

ORIGINAL CAMPUS

---

# Student Handbook

For any enquiries, you can contact us on: 1800 951 241

### CONTENTS

1. Introduction.....	4
1.1 Welcome .....	4
1.2 Original Campus Staff Resources .....	4
Trainers.....	4
Student Support.....	4
1.3 Course information.....	5
1.4 Trainer/Assessor .....	5
1.5 Students with Special Needs and Disabilities .....	5
1.6 Change of personal details.....	6
1.7 National Unique Student Identifier (USI) .....	6
2. Learning with Original Campus .....	7
2.1 Welcome Email .....	7
2.2 Training Plan .....	7
2.3 Learning Materials .....	7
2.4 Course Duration .....	8
2.5 Course Extension Policy.....	8
2.6 Course Updates .....	8
2.7 Competency-based training.....	8
2.8 Training and Assessment Standards .....	8
2.9 Course Progression Policy .....	9
2.10 Course Completion .....	9
3. Rights and Responsibilities.....	10
3.1 Student rights.....	10
3.2 Student Responsibilities.....	10
3.3 Student Behaviour.....	11
3.4 Access and equity .....	11
3.5 WHS .....	11
3.6 Disciplinary procedures .....	12
3.7 Misconduct .....	12
4. The Assessment Process.....	12
4.1 Overview .....	12
4.2 National Recognition – Credit Transfer.....	13
4.3 Recognition of Prior Learning .....	13
4.3.1 RPL Process.....	13
4.4 Types of Assessments.....	13
4.5 Submitting Assessments .....	14

4.6	Student Integrity and Honesty.....	14
4.7	Assessment Marking and Feedback .....	15
4.8	Assessment Attempts .....	15
4.9	Assessment Standards.....	15
5.	Complaints.....	16
5.1	Complaints Process.....	16
5.2	External Avenues .....	17
5.2.1	Decision to Appoint an External Party .....	17
5.3	Complaints Flowchart.....	18
5.4	Complaints and Appeals Form .....	19
5.5	Complaints and Appeals Register.....	19
6.	Assessment Appeals Policy.....	19
6.1	Assessment Appeals Procedure.....	19
7.	Course Fees .....	20
8.	Payment Options .....	20
9.	Cooling Off Period.....	20
10.	Withdrawals - Post Cooling Off Period .....	21
11.	Third-Party Arrangements .....	21
12.	Privacy .....	21
12.1	Record Keeping / Confidentiality.....	21
12.2	Privacy Act .....	22
13.	Legislation .....	22
14.	Evaluations .....	22

## 1. INTRODUCTION

### 1.1 Welcome

Congratulations on choosing Original Campus as your education provider. Our goal is to ensure that you have the best experience possible while studying with us. The Original Campus Student Handbook contains information about Original Campus, including the services we offer and the responsibilities of both students and staff. Additionally, it contains information about relevant policies and procedures.

Original Campus Pty Ltd (RTO 45322) is a Registered Training Organisation (RTO) that is certified by the Australian Skills Quality Authority (ASQA) to provide Vocational Education and Training (VET). These qualifications are part of the Australian Qualifications Framework (AQF) and are Nationally Recognised Training (NRT) qualifications, which are recognised throughout Australia. Qualifications offered by OC include Certificates III, IV, Diplomas and Advanced Diplomas.

We offer flexible, responsive training to mature, work-experienced adults seeking to select programs of study tailored to their vocational and career needs as well as those seeking to transition into a new career with the knowledge and skills of a work-ready vocational qualification.

The courses offered by OC focus on the skills and knowledge required to perform the designated role, as well as the underpinning skills or, in many cases, the body of knowledge that underpins a specific function, and all our courses are customized to meet the participants' individual needs. Every program is tailored to the student's needs, with start and end dates based on their priorities and requirements.

You are undertaking a competency-based course leading to a nationally recognised qualification.

The team at Original Campus will provide you with the advice, support, and assistance you require throughout the program to ensure you have a positive learning experience.

Good luck with your studies! We wish you every success.

### 1.2 Original Campus Staff Resources

With Original Campus, you can study anywhere, anytime. Our students can count on our support by taking the following steps:

Please contact our Trainer, Student Support and Accounts team between 9:00 am and 5:00 pm Monday through Friday (AEST).

During VIC public holidays Original Campus is closed.

Holiday dates will be provided to the student in the welcome email and can also be found on the website.

You can contact your Trainer or Student Support by email outside of these hours if you wish.

#### Trainers

Trainers will be assigned based on industry experience, currency, and qualification.

In the ten (10) business days following the date of your Course Start Date, you will receive your first Trainer contact.

If you would like to speak with your Trainer, you can contact them by: Calling 1800 951 241 to arrange a call back or by e-mailing your Trainer or Student Support.

#### Student Support

Our Student Support Team will assist you with administrative and non-academic issues.

We will contact you with a Welcome Call within five (5) business days after you receive your login credentials. Our Learning Management System (LMS) administrators can assist you in navigating our online system, answer any questions you may have, and provide advice about submitting assessments.

We will strive to respond to your enquiries/requests within five (5) business days.

You can reach the student support team by sending an email to [support@originalcampus.edu.au](mailto:support@originalcampus.edu.au)

## Accounts

If you have any questions about payments or accounts, our Accounts Team is ready to assist you. You can contact your Accounts by calling 1800 951 241 arrange a call back or via email at [accounts@originalcampus.edu.au](mailto:accounts@originalcampus.edu.au)

### 1.3 Course information

The following information will assist you to understand your training program with Original Campus.

- The Course Outline provides information about the course content
- The Training Plan explains the dates and length of the course
- Language and Literacy Support
- Recognition of Prior Learning (RPL), Credit Transfer and National Recognition Opportunities
- Complaints and Appeals Processes
- Fees and refund information
- Prerequisites for entry into the program
- Assessment methods
- Completion and qualification issuance information

### 1.4 Trainer/Assessor

Your Trainer/s can provide advice on any aspect of the course content, resources or assessment activities.

