Alpine Institute

Learner Information Handbook

2016
Learner Information Handbook

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Welcome to Alpine Institute!

Alpine Institute is a Recognised Training Organisation, delivering Nationally Accredited, specialised industry training within the health and community service sectors.

Alpine Institute provides nationally recognised training including Certificate III in Health Services Assistance and a blended Certificate III in Aged Care and Home and Community Care, and delivers a range of health focused short courses.

We acknowledge the importance of adult learning principles in the delivery of effective training. We believe that all Learners should be encouraged to take responsibility for their own learning and to understand that as learners, they have an active role to play in their training/learning and assessment process.

The purpose of this Learner Information Handbook is to introduce you to the services available to you at Alpine Institute.

All Trainers have relevant industry knowledge and experience and are professional, friendly, supportive and dynamic individuals!

*Training Guarantee*

Once a Learner has commenced a training program, Alpine Institute agrees to work together with the Learner to produce a unified approach in the achieving of the relevant qualification they are undertaking.

**Learner Attendance and Behaviour**

Learners are required to follow all Alpine Institute rules and instructions from staff representing the organisation, act in a non-discriminatory manner at all times, and respect the rights of other Learners, staff and visitors.

Attendance at scheduled classes is paramount in ensuring Learners gain the maximum benefits associated with their training and fulfil the attendance requirements of their course. Learners are responsible for notifying their Trainer (or the Learner Administration Officer) if they are unable to attend a training session for whatever reason.

Learners are also required to adhere to Alpine Institute’s academic rules and regulations. If a Learner is found to have acted in a way that Alpine Institute deems to be misconduct, they may implement disciplinary action in the form of suspension or cancellation of the Learner’s enrolment.

**Complaints and Appeals**

Learners have access to Alpine Institute’s complaints and appeals process. The complaints and appeals policy and procedure ensures that fair and equitable processes are implemented for any complaints or appeals against Alpine Institute.

Learners are able to submit a formal complaint to Alpine Institute relating to any concern they may have (should they feel a person has acted inappropriately or treated someone unfairly, etc). This can be submitted to the Learner Administration Officer or directly to the Human Resources Manager.

All complaints are handled with confidence and are reviewed by the Human Resources Manager. The Human Resources Manager will provide a summary of complaints to the Alpine Institute Steering Committee at each meeting.

The Alpine Institute Steering Committee will provide oversight of the complaints process and ensure that complaints and appeals are addressed in a timely manner and with due respect and consideration to the complainant. Additionally, the Steering Committee will ensure that issues raised through complaints are considered within the continuous improvement activities of Alpine Institute.
A Learner may also appeal a decision made by Alpine Institute in regards to an assessment outcome. Where a Learner feels they have been unfairly judged and assessed on a specified task, project or assessment they may have the assessment reviewed by submitting an appeal form. Learners must provide supporting evidence or explanations as to why they feel the assessment is unfair and why they should be given further opportunity to be assessed.

Please note: Complainants have the right to access advice and support from independent external agencies / persons at any point of the complaint and appeals process. Use of external services will be at the complainant's costs unless otherwise authorised.

All Learners have access to the Complaints and Appeals Policy and Procedure and copies can be produced by the Learner Administration Officer at any time upon request. The Complaints and Appeals procedures and complaints form are also available on Alpine Institute’s intranet

**Continuous Improvement**

All Learners can contribute to the ongoing improvement of the Alpine Institute by providing feedback through course evaluation both during and at the completion of a unit of study, and by providing feedback on any aspect of the Learner experience, at any stage during their enrolment.

The Alpine Institute encourages Learners to provide comment or raise issues relating to their participation in a course or unit of Learner at any stage both through formal mechanisms, and informally.

The Learner Feedback Form can be accessed by Learners at any time and handed to the course / unit Trainer, Human Resources Manager, Learner Administration Officer or a member of the Alpine Institute Steering Committee.

The formal mechanisms of feedback are undertaken through the Midpoint Feedback Survey, undertaken at the completion of each unit of study, and the Learner Questionnaire at the completion of the course.

