



# STUDENT HANDBOOK

*SportsReady Education Pty Ltd*  
*RTO ID: 22394*



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## 1. INTRO

Dear Student,

Welcome to SportsReady Education and thank you for undertaking a qualification with us.

SportsReady Education was established in 2011 as a national Registered Training Organisation helping young Australians develop careers through traineeships and other educational opportunities.

We provide a range of qualifications within the Sport and Recreation, Finance and Business, Fitness and Education Support areas and have had over 5000 students study with us. Our team are dedicated to providing students with high quality education options from certificate through to diploma level, and also to provide potential pathways to go on to further education through our university partners. SportsReady Education have articulation agreements in each state with our partner Universities – La Trobe, University of Canberra, University of Technology Sydney, Griffith University, Flinders University, University of Tasmania and Curtin University.

Here at SportsReady Education we strive to provide students with an engaging, positive and flexible learning experience. All of our educators are highly qualified professionals with up to date industry experience. Additionally, our administration team is available to assist you if you have any questions about your qualification.

Please carefully read this student handbook as it provides important information relevant to your time with SportsReady Education, including our responsibilities as your training provider and your responsibilities as a student, working together we can ensure that your learning experience is the best it can be.

Again, welcome and good luck with your qualification.

James Montgomery  
Chief Executive Officer  
SportsReady Education  
RTO ID: 22394



## 2. QUALIFICATIONS

SportsReady Education is a leading education provider of sport and business education, and forms part of AFL SportsReady. Our focus is to create quality employment and education training programs, which will in turn create great careers.

All of our courses provide the skills and knowledge that is required to gain roles in the appropriate fields.

SportsReady Education delivers the below qualifications in a range of models, including:

- ◆ Traineeship model
- ◆ Correspondence model
- ◆ Direct model

Qualification Code:	Qualification Name:
<b>BSB20115</b>	Certificate II in Business
<b>BSB30115</b>	Certificate III in Business
<b>BSB40115</b>	Certificate IV in Business
<b>FNS30115</b>	Certificate III in Financial Services
<b>SIS30115</b>	Certificate III in Sport and Recreation

<b>SIS40115</b>	Certificate IV in Sport and Recreation
<b>SIS40612</b>	Certificate IV in Sport Development
<b>SIS30315</b>	Certificate III in Fitness
<b>SIS40215</b>	Certificate IV in Fitness
<b>SIS30613</b>	Certificate III in Career Oriented Participation
<b>BSB50215</b>	Diploma of Business
<b>BSB51915</b>	Diploma of Leadership and Management
<b>SIS50612</b>	Diploma of Sport Development

## COMPETENCY BASED TRAINING

Qualifications incorporate a complete set of units, the number of units vary within each qualification.

Students must demonstrate competency in a unit to be assessed as “Competent”. The term “Competent”, describes the required application of knowledge, skills and personal attributes within the unit.

Training programs are comprised of competency standards set by industry that every student is assessed against to ensure all outcomes have been achieved successfully and at a particular standard

SportsReady Education has to have consistent meaningful and ongoing consultation with the employer, trainee/student and host employer (if applicable) in regards to development, delivery, training schedules and feedback. This leads to attaining competencies within the relevant qualification for the trainee or student.

## 3. RTO CONTACT INFORMATION AND WEBSITE LINK

### CONTACT INFORMATION

AFL SportsReady

Phone: 1300 133 222

### STUDENT ADMINISTRATION TEAM

Phone: 03 8413 3528

Email address: [education@aflsportsready.com.au](mailto:education@aflsportsready.com.au)

### AFL SPORTSREADY WEBSITE

URL: <https://www.aflsportsready.com.au/>

## 4. QUALITY OF TRAINING

SportsReady Education takes training and education seriously. We ensure:

- ◆ Each trainee, student and host employer has a designated contact person (or people) within the company to support successful completion of traineeships and qualifications.
- ◆ Positive working relationships, through being open, honest and respectful at all times.
- ◆ A range of contact options (telephone, email, Skype) and will respond quickly and accurately to queries and contact.
- ◆ Our staff hold suitable qualifications, such as Certificate IV in Training and Assessment for educators, and have relevant industry experience and currency. Learning and development is supported for all staff.
- ◆ That contracts and terms of business are clear, concise and honoured in full, unless terminated or modified by mutual consent

