



Innov8 - Education Solutions

Student Handbook

2013

WELCOME!

Welcome to Innov8 – Education Solutions! We look forward to providing you with the best possible learning experience as you begin this next educational journey.

As our name suggests, Innov8 – Education Solutions provides learners with a range of different, new, exciting and motivational learning styles, experiences and pathways. We understand that the learning experience is unique for each individual and therefore, Innov8 will guide and support you throughout your chosen study option.

There are many reasons why you have chosen to undertake study: you may want to improve your career options or further pathways into training, or change your career direction, return to study after having a family. Perhaps it has been some time since you completed any formal training and you are now ready to start anew or you simply wish to study for personal interest.

Whatever your reason, we hope it is a rewarding and enjoyable experience, one that could be potentially life-changing!

Your success will depend on your attitude to study, the effort you put in and having a clear understanding of the expectations required from you regarding your course and meeting course requirements.

That's why this booklet may help you. It contains some of the information you need to know to have a clear understanding of what it means to be a student.

I wish you every success!

Karen DuBois

Director

Contact Details

Director: Karen DuBois

Phone: 08 7129 4455

Email: innov8@internode.on.net

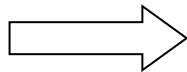
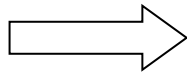
Web: innov8education.com.au

Your teacher/s contact details:

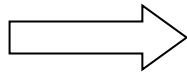
HOW DO I USE THIS BOOK?

The information in this student handbook has been colour coded for your convenience in order of priority. Each page is colour tagged according to its urgency or importance.

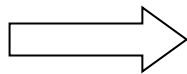
Example: Immediate Priority =



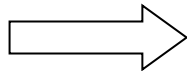
**I need to know
IMMEDIATELY**



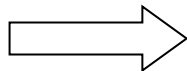
**I need to know by the
FIRST WEEK**



**I need to know BEFORE
classes begin**



**I may need to know this
for a particular purpose**



**I may need to go back
& remind myself of this
as I go through my
study**



ABOUT INNOV8 – EDUCATION SOLUTIONS

Innov8 - Education Solutions is a Registered Training Organisation providing nationally accredited and non-accredited training programs to a range of diverse clients. Innov8 is able to tailor the programs to suit the requirements of industry and employers so as to meet specific gaps in workplace skills and knowledge.

Innov8 - Education Solutions was established in February 2008. As a result of demand from employers, industry bodies, government agencies and students for specialist providers of Foundation and Employability skills training, Innov8 - Education Solutions decided to establish itself as a Registered Training Organisation.

One of the key factors setting Innov8 - Education Solutions apart from other RTO's is the experience, qualifications and expertise of its staff in Foundation Skills and in the area of Language, Literacy and Numeracy education.

With 30 years of education experience, Director, Karen DuBois has had the advantage of working with specialist educators, and has recruited a group of experts in the field of Foundation, English Language and Special Education. Our training delivers the skills, knowledge and confidence you need to build a future for yourself while at the same time ensure you have a rewarding and enjoyable learning experience.

OUR VISION

A belief that everyone, no matter what age, cultural group and previous learning experience has the right to access an education for the purpose of self enhancement or to further their learning, career and employment goals.

OUR MISSION

To provide reputable, quality education committed to delivery of excellent training programs that meet the needs of the individual and society in a changing global economy.

INNOV8'S PROGRAMS

These are the courses we deliver:

- 40620SA – Certificate I in English Proficiency
- 40621SA - Certificate II in English Proficiency
- 40622SA – Certificate III in English Proficiency
- 40623SA – Certificate IV in English Proficiency
- 40634SA – Diploma of English Proficiency
- 40650SA – Certificate I in Education and Skills Development
- 40625SA – Certificate II in Education and Skills Development
- 21774VIC – Certificate III in General Education for Adults
- 40649SA – Certificate IV in TESOL
- TAE40110 – Certificate IV in Training and Assessment

INNOV8'S TRAINING GUARANTEE

Innov8 – Education Solutions guarantees an excellent level of customer service to you before, during and on completion of your study. Our highly qualified staff will work with you to support and assist you to achieve your learning goals and to maximize opportunities for a rewarding and engaging learning experience. Details of the training guarantee can be summarized in the Innov8 **Code of Practice**.

CODE OF PRACTICE

As a Registered Training Organisation, Innov8 – Education Solutions complies with the VET Quality Framework . This Code of Practice provides information to you and a commitment that we will provide you with quality education and support services.

