



Student Handbook 2017



Education that is creative, inclusive and divinely inspired

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Message of Welcome

Congratulations on your decision to enrol with Propel & Elysian Institutes

We look forward to working with you as you strive to achieve your desired outcome, whether it is the career of your dreams or a pathway to university or further studies.

The first few days of a new course can be a confusing time, and this is why we provide you with this booklet of practical information. Take the time to become familiar with the details – it will help you!

We wish you every success with your studies and trust that you will find your course to be both challenging and enjoyable.

Please contact us at admin@propel.net.au if you have any questions that are not answered in this handbook.

About Propel and Elysian Institutes

Propel and Elysian Institutes provides the perfect platform for you to enter the childcare, business, hairdressing, retail cosmetics or beauty industry and create that career you have always wanted. Our courses have been created to provide you with the skills to work as a qualified professional in industry.

If you are a school leaver or just looking for the next step into a new career this is the perfect way to help you get your career started. Propel and Elysian Institutes provides essential education in childcare, business, hairdressing, retail cosmetics or beauty industry. At Propel and Elysian Institutes, we strive to equip our graduates with the necessary skills to help them build exciting, long-lasting careers.

Propel and Elysian Institutes focuses on you as an individual, your needs and your challenges; we'll be there to support you every step of the way. We are committed to changing lives through education, no matter what it takes. Successfully completing your study is just as important to us as it is to you. Your success is our success.

Our Trainers are here to help and guide you, but they cannot learn for you, nor can they complete your assessments. Your results will reflect the time and effort you have committed throughout the course.

We urge you to see your time at Propel and Elysian Institutes as an investment in your future. You should take every opportunity to learn all you can so that, when you graduate, you will be in a position to 'stand out from the pack' as you build your career.

As well as having teaching and professional qualifications, many of the Trainers employed by Propel and Elysian Institutes have owned their own businesses and have worked in the leading business and education institutions.

A - General Information for Students

The purpose of this Student Handbook is to introduce you to the Propel and Elysian Institutes. This Student Handbook will assist in outlining your responsibilities as a Student in the Institute. It is essential that you understand the content of this handbook, and, if you have any questions regarding policies and/or procedures, these should be resolved before you sign the, attached Student Statement.

The Institute reserves the right to make such changes in regulations, curricula and charges as it deems necessary without previous notice. Information published on the website relating to Certificate 3 Guarantee and Higher Level Skills funding (refer to the Propel and Elysian Institutes websites for the most current information) will only be varied in accordance with the relevant statutory guidelines.

Parents or guardians of Students under the age of 18 at the time of enrolment, as well as Students of Propel and Elysian Institutes, must agree to accept the terms stated in this document and to abide by the regulations of the Institute. Each Student is responsible for knowing and complying with the information and rules of the Institute.

1. Tuition Fees

Eligible Students enrolled in certain courses may choose to apply for Certificate 3 Guarantee and Higher Level Skills Funding assistance (refer to the Propel and Elysian Institutes websites for the most current information). The options would have been discussed with you at the time of enrolment.

2. Start Date

The Start Date is the day that the study period officially commences for each of the Unit/s of Study in which you are enrolled.

3. End Date

The End Date is the day that the study period officially finishes for the Unit/s of Study in which

you are enrolled. All required work and assessment activities must be completed and submitted to the Institute by close of business on this date, unless special arrangements have been made in advance.

4. Withdrawal from Courses

Should you choose to withdraw from a Unit of Study or cancel your enrolment, you must complete and submit the correct form to the Institute. The form can be accessed through Institute administration at admin@propel.net.au

5. Security

Propel and Elysian Institutes websites will NOT be responsible for any loss or damage to personal property. Valuables, cash, and any other items of importance brought to the Host Work-Placements should not be left unattended.

6. Emergency Drills

The Host Work-Placements MAY hold emergency drills at regular intervals. These are always to be taken seriously. Students are requested to follow emergency drill procedures as directed by their Host Supervisor

7. Change of Address

All Students must notify Student administration within seven (7) days of any change of address and/or telephone number. Student administration can supply you with a Change of Details Form for this purpose. A link to this form can be found in the student library on the online student portal.

8. Counselling Services

The Propel and Elysian Institutes maintain an 'open door' policy and Students are encouraged to consult with them when ever necessary. Speak with your Study therapist who will assist with organising an appointment for you If you need counselling of a personal nature, Study therapists can assist you with accessing a counselling service.