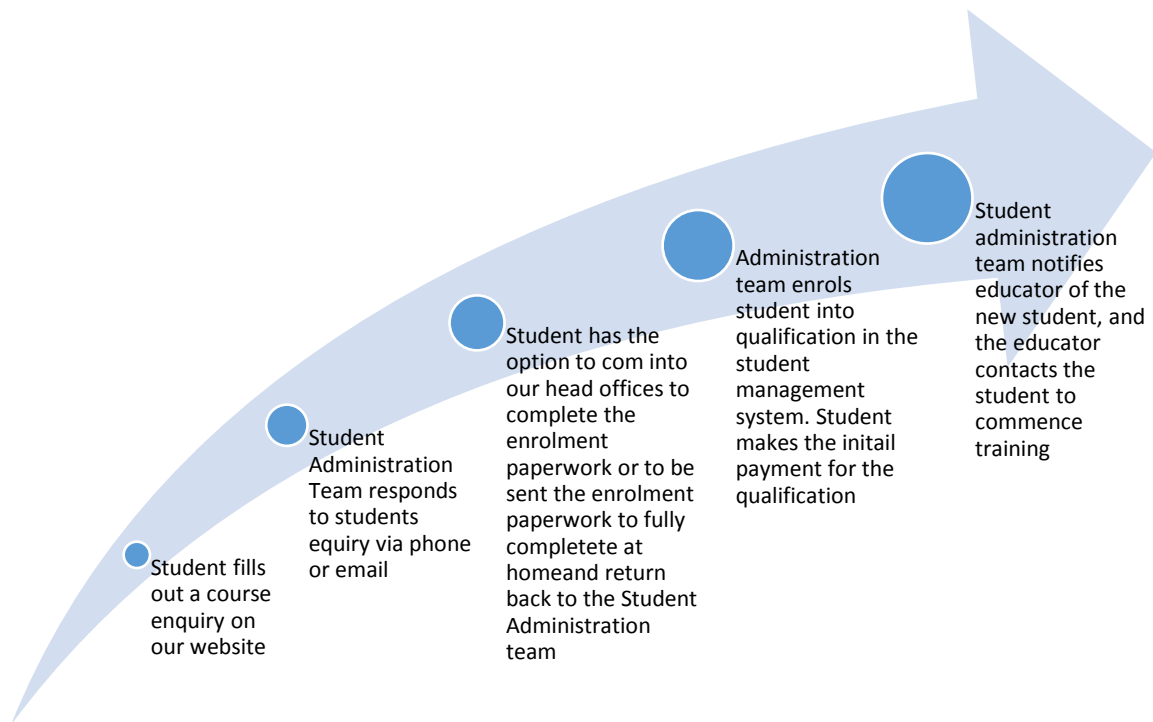
- ◆ We monitor service delivery outcomes, and work to improve our service offerings where needed. We will also review trends across the market to ensure our services are contemporary, relevant and effective.
- ◆ We seek advice and feedback from past participants, stakeholders and industry regarding their experiences, advice and training needs.