The feedback provided by Learners is presented to the Alpine Institute Steering Committee and Trainer Committee for response, action or information. The Alpine Institute commits to utilise feedback from Learners in the continuous improvement of the Institute and the courses and services provided to Learners.

**Alpine Institute Equity Commitment**

All Alpine Institute staff will adhere to the principles and practices of equity in education and training; they will treat every Learner fairly and without discrimination. Alpine Institute has procedures in place to ensure any Learner concerns are dealt with immediately and appropriately (refer to the Complaints and Appeals policy).

Alpine Institute acknowledges its legal obligations under State and Federal equal opportunity law, including:

- The Racial Discrimination Act, 1975 (Commonwealth)
- The Sex Discrimination Act, 1975 (Commonwealth)
- Disability Discrimination Act, 1992 (Commonwealth)
- The Equal Opportunity Act, 1995 (Victoria)

*All legislation can be accessed at: www.comlaw.gov.au*

Alpine Institute fosters equality and access in a training environment that is fair and conducive to learning at all levels. Our training services are available to all participants regardless of ethnicity, gender, age, marital status, sexual orientation, physical or intellectual impairment.

All Alpine Institute staff are required to have an awareness and understanding of access and equity issues and are required to demonstrate access and equity principles in all dealings with Learners and other staff.

If you believe you have been treated unfairly by an Alpine Institute Representative, please contact the Human Resources Manager.
Work Health and Safety (Occupational Health and Safety)

Alpine Institute complies with all relevant Occupational Health and Safety legislation (OHS Act Victoria 2004). Trainers will actively take steps to identify hazards that could cause harm to participants in the classroom and learning environment. Where possible, the trainers will take action to remove or control these hazards, and will report the hazard to the appropriate on site personnel, including entry into VHIMS RiskMan.

Where practicable, Learners must take responsibility for their own health and safety and that of their fellow Learners, or employees. This means Learners must follow all safety rules, procedures and the instructions of their trainer while in attendance at Alpine Institute premises.

Privacy

In accordance with our Privacy policy, we are committed to protecting the privacy and personal information of all of our Learners. Except as required under AQTF Essential Conditions and Standards, Government Contracts or by law, information about a participant will not be disclosed to a third party without the consent of the participant.

A copy of the Privacy Policy Statement is available upon request.

Access to Learner Records

Learners may access their academic records held by Alpine Institute at any time. Learners may contact Learner administration to discuss a suitable time to view their file and access will only be granted once a Learner can confirm their identification. Learner Access to the file will be granted within 2 days of confirming the Learner’s identification.

Learner Support Services

Being a Learner is exciting, but it can also be challenging. All staff can be approached to gain advice on academic and personal issues. Staff at Alpine Institute will offer professional and confidential advice in areas where they can help and will ensure that all efforts are taken to ensure a positive learning experience is achieved.

The Human Resources Manager is able to provide links to external sources of support where the Alpine Institute is not in a position to provide particular expert advice.

Alpine Institute provides Learners a Learner Support Resource list of both internal and external support services for Learners experiencing challenges or difficulties.

Learner Safety

The Alpine Institute has a number of processes to provide a safe and secure learning environment to all Learners. These include hours of operation and access to staff to assist Learners where required.

When travelling to and from your Alpine Institute it is important to ensure your own safety at all times. The following are some tips to follow to ensure your safety and all staff are able to assist you with strategies to improve your safety.

Learner Safety Tips

- Don’t openly carry valuables, including iPods, mobile phones, laptops, etc.
- Find suitable and safe routes to petrol stations, shops and your local police station. Try to find routes that are well lit and busy.
- Avoid confrontation - it is better and safer to walk away if you are being provoked.
If you feel you are being followed, cross the street, and if you are still worried, move as quickly as possible to a public area (such as a restaurant) and then telephone for help.