9. Additional support

Propel and Elysian Institutes welcomes Students who have a different need from others. If you

have a physical or sensory impairment, a severe long-term or recurrent medical condition and/or treatment, learning disability or other condition that could negatively impact on your studies, you are encouraged to contact the study therapist to discuss this privately. We will then work to put together an action plan that will suit your individual needs and support you through the duration of the course.

10. Standards of Conduct

The Student Code of Conduct can be found on our web site at www.propel.net.au. You are expected to observe these Standards, to follow the directions given by staff and to conduct yourself in a manner that is a credit to the Institute and your fellow Students.

Staff members are carefully selected for their academic qualifications, their industry knowledge, and for their capacity to encourage and develop individual abilities. Staff, therefore, maintain a congenial relationship with Students in order to encourage personal development.

11. Cigarette Smoking

Cigarette smoking is not permitted anywhere in or on the Institute or Host premises, including the parking area and footpath outside the entrance. There are no exceptions. Make sure you know the requirements of the law in relation to cigarette smoking in this State; severe fines may apply.

12. Eating

Eating and drinking is at permitted only in the Students' 'Break-Out Areas' and is NOT allowed elsewhere in the

Institute. Chewing gum is not permitted on the Institute premises.

13. Dress Code

Propel & Elysian Institutes recognizes that grooming and presentation are contributing factors to being successful in securing a job. Students are required to present themselves in a professional manner while attending Propel & Elysian Institutes or their Host Work-placement

In particular, you should remember the following:

- *Wear appropriate attire that reflects the requirements of the work/career for*

which you are studying

- *(Beauty, Hairdressing, Retail cosmetics profession)*
- *At all times wear black closed-in footwear (Beauty, Hairdressing, Retail cosmetics profession)*
- *Be adequately clothed in accordance with Work Health and Safety requirements; Wear black trousers (Beauty, Hairdressing, Retail cosmetics profession)*
- *Wear the Elysian Institute of Beauty and Complementary Studies Tunic which will be provided for all Students of Hairdressing Retail and Cosmetics and Beauty*
- *Wearing of clothing with symbols or lewd or vulgar words where the effect there of is offensive to a reasonable person, or otherwise causes disruption or interference with the orderly operations of the Salon are prohibited*
- *Cleanliness of body and clothing, with attention to discreet display of body art, (e.g., tattoos) to be strictly adhered to and NO body piercings on view apart from single stud earrings.*
- *Tight shorts, miniskirts, swimsuits, tank tops, and bare midriffs are prohibited.*

14. Absence Due to Illness

It is advisable for a Student who is ill to obtain a medical certificate. This certificate is to be produced for recording, and then retained by the Student. (A medical certificate does not cancel an absence; it only provides an explanation and must be presented within one month of its date of issue.)

A Student who is too ill to immediately continue his/her studies may apply for special leave and have his/her enrolment temporarily suspended on the grounds of compassionate or compelling circumstances. (Refer to the Student Application to Defer or Temporarily Suspend Studies Policy for further information.) This can be found on the On-line student Portal in the library section.

Medical and dental appointments should be made outside Institute and work-placement hours when they will not conflict with scheduled classes or work placement.

15. Special Consideration

The Institute appreciates that, from time to time, a Student may not be able to attend classes due to circumstances beyond his/her control. In such circumstances, the Study Therapist or Mentor will use his/her professional judgement to assess each case on its individual merits, using the evidence provided. The Course Co-coordinator may decide not to place the Student on Provisional Enrolment if:

- There is documentary evidence demonstrating that compassionate or compelling circumstances apply; and
- The Student is maintaining satisfactory academic progress; and
- The Student attended at least 70% of the scheduled course contact hours. A copy of the evidence will be retained in the Student's file.

16. Suspending Studies

The Institute doesn't designate holiday periods. Students will need to apply for leave during their course; your studies will be automatically put on hold for that time. Leave of absence forms can be found on the Propel & Elysian Institutes websites & the Online Student Portal in the library.

Students may apply for special leave if there is an acceptable reason for doing so (i.e. compassionate or compelling circumstances). The Institute may grant or decline a request for special leave, based on the reasons provided and potential impact that the temporary suspension of studies may have on academic progress. (Refer to the Student Application to Defer or Temporarily Suspend Studies Policy on the Propel & Elysian Institutes web site for further information.)