## 5. EDUCATOR QUALIFICATION AND INDUSTRY EXPERIENCE

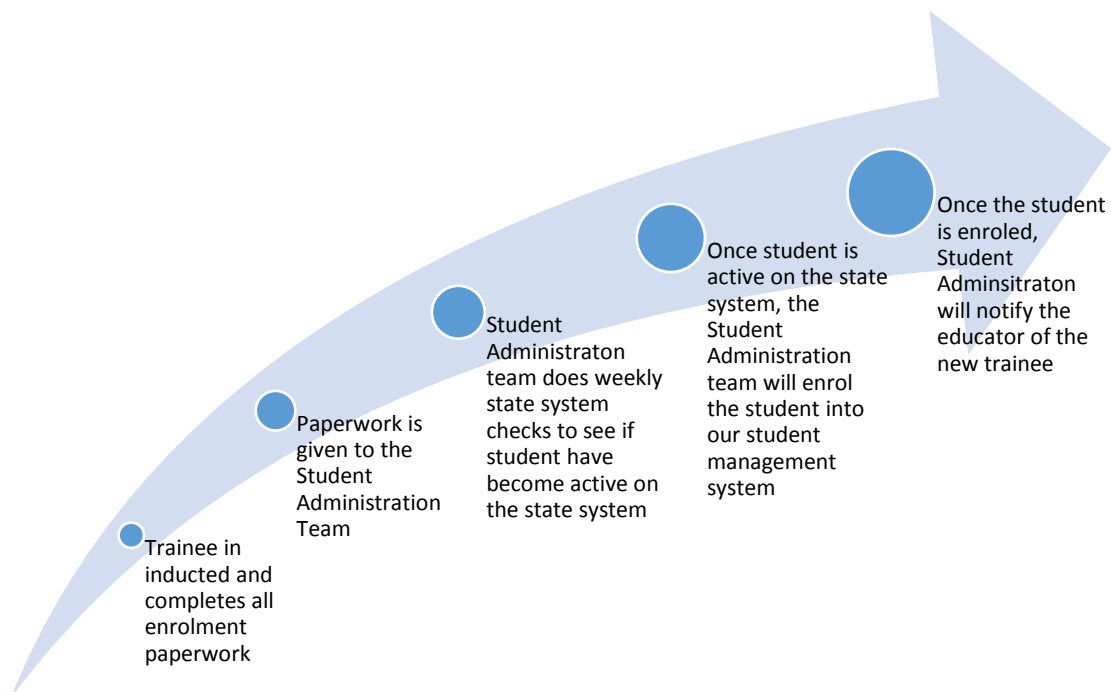
SportsReady Education takes training and education seriously. We ensure that all Educators are sufficiently qualified, hold sufficient industry experience and have a current working with children's or current police check at all times within employment with our organisation.

## 6. STUDENT ENROLMENT PROCESS

### STUDENT ENROLMENT PROCESS



### TRAINEE ENROLMENT PROCESS



## Student forms

<b>Student Enrolment Form</b>	<p>The Student enrolment form consist of questions that have been designed to ensure that the data collected at enrolment are consistent and standard across the board.</p> <p>SportsReady Education uses the enrolment form to gather your personal information to enter into their student management system. It is extremely important that all sections of the enrolment form are fully completed with the correct information.</p>
<b>Pre Training Review</b>	<p>The Pre-training review gathers information about existing educational and vocational attainment, it demonstrates capabilities, career aspirations and educational pathways.</p> <p>The pre-training review is an opportunity for the student/trainee to explore the course content and ensure the necessary information to make an informed decision about whether the course is suitable.</p> <p>SportsReady Education will review the suitability of the course, based on the information gathered through the enrolment process/pre-training review to determine if this course is suitable.</p>
<b>Government Funding (if applicable)</b>	<p>(If applicable) completion of Government funding forms will be required. The information provided within this document will determine if the student/trainee is eligible for government funding. Therefore is it vital that the form is a true reflection on all study history.</p>

## 7. STUDENT SUPPORT SERVICES

SportsReady Education is focussed on providing all students with support throughout their course. There are a number of teams available to support students, including;

### TRAINING SUPPORT

**EDUCATORS:** Educators play a vital role in ensuring students are supported throughout their time with SportsReady Education. Students are able to contact their educator directly with issues relating to their education, including, when they are falling behind in their work, are having issues at their workplace (trainees) or need additional support with their assessment.

**STUDENT ADMINISTRATION TEAM:** The student administration team is available to support students with a number of areas, including; applications for extension to the qualification, fees, student issues and complaints.

**INDIGENOUS MENTORS:** All Indigenous students who study with SportsReady Education through an AFL SportsReady traineeship model are assigned an Indigenous mentor. The AFL SportsReady Indigenous Programs team provides a range of support services including:

- ◆ Indigenous trainee gatherings
- ◆ Inspiration contact points
- ◆ Cultural affirmation
- ◆ Cultural awareness

**DESIGN AND QUALITY TEAM:** This team supports educators with matters relating to the design and quality of a course as well as managing applications for Recognition of Prior Learning and Credit Transfers.

The Design and Quality team also provide assistance where additional support is required for students, which includes;

**Reasonable adjustment:** Where a student has a disability, SportsReady Education will take reasonable steps to ensure that;

- ◆ Teaching materials are appropriate to the needs of the student
- ◆ Course learning activities are sufficiently flexible for the student to be able to participate
- ◆ Study materials are available in an appropriate format for the student
- ◆ Teaching strategies are adjusted to meet the learning needs of the student
- ◆ Assessment procedures are adapted to enable the student to demonstrate the knowledge, skills or competencies being assessed.
- ◆ Language, Literacy and Numeracy assistance



- ◆ Flexible scheduling and delivery of training and assessment

Where student support needs extend beyond SportsReady Educations' capabilities, SportsReady Education, where possible and reasonable, will refer students to other organisations who are able to provide the required support services.

