structure

Participant Agreement (not applicable for eLearning)

I _____have received, and read or had explained to me the information detailed in the Participant Information Handbook as detailed below:

Status Works Code of Practice	Support Services Our Commitment to Safety of Young People
Unique Student Identifier (USI)	House Rules
Course Requirements - Enrolment Policy - Entry requirements - Completion requirements	Assessments - Requirements - Recording - Appeals - Plagiarism
Recognition of Prior Learning	Privacy Policy and Privacy Notice
Credit Transfer	Leaving Prior to Completion
Participation - Advising absences	Complaints Process - The complaints process - Who to contact and how
Rights and Responsibilities - Participant rights and responsibilities - Provider rights and responsibilities - Termination of training	Program specific information (handout) - Employability Skills Training - Industry qualification - SEE
Access and Equity Policy Enrolment Policy	Computer Use Policy

I _____understand the information contained in this handbook and agree to abide by all policies and procedures while receiving training and assessment services for _____ (insert qualification or program title) with Status.

I agree to actively participate in the training course in which I have enrolled and undertake assessment requirements. At any time that I am experiencing any issues with the course content, assessment requirements, facilities, or find that I am unable to participate effectively, I will discuss this with a Status staff member.

(if applicable)   ☐   This information was read or explained to me in full on the_____(date)

Participant Signature: _____

Parent/ Guardian signature (for Participants under 18) _____

Status Staff Member:_____

This Participant agreement is to be completed, removed and retained in the Participants file (excluding online learners).