17. Dismissal

The Institute reserves the right, in the exercise of its sole judgement, to place on probation or

dismiss a Student on any of the following grounds: non-conformity with the general spirit and regulations of the Institute, conduct detrimental to the reputation of the Institute or its Students, failure to make satisfactory progress, or poor attendance.

The written notice of the Institute's decision will inform the Student that he or she is able to access the Institute's Complaints and Appeals Process and has 20 working days from the nominated date in which to do so. (Information on the Complaints and Appeals Policy and Procedure is located on the web site at www.propel.net.au)

18. Complaints and Appeals Policy

Propel & Elysian Institutes are committed to developing and maintaining an effective, timely, fair and equitable complaints handling system which is easily accessible and offered to complainants (i.e. the person/s lodging the complaint) at no charge for internal review of a complaint or appeal, and at a reasonable cost for the external review of an appeal.

- a. Set in place a complaints handling system that is client-focused and helps the Institute to prevent complaints from recurring;
- b. Ensure that any complaints are resolved promptly, objectively and with sensitivity and in complete confidentiality;
- c. Ensure that the views of each complainant and respondent are respected and that any party to a complaint is not discriminated against nor victimised at any stage of the process;
- d. Ensure that there is a consistent response to complaints.
- e. A complaint can be defined as a person's expression of dissatisfaction with any aspect of the Institute's services and activities, including:
- f. The enrolment, induction/orientation process;
- g. The quality of education provided;
- h. Academic matters including Student progress, assessment, curriculum and awards

- in a VET course of study;
- i. Handling of personal information and access to personal records;
- j. The way someone has been treated
- k. This Complaints and Appeals Policy and Procedure is designed to ensure that the Institute responds effectively to individual cases of dissatisfaction.
- l. Students or potential Students are entitled to utilise the Complaints and Appeals Policy and Procedure regardless of the location of the campus at which the grievance has arisen, their place of residence, or the mode in which they study.

19. Complaints Procedure

This procedure can be utilised by eligible Students, including potential Students enrolled or seeking to enroll in a course with the Institute, to submit a complaint of an academic or non-academic nature. Complaints of an academic nature include matters related to Student progress, assessment, curriculum and awards in a VET course of study. Complaints of a non-academic nature cover all other matters including complaints in relation to personal information that the Institute holds relating to the complainant.

During all stages of this procedure the Institute will take all steps to ensure that:

- a) the complainant and the respondent will not be victimised or discriminated against;
- b) the complainant has an opportunity to formally present his/her case and each person involved may be accompanied and assisted by a support person at any relevant meetings;
- c) a detailed written explanation is provided of decisions and actions taken as part of the process;
- d) where the internal or external complaint handling or appeal process, results in a decision that supports the complainant, the Institute immediately implements any decision and/or corrective and preventative action required and advises the

complainant of the outcome in writing.

There is no cost to the complainant for utilising the internal complaints and appeals process; however, there is a specified cost for utilising the external part of the process.

20. Before an Issue Becomes a Formal Complaint

If Students feel dissatisfied with some aspect of the Institute's service, they are encouraged to first speak to the person responsible. For example: if the grievance concerns a classroom matter, the Student should talk honestly to the Trainer about the concerns; issues about fees should be discussed in the first instance with the Institute Student Administrator. The Student can be confident that there will be no retribution resulting from utilising the Complaints and Appeals Policy and Procedure. (Information on the Grievance Policy and Procedure is located at www.propel.net.au)

If the Student has attempted to resolve the issue directly, but is not satisfied with the outcome or does not wish to approach the person(s) concerned directly, then he/she may discuss the issue with the Salon Manager (or nominee). The Student may be accompanied or assisted by a support person during this process.

The Director will consider the issue and may, either suggest a course of action to resolve the issue, or attempt to mediate between the person(s) concerned.

The Director (or nominee) will provide the complainant and the person(s) concerned with a written report summarising the actions that were taken, or will be taken, to resolve the issue

If the complainant is not satisfied with the outcome, a formal complaint can be lodged under this policy.

21. Formal Complaints

Formal complaints must be submitted in writing to the Study Mentor or Study Therapist

To commence the formal process, the complainant must complete a Complaint Lodgment Form (available from Student Administration and on the website

www.propel.net.au)

The following information needs to be provided in writing:

- a. Details of the complaint;
- b. Supporting information that he/she wishes to have considered;
- c. An explanation of the steps already taken to try to resolve the complaint informally and why the responses received are not considered satisfactory; and
- d. What he/she thinks needs to be done to address the concerns.