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## STUDENTS AT RISK:

A student at risk, is defined as any student who has fallen significantly behind in their course work and is at risk of not completing within the enrolment dates.

SportsReady Education has a number of policies and procedures to identify students at risk. When a student is identified at risk, the educator will make contact with the student to discuss a plan to be put in place. This plan will include discussions with all relevant parties mentioned above.

## 8. ACCESS AND EQUITY

SportsReady Education promotes, encourages and values diversity and is committed to providing quality education to all students in a learning environment that is free from discrimination, harassment, bullying and vilification.

SportsReady Education access and equity policy ensures that:

- ◆ all students have equitable access to training irrespective of their age gender, race, religion, culture, linguistic background, marital status, geographic location, socio-economic background, disability, sexual preference, family responsibility or political conviction
- ◆ the student enrolment process is bias free, non-discriminatory and in line Equal Opportunity legislation
- ◆ the learning environment is free from harassment, discrimination and victimisation
- ◆ all students have equitable access to training resources, facilities, equipment, support services, information, educators and support staff, materials, assessment opportunities and training opportunities
- ◆ course material is designed to take into account a range of student needs
- ◆ assessment processes are fair, valid, reliable and consistent
- ◆ all students have been provided with and have access to information relating to feedback and complaints

A copy of the SportsReady Education Access and Equity Policy can be found at:

<https://www.aflsportsready.com.au/privacy-policy>

## 9. LANGUAGE LITERACY & NUMERACY

All students will complete an LL&N quiz at the time of enrolment, only the student's educator will see the results of this quiz. If assistance is required, the Educator will then privately discuss a the appropriate support plan with the student, ensuring that the student feels comfortable, but also gets the most out of the qualification as possible.

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## SPECIAL NEEDS

If you have special needs, for example, a disability or cultural or lifestyle need that might impact on training or assessment, you are still entitled to the same educational opportunities as everyone else.

For instance, a participant that has difficulty with reading and writing could undertake a verbal assessment of knowledge, with the Educator documenting the responses. The Educator will not answer the questions but will collect evidence from the participant in a format adapted to ensure the participant is not disadvantaged.

If you believe you have special needs, you should talk to your Educator as soon as possible.

## 10. STUDENT RESPONSIBILITIES

### ATTENDANCE (TRAINEE / NON-TRAINEE)

If the trainee/students training model includes workshops, attendance to all timetabled workshops is required, if trainee/students is unable to attend a workshop, written notification to educator must be provided prior to the scheduled workshop. Notification can be provided via phone, email or text.

If trainee/students training model includes face to face visits, trainee/students is required to communicate with assigned educator and supervisor to book site visits in advance. If a scheduled site visit needs to be cancelled, trainee/students is required to notify assigned educator as soon as possible via phone.

Workshops- Workshops are held for most cohorts of students who are based in Metro Areas. If you are unsure if you are classified as Metro, please clarify with your Educator. Workshops for Metro students are compulsory.

Site Visit- Regional based student will receive 4 Site visits throughout the duration of the studies

### TRAINING LOG (WITHDRAWAL LOG)- TRAINEES ONLY

Trainees undertaking a qualification at Certificate II level must be withdrawn from work duties for a minimum of 1.5 hours per week averaged over an 8 week cycle.

Trainees undertaking a qualification at Certificate III level and above must be withdrawn from work duties for a minimum of 3 hours per week averaged over a 4 week cycle for full time trainees (pro-rata for part-time trainees)

It is a trainee's responsibility to log all withdrawn hours from their work duties in the 'Structured Training Withdrawal Log' form provided by the educator. This form must be signed by trainee and supervisor and submitted to educator at each face to face meeting.

The employer (host employer), trainee and educator must ensure that this 'Structured Training Withdrawal Log' is completed and maintained throughout the traineeship.

### TRAINING PLAN

The Training Plan provides detailed information on training and assessment agreed by the Student/trainee, RTO, employer (if applicable) and school (if applicable). This information ensures that all parties are making informed decisions about the services required and the respective obligations in the delivery of these services. It is an important document that the Student/trainee, RTO, employer (if applicable) and school (if applicable) must sign and submit to RTO, RTO will then provide the signed copy to all relevant parties.