1. Clients Rights

- Innov8's marketing and advertising to prospective clients is ethical and accurate
- You will be informed before you enroll of all the costs and charges associated with your study
- Innov8 has a fair refund policy that is documented and provided to you prior to enrolment. In the event that Innov8 is not able to fulfil its obligations to you, we have measures in place to ensure that you are provided a refund or agree on a suitable alternative
- Innov8 ensures that your financial, academic and other records are maintained by Innov8 and are complete and accurate. Your records are managed to maintain confidentiality and will not be given to third parties unless authorised by you. You may review you records at any time, on request.

2. Access and Equity

Through its Access and Equity policy Innov8 ensures that:

- Training is fair, reasonable and considerate of all students and you will not be discriminated based on race, religion, gender, physical disability or sexual orientation.
- Innov8 staff and students will be protected in terms of their health, safety and welfare
- Innov8 staff are committed to providing a positive, learning experience free of discrimination and harassment
- You will be treated fairly and receive assistance or support to successfully complete your course
- Innov8 will deal fairly and constructively with your concerns and complaints about any of Innov8's services

3. Industry/Professional Association Engagement

- Innov8 regularly engages with relevant industry and professional association representatives to evaluate our training and assessment services. This ensures

that you receive the appropriate skills and knowledge to the standard required in the workplace

- Innov8's training and assessment strategies are developed as part of a collaborative approach with our industry partners, so that we can be sure they are relevant to industry needs. When your training occurs in the workplace, your workplace mentor will be involved in contributing to your assessment
- Innov8's teaching and assessment staff engage with our industry partners on a continual basis so they can maintain their knowledge and skills that reflect current industry practice

4. Quality Assurance

Innov8 is committed to continually improving the services we offer. We will:

- Get feedback from you to help improve our services
- Make sure that at all times Innov8's operations comply with relevant state and national legislation requirements
- Assure you that via Innov8's clearly documented policies and procedures the management and monitoring of all our training operations will include reviewing student and client satisfaction

5. Meeting Learner Needs

- Innov8 will conduct a pre-delivery interview and assessment and if requested by you, will assist you to gain Recognition of Prior Learning (RPL) through a process known as RPL.
- If you have completed relevant units through another RTO, Innov8 will automatically credit those units towards completion of your current qualification
- Innov8 has specialist learner support staff who are equipped to provide you relevant support in areas such as literacy, language and numeracy
- Innov8 staff will provide pre-enrolment information to discuss your individual needs and learning goals and refer you, where appropriate to relevant career information and learning pathways options
- Innov8 offers learning and assessment services that meet your individual needs by taking into account flexible delivery options, assessment processes and procedures, your career or learning goals and objectives and Credit Transfer and RPL.

This Code of Practice is supported by the following Innov8 Policies and Procedures made available via the Innov8 website www.innov8education.com.au or for a hard copy version, please ask an Innov8 staff member:

1. Access and Equity Policy
2. Student Code of Conduct
3. Refund Policy
4. Credit Transfer and RPL Policy
5. Complaints and Appeals

STUDENT CODE OF CONDUCT

The Student Code of Conduct outlines your responsibility as a student. These standards of behavior are expected of all students to maintain the reputation of Innov8 – Education Solutions and to provide you with a positive and co-operative study environment. Innov8 expects that students will be committed to their studies, interact in a positive and respectful manner with both staff and students and operate in an ethical manner.

Personal conduct:

All students must:

- treat all Innov8 staff, volunteers, guest teachers and any other members of the Innov8 community and other students with respect, dignity, fairness, courtesy and sensitivity;
- cooperate with their fellow students and Innov8 staff
- act honestly and ethically in their dealings with Innov8 staff and students;
- respect the privacy of Innov8 staff and students
- ensure that they do not become involved in or encourage discrimination against or harassment or bullying of Innov8 staff and students
- dress in a neat and tidy manner when participating in class room or any other activities where they are representing Innov8. The choice of clothing must be appropriate for each session. Students will be informed of special dress requirements should they be required

All students must:

- act ethically and honestly in the preparation, conduct, submission and presentation of course work, and during all forms of assessment;
- avoid any activity or behaviour that would unfairly advantage or disadvantage another student's course of study;

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- behave professionally, ethically and respectfully in all dealings with Innov8's learning partners (where appropriate)
- submit their work as per the due and agreed date
- not engage in cheating or plagiarism

Misconduct

Misconduct includes unacceptable behaviour which does not reflect safe practices or the standards as set out in the Student Code of Conduct and/or other related Policy and Procedures. Any student found not to abide by the standards will be subject to disciplinary procedures as set out below.