OC requires all trainers and assessors to have equivalent competency to the qualifications and units of competence they deliver and assess, as well as significant and current industry experience. OC trainers and assessors hold the industry mandated Certificate IV in Training and Assessment as a minimum training qualification, and they participate in regular professional development activities to maintain both their vocational qualifications and their training qualifications.

### 1.5 Students with Special Needs and Disabilities

Original Campus values equity and diversity among its students and promotes, encourages and values them. Students will receive fair and equal treatment at Original Campus, free of bias.

Original Campus is dedicated to providing flexible learning and assessment options, allowing students alternatives that respond to the varied needs and challenges they face, thereby maintaining the flexibility of learning. Some examples of learning challenges are:

- a. Language or Literacy challenges.
- b. Numeracy, computer literacy and system access challenges.
- c. Physical challenges.
- d. Cultural challenges.
- e. Workplace and study environment challenges.

Disabilities: The Disability Discrimination Act intentionally broadens the definition of disability. The list includes:

- a. physical disabilities,
- b. intellectual disabilities,
- c. psychiatric disabilities,
- d. sensory disabilities,
- e. neurological disabilities,
- f. learning disabilities,
- g. physical disfigurement,
- h. the presence in the body of disease-causing organisms

In order to support learners with disabilities or specific learning difficulties, reasonable adjustments may be necessary.

On the Original Campus enrolment form, prospective students are asked to disclose any disabilities or specific learning requirements that may impact their ability to take the course. Students who disclose a learning challenge or disability will have the enrolment reviewed by the applicable Faculty Head, who will decide whether the enrolment will be allowed to proceed. A support plan will be provided to the student if their enrolment is approved by the Original Campus.

Original Campus will ensure:

- a. Access and equity principles are incorporated into all training and assessment policies and procedures.
- b. Students are guaranteed equal opportunity to benefit from training and assessments, regardless of their gender, race, religion, culture, language background, marital status, geographic location, socio-economic background, disability, sexual preference, family responsibilities, or political beliefs.
- c. Original Campus will ensure fairness and compliance with Equal Opportunity legislation when accepting applications for training courses and programs.
- d. Information, training and assessment personnel, materials, assessment opportunities, and training resources are accessible to every student to the same degree.
- e. Students with disabilities or learning challenges won't be expelled from Original Campus courses for these reasons.

When a student notifies Student Support, or their Trainer, that an undisclosed learning challenge or disability affects their studies, Student Support will contact them to obtain additional information. Depending on the needs, the Faculty Head will provide additional support.

If a student requires additional support, the Faculty Head will assist them with making reasonable adjustments.

If the student has a disability or learning difficulty, an adjustment may be made in accordance with the nature of the disability or difficulty.

A reasonable adjustment is made to the study program to ensure that the student is not hindered from demonstrating achievement.

Alternative methods of assessment, such as oral assessment, may qualify as reasonable adjustments.

The level of competence in any unit of competence will not be compromised as a result of a reasonable adjustment, and will not affect the integrity of the qualification

In order to attain the relevant award, students with disabilities must meet the core requirements of the Units of Competency. Flexibility in arrangements, however, may need to be implemented.

Original Campus may not always be able to accommodate a reasonable adjustment due to resource requirements or costs outside of our capacity or because of inability to meet course requirements.

## 1.6 Change of personal details

You must inform Original Campus of any changes to your address or contact details within seven days of the change. Contact head office so we can update your details.

This will ensure that all relevant correspondence is sent to your correct address, and you are contactable at all times.

You must also inform Original Campus of any other change relevant to your training program. If your name changes at any time during your training, provide a certified copy of the proof of name change (i.e.: marriage certificate, name change certificate).

## 1.7 National Unique Student Identifier (USI)

Students are to provide a Unique Student Identifier (USI) on enrolment.

To access a USI, log onto <https://www.usi.gov.au/> and follow the prompts. Please make sure you have one form of ID from the list below ready.

Examples of acceptable forms of ID:

- Driver's Licence
- Medicare Card
- Australian Passport
- Birth Certificate (Australian) \*please note a Birth Certificate extract is not sufficient
- Certificate Of Registration by Descent
- Citizenship Certificate

Contact student support at [support@originalcampus.edu.au](mailto:support@originalcampus.edu.au) if you are unable to access a USI.

## 2. LEARNING WITH ORIGINAL CAMPUS

### 2.1 Welcome Email

You would have received a "Welcome to Original Campus" email. Original Campus will provide you with login credentials to its Online Learning Management System (LMS) and other important information in this email. For future reference, please retain a copy of this email.

If you have lost your login details, please contact [support@originalcampus.edu.au](mailto:support@originalcampus.edu.au)

We have answered many of your Student FAQs in this online Student resource. Besides that, you can also find study tips on this site along with links to the Student Handbook, forms, and other policies that you may need.

### 2.2 Training Plan

A Training Plan outlines information such as Units of Competency, Start and End dates of your course, and other important things.

In order for your online course to progress satisfactorily, Original Campus may reference your Training Plan.

You will receive an email containing a separate Training Plan, which should be filled out, digitally signed, and submitted as soon as possible.

In the event Original Campus does not receive your signed Training Plan within ten (10) business days of the email date, Original Campus will suspend your access to Original Campus' LMS.

You may want to print a printed copy of the Training Plan for your reference as the Training Plan specifies the duration of your course.

We also require you to sign your Training Plan so we can process your AQF certification after determining you are competent and completed the course.

Should you need more information or would like to ask for a copy of your Training Plan, email: [support@originalcampus.edu.au](mailto:support@originalcampus.edu.au)

### 2.3 Learning Materials

Original Campus' online learning content and video resources will provide all of the learning materials for your course. Additionally, depending on the course you choose, you may also be provided with e-books and/or access to other online e-learning. The following types of online learning content are available through Original Campus:

- a. Learning activities
- b. Case studies
- c. Recommended reading material
- d. Videos, online tutorials, webinars, and/or virtual classrooms
- e. Research activities
- f. Practice activities

### 2.4 Course Duration

All courses have a course duration and students are expected to progress consistently so that they can complete their training by the Course End Date indicated on their Training Plan.

