

# Uniting



## Student Handbook

Education & Training @ Uniting  
ReGen

**2019**

**Provider Number: 20956**

Education & Training  
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## Contents

Welcome.....	3
The purpose of the E&T Education Handbook .....	3
Scope of Registration .....	3
Participant Rights.....	4
Participant Responsibilities.....	5
Enrolment Process .....	6
Enrolment .....	6
Victorian Student Number (VSN).....	6
Unique Student Identifier (USI) .....	6
Attending Class.....	6
Withdrawal Policy.....	7
Assessment Timeline .....	7
Extensions and Special Consideration .....	7
Student Services.....	8
Recognition of Participants Learning/Experience .....	8
Recognition of Prior Learning.....	8
Recognition of Prior Learning Process .....	8
Recognition of AQF Qualifications Issued By Other Registered Training Organisations (RTOs) .....	9
Credit Transfer .....	9
Learning and Support Services.....	9
Disability Assistance .....	10
Language, Literacy and Numeracy.....	10
Participant Welfare and Guidance Services .....	10
Library Facilities .....	10
Financial Policies and Procedures .....	11
Privacy Policy .....	13
Confidentiality.....	15
Gaining access to your records .....	15
Access, equity and anti-discrimination.....	15
What should you do if you have a complaint or appeal? .....	16
Complaints/Appeals.....	16
Disciplinary Procedures .....	17
Legislation which is related to your participation in a Vocation Education and Training (VET). .....	18
Complaint and Appeals Form .....	20



## Welcome

Thank you for expressing interest in one of the education programs provided by Uniting ReGen Education and Training Department.

## The purpose of the E&T Education Handbook

The purpose of the E&T Education Handbook is to inform you about the Uniting ReGen Education and Training Department:

Introduction (Pages: 3-6)

Application and Enrolment Process (Pages 6-7)

Education Services Provided (Pages 7-10)

Policies and Procedures (Pages 11-18)

For further information, please visit the [Uniting ReGen website](#) or contact the Uniting ReGen Education and Training Department on 9386-2876.

## Scope of Registration

Uniting ReGen (formerly Moreland Hall) is a Registered Training Organisation (RTO) that currently delivers and assesses the following recognised units of competency from its scope of registration:

### **Alcohol and other drugs (AOD) Competency Based Units:**

- CHCAOD001: Work in alcohol and other drugs context
- CHCAOD002: Work with clients who are intoxicated
- CHCAOD004: Assess needs of clients with AOD issues
- CHCAOD009: Develop and review individual AOD treatment plans
- CHCAOD006: Provide interventions for people with alcohol and other drug issues
- CHCAOD007: Develop strategies for AOD relapse prevention and management
- CHCAOD005: Provide alcohol and other drug withdrawal services

### **First Aid**

- HLTAID003: Provide first aid
- HLTAID001: Provide cardiopulmonary resuscitation

Uniting ReGen would prefer you complete CHCAOD001: Work in Alcohol and other drugs context - before undertaking the other AOD units.

## Student Acceptance Agreement

This participant student acceptance agreement describes your rights and responsibilities when you participate in the Registered Training Organisation (RTO) education services with Uniting ReGen Education and Training Service.

## Participant Rights

Participants have the right to:

- be informed of all fees and charges
- based on identified selection criteria be selected for this course in a transparent and fair process
- be informed and have access to be assessed for the Recognition of Prior Learning (RPL)
- participate in education programs that are free from discrimination and harassment in relation to gender, race, ethnicity, sexuality, religion, age, disability or background;
- have access to effective participant focused support from Uniting ReGen Education and Training staff including access to education facilitators for individual consultation;
- be provided with course information which participants are undertaking including description of the unit, assessment processes and attendance requirements;
- receive feedback on your academic progress;
- have access to your own information held by Uniting ReGen Education and Training Department;
- have your privacy and confidentiality upheld as required by privacy laws;
- be able to provide feedback or comment through appropriate channels and in a responsible and accountable manner, about teaching or services without fear of reprisal;
- expect that courses be of a level consistent with NVR Standards;
- appeal academic decisions or procedural matters.

## Participant Responsibilities

Participants enrolled in a course of study Uniting ReGen Education and Training Department have both rights and responsibilities associated with their participation in a course of study. The following is the identified expectations of participants involved in a training program.