This process occurs a minimum of 3 times per training period to reflect updated training and progress.

### LEARNING AND ASSESSMENT MATERIAL

To successfully complete the enrolled qualification a number of workbooks will be required to be completed and submitted. These must all be assessed as competent within the training period outlined at enrolment. In each of these workbooks evidence of knowledge and skills relative to this unit of competence must be provided. A number of different assessment activities included in each workbook must be completed to the standard and the performance benchmarks required for the qualification level. Specific instruction for each workbook will be communicated by the assigned Educator at the time of engagement.

### CODE OF CONDUCT

See Appendix 1 for Code of Conduct and Practice information.

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## COMMUNICATION

Monthly contact will be provided by educator via phone, email or face to face meeting. Students/trainees are required to respond to all communication from Educator to ensure continuous progression throughout study period.

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## CHANGE OF PERSONAL DETAILS

It is the student/trainees responsibility to notify Student Administration or Educator of any updated personal information to ensure all data is current. Please note; if information is not provided, important information and/or documentation may not be received.

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## CHEATING AND PLAGIARISM

SportsReady Education is committed to quality training and assessment and will not tolerate plagiarism in any circumstances. Plagiarism is the act of using someone else's work or ideas as if they were your own without giving proper credit to the source.

If materials from published authors is used to support submitted assessment work, students/trainees must cite and reference the works correctly. If students/trainees are unsure on how to do this, the assigned Educator should provide assistance. Please note that information on the internet is not necessarily true and is not free from copyright.

As there are varying degrees of plagiarism and cheating, each suspected case will be adjudicated individually, as per SportsReady Education's National Policies and Procedures Manual.

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## WITHDRAWING FROM COURSE

Trainee – If a trainee wishes to withdraw from a qualification, the Field Officer, Educator and Employer/Host Employer must be notified. Please note the qualification is a requirement of a traineeship. Therefore further discussions with Field Officer, Educator and Employer/Host Employer will be required.

Students – If a student wishes to withdraw from a qualification. Student Administration and Educator must be notified in writing.

*Refer to Refund section for details on payment requirements.*

## 11. RECOGNITION OF PRIOR LEARNING AND CREDIT TRANSFERS

SportsReady Education offers credit transfer (CT) and recognition of prior learning (RPL) in SportsReady Education programs to recognise the skills previously gained through formal and informal education and training, work and/or life experience. To apply for either RPL or CT the student must obtain the relevant forms from their educator and provide certified copies of certificates and other evidence they wish to submit for processing.

Student Administration will notify the student of the outcome of application within two weeks of your application being submitted to the Design and Quality team.

*For additional information, please refer to the Credit Transfer (CT) / Recognition of Prior Learning (RPL) Information Sheet.*

## 12. ASSESSMENT

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### MARKING AND SUBMISSION

To be assessed as competent within the qualification enrolled in, students must provide evidence of knowledge and skills relative to each unit of competence within the qualification. Within each unit of the qualification, students must successfully complete a number of assessment activities to the standard and the performance benchmarks required for the qualification level.

In most instances, the Educator will also be the Assessor. It is the Educator's responsibility to determine what and how much evidence is required to make an assessment judgement that complies with the rules of evidence and the principles of

assessments. The Educator will evaluate the student's level of skill, knowledge and experience together with the opportunities in the students' workplace where practical work can be used as evidence of competency.

Wherever possible, the Project is undertaken using a workplace project. However, where this is not possible, the student can discuss an appropriate scenario with their Educator. In most units there are Case Studies available in the Learner Guides that may also be suitable as a scenario.

Supervisor/Third Party and Observation Reports will also be used by the Educator to ensure the student has sufficient evidence to satisfactorily complete the unit.

To receive a satisfactory result for the assessments the student must complete all activities, questions, project/s and tasks nominated by the assessor, to the required standard. Completion of all tasks, to a satisfactory level, will contribute to a final assessment of competence.

If the required amount of assessment is not completed satisfactorily, the Educator will provide feedback in order to provide the student with opportunity to complete to a satisfactory level, this process can occur 3 times. If after the 3rd submissions by a student, the Educator is still not satisfied with the submission, the unit will be deemed not yet competent.

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## APPEALS

You have the right to appeal an assessment result you believe to be unfair, incorrect or inappropriate.