Disciplinary Procedures

If a student breaches Innov8's Code of Conduct the following disciplinary procedures will be followed:

Step 1

An appropriate member of the Innov8 staff will contact the student in the first instance to discuss the issue of behaviour to determine how the issue might be rectified. The meeting will be documented, signed by all parties and included on the student's personal file. Where the issue requires further attention please refer to step 2

Step 2

Where the issue or behaviour continues or the issue has not been resolved as set out in step 1, students will be invited for a personal interview with the Director Innov8 to discuss the issue further. This meeting and its outcomes will be documented, signed by all parties and included on the student's personal file. Where the issue requires further attention please refer to step 3

Step 3

Should the issue or behaviour continue the student will be provided with a final warning in writing and a time frame in which to rectify the issue. A copy of this letter will be attached to the student's personal file.

Further Disciplinary Action

After the 3 steps in the disciplinary procedure have been acted on and if the behaviour constitutes student misbehaviour as defined in the Deferral of Commencement, Suspension of Studies and Withdrawal/Cancellation of Enrolment Policy and all avenues exhausted training services will be withdrawn and the student will be notified in writing that their enrolment will be suspended or cancelled.

At any stage of this procedure, students are able to access Innov8's complaints and appeals process.

LEARNING MATERIALS

All learning materials required for your course will be provided for the duration of the course. Students are not required to purchase further learning materials.

Access to a computer and Internet may be required for assessments and submission. If you do not have Internet access please familiarise yourself with the community access at your local council library. Most library's provide this free of charge but some do require bookings. If you are having difficulty with this, please see your educator for assistance.

ABSENTEEISM & ROLLS

Innov8 are required to keep a roll of all student attendance. Your educator will instruct you as to where the roll is kept. It is your responsibility to print and sign your name on the roll, each day of class.

Your attendance record will be monitored for several reasons including safety, reporting to government bodies, and funding. Innov8 maintains a high level of integrity and will not accept students signing the attendance roll if they arrive more than 30 minutes after the commencement of any class.

If you are unable to attend class for any reason, you are required to contact Innov8 by phone on the day of absenteeism. Students will be required to catch up on the work they missed, in their own time.

MOBILE PHONES

The use of mobile phones in the classroom is not allowed, this includes text messaging. Please ensure that mobile phones are either OFF or on SILENT mode during class time.

If you are expecting an urgent phone call, please notify your educator and leave the class room before answering any calls.

TIME TABLES

Your specific course timetable will be issued to you on the first day of your course. Please familiarise yourself with your time table, it is the responsibility of the student to attend each class at the specified times.

If you have an urgent matter to attend to during a scheduled class, please see your educator as soon as you become aware of this. Short periods of class non-attendance will be negotiated on a case-by-case basis and approval for this can only be given by your educator. Non-attendance without prior approval by an educator may result in a student being required to re-sit the unit of study.

Some timetables include SUPPORTED ASSESSMENT or REVIEW days. These days are intentionally included in the timetable to allow focus groups, special assistance and/or learning support. Students are required to make appointments with their educator and can use this time to receive specialised learning support.

ASSESSMENT

Your educator will provide you with a thorough overview of the assessment requirements for your course, however, as an introduction to assessment you may find this general information useful.

1. Assessment for your course will be **Competency Based**. What does it mean to be competent? To be competent means that when you demonstrate competency you will not just demonstrate you can do a task on its own, but you must be able to demonstrate that you can do it in range of different circumstances, and over a period of time.
2. Assessment Information that will be provided to you will include:
 - a. Clear and timely information on assessments and to present your work
 - b. Advice on assessment methods and procedures
 - c. The criteria against which your performance will be assessed
 - d. When and how you will receive feedback
 - e. How you can appeal an assessment decision
 - f. Your responsibility regarding submission and resubmission of assessments
 - g. Feedback and evaluation of assessment

Innov8 uses a range of assessment methods. If you have difficulty with any of the assessment methods used, please discuss this with your educator.

All assessments must be completed and handed in by the due date unless otherwise negotiated with your educator for an extension of time.

Students will receive a finding of either *satisfactory* or *not-yet satisfactory* for each assessment component. It is only after a finding of **satisfactory** for all components of assessment for each unit that a student will be deemed **Competent** e.g.