All courses will expire post the Course End Date stated in the Training Plan. Students' enrolments will be cancelled by Original Campus unless an extension is granted in accordance with the Course Extension Policy.

### 2.5 Course Extension Policy

A course extension can be requested by students who are unable to finish their coursework by the Course End Date, as per the conditions below.

Original Campus may extend Courses after the End Date for up to sixty (60) calendar days without charging any additional fees. However, extensions are subject to Original Campus's discretion, taking into account the student's progress.

Original Campus is limited in its ability to grant an extension on superseded Courses.

All extensions beyond sixty (60) calendar days are subject to an additional monthly fee of \$300.

The maximum extension of a course is three hundred and sixty (360) calendar days after its end date.

Students may submit a Special Consideration Application Form if they have extenuating circumstances which warrant a free extension of more than sixty (60) calendar days.

A course extension must be requested within ninety (90) calendar days before the course end date. No requests will be considered for course extensions if sent less than ninety (90) calendar days from the course end date.

### 2.6 Course Updates

In order to keep all courses up-to-date, relevant, and compliant with industry and regulatory requirements, Original Campus will regularly review them. As a result, you may see updates to course materials and assessments.

Any significant course material changes will be communicated to the students ten (10) calendar days before they are implemented.

### 2.7 Competency-based training

Competency-based training and assessment is evidence based; you provide evidence of your competence to your Trainer/Assessor. Evidence may be gathered by:

- Observation
- Demonstration
- Case studies
- Written assignments
- Role Plays
- Questioning
- Projects
- Reflections
- Presentations

### 2.8 Training and Assessment Standards

Original Campus is committed to high-quality training and assessment consistent with industry standards. Original Campus will:

- Conduct regular reviews of training and assessment and consult with industry.
- Consult with regulatory groups, staff, and students to assess the quality of training and assessment.



- Always seek to improve training and assessment strategies.
- Provide all the necessary resources to implement these processes.

Original Campus has a quality assurance system for managing and monitoring education and training operations. This system consists of mechanisms for monitoring and evaluating curricula, monitoring of assessment procedures, and stakeholder involvement in decision and policy making.

Original Campus will collect and review feedback from industry sources, representatives, and advisory bodies on a regular basis. Industry consultation is used to review and improve training and assessment and is recorded within the industry consultation area of Original Campus's training and assessment strategy.

Requests for course extensions should be addressed to the student support officer and are subject to Original Campus approval, whether they are paid or free.

## 2.9 Course Progression Policy

It is essential that students log in regularly to progress effectively through the course and complete it by the end date.

Students are responsible for Course progress and are required to make contact with the Trainer or Student Support Officer when they are experiencing difficulties.

In order to support the student to succeed in the course, Original Campus will regularly contact them via email, phone calls or SMS.

In order to complete courses by the end of the term, Original Campus recommends that students follow their Training Plan. Original Campus reserves the right to cancel a student's enrolment if no assessment is submitted in over forty (40) calendar days due to lack of progress.

Original Campus will measure course and service quality and effectiveness in regular reviews of the strategy. Any industry feedback indicating practices by the RTO or representatives contrary to legislation, standards or codes of practice are acted upon immediately

The courses at Original Campus are delivered based on competency standards set by the industry. All units or modules are assessed by qualified staff using strict assessment criteria.

When a student demonstrates competency for the required number of units specified in the qualification, the certificate is awarded.

Where competency for units less than the required number required for to achieve a full qualification are achieved, a Statement of Attainment is issued for the units achieved.

Students who are Not Yet Competent are provided with information, advice, and/or counselling and given a further two opportunities to develop and demonstrate their competency.

## 2.10 Course Completion

Original Campus will issue the Australian Qualifications Framework (AQF) certification documentation within thirty (30) calendar days after the learner has successfully completed all course requirements. Completing all course requirements include:

- a. successfully completing all assessments and work placement (if applicable), and
- b. being deemed competent in all areas of study, and
- c. meeting all your financial obligations, and
- d. having obtained the Unique Student Identification (USI).

An Australian Qualifications Framework (AQF) certification document may include the following:

- a. A Testamur: Upon successful completion of the course requirements, the student will receive a certificate of completion, and
- b. A Record of Results (for Nationally Recognised Training qualifications only). This record follows AQF guidelines and is a list of the competencies you have achieved, or
- c. A Statement of Attainment: when the student has completed one or more units of competency from

a Nationally Recognised Training qualification.

An extra copy of the certificate or statement of attainment can be requested from the Student Support Officer. Each request is subject to an administrative fee of \$100.

If a course is partially completed Original Campus will issue a Statement of Attainment.

Statements of Attainment are issued to students who satisfactorily complete units of competency from a Nationally Recognised Qualification.

Original Campus will issue Statements of Attainments according to PP-13 Issuing AQF Certificates and Statements of Attainment Policy procedure.

### 3. RIGHTS AND RESPONSIBILITIES

Students in our training programs are governed by State and Federal legislation.

#### 3.1 Student rights

All students have the right to:

- Be treated fairly and with respect by all students and staff.
- Not be harassed, victimised or discriminated against on any basis.
- Learn in a supportive environment free from harassment, discrimination, and victimisation.
- Have personal details and records kept private and secure according to our Records Management Policy.
- Have access to the information Original Campus holds about you.
- Have your complaints dealt with fairly, promptly, confidentially and without retribution.
- Make appeals about procedural and assessment decisions.
- Receive training, assessment and support services that meet your individual needs.
- Be given clear and accurate information about your course, training and assessment arrangements and your progress.
- Access the support needed to participate effectively in their training program.
- Provide feedback to Original Campus on the client services, training, assessment and support services they receive.

#### 3.2 Student Responsibilities

All students, are expected to:

- Treat all people with fairness and respect and do not do anything to offend, embarrass or threaten others.
- Not harass, victimise, discriminate against or disrupt others.
- Treat all others and their property with respect.
- Respect the opinions and backgrounds of others.
- Notify us if any of their personal or contact details change.
- Provide accurate up to date information to Original Campus in a timely manner.
- Approach the course with due personal commitment and integrity.
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism.
- Make regular contact with their Trainer.
- Progress steadily through their course in line with their training plan.
- Prepare appropriately for all assessment tasks and training/mentoring sessions.
- Notify Original Campus if any difficulties arise as part of their involvement in the program.
- Notify Original Campus if they are unable to attend a training/mentoring session for any reason at least twenty-four (24) hours prior to the commencement of the activity.
- Make payments for their training within agreed timeframes.

