



# **Student Handbook 2024**

**RTO Number 45406**

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## Welcome

Welcome to Eagles Education and Training and congratulations on your positive decision. This handbook is designed to inform you of everything you need to know in relation to your possible enrolment. You will find policies and procedures which we work within as well as our commitment to you and your obligations as a student of Eagles.

It is important to remember Eagles is here to help you with your fundamental education goals. We have been in the local area since 1997 delivering different types of services to young people who are in need of support in many ways. It is truly our hope that your time in the Eagles Education program is the start of a long meaningful learning journey; that you find your employment prospects expand, and you regain a thirst for knowledge and self-development.

Eagles was first registered as an RTO (RTO number: 45406) in 2018 but we have been helping young people achieve their education goals since 2003. We have earned a great deal of respect and trust from local community members, business owners and community leaders and we appreciate you adding to our story. 'Together we soar'.



2023 Graduation Ceremony

### Eagles Mission Statement

'Eagles RAPS Inc. will provide an environment and facilities to positively encourage the personal growth of today's youth by assisting them to achieve their own goals, dreams and aspirations, thereby helping create their own happiness and fulfilment of life. Eagles RAPS Inc. will attempt to bring young people together in a community environment which will in turn provide young people with a stronger, more supportive and safer network in which they will work, live and study.'

### Eagles Vision Statement

'The vision of Eagles RAPS Inc. is to provide a high quality service to young people who are at risk and build their capacity and confidence to actively participate in education, employment and their community, and by doing so enhance their future potential.'

## **Courses**

It is imperative that the course of study you enrol in suits your needs. We currently deliver an AQF Certificate II level course aimed at young students who have not completed Year 10 at High School and require an alternative setting and approach to their study.

Courses are completed in our education and training centre in Doonside. Mode of delivery is self-paced, face-to-face tuition, aimed at being flexible around our student's needs, but also maximising their potential.

### **FSK10219 Certificate I in Skills for Vocational Pathways**

This qualification is designed for individuals who require further foundation skills development to prepare for further studies

This qualification is suitable for individuals who require:

- A pathway to vocational training
- Reading, writing, numeracy, oral communication and learning skills at Australian Core Skills Framework (ACSF) Level 2
- Entry level technology, and employability skills
- A vocational training plan.

**This training is subsidised by the NSW Government**

### **FSK20119 Certificate II in Skills for Work and Vocational Pathways**

This qualification is designed for individuals who require further foundation skills development to prepare for workforce entry or vocational training pathways.

This qualification is suitable for individuals who require:

- A pathway to employment or vocational training
- Reading, writing, numeracy, oral communication and learning skills at Australian Core Skills Framework (ACSF) Level 3
- Entry level technology, and employability skills
- A vocational training and employment plan.

**This training is subsidised by the NSW Government**

**Part Qualifications and customised Skill Sets are available and offered to respond to individual student's needs**

## **ICT30120 Certificate III in Information Technology**

This qualification reflects the role of individuals who are competent in a range of Information and Communications Technology (ICT) roles, including animation, basic cloud computing, basic cyber awareness, digital media skills, generalist IT support services, networking, programming, systems and web development.

Individuals who work in these fields apply broad sets of skills, including foundational knowledge in critical thinking and customer service skills, to support a range of technologies, processes, procedures, policies, people and clients in a variety of work contexts.

**This training is subsidised by the NSW Government**

## **HLTAID009, HLTAID010, HLTAID011 – First Aid Cluster**

These units describe the skills and knowledge required to recognise and respond to life-threatening emergencies and perform cardiopulmonary resuscitation (CPR) in line with first aid guidelines determined by the Australian Resuscitation Council (ARC) and other Australian national peak clinical bodies.

This unit applies to all persons who may be required to provide an emergency response in a range of situations, including community and workplace settings.

**This training is subsidised by the NSW Government**

**There is no cost to school aged students for courses studied at Eagles.**

**There are no entry requirements however students must have a USI.**

## Unique Student Identifier (USI)

To become an Eagles student, you **must** have and advise your **USI**.

The USI is a reference number made up of ten numbers or letters that create a secure online record of your recognised training and qualifications gained in Australia, from all training providers you undertake recognised training with.

If you are a new or continuing student undertaking nationally recognised training, you need a USI in order to receive your qualification or statement of attainment. To obtain a USI you need to apply at: <https://www.usi.gov.au/students/get-a-usi>.

You will need one of the following as proof of identity:

- [Australian passport](#)
- [non-Australian passport \(with Australian Visa\)](#)
- [Australian birth certificate](#)
- [Australian driver's licence](#)
- [Medicare card](#)
- [certificate of registration by descent](#)
- [Centrelink concession card](#)
- [citizenship certificate](#)
- [ImmiCard](#)

## Enrolment process

All new students will be required to attend a pre-enrolment interview with staff of Eagles RAPS Inc.