The Study Mentor /Study Therapist will commence the process of considering the complaint within 10 working days of receiving the written Complaint Lodgement Form or letter, and will acknowledge receipt of the complaint in writing. He/she will ensure all steps are taken to resolve the complaint as soon as it is practical.

In considering the complaint, the Study Therapist/Mentor will arrange a meeting with the complainant to enable a formal presentation of the case. The complainant may be accompanied or assisted by a support person at any such meeting.

The complaint will be investigated by the Study Mentor / Study Therapist who will discuss the issues with the person(s) concerned, and may confer with the relevant staff. If the Study Therapist considers that the complaint is upheld, a recommendation will be made to the Course Co-coordinator (or nominee).

If the Course Co-coordinator (or nominee) agrees then he/she will immediately notify relevant staff to implement the actions required to resolve the complaint. The complainant will be provided with a written report of the steps taken to address the complaint within 20 working days of the commencement of the complaint process.

The Study Mentor /Study Therapist will retain a written record of the complaint and its outcome.

22. Internal Appeals

If a Student is dissatisfied with a decision made by the Institute, he/she has 20 working days from the date nominated in the written notification by the Institute in which to lodge an Internal Appeal to have the case reviewed at no cost to the Student. This includes decisions relating to complaints outcomes and assessment appeals, as well as notifications of unsatisfactory course progress, unsatisfactory attendance, misbehaviour, and/or pending cancellation of enrolment by the Institute.

Appeals should be lodged in writing on an Appeal Request Form, available from Administration or accessed from the Student online portal. The appeal will be considered by the Course Co-coordinator (or nominee), who may decide:

- a) to make a determination based on the appeal;
- b) to establish an appeals panel; or
- c) that there are insufficient grounds to take further action, thus concluding the consideration of the matter under these internal appeals procedures.

If the decision is to convene an Internal Appeal Panel, the panel will meet within 20 working days. The complainant will be informed of the membership of the panel and the procedure to be followed at least 5 working days in advance of the panel's meeting. The panel will consist of the Course Co-coordinator (or nominee) as Chair, and two other senior staff members of the Institute who have not been involved in the complaint to date.

The review will take into consideration all relevant facts. The complainant may attend and can be accompanied by a support person who may speak and act on his/her behalf, including providing evidence. If the complaint involves another person(s), that person will also be invited to present his/her case to the panel. A written record of the meeting will be taken.

The complainant will be notified of the decision of the internal appeals process in writing within 5 working days of the decision. If the appeal is upheld he/she will be informed of the actions to be taken to resolve the complaint. If the appeal is not upheld, then he/she

will be given a detailed written explanation including the reasons for the decision, and advised of the right to access the external appeals process if not satisfied with the outcome of the internal appeal.

23. External Appeals

Students who wish to lodge an external appeal or complaint about a decision made by the Institute may take action under Australia's Consumer Protection laws or by contacting the Australian Skills Quality Authority on <http://www.asqa.gov.au/>. Also, within each State there are Dispute Resolutions Centres, details of may be accessed through the following links:

QLD: <http://www.justice.qld.gov.au/justice-services/dispute-resolution>

NSW: <http://www.cjc.nsw.gov.au/>

VIC: <http://www.disputes.vic.gov.au/mediation>

WA: <http://www.legalaid.wa.gov.au/Pages/Default.aspx>

SA: http://www.lsc.sa.gov.au/cb_pages/pdr.php

This lodgement is to occur within twenty (20) working days from the date nominated in the written outcome of the Internal Appeal, unless special circumstances apply.

24. Enrolment Status

If the complainant chooses to access this policy and procedure, his/her enrolment will be maintained while the complaints and appeals process is ongoing, except where the appeal is against the Institute's decision to suspend his/her enrolment due to misbehaviour, in which case the Institute will only wait for the outcome of the Internal Appeals Process. Should that outcome be in favour of the Institute, and then the cancellation and required notifications will occur.

25. Record-keeping and Confidentiality

Records of all complaints handled under this procedure and their outcomes will be maintained for a period of at least five years to allow all parties to the complaint appropriate access to these records, upon written request to the Quality Manager.