### 3.3 Student Behaviour

You are expected to treat Original Campus staff members and fellow students with respect and observe any particular conditions appearing in the Student Handbook or raised during the course by Original Campus staff members.

Where your behaviour is affecting the learning process, you may be asked to leave and be given a formal written warning. Re-entry to the training program is negotiated with the Trainer.

In keeping with equal opportunity and discrimination laws, no derogatory or prejudicial comments are acceptable regarding a person's culture, disability, gender, disability, sexuality, religion or age.

- Inappropriate language and actions will not be tolerated.
- Harassment and intimidation of staff or fellow students will not be tolerated.

We have a zero-tolerance approach to illegal drugs and alcohol at Original Campus. If a person is found to be in possession of or under the influence of illicit drugs and/or alcohol, they will be asked to discontinue contact (if online or by phone) or leave the premises (if on-site training). Continued abuse of this nature may result in your removal from the training program.

Your behaviour must not disrupt or threaten others. Abusive behaviour or physical violence can result in instant withdrawal from the program. You should behave in a way that reflects workplace/classroom standards at all times.

### 3.4 Access and equity

Original Campus abides by access and equity principles and provides information, advice and support services to assist students in identifying and achieving their learning outcomes.

Original Campus is committed to providing an environment free from discrimination and harassment. Students will not be discriminated against on the basis of certain attributes as described by the Equal Opportunity Act 2010.

It is unlawful to discriminate on the basis of the following attributes: sex, impairment, marital status, physical features, age, pregnancy, breastfeeding, industrial activity, religious belief or activity, lawful sexual activity, political belief or activity, parental status as a carer or personal association (whether as a relative or otherwise) with a person who is identified by reference to any of the above attributes.

A student should never feel they are unable to complete their training for any reason. Access and Equity are the responsibility of all staff members at Original Campus. However, students who feel they have been mistreated should contact the Student Support Officer.

Original Campus's policy sets out the Access and Equity principles and processes to:

- Reflect fair and reasonable opportunity, for all students and staff, regardless of race, colour, religion, gender or physical disability, regardless of the prevailing community values.
- Equity for all people through the fair and appropriate allocation of resources and involvement in vocational education and training.
- Equality of outcome within vocational education and training for all people, without discrimination.
- Access for all people to appropriate quality vocational education and training programs and services.

The intention of Original Campus is all students will have an equal opportunity successfully gain the skills, knowledge, and experience through the training and assessment services provided by Original Campus.

### 3.5 WHS

Original Campus recognises the importance of providing a safe and healthy environment for students, staff, contractors, and visitors during their participation in work and training activities with the organisation.

It is your responsibility:

- To protect your health and safety and to avoid adversely affecting the health and safety of any other person.

- To not wilfully or recklessly interfere or misuse anything provided by Original Campus in the interests of health, safety or welfare.
- To co-operate with health and safety directives given by staff of Original Campus
- To ensure you are not, affected by the consumption of drugs or alcohol, as to endanger your health and safety or the health and safety of another person.

Original Campus strives for excellence in workplace health and safety and is committed to providing an environment free from risks and conducive to the productivity and efficiency needs of its students and others.

Compliance with Legislation, Original Campus meets the requirements of the OH&S Act 2004 (Victoria) and complies with all other relevant legislation, codes of practice, advisory, best practice standards and organisational policies and procedures.

### 3.6 Disciplinary procedures

- Any misconduct will result in a formal meeting followed by a written warning.
- Any further incidents will result in termination from the course without refund.
- Serious misconduct will result in immediate termination from your course. No refunds are given in this instance.

### 3.7 Misconduct

Misconduct includes;

- Theft
- Fraud
- Violence/ assault
- Discrimination, harassment, intimidation or victimisation on all EEO and non EEO grounds
- Serious negligence including OH&S non-compliance
- Breaches of policy on staff/service users relationships
- Serious breach of confidentiality
- Refusing to carry out lawful and reasonable instructions
- Wilful disobedience
- Being affected by alcohol or drugs (both illegal and prescription) so impaired that you are unfit to participate in activities.

## 4. THE ASSESSMENT PROCESS

### 4.1 Overview

A successful completion of all assessments is a requirement for progression through the course and receiving your qualification. Our assessment process is designed to ensure all Students are assessed according to the regulations and acknowledge that each Student and course may require different types of assessments, including Recognition of Prior Learning (RPL). By reviewing, consolidating, and discussing evidence about your learning, these assessments facilitate your consolidation and integration of new knowledge and help you develop the skills you need.

A Nationally Recognised Qualification can only be awarded if you have demonstrated competence in all aspects of the qualification.

Assessment tasks created through Original Campus LMS are used to determine evidence of competency, and for some courses, workplace assessments are required. Knowledge and skills are not only applied to

meet the needs required in the workplace, but can also be transferred and applied in new settings and situations.

A Trainer may request that you complete a supplementary assessment for confirmation of your competence if any doubt exists.

## 4.2 National Recognition – Credit Transfer

Original Campus recognises and acknowledge qualifications and statements of attainment issued by another RTO based in any state of Australia.

If you have a qualification or Statement of Attainment issued by another training organisation, you can apply for a credit for the units of competence equivalent to a unit listed in the training program. It is your responsibility to indicate your intention to apply for a credit by supplying a certified copy of your original transcript of results. This is completed as part of the pre-training review prior to enrolment, and there is no charge.

## 4.3 Recognition of Prior Learning

Recognition of Prior Learning (RPL) acknowledges the full range of an individual's skills and knowledge, irrespective of how it has been acquired. This includes competencies gained through formal and informal study, work experience, employment and other life experiences. Students undertaking training programs are entitled to have their prior learning recognised.