- show consideration for and abstain from discriminatory behaviour against other participants and staff;
- meet course requirements, deadlines for assignments, submission of extensions and punctual attendance at training sessions;
- resist plagiarising, cheating or infringing copyright;
- respect Uniting ReGen Education and Training Department equipment and facilities;
- meet their financial commitments to Uniting ReGen Education and Training Departments;
- comply with the instructions for health and safety given by Uniting ReGen Education and Training Department staff;
- notify the trainer if they are involved in an accident that results in personal injury and or damage to Uniting ReGen property;
- attend classes as required;
- Provide the RTO with USI number;

Where participants are deemed to be in breach of the student acceptance agreement, Uniting ReGen Education and Training Department will enact an appropriate disciplinary process in accordance with the disciplinary procedures. Further information on the disciplinary procedures is contained in the following section of this handbook.

Where a Uniting ReGen Education and Training Department is deemed to be in breach of the student acceptance agreement, Uniting ReGen Education and Training Department should be notified and will enact appropriate complaints procedures in accordance with the Complaints and Appeals Policy. Further information on the Complaints and Appeals Policy is contained in the following section of this handbook

## Enrolment Process

### Enrolment

The [Uniting ReGen website](#) contains all information for prospective students about Uniting ReGen RTO, the training calendar, units of competency, fees, units, selection criteria, an enrolment form (with an inclusive application section), complaints and appeals information, and provides for feedback.

Once a student submits their enrolment form to RTO Administrator, they will be notified of successful enrolment.

Please note: Most Uniting ReGen courses will be supported with reading material and or handouts which students may read throughout the duration of the course.

### Victorian Student Number (VSN)

In accordance with legislative requirements of the Department of Education and Early Childhood Development, students who are aged 24 or below at the time of enrolment are required to provide their VSN as part of their enrolment with Uniting ReGen.

### Unique Student Identifier (USI)

Students undertaking any VET training from 1<sup>st</sup> January 2015 are required to have a USI, in accordance with legislative requirements of the Department of Industry. The USI provides students access to their online account containing a central record of training and results online account managed by the student.

Students can generate their USI on the USI website [www.usi.gov.au](http://www.usi.gov.au). For information or assistance, please contact the RTO.

Students are required to provide their USI as part of their enrolment with Uniting ReGen. Students must provide their USI to receive a Statement of Attainment.

### Attending Class

We ask that your attendance in class be punctual and that you attend all the training sessions. If for any unforeseen reason you are unable to attend a training session, please consult with your trainer/assessor. If a student does not turn up to a course without prior indication to the trainer/assessor (No Call/No Show), then this absence will be read as a withdrawal. If a student who has not enrolled in a course turns up to the training, they must fill out an enrolment form on the day and submit a USI number by the end of the day.

## **Withdrawal Policy**

Students are required to provide written notification of withdrawal from unit/s prior to the second day of the training. A No Call/No Show will also result in a withdrawal. There will be a \$50 administrative fee for all withdrawals. (See [Financial Policies and Procedures](#))

## **Assessment Timeline**

Uniting ReGen Trainers and RTO Administrative staff endeavour to provide students with results and feedback, and return assessment tasks within four weeks after the last date of training. Students requesting extensions should be aware that issuance of their results may be delayed.

## **Extensions and Special Consideration**

### **Applying for an Extension**

Extensions are not automatic. Participants seeking an extension of time for submitting an assessment are expected to complete and submit the online Extension form on our website: <http://www.regen.org.au/extension-request>. Extensions should be submitted prior to the due date for relevant course work.

An extension allows the student two weeks extra time in which to complete coursework. Extensions will usually be granted unless there are extenuating circumstances preventing this from being possible – for instance if there are certain Training Authority requirements that Uniting ReGen must fulfil (such as working within a set timeframe).

The participant will be notified by RTO Administrator if an extension has been granted.

Please note: if an extension request submission has not been received by the assessment due dates, the participant will be deemed as Not Yet Competent.

### **Special Consideration**

Uniting ReGen offers the opportunity to participants for special consideration of units of competency within the context of extenuating circumstances.

A participant whose work during the time of study or whose performance or assessment has been affected by illness or other serious cause may apply for Special Consideration. Written applications must be lodged with Uniting ReGen Education and Training immediately following the course occurrence or no later than 5 working days after the day of the assessment deadline. To do this, contact the RTO Administrator for a Special Consideration form. Special Consideration should be backed up by evidence.

## Student Services

### Recognition of Participants Learning/Experience

"Some people have skills and knowledge that enable them to gain a qualification/unit of competency without completing a standard training program or course.