Records of complaints will be maintained at the last campus at which the Student

studied or, in the case of prospective Students, at the campus to which he/she applied.

All records relating to complaints and their outcomes will be treated as confidential and will be kept in a separate file in a secure environment in accordance with the Institute's Records Management and Privacy and Personal Information Policies.

26. Privacy Policy

Propel & Elysian Institute is bound by Commonwealth law to handle personal information in accordance with National Privacy Principles. These principles are designed to ensure that any personal information you provide is used and disclosed only for the primary purpose for which it was collected, unless otherwise authorised by you or the law. The principles cover issues such as the collection, storage, use and disclosure of information, as well as giving you the right to access information the Institute holds about you.

The Institute collects the information that you provide on your enrolment form; details of your academic progress (including results of assessments); your attendance record; the outcomes of formal interviews you may have with staff during your course to discuss your progress; your special requests or requirements, records of grievances, complaints or appeals; and records of payments of fees and charges. In other words, we only collect information that is necessary to ensure that we deliver to you the services promised in our brochure and on our website.

We take all reasonable steps to protect the personal information we hold about you from misuse, loss or from unauthorised access, modification or disclosure. It is stored in electronic form in our administration database and can only be accessed by authorised staff. These staff members are issued with their own Login Identifier that they must use to gain access to our systems.

When you commence, you are issued with a unique Student Identification (USI) number. In order to protect your privacy, it is important that you do not disclose this USI number to other Students. The number will be used to display your class schedule and your assessment results.

Personal information may be used and disclosed within the company to administer our

products and services, as well as for prudential risk management purposes. We may also use this information, unless you tell us otherwise, to provide you with related marketing information or to assist you in securing employment at the completion of your course.

Please note that we need the personal information we keep about you to be accurate. It is especially important that you notify us of any changes to your circumstances, such as change of contact details.

27. Disclosure Required by Law

We may be required or authorised by law to disclose information about you. We may also be required to produce your records for a government agency, for example, in relation to social security (if you are receiving Youth Allowance, Austudy or Abstudy).

28. Access to Personal Information

You can access the personal information we hold about you by contacting the Administrator at this campus. When we receive your written request, we will organise an appointment time for you to view your records.

29. Blended Learning Model

Propel & Elysian Institute uses a blended learning model, which may require you to participate in training provided in the classroom by the instructional staff. This may be supported by learning resources and additional activities provided on the Propel & Elysian Institute Online Student Portal. If so, you will also be required to access and work through these online resources and activities.

B - Student Support and Benefits

1. Youth Allowance/Austudy/Abstudy

Youth Allowance/Austudy/Abstudy is available to Australian, full time eligible Students for approved courses. Youth Allowance is for people under 25 years of age; Austudy is for people 25 years of age and older.

Aboriginal or Torres Strait Islander Students can claim Abstudy instead of Youth Allowance.

When applying, you will need to include the National Qualification title and identification code for your course. Your Student Enrolment Advisor can assist with this information.

For more information, contact Centrelink by telephone on: 13 2317

NB: Please contact Centrelink immediately if you change your study load, when you complete your course, or if you obtain a job before you complete your course, so that benefits may be discontinued. You may be required to re-pay any overpayments received.

2. Graduate Placement Assistance

Propel & Elysian Institute commitment to its Students goes beyond the fact that a well-established name often helps to open doors. Professional personnel work to provide a fully integrated career advisory and placement assistance service.

Students should note that this is not a recruitment service. There is no guarantee of employment and all Students and graduates must actively participate in their own job-search.

To assist Students to gain the best possible career placement outcomes at the successful completion of their studies, the Institute is in contact with the beauty, hairdressing and retail cosmetic community, building relationships with organisations and across all industry sectors. This means they are able to advise Students of any employment opportunities and how these relate to the Students' individual needs and preferences.

As Students near the end of their courses, the Study Mentor will work with each individual to

prepare him/ her to present professionally and confidently at any job interviews with prospective employers.

3. Students Completing QCE/VCE/HSC

Students completing a Queensland Certificate of Education (QCE)/ Victoria Certificate of Education/ New South Wales Higher School Certificate (HSC)

If your studies with the Institute are to count towards your QCE/VCE/HSC, you are obliged to notify the Institute prior to commencement of your course. This information should be provided with your Queensland Learner Unique Identification (LUI) - or NSW/VIC equivalent - and any other relevant data.