Students should indicate their decision to apply for recognition as soon as possible this can be done on enrolment or immediately after they receive their welcome email.

Students seeking RPL are provided with a copy of an RPL application form. Our Original Campus Trainers will assist students in the process of understanding RPL, gathering evidence and demonstrating competence in conjunction with the completion of an RPL kit or evidence portfolio.

### 4.3.1 RPL Process

1. Outline on the application form the details of your experience relevant to your training program.
2. You are asked to attend an interview with an appropriately qualified (RPL) Assessor, who will talk to you about your current competency. The Assessor will determine the most appropriate method of verifying the competencies according to the assessment criteria in the RPL kit.
3. Submit the portfolio evidence and RPL Kit to the Assessor to make a judgement on your current competence.
4. An assessment report is provided, where current competence is not established, a recommendation for gap training will be provided.

Successful Students who meet all the RPL requirements can proceed to further training or obtain a Statement of Attainment for the units marked as competent. Applicants may appeal any decision through the appeals procedure.

## 4.4 Types of Assessments

There are various types of assessment.

Some examples of assessment types are:

**Knowledge Questionnaires:** Questions with multiple choices or open answer can occur throughout the course to assess your understanding of the taught knowledge. These are in the form of questions requiring answers and are submitted within Original Campus LMS.

**Written Assessments:** These may include short answers, essays, scenarios, case studies, presentations or other written accounts of tasks or activities.

**Video or Audio Based Assessments:** Students may be required to participate in a video recording, performing a role-play to demonstrate skills acquired during the course.

**Verbal Assessments:** Students may have structured interviews or presentations with their Trainer. A description of the assessment's nature and scope will be provided before the assessment.

**Workplace Assessments:** Workplace assessments are a core part of Structured Workplace Learning for some courses. Information about workplace assessment requirements will be made available on Original Campus LMS.

**Recognition of Prior Learning (RPL):** Rather than relying on specific assessment activities carried out by Original Campus, RPL uses evidence from formal, nonformal and informal learning. As with any other form of assessment, RPL assessment follows the same rigorous criteria. When gaps in the RPL process are detected, the RPL assessor will request additional evidence.

## 4.5 Submitting Assessments

We will provide you with instructions on how to submit your assessments in Original Campus LMS. Please read the instructions carefully before submitting an assessment.

For questions or concerns about assessment submission, you can contact your trainer.

## 4.6 Student Integrity and Honesty

Cheating, plagiarism and collusion in any form are unacceptable and treated seriously by Original Campus.

**Plagiarism:** "the practice of taking someone else's work or ideas and passing them off as your own".

Not acknowledging reference materials used (ask your Trainer for more information about appropriate referencing);

Students are reminded to appropriately acknowledge all reference materials used to prepare an assessment task.

**Cheating and Collusion:** secret or illegal cooperation or conspiracy in order to deceive others.

Some examples of collusion include:

- Collaborating on assignments where this is not a requirement of the assessment;
- Copying all or part of assessments from another student;
- Soliciting some assistance from any source;
- Submitting the same work for multiple courses;
- Submitting the work of others or a version of work of others from previous courses;
- Stealing work from Trainer/Assessor, computer, other students, etc.

Original Campus has put in place a number of mechanisms to reduce occurrences and likelihood of plagiarism, cheating and collusion amongst students including:

- Student declaration of authenticity of work submitted;
- Benchmark answers to provide clear assessment guidelines;
- Multiple assessment methods for each unit;

If cheating is suspected, Original Campus staff members must source evidence to support the claim. This can involve:

- Review previous work of the student;
- Comparisons with other students work where collusion is suspected;
- Discussions with the students involved;
- Review of previous incidences of cheating (if any) and the disciplinary action taken.

If the claim is substantiated, the assessment result will be recorded as Not Yet Competent, and you are advised of disciplinary procedures to be taken if required. If you are unhappy with the result, you can lodge an appeal using the appeals procedure.



## 4.7 Assessment Marking and Feedback

You should receive marking and feedback on your assessments from your Trainer and Assessor within ten (10) business days.

The completed units of Study assessment-based outcomes are:

- a. Competent (C) - When the student has demonstrated competency in all assessment outcomes
- b. Not Yet Competent (NYC) – when the student has not yet demonstrated competency in all assessment outcomes.

Until the Student is marked as Competent for that Unit of Competency, individual assessments will be marked as Satisfactory or Not Satisfactory.

Should you require further clarification, please contact your Trainer, who can help you understand the assessment feedback.

## 4.8 Assessment Attempts

If a student receives an NYC result, Original Campus encourages students to re-attempt the assessment by using Trainer feedback.

Once you have made all the necessary amendments based on Trainer feedback, you may submit a second assessment attempt.

If the second attempt is unsuccessful, you need to read and use the assessment feedback to make any necessary changes, or to conduct learning activities before submitting the third and final attempt.

In the event that a student tries excessively to achieve competency within the given course time limit, Original Campus will cancel their registration. In this scenario, a refund will not be issued.

Providing more than one opportunity for a student to complete an assessment activity is not mandatory. Nevertheless, Original Campus allows for three (3) attempts (at most) per assessment since students need an opportunity to respond to constructive Trainer feedback.

If deemed warranted by the trainer or Director of studies. A further attempt may be allowed on a case-by-case basis.

Upon exhausting all attempts, the grade will be set as NYC.

## 4.9 Assessment Standards

Original Campus will follow the assessment guidelines described in the applicable nationally endorsed Training Package or companion guide. Original Campus ensures that each qualification and its assessments are subjected to regular validation reviews by a vocationally competent assessor. Your course's assessment activities may be improved from time to time and added as needed to ensure the most up-to-date assessments are being used.

Assessments are based on the following principles:

- a. Valid: Original Campus will justify the assessment methods based on evidence of the student's performance. The assessment must be based on the units of competency and cover a wide range of evidence and skills that can be applied by the student in similar situations.
- b. Reliable: Assessment procedures must be reliable, which means they should interpret Student evidence consistently, regardless of the assessor conducting it.
- c. Fair: Assessment procedures will be fair, so that no Student will be disadvantaged. Procedures for assessment will include:
  - i. Be equitable, culturally and linguistically appropriate, and
  - ii. Provide clear criteria for judging performance to students, and
  - iii. Use a participatory approach, and

- iv. Organise assessments in a manner that ensures students can complete them at the appropriate time and place.
- d. Flexible: Assessment procedures will be flexible in that different assessment methods will be used, depending on the circumstances and competences of the student.