- At night, walk in pairs in well-lit areas and on busier streets, not dark alleyways and side-streets.
- Have your keys ready well before you reach the door of your car or house.
- If you are going away, tell someone you trust where you are going and when you will be back.
- If travelling by bus or train at night, try not to wait alone at the bus or tram stops. Arrange for others to meet you at your home stop if you are returning late and have a long way to walk home.
- If you are travelling by train at night, do not sit in an empty carriage. Try to sit near groups of people in a well-lit area.
- Check the time of the last train, bus or tram home to avoid being stranded at night.
- Avoid walking alone after getting off public transport at night. If you can, walk close to a group of people or arrange for someone to meet you.

**Academic Misconduct**

Learners at Alpine Institute are expected to maintain the highest standards of academic conduct. We know that most Learners conduct themselves with integrity and are disturbed when they observe others cheating. The following information should help you avoid unintentional academic misconduct and clarify the consequences of plagiarism and/or cheating.

**Definitions:**

**Plagiarism:**
It is the act of presenting another persons work as your own, and failing to acknowledging that the thought, ideas or writings are of another person.

Specifically it occurs when:
- other people’s work and/or ideas are paraphrased and presented without a reference;
- other Learners’ work is copied or partly copied;
- phrases and passages are used verbatim without quotation marks and/or without a reference to the author or a web page;

**Cheating:**
To act dishonestly or unfairly in connection to an assessment conducted by the Alpine Institute.

Academic misconduct is considered a serious offence at Alpine Institute. For Learners who have been deemed to intentionally plagiarise/ cheat, it may result in being suspended, or permanently removed from the course.

To avoid plagiarism and/ or cheating and its penalties, Learners are advised to note the following:
- You may quote from someone else’s work (for example from textbooks, journals or other published materials) but you must always indicate the author and source of the material.
- You should name sources for any graphs, tables or specific data, which you include in your assignment.
- You must not copy someone else’s work and present it as your own

If the Learner does not agree with the Alpine Institute’s decision, then they are able access the Complaints and Appeals Policy and Procedure.

All Learners have access to the Academic Misconduct Policy and Procedure and a copy can be produced by the Learner Administration Officer at any time upon request.

**Legislation that affects Alpine Institute’s operations**

Through our risk management processes we have identified the following legislation that impacts on us, and our clients in their dealings with us:
  - http://www.privacy.gov.au

The Education and Training Reform Act 2006

The Equal Opportunity Act 2010 (Vic)

The Occupational Health and Safety Act 2004

The Victorian Information Privacy Act 2000

Charter of Human Rights

**Training and Assessment**

Competency-Based Training and Assessment Process

Competency-based training (CBT) is an approach to vocational education and training that places emphasis on what a person can do in the workplace as a result of completing a training program. The aim of CBT is to ensure that vocational education and training programs better meet the needs of Australia’s industries and enterprises.

In delivering and assessing nationally recognised qualifications Alpine Institute is obliged to comply with the AQTF Essential Conditions and Standards for Registration. These Standards are available at http://www.nssc.natese.gov.au/vet_standards/standards_for_s

Outcomes from CBT reflect workplace duties, working environments and performance requirements. VET programs include Units of Competency that contain specific learning outcomes, which are based on standards set by the particular industry. Delivery of training may occur in a variety of forms (classroom, work based) to ensure an overall understanding of all skills and knowledge is achieved.

Assessment is the process of collecting evidence and making judgments on whether competency has been achieved. The purpose of assessment is to confirm that an individual can perform to the standards expected in the workplace, as expressed in the relevant endorsed competency standards. Assessments through this course will require Learners to complete a variety of written work, oral questions, practical demonstrations and assignment/portfolio presentations.

Where a Learner has undertaken an assessment and it has been marked as NYC (Not Yet Competent), they be allowed to re-sit the test/or have a re-assessment. If they are deemed NYC for a second and third time they are to re-enrol into that unit/ subject.

A training Plan will be developed to record your training and assessment details, this may be either as a group of individuals or a single Individual. Alpine Institute will update the Training Plan according to any changes mutually agreed throughout the Training Services.

**Work placement guidelines**

Some qualifications require a clinical placement to take place within a suitable workplace. The course coordinator will provide you with details about the type of placement, number of hours, assessment tools, contractual
Alpine Institute is able to assist with finding and confirming placement within our Alpine Health Organisation. Clothing and footwear: Learners on work placement are expected to wear what is preferred by the placement organisation and wear the identification provided at all times. Hair below shoulder length is required to be tied back in any clinical setting. Learners are expected to be neat and tidy in appearance and the wearing of jewellery is not recommended due to infection control guidelines. More details is discussed prior to placement in class.