If you have not yet advised the Institute of the above, please contact Student Services immediately. Relevant Department websites for reference:

Queensland Studies Authority (QSA) <www.qsa.qld.edu.au> NSW Board of Studies <www.boardofstudies.nsw.edu.au> VIC Department of Education and Early Childhood <www.education.vic.gov.au>

4. Internal Support Services

We recognise that everyone is different and we acknowledge that some students may therefore sometimes require additional support.

If you find you require additional support during your studies, please contact your Progression Coach as the first step in the process. Progression Coaches can help with:

- learning difficulties;
- language, literacy and numeracy issues;
- disability and access issues;
- employment issues;
- any other issues that may affect a student's ability to achieve their training goals.

Additional support can also assist with issues regarding training and career pathways and opportunities, personal development opportunities, work placement and/or any other training/industry related questions. Requests for additional support will be dealt with in confidence.

5. External Support Services

If a student requires additional support beyond what can be offered by Progression Coaches, students may be referred to an external support service. This services may include:

Reading and Writing Hotline

<http://www.readingwritinghotline.edu.au> | Phone: 1300 655 506

For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

Department of Human Services (including Centrelink)

<http://www.humanservices.gov.au> | Phone: please refer to <https://www.humanservices.gov.au/customer/contact-us/phone-us> for all a listing of all Department contact numbers.

You may be eligible for funding assistance if you receive one of the following:

- | Pensioner Supplement Allowance
- | ABSTUDY (course dependent)
- | AUSTUDY Youth Allowance

Lifeline

<https://www.lifeline.org.au> | Phone: 13 11 14

Anyone can call Lifeline. The 13 11 14 service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. If you feel that you might need telephone counselling, you can call about anything that might be troubling you.

Kids Help Line

<http://www.kidshelpline.com.au> | Phone: 1800 55 1800

If you're under 18 years of age you may consider contacting this service. Kids Help Line provides access to telephone, web and email counselling.

Fair Work Commission

<https://www.fwc.gov.au> | Phone: 1300 799 675

Fair Work Commission (formerly Fair Work Australia) is the national workplace relation's tribunal. It is an independent body with power to carry out a range of functions relating to minimum wages, employment conditions, termination of employment and other workplace matters.

Reach Out

<http://au.reachout.com/>

Reach Out is a web-based service that inspires young people to help themselves through tough times and find ways to boost their own mental health and wellbeing. Their aim is to improve young people's mental health and wellbeing by building skills and providing information, support and referrals in ways they know work for young people.

C - Training and Assessment Information

1. Student Individual Learning Plans (SILP)

The Student Learning Plans are given to you during your first week. This includes your work placement

dates.

PLEASE NOTE: Students who choose not to attend any scheduled work placement will be required to pay for it to be provided to them again. This may also have significant impact on the duration of their course.

The Institute will allow Students to re-schedule the Learning Unit without penalty if a genuine reason is provided e.g. illness, and appropriate documentation is presented. This will be based on approval from the Quality Manager.

2. Exemptions (RPL) and Credit Transfer

Recognition of Prior Learning acknowledges skills, knowledge and understanding gained through formal, information and non-formal learning as a result of work and/or life experience. Propel & Elysian Institute will make this process available to you for any unit in which you feel you are competent already.

Credit Transfer applies when you have recently completed formal studies with another education provider and already been assessed as competent in a unit that is listed within your course. This is for recognition of the actual units studied through another different provider.

Credit Transfers provide Students with agreed and consistent Credit outcomes for components of a qualification based on identified equivalence in career and learning outcomes between matched qualifications.

The RPL process is administered by the Admissions team for applications received prior to commencement of your studies. Once they have commenced their studies, Students are encouraged to discuss any prior learning they may

have with the RPL trainer who will provide guidance in relation to the process.
(For further information about RSC and Credit Transfer see
www.training.qld.gov.au/training-careers/recognition-existing-skills/rpl.html/)

3. Assessment Process

Assessment is the process of collecting evidence and making judgements as to whether competency has been achieved by each Student. It incorporates determining whether the collected evidence can be proven to be the work actual of the Student, or by activities being undertaken under direct supervision.

Assessment for each Learning Unit involves the use of a range of assessment methods, enabling the collection of evidence on which to assess whether a Student can perform competently and/or demonstrate the application of required knowledge after the given period of training.