## 5. COMPLAINTS

Staff and students have the right to submit a complaint if they wish to express discontent against another person or a complaint against the RTOs process or system. In order to ensure that complaints are dealt with in a timely manner, we have implemented a complaints process.

This policy and procedure is relevant to all grievances arising in the following areas:

- a. Student wishing to raise a complaint against another student
- b. Student wishing to raise a complaint against the RTO
- c. Student wishing to raise a complaint about a Third Party
- d. RTO staff wishing to raise complaint about a Third Party
- e. Staff wishing to raise a complaint about another staff member or a student

### 5.1 Complaints Process

If a student, Trainer or staff member is experiencing any difficulties, where possible staff and students should attempt to resolve grievances informally through conversations with the appropriate person. If this is not possible, they are encouraged to discuss their concerns with Senior Management. Administrative staff will make themselves available at a mutually convenient time if a student wishes to seek assistance.

If a student or Staff member wishes to make a formal complaint, they are required to complete a Complaints and Appeals Form. Once the form has been completed, the form should be submitted to Director of Studies for actioning.

If required, the student has the right to have a third party assist them through the Complaints Process, this may be due to language barriers or simply at the student's request.

The process for managing complaints is as follows:

1. A complainant may make a formal written complaint by submitting a Complaints and Appeals Form to the Director of Studies
2. A written acknowledgement of receipt of the Complaints and Appeals Form will be forwarded to the complainant following receipt by Director of Studies within 10 working days of the formal lodgement.
3. The Complaint is discussed with all parties involved in the grievance, in order to find a solution agreeable to all parties
4. Grievances should be kept confidential, in order to protect the complainants.
5. Director of Studies is to follow the process on the Complaints and Appeals Form for the process under 'Recommended Action Required for Improvement'.
  - a. An initial meeting should be held within 7 days.
  - b. If further investigation is required, this should be completed within 60 calendar days.
6. Each complainant:
  - a. Has an opportunity to formally present his or her case.
  - b. May be accompanied and assisted by a support person at relevant meetings.
  - c. Is given a written statement of the complaint outcomes, including reasons for the decision.
7. If a solution cannot be found, the matter is brought before senior management for resolution, agree-



able to all parties.

8. If Senior Management is party to the grievance, they will not take part in any discussions or decisions made, and the matter will be referred to the Managing Director.
9. If a solution has not been reached for the benefit of all parties the complainant has the right to request a review by an independent party, who is not part of Original Campus.
10. Original Campus is responsible for acting upon the subject of any complaint found to be substantiated.
11. Complaints and Appeals Forms received are to be entered onto the Complaints and Appeals Register.
12. If Original Campus determines that the complaint process cannot be finalised within 60 calendar days, Original Campus Manager will:
  - a. Confirm this in writing to the complainant, including reasons why more than 60 calendar days is required.
  - b. Regularly update the complainant or appellant on the progress of the matter.
13. Once the complaint process has been finalised, the complainant or appellant will be given a written statement of the outcome, including details of the reasons for the outcome.
14. During the Complaints Process, Original Campus will maintain the student's enrolment.

All complainants or appellants have an opportunity to formally present their case at minimal or no cost to them.

Complaints and Appeals Forms are to be actioned by the appropriate staff member and filed into the Complaints and Appeals Register.

All Complaints and Appeals Forms are to be reviewed during the monthly Quality and Compliance Meetings and improvements are to be identified and implemented according to the Policies and Procedures.

## 5.2 External Avenues

If the student feels that the internal appeal is not adequately resolved, they will be provided with an opportunity to formally present their case to a panel of suitable RTO staff or a third-party mediator or the overseas student ombudsman.

Independent mediation is available through the Dispute Settlement Centre of Victoria (DSCV)

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

4/456 Lonsdale St

Melbourne VIC 3000

Phone: 1300 372 888

Email: [dscv@justice.vic.gov.au](mailto:dscv@justice.vic.gov.au)

Students to Notify Original Campus; the external appeals process needs to be initiated by the student within 10 working days of receiving the outcome of the internal appeals process.

The student is responsible for advising Original Campus in writing that they have accessed an external appeals process, at which point Original Campus will, maintain the enrolment throughout an external appeals process.