These skills and knowledge – that would otherwise been developed through an accredited course – may have been gained through some other form of study, formal training, self tuition, work experience or life experience." training.com.au

As a registered training organisation Uniting ReGen Education and Training Department can formally recognise a participant's existing level of skills and knowledge in three ways:

- Recognition of Prior Learning (RPL)
- Recognition of AQF qualifications issued by other Registered Training Organisations (RTOs)
- Credit Transfer

### Recognition of Prior Learning

RPL is a formal assessment process that assesses the individual's non-formal and informal learning to determine the extent to which that individual has achieved the required competency/qualification.

### Recognition of Prior Learning Process

Participants who consider applying for RPL should contact RTO Administration, who will provide a brief explanation of the process and organise an initial meeting with the unit trainer/assessor.

As part of the RPL application process, participants are required to attend an initial meeting, submit an application form, a portfolio and attend an assessment interview. The RPL assessment will be based upon the evidence provided and the requirements of the specific unit of competency.

The initial meeting with an E&T assessor will identify relevant forms of evidence for the student and provide specific advice for the selected unit of competency. The participant will be required to develop a portfolio by collecting evidence to substantiate and support their RPL application. This evidence may include a resume, job description, third party report, or any other workplace records that document their experience. Further forms of evidence may be discussed with the assessor. Participants must submit the portfolio as part of their RPL application. Evidence will also be collected from participants through their assessment interview to further support their RPL application. Further assessment interviews may be required If the participant is applying



for RPL against a number competency units. Further evidence or alternative assessment procedures may be required to determine RPL.

Participants will be notified by the RTO Administrator about the outcome of the RPL assessment. A non-refunded administration fee must be paid by the participant for each unit of competency.

## **Recognition of AQF Qualifications Issued By Other Registered Training Organisations (RTOs)**

Uniting ReGen Education and Training Department will at all times abide by the mutual recognition agreements formed between all States/Territory of Australia, in the recognition of other RTO's training and certification therein awarded. Uniting ReGen Education and Training Department will:

- Recognise Nationally Recognised Training through the provision of certification showing all requirements as detailed within the Australian Qualification Framework (AQF); and
- Communicate with the issuing RTO's for the provision of written confirmation re a Certificate or Statement of Attainment, if doubt is evident.

## **Credit Transfer**

Uniting ReGen Education and Training Department offers credit transfer to its students. Credit transfer involves assessing a previously completed course or subject to see if it provides equivalent learning or competency outcomes to those required in a participants current course/unit of study.

Credit transfer allows participants to count relevant, successfully completed studies achieved at TAFE institutes, accredited private providers, professional organisations or enterprises and universities toward your current course or qualification. For further information on Credit Transfer contact the Manager of Clinical Education Programs and Consumer Participation.

## **Learning and Support Services**

Uniting ReGen Education and Training Department has the following services for participants. To take advantage of these services please contact the RTO.

- Disability Assistance
- Language, Literacy and Numeracy Assistance
- Participant Welfare and Guidance Services

## **Disability Assistance**

Uniting ReGen Education and Training Department is committed where practicable, to providing participants with disability access to our training rooms and disability supports. For further information please refer to the access and equity section of this handbook and contact the Manager of Clinical Education Programs and Consumer Participation on 9384 8886.

## **Language, Literacy and Numeracy**

If you have any language, literacy and numeracy issues that may restrict you in participating in certain training or assessment processes or methods, please contact the Manager of Clinical Education Programs and Consumer Participation on 9384 8886.

Uniting ReGen Education & Training Department has a range of alternative assessment strategies that can be implemented to accommodate Language, Literacy and Numeracy issues.

## **Participant Welfare and Guidance Services**

Uniting ReGen Education and Training Department recognises that a significant aspect of quality of training programs relies on effective support and management of participant welfare.

Considering this, Uniting ReGen is committed to providing participants with adequate access to:

- Educational, vocational, and personal counselling services;
- Information relating to OH&S, equal employment opportunity and anti-discrimination policies as is appropriate and relevant; and
- In the event that required support extends beyond Uniting ReGen capabilities. We will source/give referral information for relevant organization/s that supply required support service/s.

## **Library Facilities**

Uniting ReGen Education and Training Department does not currently have a library which can be utilised by the public. Uniting ReGen workers are encouraged to contact the RTO Administration for access to the Uniting ReGen staff library.