General

For a Student to be awarded a qualification, he/she must satisfactorily complete all Learning Units that are a mandatory part of that course. Students who fail to satisfy the minimum course requirements will be given a Statement of Attainment, listing the Student's achievement up to the last day attended.

4. Propel & Elysian Institutes Assessment Policy

A Student must attempt and submit all pieces of assessment as required within the Learning Unit. If he/she does not attain the standard set for competency within every piece of assessment, he/she will be deemed to be 'Not Yet Competent' within that Learning Unit.

Any Student who fails to submit an assessment task on the due date, and has not made prior arrangements with the trainer, will be deemed 'Not Yet Satisfactory' for that piece of assessment, unless appropriate documentation (such as a medical certificate) is presented.

Students receiving an assessment result of 'Not Yet Satisfactory' will be eligible for a second assessment attempt. Such second attempts must be within 10 working days of the release of the original result.

If the same Student does not demonstrate the standard set for competency within that supplementary assessment, then he/she will be scheduled to re-commence that Learning Unit and additional fees will be applied. (Students should refer to the section in this handout on the Institute's requirements in relation to Satisfactory Academic Progress.)

If the Student is again deemed 'Not Yet Satisfactory', immediate counseling will occur. Continued enrolment is dependent on the Student meeting the Institute's requirements for Satisfactory Academic Progress.

5. Failure to Attend an Assessment Session

Any Student who fails to arrive to complete a supervised assessment activity and does not present valid certification (e.g. a medical certificate) to the Quality Manager, must attempt that assessment within 10 working days of the release of results for that assessment or he/she will be deemed 'Not Yet Competent' for that Learning Unit. Details will be recorded for the Student's records.

Should the Student fail to demonstrate the standard set for competency within that delayed assessment attempt, then he/she will be scheduled to re-commence the Learning Unit, and additional fees will be applied. (Students should refer to the section in this handout on the Institute's requirements in relation to Satisfactory Academic Progress.)

If the Student is again deemed 'Not Yet Competent', academic counseling will occur. Continued enrolment is dependent on the Student meeting the Institute's requirements of the Academic Progression Policy and Procedure.

6. Cheating

Cheating is the taking of any unauthorised material or electronic device into an assessment room, irrespective of whether or not this is used by the Student to assist him/her to complete

that assessment.

After investigation, any Student found to be cheating will have his/her Assessment Activity cancelled, and no re-submission of assessment will be accepted. The assessment outcome of 'Not Yet Competent' will be recorded for that Learning Unit, and he/she will be placed on probation. He/she will be scheduled to re-commence that full Learning Unit, and additional fees will be applied.

Any further incidence of proven cheating or other unacceptable behaviour will result in cancellation of the Student's enrolment. In the event that this occurs, no refund of fees will be possible, and the Institute will not assist with work placement.

The written notice of the Institute's decision will inform the Student that he or she is able to access the Institute's Complaints and Appeals Process and has 20 working days from the nominated date in which to do so. (Information on the Institute Complaints and Appeals Policy and Procedures is located on the web site at www.propel.net.au)

7. Plagiarism

A plagiarist is someone who presents the thoughts or writings of another person as his/her own. You are, therefore, required to acknowledge all direct quotations, ideas, paraphrased writings and statistical information, use an appropriate referencing system, such as APA. You may seek assistance from your Trainer if you need Trainer guidance on referencing.

Plagiarism is a form of cheating, and is one of the most serious offences any writer can commit. Any Student found to be plagiarising will be regarded as having cheated, and the same conditions will be applied as recorded in **Section 6** above.

8. Submission of Assignments

For Learning Units that have set assignments, these are to be completed and submitted by the scheduled due date and according to the Student's study mode. Each Student is provided with an instruction, which includes information on the requirements for the formatting of assignments in the unit of study Student Assessment Guide.

To safeguard against accidental loss of assignments, it is recommended that Students keep a copy of each assignment either soft copy (on computer) or a hard copy. In the event of loss occurring, the Student will be required to submit a new copy of the assignment concerned.

9. Assessment Appeals Policy

Student assessment results are posted against a Student's USI number. Each result sheet features the date of posting. This date will be recognised as that from which the official Appeal Time is calculated.

Students may appeal against their results through application to the Quality Manager. Refer to the policy section on the Institute web site located at www.propel.net.au for further information on Assessment Appeals.