### 5.2.1 Decision to Appoint an External Party

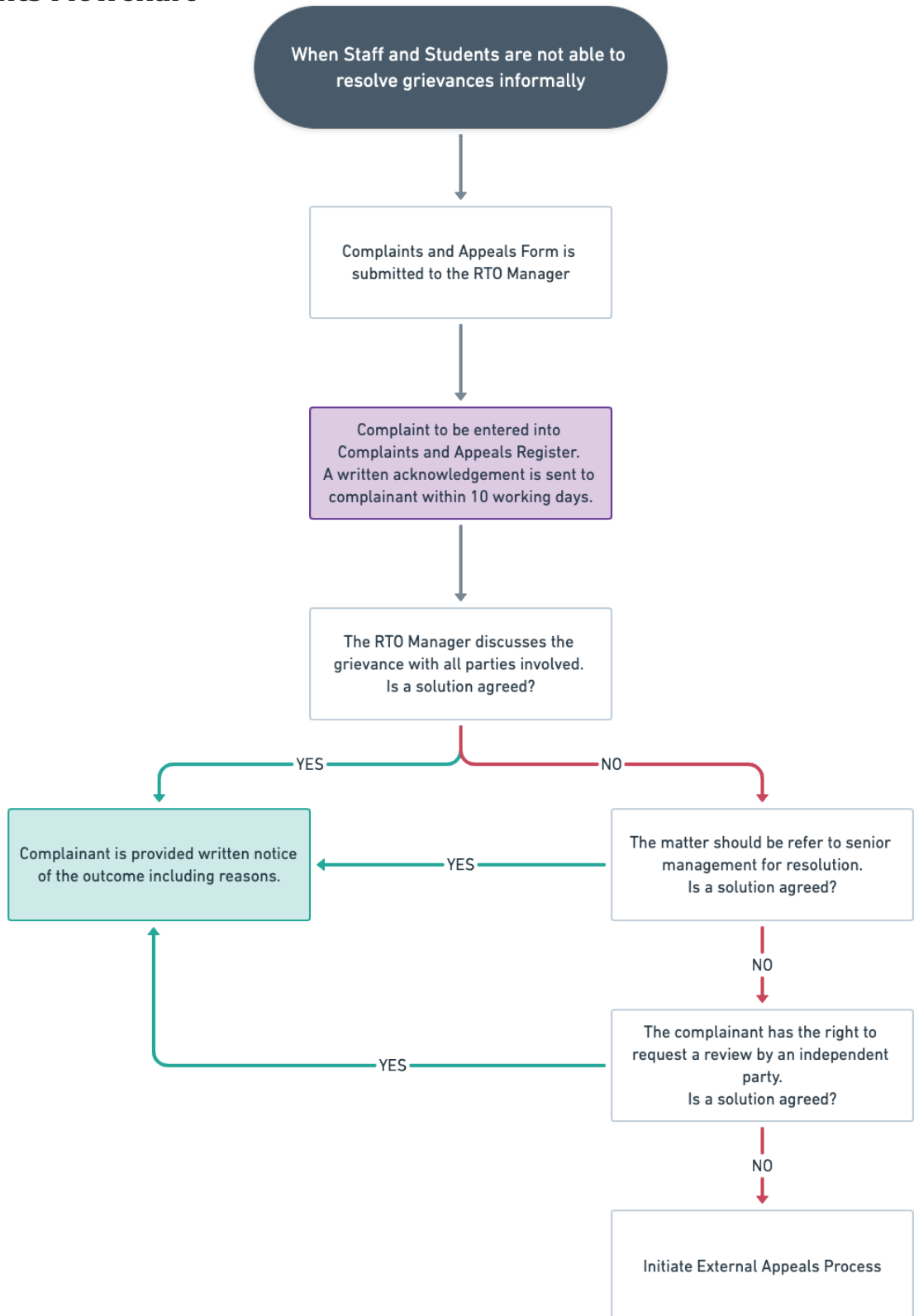
Whereby a situation requires external counselling or mediation or judgement, then the student and Original Campus must both agree in writing on who this third-party mediator will be, this will ensure fairness and independence. This third party will make the final judgement that will be binding to both Original Campus and student.

In the case where there may be direct costs associated with the third-party mediator e.g. an external counsellor may charge an hourly fee rate to mediate, and then the costs of this mediation process will be shared

equally by both Original Campus and the student. Any expected costs of third-party mediation and the agreement to share these costs will also be outlined and agreed upon in writing.

Should the Complaints process identify corrective actions or improvements, these are implemented immediately.

**5.3 Complaints Flowchart**



## 5.4 Complaints and Appeals Form

The Complaints and Appeals Form is accessible from the Original Campus website, or a complainant can also contact Original Campus to obtain a copy of the form.

## 5.5 Complaints and Appeals Register

Original Campus has in place a register for filing completed Complaints and Appeals forms. When a complaint or appeal is received, the form collected is to be entered into the Complaints and Appeals Register and given a register number.

Complaints and Appeals that are placed into the register are reviewed and monitored each month at the monthly Quality & Compliance Meeting.

# 6. ASSESSMENT APPEALS POLICY

The student has the right to appeal on an assessment result if they believe that the result given was unfair or unjustified.

This includes Appeals arising in the following areas:

- Student disagrees with the result given by their Assessor (including Third Party)
- Student wishes to have their result reviewed by another Assessor
- Student wishes to be re-assessed for the same unit
- Student believes that they were discriminated against by the Assessor

## 6.1 Assessment Appeals Procedure

All students have the right to appeal any assessment decision made by Original Campus if they:

- Believe that the assessment is invalid and/or
- Feel that the process was invalid, inappropriate or unfair

Before making an appeal, we ask that you discuss the matter with your Trainer/Assessor in an attempt to reach a decision.

If you are still not happy, you are then entitled to lodge a formal Appeal by completing a "Complaints and Appeals Form" within 7 days of the initial discussion. Once a formal appeal is lodged, a new Assessor will be appointed in an attempt to resolve the appeal. Any decision recommended by this party is not binding to either party in the dispute.

If you are still not satisfied another registered training provider in the same curriculum area will be appointed to arbitrate and reassess participants if necessary.

You have the right to a support person to be involved at all times during the appeal process.

Following is the process submitting an Appeal:

1. Student receives a result for an assessment task of which they do not agree with the result.
2. Student completed a Complaints and Appeals Form.
3. The Complaints and Appeals Form is submitted to Director of Studies.
4. A written acknowledgement will be forwarded to the student confirming receipt of the Complaints and Appeals Form.
5. Director of Studies will consult with the trainer/assessor and student individually.
6. Director of Studies is to follow the process on the Complaints and Appeals Form for the process under 'Recommend Action Required for Improvement'
7. An initial meeting should be held within 10 business days.

8. The student will be advised of the outcome of this consultation process within 15 business days of the dispute being lodged.
9. If it is decided that there is a case for review, a suitably qualified, independent assessor will be employed to conduct another assessment. An assessment date will be negotiated with the student. Following the assessment, the student will be advised of the result within 10 business days.
10. If the student is not satisfied with any decisions made in this review process, a Review Board will be convened to review the case again. An opportunity for Improvement Form may need to be completed in order to identify any improvements on the process that may need to be made.
11. All Complaints and Appeals Forms received are to be entered in to the Complaints and Appeals Register.
12. All Complaints and Appeals Forms are to be reviewed during the monthly Quality and Compliance Meetings. If Original Campus determines that the appeals process will take more than 60 calendar days, Director of Studies will notify the student in writing including reasons why more than 60 days is required. Director of Studies will regularly update the student with the process.