The Australian Drug Foundation has an extensive library that participants can join and borrow from the range of materials available. The library catalogue can also be searched online at: <http://www.adf.org.au>

The ADF library is located at: 409 King St West Melbourne, Victoria, 3003



# Uniting ReGen Education Policies and Procedures

(Participants wanting to view any policy or procedure in further detail, may do so by contacting the Manager of Clinical Education Programs and Consumer Participation on 9384 8886.)

## Financial Policies and Procedures

All units of competency offered by Uniting ReGen are provided on a fee for service basis. The cost of units of competency does not incur a GST charge.

## Fees and Charges

### Course Full Fees:

CHCAOD001: Work with the AOD sector	\$690.00
CHCAOD002: Work with clients who are intoxicated	\$580.00
CHCAOD004: Assess needs of clients with AOD issues	\$580.00
CHCAOD009: Develop and review individual AOD treatment plans	\$580.00
CHCAOD006: Provide interventions for AOD issues	\$690.00
CHCAOD007: Develop strategies for AOD relapse prevention and management	\$690.00
HLTAID003: Provide first aid	\$170.00
HLTAID001: Provide cardiopulmonary resuscitation	\$75.00

\*The course fee includes training, cost of materials, catering (excluding CPR training) and a \$50.00 non-refundable administration fee.

These course fees are external course fees. Course fees for Uniting ReGen staff will be covered internally.

### Non course fees and charges:

In addition to course fees there are other non-course fees and charges that may be incurred. These additional charges will either be paid by the participant or their employer and they will be negotiated when the need arises.

Cost of re-issue of Statements of Attainment	\$20.00
Cost of RPL – per unit	\$295.00
Cost of Direct Credit Transfer – per unit	\$50.00

## Re-issue of Statements of Attainment

Participants requiring a reissue of statements of attainment will:

- Lodge a written request for reissue of results with Education and Training Administration and provide copy of suitable identification.
- Pay the relevant fee to Uniting ReGen (\$20.00)
- Extra copies will be posted within (15) working days, or participants may arrange to pick them in person during normal business hours.

### **Payment terms**

The course fee for each unit of competency is payable prior to the commencement of training.

### **Payment methods:**

Payments of course fees can be made by cash, credit card, cheque or EFTPOS. Cheques are to be payable to Uniting ReGen.

### **Financial hardship:**

In circumstances of financial hardship, students who are paying their own fees may negotiate a payment plan with the Manager of Clinical Programs and Consumer Participation

### **Withdrawal from units:**

Where a student withdraws from a unit of competency (see [Withdrawal Policy](#)) refunds will only be issued in accordance with Uniting ReGen RTO's refund policy. The student (or their employer) will be issued a refund of fees paid to date for the unit less a \$50.00 non refundable administration fee.

### **Late fees:**

Students will not be issued a Statement of Attainment for the unit unless all fees have been paid.

## **Guarantee of training delivery**

Uniting ReGen will guarantee to fully deliver the training and assessment of the unit of competency once the training has commenced.



If the RTO needs to cancel a unit of competency, all students will be advised in writing 7 days prior to commencement of the training, along with the return of any payments made by the student (or their employer) for the unit.

## **Refunds**

It is the policy of Uniting ReGen Education and Training department to freely publicise our fee refund policy to prospective and currently enrolled participants.

Should a participant wish to apply for a refund, the process will be prompt, easily understood and readily accessible to all participants.

Uniting ReGen Education and Training department will refund all fees paid if the course is cancelled or postponed, unless alternative arrangements, acceptable to the participant, can be made.

A participant is required to provide written notification of withdrawal from a course prior to the second day of training in order to obtain a refund of fees less a \$50.00 non refundable administration fee. Students should contact RTO Administration in the first instance. The refund is to be issued within four (4) weeks of notification by the participant, once approved by management.

After the first day of training, a refund will not be given. In exceptional circumstances, a student may negotiate with the Manager of Clinical Education Programs and Consumer Participation.

However, if there is a dispute once the fees have been paid, Uniting ReGen Education and Training Department will investigate the issue and give a fair and reasonable refund.

For company training, contact the RTO Administration or Manager of Clinical Education Programs and Consumer Participation.

## **Privacy Policy**

At Uniting ReGen we understand and respect the importance you attach to information that identifies you and your right to protect personal information. Our professional commitment has always strongly influenced our practices and procedures for protecting the privacy of our clients, staff, customers, volunteers and community.

Uniting ReGen operates under a defined legislative, regulatory and policy framework incorporating controls on the use and disclosure of personal information and in an environment where the information is often highly sensitive.