[www.eaglesraps.org](http://www.eaglesraps.org)

[scott@eaglesraps.org](mailto:scott@eaglesraps.org)

Phone Scott Dent

0400 844 493

**Facebook/EaglesRapsInc**

## Fees Policy

The following is the General Fees Policy for Eagles RAPS, however, due to our broader community service objective, **school aged students** of Eagles will have their fee **waived or sponsored**.

The student fees will vary based on eligibility criteria. For more information on eligibility visit [www.smartandskilled.nsw.gov.au](http://www.smartandskilled.nsw.gov.au) or contact Smart and Skilled on **1300 772 104**

## General Fees Policy

All students of Eagles RAPS Inc. who are enrolled in a unit of study, are expected to pay their full tuition fees by the end of the teaching period for which they are enrolled.

This can be done through the following methods:

- Full upfront fee payment on enrolment;
- Deposit of 20% on enrolment and weekly payments which are equally distributed over the teaching period;
- An approved payment plan.

Course fees are protected by a fair and reasonable refund policy where cases of 'Special Circumstances' apply.

## Student Charter / Code of Conduct

Eagles aims to provide its students with a positive academic experience in a friendly, fair, safe, welcoming environment, where staff will provide quality education and support and students take responsibility for their own learning.

This Charter, along with the Student Code of Conduct, outlines what students can expect from Eagles RAPS Inc. and what Eagles RAPS Inc. expects of its students.

To accomplish this vision Eagles RAPS Inc. undertakes to:

- Provide a high quality relevant education experience with a focus on learning and engagement;
- Provide quality resources and services that meet student's diverse needs;
- Ensure that the assessment process in each unit of study and course is clearly stated;
- Treat students with respect and take seriously their commitment of time and finances to the course;
- Guarantee that any student challenging academic decisions will not suffer repercussions;
- Provide a safe, supportive and sustainable environment that challenges and empowers students;
- Provide confident, qualified and competent trainers and assessors who



are motivated and accessible and provide timely direction and feedback on performance;

- Provide support services in the interests of access and equity;
- Consult widely with students on matters that affect them;
- Recognise, celebrate and support the diversity of students and staff;
- Reject discrimination and harassment;
- Implement easily accessed policies and procedures;
- Expect and model honesty and integrity;
- Provide all relevant information to students;
- Address problems and complaints fairly and in a timely manner;
- Include student voices in decision-making;
- Provide effective communication channels with students;
- Provide the security of privacy and confidentiality of personal information;
- Respond to feedback and commit to continuous improvement

Student rights and responsibilities include:

- Being fully committed to their learning;
- Taking responsibility for their learning and behaviour;
- Working with honesty and integrity;
- Giving and receiving feedback in a positive manner to support continuous improvement;
- Accepting and acting on the advice and feedback given regarding academic performance;
- Valuing the diversity of students and staff;
- Rejecting discrimination and harassment;
- Ensuring that others within the organisation are valued and heard;
- Treating everybody with respect;
- Respecting the facilities and resources;
- Adhering to Eagles RAPS Inc. policies and procedures;
- Following safety and security advice;
- Providing up-to-date, accurate and timely information when required;
- Accepting responsibility for decisions made about courses and program choice;
- Participating fully in relevant classes and activities;
- Ensuring they do not compromise the privacy of staff and other students;
- Ensuring they do not compromise the health, safety or welfare of

- themselves, staff or other students;
- Using PPE (Personal Protective Equipment) when instructed to do so;
  - Following Workplace Health and Safety procedures at all times;
  - Reporting any Workplace Health and Safety concerns to trainers, assessors or staff immediately;
  - Not being under the influence of drugs or alcohol while participating in Eagles programs
  - Adhering to Smoke Free Workplace instructions which includes no Vaping in class;
  - Abstaining from bullying, harassment and any other unlawful behaviour while on Eagles RAPS Inc. premises, or while representing Eagles RAPS Inc. externally;
  - Abstaining from plagiarism, cheating or collusion.

### Assessment Policy

Eagles recognises that qualifications are the cornerstone of vocational education and training and provide pathways to further education and employment, therefore assessment must be of the highest standard to ensure that competency has been achieved at the level required of the qualification.

"Competency" is defined in the Standards for *Registered Training Organisations (RTOs) 2015* as "the consistent application of knowledge and skill to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments".

"Assessment" is defined in the *Standards for Registered Training Organisations (RTOs) 2015* as "the process of collecting evidence and making judgements on whether competency has been achieved, to confirm that an individual can perform to the standard required in the workplace, as specified in a training package or VET accredited course".

Assessment processes will adhere to Standard 1, Clause 1.8 of the *Standards for Registered Organisation (RTOs) 2015* and will be conducted in accordance with the Principles of Assessment and Rules of Evidence. The Assessment Guidelines for the Training Package will guide the design of assessment items. To ensure compliance with the relevant standards:

1. The training and assessment strategies and practices will be consistent with the requirements of training packages and VET accredited courses.
2. All requirements specified in the relevant training package or VET accredited course will be met.
3. The training and assessment practices will be relevant to the needs of industry and informed by industry engagement.
4. An assessment system that ensures compliance with the assessment requirements of the training package or VET accredited course will be implemented and conducted in accordance with the Principles of Assessment and the Rules of Evidence.