10. Satisfactory Academic Progress Policy

The Institute expects each Student to progress through his/her course at a rate that will enable the Student to complete the course within the nominated timeframe. Its purpose-built Student records database generates reports of Students' academic progress, enabling the Quality Manager to monitor, record and assess every Student's progress at the end of each twelve-week study period. For the purpose of progression monitoring, each Learning Unit that has a finish date within a particular study period is considered to be in that particular study period. Each Learning Unit is equally weighted for progression monitoring purposes.

11. Classroom Monitoring and Early Intervention

In order to assist with academic progress, Trainers monitor each Student's attendance and performance in the Learning Unit(s) they deliver. If a Student appears to be experiencing difficulty in a particular Learning Unit, Trainers alert the Course Co-coordinator

The Student will be notified and asked to make an appointment to meet with the Quality Manager who will offer counselling and establish a programme of support for the Student. Please note that it is the Student's responsibility to follow through on that programme, and to

maintain contact with the Quality Manager and/or other nominated staff.

12. Monitoring Progress and Intervention Strategy - Stage 1

A Student who does not demonstrate competency in at least 80% of the Learning Units undertaken during each study period will be identified as being 'at risk'. He/she will be advised in writing and required to meet with the Quality Manager and/or Study Mentor/Therapist by a nominated date to discuss any issues and support options - including supplementary assessment. A counselling and mentoring programme will be implemented at this point, and an intervention strategy will be activated for the next study period.

As part of the intervention strategy, the Student will be provided with an Intervention Plan that will detail a support program that will include counselling and mentoring and one or more of the following:

- a) Attending special tutorials and/or coaching;
- b) Receiving assistance with personal issues which are influencing his/her progress;
- c) Being placed in a suitable alternative course;
- d) Undertaking a reduced course load.

It is the Student's responsibility to follow through on their individual program, and to maintain contact with the Course Co-coordinator and/or other staff nominated within the Intervention Contract. Students who do not demonstrate competency in more than 50% of the Learning Units undertaken during a study period will also be placed on Provisional Enrolment. A record of the intervention measures discussed and implemented will be kept on the Student's file by the Course Co-coordinator and/or other staff nominated within the Intervention Contract

13. Intervention Strategy - Stage 2: Review of Progress

If, following the implementation of an intervention strategy, a Student demonstrates

competency through supplementary assessment for units which he/she had not successfully completed in the previous study period, and, as a result, he/she achieves competency in 80% or more of the units attempted in that previous study period, the Course Coordinator will review the student's academic history, and may choose to cancel the Intervention Contract, amend it or continue it unchanged to the end of the study period.

The Course Coordinator or Counsellor will monitor the academic progress of each Student with an Intervention Contract for the remainder of that second study period, and review his/her results at its end. If satisfactory academic progress of 80% or more was made during that second study period, the Student will no longer be regarded as being 'at risk' and the Intervention Contract will be closed.

14. Unsatisfactory Course Progress

If, after Stages 1 and 2 of the Intervention Strategy have been completed, a Student has again been assessed as Not Yet Competent in 50% or more of the Learning Units undertaken in a second (consecutive) study period, the Quality Manager will notify the Student in writing of the Institute's intention to dismiss the Student for unsatisfactory academic progress. The written notice of the Institute's intention will inform the Student that he or she is able to lodge an appeal through the Institute's Complaints and Appeals process, and has 20 working days from the nominated date in which to do so. All subsequent action taken will be in accordance with that procedure.

Evidence will be retained the Student's file of the written notice of intention. The written notice of the Institute's intention will inform the Student that he or she is able to lodge an appeal through the Institute's Complaints and Appeals process, and has 20 working days from the nominated date in which to do so. All subsequent action taken will be in accordance with that procedure.

15. Course Completion

Provided no re-assessment is required, the Institute endeavours to finalise results, then prepare, and post certificates no later than 21 days after completion of the course.

If re-assessments are required, they must be completed within 2 weeks of course completion. Certificates will then be available 21 days after completion of such re-assessments.

If a Student leaves before he/she has successfully completed the mandatory Learning Units within his/her course, the course is considered incomplete and Qualification will NOT be issued. Instead a Statement of Attainment will be given listing the Student's achievements up to the last day attended.

Replacement Qualification and results schedules can be issued to Students upon payment of a fee of \$50.00.