Certification

Learners who satisfactorily complete all units in their course will be eligible to receive a Certificate of Completion. Learners who satisfactorily complete some but not all units in the course will receive a Statement of Attainment indicating the units completed. Your certificate will be issued within 28 days of completion of your qualification and completion of payment.

Please contact your course coordinator if you require further information regarding the issuance of certificates.

Recognition of Prior Learning (RPL) and Credit Transfer (CT) National Recognition (NR)

Competency-based training places emphasis on the workplace application of attained knowledge and skills - not how long spent in training or the amount of knowledge acquired in a formal learning environment.

Australian Qualifications and Statements of Attainments that have been issued by any other Registered Training Organisation (RTO) will be recognised by Alpine Institute. To apply for a Credit Transfer, Learners must be able to present their original Qualification or Statement of Attainment with National codes and titles that match the current course in which they are enrolled.

Recognition of Prior Learning (RPL) is the acknowledgment of skills and knowledge obtained through formal training, work experience and/or life experience. The purpose of this process is to identify and assess previously acquired skills and knowledge against the required competency standards.

Learners wishing to apply for RPL must complete the RPL application form. Course participants applying for RPL must provide evidence to the satisfaction of Alpine Institute. This evidence must clearly indicate that the applicant is able to demonstrate all the required skills and knowledge.

Information and documentation regarding the application procedure for RPL and/or Credit Transfers will be made available to all participants upon request.

Please note that RPL cannot be granted for part of a unit. Any applicant may appeal in writing against a decision regarding RPL to the Human Resources Manager by following the ‘Complaints and Appeals Policy and Procedure.’

Language Literacy and Numeracy

Alpine Institute recognises that reading, writing, listening, speaking and understanding mathematical concepts and processes are integral skills required for work and are therefore an important component of training. As all Learners are individuals with different life experiences, literacy and numeracy skills vary.

As part of the pre-training assessment review, the Learner will need to complete a language, literacy and numeracy (LLN) exercise which will be used to assess the LLN ability of the Learner. Some Learners may be referred on for special help as required.

We encourage Learners with Language Literacy or Numeracy concerns to undertake training. A range of support services can be provided for the Learner upon request.

If you have a Language Literacy or Numeracy concern that is affecting your training program, we encourage you to raise the matter directly with your Trainer.
**Training Evaluation**

Alpine Institute fully appreciates and acts accordingly to any feedback that you give us. A feedback form will be forwarded to you at the midpoint of your studies and also on completion of your training course. Please be assured that feedback forms remain confidential and are only used for the purpose of improving the quality of our service to Learners.

Learners may be required to participate in survey conducted by National Centre for Vocational Education Research (NCVER). NCVER randomly selects the sample of Learners (graduates and potential module completers) stratified by age, field of education and training provider. Contact details of selected Learners are then provided directly to the contractor by state training authorities. At no time do NCVER staff have access to Learners’ contact details.

**Course information**

Prior to enrolment, Alpine Institute Trainers will provide all participants with course information, including content and vocational outcomes.

Please refer to the course information sheet for course details, entry requirements, course fees, and related information.

**Enrolment Process**

The enrolment process is completed by following the steps outlined below:

1. Read and understand the information contained in this booklet
2. Undertake a Pre-Training Review Assessment with Alpine Institute
3. Select the course of study you wish to undertake and complete an Enrolment Form
4. Sign the Enrolment Form to declare that you understand all of the information provided
5. Return the Enrolment Form to the Alpine Institute Learner Administration Officer

*Please Note: The information collected on the Enrolment Form is used for administrative and statistical purposes and will remain confidential.*

Pre-Training review:
The Pre Training Review process will apply to all learners seeking enrolment within Alpine Institutes certificate based programs.