### Certification Policy

Eagles will issue certification documentation only to a learner whom it has assessed as meeting the requirements of the training product as specified in the relevant training product. The following key considerations will be met for issuing certificates.

- a) All AQF certification documentation issued by Eagles will meet the requirements of Schedule 5 of the *Standards for Registered Training Organisations (RTOs) 2015*.
- b) Records of learner AQF certification documentation are maintained by Eagles in accordance with the requirements of Schedule 5 of *Standards for Registered Training Organisations (RTOs) 2015* and are accessible to current and past learners.
- c) AQF certification documentation is issued to a learner within thirty (30) calendar days from the day the learner being assessed has met the requirements of the training product, if the training program in which the learner is enrolled is complete and all agreed fees the learner owes to Eagles RAPS Inc. have been paid.
- d) No Third Party will be allowed to issue Certificates on behalf of Eagles.

### Infectious Disease Policy

For the health, safety and well-being of all participants in Eagles programs, we ask that students seek medical advice when unwell and provide medical clearance before returning to the program.

This policy can be found at <https://www.eaglesraps.org/policies-and-forms>

## Mobile Device Policy

Phones and similar devices should NOT be visible in the classroom and should be in a pocket or bag during class time. This policy is aimed at maximising the students capacity to learn and develop socially. If parents and/or carers need to contact students during these times, they can call Scott on 0400 844 493 or Mark on 0499 279 892 or Sally on 0418 417 124.

During breaks students can feel free to check their devices. This policy can be found at <https://www.eaglesraps.org/policies-and-forms>

## Recognition of prior learning

### **What is RPL?**

Recognition of prior learning (RPL) is the assessment of skills or knowledge required for entry to, or advanced standing towards, a qualification, where there are no credentials as proof or where study was undertaken within the last eight years. Advanced standing will be granted for RPL under the following conditions:

- a) it is suitable and appropriate to a specific award course
- b) where a student's previous non-formal or informal learning is assessed as having met the learning outcomes and assessment criteria of a particular subject/s within the relevant course.

### **Why do we assess RPL?**

Eagles understands that some important adult learning takes place outside of educational institutions. By providing opportunities for Recognition of Prior Learning (RPL), Eagles is better able to meet the needs of learners.

### **Student Benefits of RPL**

The RPL process can:

- encourage students to pursue education
- eliminate duplication of learning
- increase access
- reduce the cost of education
- shorten the time to complete an education program
- validate learning gained through work and life experience
- assist with career development and education planning

## **Assess your own eligibility...**

*The RPL process can be very time consuming, so before you launch into it, it can be beneficial to honestly self-assess your likelihood of success. Eagles' staff can offer some feedback here so feel free to ask a representative.*

If you feel RPL is an option for you, speak to an Eagles representative or access the RPL application from our website, <https://www.eaglesraps.org/policies-and-forms>

## **Plagiarism Policy**

Eagles is committed to integrity, honesty and the highest of standards in ethical behaviour. Therefore, any form of academic dishonesty is unacceptable and will be treated as a serious matter with possible serious consequences. This Policy should be read in conjunction with the Student Code of Conduct.

Consequences that may apply to students proven to be cheating, plagiarising or colluding are set out in the Detecting and Managing Plagiarism, Cheating and Collusion Procedures.

- Policy available at <https://www.eaglesraps.org/policies-and-forms>

## **Complaints and Appeals Policy**

Eagles is committed to providing fair, equitable, transparent and quality services and recognises the importance of effective communication in resolving any concerns. This policy is fundamental to the resolution of complaints and reconciliation of claimants with Eagles.

Eagles believes it is important that it is made aware of all complaints from members of the organisation and its community. We aim to respond to grievances and appeals in a fair, timely and equitable manner to the satisfaction of all parties.

This policy will be published on our website for the information of students, clients, trainers and assessors, staff and the general community.

- Policy available at <https://www.eaglesraps.org/policies-and-forms>

## **Record Keeping and Confidentiality**

Records of grievances, complaints and appeals will be kept confidential and will not be filed in student, client or staff files. All correspondence in regard to appeals and grievances will be maintained in a secure file held by the Service Manager and will be kept for five years after the claimant's final dealings with the organisation or any external party (whichever is the latter). Informal grievance records will be destroyed when mutual resolution is reached.

Confidentiality is maintained at all times, and applications for review of the file will only be granted to the parties involved in the grievance and will be done under the supervision of the Service Manager.

## **Legislation to which we are bound**

- *National Vocational Education and Training Regulator Act, 2011*
- *Vocational Education and Training Quality Framework*
- *Standards for Registered Training Organisations (RTO's) 2015*
- *Associations Incorporation Act, 2009.*
- *Children and Young Persons (Care and Protection) Act, 1998.*
- *Privacy Act 1988*
- *Work Health and Safety Act*
- *2011 Anti-Discrimination Act 1977*
- *Student Identifiers Act 2014*
- *Smart and Skilled Contractual Obligations*