## 7. COURSE FEES

We itemise the Total Course Fees into two parts:

1. the Course Advisory and Enrolment Fees, and
2. the Tuition Fees.

The Course Advisory and Enrolment Fees are up to \$1000 and include course advisory services, Student Support, as well as access to learning management systems and other platforms that will be made available to the student.

The Tuition Fees represent the balance between the Total Course Fees and the Advisory and Enrolment Fees.

The details of Total Course Fees will be provided to you by Original Campus.

## 8. PAYMENT OPTIONS

Original Campus offers several payment options, including instalment payments. You can find more information about payment options on the Payment Options page.

By submitting the Enrolment Form, you commit to paying the Total Course Fees unless you cancel the course within the Cooling Off Period.

For further information please read the Terms and Conditions Section on our website. You can find a link to these Terms and Conditions on the home page and payment options page on our website.

## 9. COOLING OFF PERIOD

The Cooling-off Period is seven (7) calendar days from the date of receipt of payment of the Course Advisory and Enrolment Fees.

The Course Advisory and Enrolment Fees are part of the Total Course Fees.

Upon Head of Faculty approval, a Student may be granted a Trial Period when reasonable adjustment, learning challenges, or disability have been identified.

- The Trial Period will be fourteen (14) calendar days from the date of receipt of payment of enrolment fee, and
- The Trial Period is not in addition to the Cooling-off Period, and these are mutually exclusive, and
- The applicable Head of faculty will decide relating to Student's learning challenges, disability and Trial

Period, and notify the student in writing.

- The Head of Faculty will update the relevant systems and notify the Education Consultant and Student Support Team.

Original Campus will provide the consumer with a full refund if Withdrawal occurs within the Cooling-off Period or Trial Period.

The student needs to submit such a request in writing to the Education Consultant.

## 10. WITHDRAWALS - POST COOLING OFF PERIOD

Any Student that makes a withdrawal request post Cooling-off period remains liable full course fees. Students need to submit such a request via email to [support@originalcampus.edu.au](mailto:support@originalcampus.edu.au)

The student may be eligible for a partial refund under extenuating circumstances. In this case, the student must complete the Refund Request Form. In all cases, Original Campus will retain the Course Advisory and Enrolment Fees.

If a student is eligible for a partial refund, it will be calculated on the following;

- The Course Advisory and Enrolment Fees portion of the Total Course Fees is not refundable.
- A pro-rata refund will be calculated based on the number of units remaining or the duration time remaining. The lower of the two will be applied when calculating the partial refund.

A Student has the right to appeal any decision by completing the Complaints and Appeals Form. Original Campus will adhere to the complaints process as outlined in this handbook.

Upon receiving the outcome from the Director of Studies, Original Campus will process a refund request within ten (10) business days.

## 11. THIRD-PARTY ARRANGEMENTS

Original Campus will provide the student with information about any course-related Third Party arrangements.

## 12. PRIVACY

Original Campus at all times complies with the Privacy Amendment (Enhancing Privacy Protection) Act 2012. The Privacy Amendment prevents Original Campus from providing any Student details to any person other than the student.

Students are to note: Original Campus's obligations to provide students' private information as required by the relevant state and federal law.

### 12.1 Record Keeping / Confidentiality

All matters in relation to course enrolment, assessment results, course fees or any other issue can only be discussed with the student. Exceptions to this will be when the course enrolment form is signed by a third party (such as a parent or guardian for students under the age of 18), or a letter of permission allowing access to the student's information is provided by the student for their file.

Requests to view your student file are made in writing detailing the specific information required, requests are submitted to Original Campus via contacting student support.

All personal and company details provided to Original Campus by students remains confidential. Records containing personal and company details are stored securely with limited access to approved personnel.

Student records may be used by Original Campus and relevant authorities for statistical analysis.

Original Campus keeps complete and accurate records of the admission, academic progress, and graduation of its students. Financial records will reflect all payments and charges and the balance due, and copies of these records are provided to students on request.

### 12.2 Privacy Act

Students should be familiar with the Privacy Act Legislation. This legislation is detailed on the website: [www.oaic.gov.au](http://www.oaic.gov.au) Personal information is collected solely for the purpose of operating as a Registered Training Organisation.

The requirements of the registering authority may require the releases of your personal information for the purpose of the audit.

Under the National Privacy Principles, you can access personal information held by you, and you may request corrections to information that is incorrect or out of date.

## 13. LEGISLATION

A range of legislation applies to Original Campus staff and students. Information on relevant legislation can be found as follows:

Legislation	Website	Legislation	Website
OH&S	<a href="http://www.worksafe.vic.gov.au">www.worksafe.vic.gov.au</a>	Privacy	<a href="http://www.privacy.vic.gov.au">www.privacy.vic.gov.au</a>
Equal Opportunity	<a href="http://www.hreoc.gov.au">www.hreoc.gov.au</a>	ASQA	<a href="http://www.asqa.gov.au">www.asqa.gov.au</a>
VET Act	<a href="http://www.skills.vic.gov.au">www.skills.vic.gov.au</a>	Other legislation	<a href="http://www.liv.asn.au">www.liv.asn.au</a>
VRQA Act	<a href="http://www.vrqa.vic.gov.au">www.vrqa.vic.gov.au</a>		<a href="http://www.austlii.edu.au">www.austlii.edu.au</a>

It is the responsibility of staff to ensure relevant legislation is met at all times. Please use the websites indicated or contact the Original Campus head office if you require further information.

## 14. EVALUATIONS

At Original Campus we strive to improve our courses continuously. Therefore, we periodically ask you to provide feedback on all aspects of your training experience this will include:

- Feedback on your Trainers/Assessors
- Course content
- Assessment Tools
- Facilities
- The Original Campus administration team

Feedback received forms part of the continuous improvement process to ensure Original Campus provides quality training and assessment.

You must complete the NCVET Student Engagement survey towards the end of your training program.

As a condition of registration, Original Campus provides a summary report on the feedback received to our registering body as an indication of our performance.

---

# ORIGINAL CAMPUS

207/673 La Trobe Street  
Docklands, VIC 3008  
Australia

RTO: 45322