Assessment Method	Assessors findings
Theory booklet (written work / project)	<i>Satisfactory</i>
Oral Questioning	<i>Satisfactory</i>
Observation of processes and procedures	<i>Satisfactory</i>
Final Result for this unit = Competent	

ASSESSMENT TASKS

Assessment will vary for each unit of study but will usually include a variety of methods such as;

- written tasks, short answer questions, true/false questions, multiple choice questions,
- research projects or essays
- verbal questioning or interview,
- class participation in group workshops, brainstorming, and case scenarios or role plays,
- observation of procedures in a simulated environment, on the job or at student placement and/or,
- authenticated third party reports.

In the event of an initial finding of not-yet-satisfactory, students will be given one (1) opportunity to resubmit their work. In the event that a resubmitted assessment is again deemed *Not yet Satisfactory*, the student will be given a final opportunity to meet learning gaps through verbal questioning at the same standard as the written tasks. If the final finding at this point remains *Not yet satisfactory*, the student will be required to undertake the unit again in full.

If a student wishes to appeal an assessment decision, they should first discuss this with their educator and then access the *Appeals assessment form* on Innov8's website www.innov8education.com.au

SUBMITTING WORK

All work submitted for assessment must have an attached cover sheet. Copies of the cover sheet can be obtained from your educator. This cover sheet must be completed and signed by you and the educator. Your educator will also ask you to sign a summary sheet which shows at a glance, which units you have submitted, which are remaining and which may need re-submission.

Written assessments must be completed using blue or black pen, must be legible and should be completed in sequential order.

Assessments instructing the student to write an essay or complete a project should be typed and presented using the following;

- Either Arial, or Times New Roman Font,
- size 12,
- double line spaced,
- stapled in the top left corner and
- NOT submitted in a plastic sleeve or presentation folder.

If you are having difficulty accessing a computer, please discuss this with your educator as soon as possible

RECOGNITION OF PRIOR LEARNING (RPL)

Recognition of Prior Learning (RPL) is the recognition of skills that you already have which may go towards a full qualification, part qualification or just one unit of study in a qualification.

RPL, also known as Skills Recognition, means that you can be awarded a nationally recognised qualification without needing to complete any formal study.

It is a process that rewards you for what you have already learnt in the workplace possibly on your own or even the hard way.

Some typical forms of evidence that you may need to put together in your evidence portfolio could include:

- Position descriptions with your employers name and contact details
- Third party reports and references such as from employers or clients with details of the types of work you did
- Examples of your work; for example; projects, case management files that you have worked on and/or implemented
- Performance reviews;
- An interview with you;

- A practical demonstration of your skills in action;
- Certificates from courses you have completed.
- Professional Development courses you may have completed

We will have a discussion with you to establish your level of skills, knowledge and currency against the qualification and/or units you would like to consider for RPL and we will then advise you what forms of evidence we would require from you.

If we require further evidence we will advise during this process.

If all the evidence successfully demonstrates your competency of the qualifications or unit, we will issue you with either a Statement of Attainment or a nationally recognised qualification.

Please contact your educator who will assist and support you through the RPL process.

CREDIT TRANSFER

Credit Transfer is the granting of recognition by Innov8 for of a unit or qualification you completed at another educational institution.

You should apply for Credit Transfer at the time of application so that we may process your application together with your admission application and provide you with a letter of offer that reflects the actual duration and the actual course fees taking into account your course credits.

If you decide that you would like to apply for credit transfer after your admission application has been processed, and your application is accepted, a revised letter of offer will be forwarded to you with any necessary amendments to your timetable and course fees taking into account your course credits. If you are applying for Credit Transfer and require assistance with completing the application contact your educator.

When applying for Credit Transfer, it is important that all documentary evidence of training, including Certificates/Diplomas, Statement of Results and Statement of Attainment provided must be original, official or certified documents and must be signed and sealed by the issuing Australian Registered Training Organisation. Once the application has been received by Innov8, and your enrolment has been finalised, we will endeavour to inform you within ten (10) working days of the results of your application for Credit Transfer.

COURSE COSTS FEES AND CHARGES

You will be advised of all fees and charges related to your course when you make a course enquiry and before you enroll. As part of the enrolment process, you will be asked to sign a letter of acceptance. It is confirmation of a formal agreement between you and Innov8 – Education Solutions.