# Uniting

In response to this situation, we endeavour to engender confidence in our ability to protect and manage personal information sensitively, by adhering to the privacy principles set out in:

- The Information Privacy Act 2000
- The Health Records Act 2001
- The Victorian Department of Human Services (DHS) privacy policy.

Uniting ReGen complies with these principles whenever personal or health information is collected, stored, accessed, transmitted, shared, used or disclosed.

- Any information you provide will be used only for the purpose intended and where the intention includes confidentiality, information will be retained as such unless otherwise required by law.
- Uniting ReGen provides training to all employees, volunteers and participants on placement to implement the various Privacy Acts, principles and guidelines.
- We ensure that any company, consultant or organisation we ask to assist in our work, have the same stringent security and privacy procedures as Uniting ReGen.
- Uniting ReGen does not collect or record personal information, other than information you choose to provide. If you do provide personal information, we will use that information for the purpose that you provided it.

The Uniting ReGen Education and Training Department:

- Collects only information which is required for a specific Education and Training purpose
- Ensures that the participant / individual is informed of why the information is collected and how it is managed
- Employs and discloses the information only for the primary or directly related purpose, or for another purpose only with the consent of the participant / individual (unless otherwise authorised by law)
- Stores personal and academic information securely, including backup of electronic records protecting it from unauthorised access
- Retains information for the period authorised by the Victorian Public Records Act 1973 and the Standards for NVR registered training organisations.



## **Confidentiality**

Uniting ReGen Education and Training Department follow strict confidentiality policies. Unless we possess a current and signed release of information form, we will not discuss or disclose any information about a participant's situation that relates to their participation in our training courses. In the event that a participant discloses any information about a particular situation they might be facing we keep this information confidential and do not discuss or disclose this information to others without the participants consent.

## **Gaining access to your records**

You can access your own records at any time provided that you forward a written request to Manager of Clinical Education Programs and Consumer Participation. However please keep in mind that records that have been securely archived may take longer to access. With regard to access to your records by other people, please read the important paragraph on privacy and confidentiality.

## **Access, equity and anti-discrimination**

Uniting ReGen Education and Training Department will not engage in discrimination towards any group or individual in any form, inclusive of, gender, race, nationality, religion, physical or intellectual disability, age, or physical disease where there is no risk to others.

This policy applies to all services and operations of Uniting ReGen Education and Training Department, including recruitment, assessment, and customer services.

Uniting ReGen Education and Training Department will attempt to provide particular services to assist the training outcomes of people with special learning needs, or those facing particular difficulties. However although Uniting ReGen Education and Training Department will make every effort to accommodate the special needs of individuals, as a matter of ethical conduct it will not enrol a participant if it is clear or becomes evident that it would be impossible for the participant to successfully complete the course. In those circumstances Uniting ReGen Education and Training Department will assist the participant in choosing a suitable alternative to ensure that the training needs of the participant are met.

If it becomes apparent that the participant will not be able to successfully complete the course due to a special learning need after the participant has commenced the course, then Uniting ReGen Education and Training Department will provide a refund of the full fee less any costs incurred.

## What should you do if you have a complaint or appeal?

The purpose of a complaint/appeal process is to provide participants with an opportunity to communicate problems, issues or concerns to Uniting ReGen. The Uniting ReGen Education & Training Department will be fair and equitable when dealing with grievances and we will make every effort to address any complaint or appeal efficiently and effectively.

If you have a complaint or appeal in the first instance you may wish to talk to your trainer/ assessor and see if the issue can be resolved. If you do not wish to do this or a resolution has not been achieved, you may wish to lodge a formal complaint/appeal.

## Complaints/Appeals

Uniting ReGen Education and Training Department has a documented process for lodging a formal complaint/appeal if such a situation arises.

- A complaint is any expression of dissatisfaction reported by a participant. This can be service related i.e. communications with administrative staff, training related, safety related or purely dissatisfaction regarding Uniting ReGen Education and Training Department or a staff member in general.
- An appeal is that it is a request by a participant to reconsider an assessment or decision made by the Registered Training Organisation.

You will be required to complete a Complaints/Appeals Form. A Complaints/Appeals Form is located at the back of this handbook and on the [Uniting ReGen website](#). Please contact our office on the contact details provided in this document to lodge a complaint/appeal. We will act on any complaint found to be substantiated.