The Pre Training Review will be completed when the prospective Learner attends an interview with the relevant trainer / enrolment officer. The interview will require:
- The completion of the Pre Training Review Form by the prospective Learner
- A discussion of the outcomes and observations arising from the completion of the Pre Training Review Form
- The completion of the Language, Literacy and Numeracy (LLN) Assessment

Please refer to the Pre-training review policy on our website.

**Funded Courses:**
A comprehensive assessment is undertaken to determine eligibility of individuals for funding under the VTG contract

Government-subsidised training places are available to people currently residing in the state of Victoria who meet the eligibility criteria:
- an Australian citizen
- an Australian Permanent Resident (holder of a permanent visa)
- a New Zealand citizen

and are any of the following:
• under 20 years of age
• seeking to enrol in a Foundation Skills List course (and do not hold a Diploma or above qualification or are receiving core skills training in other sectors)
• seeking to enrol in VCE or VCAL
• seeking to enrol in an apprenticeship
• 20 years and older and ‘upskilling’ by seeking to enrol in a course at a higher level than your existing qualification.

Learners enrolled at a school, will not be able to receive a government-subsidised training place for a course through the Victorian Training Guarantee, unless undertaking the course as part of a School-Based Apprenticeship or Traineeship. The Government supports schools in other ways to offer vocational training to their Learners, so you should discuss all your options with your school.

Learners are eligible to commence a maximum of two subsidised courses at the same qualification level in a lifetime. This restriction applies whether or not they complete the courses.

People who are seeking a Government-subsidised training place will require completing the Victorian Guarantee Training (VTG) - Evidence of Learner Eligibility and Learner declaration form with an authorised delegate of the Alpine Institute. This will be attended to during or after the Pre-Training Interview.

Evidence is required to be retained by the RTO for Eligible Individuals.
Collection of supporting evidence:
  a) complete in hard copy or electronically, for the information and declarations specified in the Evidence of Eligibility and Learner Declaration form.
  b) sight in hard copy original or certified photocopies of the original evidence of eligibility specified in the Evidence of Eligibility and Learner Declaration form. (Please note certifying document explanation is attached to the Declaration Form)

**Fees, Charges and Refunds**

Alpine Institute is committed to providing affordable and cost competitive study opportunities. Alpine Institute will collect fees and charges for course enrolment, materials, and facility use, and will facilitate access to government funded subsidies and financial support for eligible Learners.

Alpine Institute will establish fees and charges on an annual basis. Fees and charges will apply to nationally recognised certificate based courses and short course provided by Alpine Institute, and are made publically available on Alpine Institutes website www.alpineinstitute.vic.edu.au

*The Learner tuition fees as published are subject to change given individual circumstances at enrolment.*

**Eligibility for Concession Fees**

Government-subsidised Learners who are eligible for concessions will pay no more than 20% of the standard tuition fee per scheduled hour applicable to their course of study.

You are eligible for concessions if you are:

• An Aboriginal and Torres Strait Islander (including Diploma or Advanced Diploma course categories),
• A non-indigenous Learner enrolling in all other course categories (i.e. excluding all Diploma or Advance Diploma) who holds one of the following that is current and valid at the time of enrolment: time of enrolment:
  – Commonwealth Health Care Card – Pensioner Concession Card – Veterans’ Gold Card

Learners eligible for concession will pay no more than 20 percent of the standard tuition fee of a course in all course types except diplomas or advanced diplomas.

Australian Indigenous Learners are eligible to pay no more than 20 percent of the standard tuition fee of a course.

Please note:
If your concession status changes and you enrol in another course the concession rates detailed above may no longer apply.

**Full Fee**
If you are not eligible for Government Subsidised Training you will pay the full fee listed on the Alpine Institutes website [www.alpineinstitute.vic.edu.au](http://www.alpineinstitute.vic.edu.au)
For details on fees and refunds policy and procedure visit Alpine Institutes website [www.alpineinstitute.vic.edu.au](http://www.alpineinstitute.vic.edu.au)

**Further Information**
Alpine Institute
[www.alpineinstitute.vic.edu.au](http://www.alpineinstitute.vic.edu.au)

Victorian Registration and Qualifications Authority (VRQA)

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