Fees and Charges will be individually listed for each of the qualifications and may include some or all of the following:

Fee Descriptor	\$	Refundable?
Course Fee	See individual course programs	Refer to Refund Policy
Course Deposit	\$350.00	Non-refundable
Resource Fee	Per unit fee (see individual course programs)	Non-refundable
Application for RPL	Per unit fee (see individual course programs)	Refer to Refund Policy
Re-issue of student ID	\$10.00	Non-refundable
Re-assessment of theory unit	\$50.00	Non-refundable
Re-assessment of practical unit	\$80.00	Non-refundable
Re-issue of Parchment or Statement of Attainment	\$50.00	Non-refundable
Fees for EFTPOS transaction	EFTPOS Savings or Cheque account 1.2% fee	Non-refundable
Fees for Credit Card transactions	All credit card transactions attract a 1.375% fee	Non-refundable

You will need to check the individual course brochures for fee information in relation to the fees and charges for each course.. All fees, payment terms and refund policies are covered in the Innov8 Application Form

Please note:

- Final payment of all fees must be paid by the completion of the course
- No certificates will be issued until all fees are paid
- No statements of attainment, copies of certificates or letters of completion will be issues until all fees are paid
- Any changes to your enrolment must be advised in WRITING to your educator. You will be responsible for any additional fees incurred as a result of changing your enrolment.

PAYMENT TERMS AND PAYMENT PLANS

Fees and Charges are due within 14 days of invoice. All invoices have payment instructions. Payment can be made via:

- EFTPOS
- Money order
- Direct bank deposit
- Credit card (surcharges do apply)
- Bank cheque

You can request a Fee Payment Plan to pay your course fees by installment. Please contact your educator to discuss this option.

REFUNDS

If you withdraw from a course you may be eligible for a refund. You need to put your refund request in writing to: The Director, Innov8 – Education Solutions. The table below provides a guide on when and how much is refunded, depending on the circumstance. All refunds will be processed within 15 days.

Circumstance	Innov8 Policy
Innov8 cancels the course or the student's enrolment request has been rejected by Innov8	100% refund of tuition fees.
Student provides written notice of withdrawal of course and received by Innov8 28 days or more prior to course commencement.	70% refund of tuition fees
Student provides written notice of withdrawal of course and received by Innov8 less than 28 days prior to course commencement	No refund of course fees
Innov8 refuses to continue the student in the course because of student misbehavior or breach of student code of conduct or failure to pay due fees.	No refund of course fees.
Conditions that apply to Government funded training contracts	Refunds and retained fees are applied in accordance with individual government Contract guidelines.

COMPLAINTS AND APPEALS

Complaints arise when a client is dissatisfied with an aspect of Innov8's services, and requires action to be taken to resolve the matter.

Appeals arise when a client is not satisfied with a decision that Innov8 has made. Appeals can relate to assessment decisions, but they can also relate to other decisions.

Persons with either a complaint or an appeal have access to the following procedures:

Informal complaint (or feedback)

- The initial stage of any complaint (or feedback) shall be for the client to communicate directly with the trainer/assessor
- If the client(s) is dissatisfied with the response to the informal feedback or complaint they may initiate a formal complaint.

Formal complaint or appeal

- The informal complaint procedure should be used first.
- All formal complaints or appeals go to the Director
- The formal complaint or appeal and its outcome shall be recorded in writing.
- On receipt of a formal complaint or appeal, the Director (or in cases where there may be a conflict of interest, an independent person) will meet with the client to discuss the complaint or appeal

The client shall be given an opportunity to present their case to the Director/Independent person, and may be accompanied by one other person as support or as representation.

- The relevant staff member shall be given an opportunity to present their case to the Director/Independent person, and may be accompanied by one other person as support or as representation.
- The Director will make a decision regarding the complaint or appeal.
- The Director will communicate its decision to all parties in writing within five working days of making its decision.

If the client is still not satisfied, the Director will direct them to refer the matter to ASQA www.asqa.gov.au

If you need assistance or further clarification regarding the process, please refer to the website or contact an Innov8 - Education Solutions staff member.

PRIVACY

With the exception of information required under the VET Quality Framework or by law, Innov8 - Education Solutions will not disclose information about you to a third party without your written consent. You may access your student file at any time. To access your student file, simply request to do so by asking your educator or admin officer. You will need to provide photo ID and complete an "Access to file" form.

WHERE TO FIND STUDENT INFORMATION

There are several ways you can access Innov8's policy and procedures. You can find them

1. On campus: Policy and Procedure Folder
2. Website: www.innov8education.com.au
3. Staff: ask a staff member for a copy of the policy/procedure you want

ENQUIRIES

If you need to make contact with Innov8 staff for course or personal reasons, you can do this by:

Phone: 08 87194455

Email: innov8@internode.on.net

Website: www.innov8education.com.au