All formal written complaints/appeals lodged will be brought to the attention of Manager of Clinical Education Programs and Consumer Participation within 24 hours of being received. The complaint/appeal will be investigated within 14 days. An independent mediator will make final decisions in the event a third party mediator is required. Uniting ReGen Education and Training will ensure that as far and as fairly as possible, the participant making the complaint is satisfied with the remedial action.

The principles of natural justice and procedural fairness will be applied at every stage of the complaint and appeals process. Uniting ReGen will regularly update the complainant or appellant on the progress of the matter.

The participant making the complaint/appeal will receive the outcomes/decisions including reasons for the decision in a written statement within 21 working days of





lodging their complaint/appeal. Uniting ReGen Education and Training Department will always endeavour to resolve any issues the participant may have.

If the participant wishes, they could have their complaint/appeal handled exclusively and confidentially by either the Chief Executive Officer or an independent person or panel. The student/client needs to indicate this on the Complaints/Appeals Form.

If the participant would prefer an external source to deal with their complaints, these complaints can be directed to the Australian Skills Quality Authority. Students are required to complete the complaints form located at

<http://www.asqa.gov.au/forms.html#complaints> and return it to:

Complaints Team  
Australian Skills Quality Authority  
PO Box 9928  
Sydney NSW 2001

## Disciplinary Procedures

Uniting ReGen Education and Training Department adheres to the principles of adult learning, and the learning environment shall facilitate the learning of all participants without interference or disturbance from others and encourage participants to respect and protect the rights of others.

Participants will uphold the standards and participant responsibilities of Uniting ReGen Education and Training Department when they are engaged in training and assessment activities.

Misconduct means any conduct that is prejudicial to the good order and discipline. Misconduct such as not meeting participant responsibilities will face disciplinary action.

Authorized by: Manager Clinical Programs and Consumer Participation	Version No: 10	
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## Legislation which is related to your participation in a Vocation Education and Training (VET).

### Commonwealth Legislation:

- Human Rights and Equal Opportunity Commission Act 1986
- Disability Standards for Education 2005
- Disability Discrimination Act 1992
- Racial Hatred Act 1995
- Racial Discrimination Act 1975
- Privacy Act And National Privacy Principles (2001)
- Skilling Australia's Workforce Bill 2005
- Skilling Australia's Workforce (Repeal and Transitional Provisions) Bill 2005.
- The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Participants
- [Student Identifiers Act 2014](#)
- [Standards for NVR Registered Training Organisations \(RTO\) 2014](#)
- [Student Identifiers Regulation 2014](#)
- National Vocational Education and Training Regulator Act 2011
- National Vocational Education and Training Regulator (Consequential Amendments) Act 2011, and
- National Vocational Education and Training Regulator (Transitional Provisions) Act 2011.
- Standards for Registered Training Organisations (RTOs) 2015
- Australian Qualifications Framework (AQF)
- Fit and Proper Person Requirements 2011
- Financial Viability Risk Assessment Requirements 2011
- Data Provision Requirements 2012
- The Copyright Act 1968
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Disability Discrimination Act 1992
- Privacy Act 1988

### State Based Legislation

- Victorian Registration and Qualifications Authority Act 2007
- Vocational Education and Training Act 1990
- Adult, Community and Further Education Act 1991
- Apprenticeship and Traineeship Act 2001
- Tertiary Education Act 1993

# Uniting

- Equal Opportunity Act 1995
- Workers Compensation Act 1958
- Disability Act 2006
- Workers Compensation Regulations 1995
- Dangerous Goods Act 1985
- Occupational Health and Safety Act 2004
- Copyright Act, 1879. 42 Vic No 20 (modified 2002)

Victoria: Education and Training Reform Amendment (Skills) Act 2010



# Complaint and Appeals Form

Person Making Complaint/Appeals: .....

Course: .....

Address: .....

Postcode ..... Ph / Mobile .....

### Details of Complaint/Appeals

(Complete wherever applicable. If not applicable write 'N/A')

Date: .....Time: ..... Location:.....

Persons Involved (Other than the person notifying):.....

### Details of Complaint/Appeal

(If the complaint relates to an event, please detail it step-by-step)

.....  
.....  
.....  
.....  
.....  
.....

Were there any injuries, or damage to property? (Tick) Yes ..... No .....

(If 'Yes') Can you describe the injuries or damage?

.....  
.....

Were there any witnesses? Yes..... No ..... Names:.....

### Other relevant information

.....  
.....

*Please lodge this form with the Manager of Clinical Education Programs and Consumer Participation – Brandon Jones*