Complaints and Appeals should be submitted in writing to [education@afisportsready.com.au](mailto:education@afisportsready.com.au)

All complaints and appeals will be dealt with in a constructive and timely manner. Client Complaint and Appeals Forms record details of complaints or appeals.

SportsReady Education supports all participants, including employers, to lodge a complaint or appeal as deemed appropriate. We are committed to providing an effective and fair process to resolve matters through appropriate resolution processes as described in our National Policies and Procedures Manual.

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## EXTENSIONS

**Direct Student:** A student has the right to request an extension if they feel they will not complete their assessments by the agreed submission date. Students are required to complete the Extension form which is available from their assigned educator. This form must be completed in consultation with the assigned educator to identify an achievable updated submission date. The completed form is then to be submitted to the Design and Quality team for processing.

Design and Quality will notify the assigned educator of the outcome who will notify the student of the outcome of application within two weeks of your application being submitted to the Design and Quality team.

Please note not all extension request are approved.

**Trainee:** Trainee contracts limit the ability to extend a traineeship. Please discuss possible options with Field Officer and Educator.

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## PRINCIPLES OF ASSESSMENT

<b>Fairness</b>	The individual learner's needs are considered in the assessment process (i.e. reasonable adjustment, medical conditions)
<b>Flexibility</b>	Assessment is flexible to the individual learner (i.e. reflects the learner's needs, draws from a range of assessment methods appropriate to the context)
<b>Validity</b>	Any assessment decision is justified, based on the performance of the individual learner and is aligned to the unit of competency
<b>Reliability</b>	Evidence presented for assessment can be consistently interpreted, assessment results are comparable irrespective of the assessor conducting the assessment

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## COMMUNICATION WITH EDUCATOR

Educators will make contact with students via phone and email on a regular basis. It is important that the student responds to this communication in a timely manner to ensure smooth progression through the qualification. Students are welcomed to identify which method of contact is preferred, educators will endeavour to use this method where possible.

Students are welcomed to contact their assigned educator via phone or email at any stage during their studies. Educators will respond in a timely manner to assist the student where possible.

## 13. REFUNDS AND STUDENT FEE PROTECTION

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### WITHDRAWAL/REFUND

#### WITHDRAWAL WITHIN 4 WEEKS OF THE COURSE COMMENCEMENT DATE

If a student withdraws within four (4) weeks of the course commencement date and completes the Withdrawal Form, a full refund of the Tuition Fee paid for that course will be made. No further Tuition Fees will be charged.

No refund of the Materials Fee will be available unless books are returned unused.

#### WITHDRAWAL AFTER 4 WEEKS OF THE COURSE COMMENCEMENT DATE

If you withdraw after four (4) weeks of the course commencement date, a refund will not be provided for any Fees paid, however no further Tuition Fees will be charged.

**NOTE:** Fee refunds will only be paid to the person or organisation that made the original payment. For example, if you are an AFL SportsReady Trainee, and the Tuition and Materials Fees have been paid by AFL SportsReady, AFL SportsReady will receive the refund.

#### A REFUND WILL BE ISSUED UNDER THE FOLLOWING CIRCUMSTANCES:

- ◆ Where the student notifies SportsReady Education and completes the Withdrawal Form within four (4) weeks of the course commencement date. You can obtain a Withdrawal Form by calling the student administration team on (03) 8413 3528;
- ◆ Students who have overpaid an invoice issued to them and have proof of overpayment;
- ◆ Where the student pays fees in arrears and the course is cancelled by SportsReady Education prior to the course commencement date, all monies paid will be refunded;
- ◆ Where SportsReady Education is unable to continue to deliver training as a Registered Training Organisation, any payments made in arrears will be refunded.

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### ASQA STUDENT FEE PROTECTION

Where pre-paid fees (fees collected in advance) are collected in advance, SportsReady Education may only accept payment up to \$1,500 from each individual student prior to the commencement of the course.

Following course commencement, SportsReady Education may require payment of additional fees in advance from the student but only so that at any given time, the total amount required to be paid which is attributable to tuition or other fees, such as resource fees, yet to be delivered to the student does not exceed \$1,500.

The student tuition fee is determined at the time of enrolment via the enrolment form and fees, eligibility and refund statement. The office use section of the enrolment form indicates the total tuition fee (including resource fee) student will be charged for. This amount must not exceed \$1,500 at any given time.

## 14. COURSE PROGRESS

### STUDENT 'AT RISK'

A student is identified as 'at risk' if they have never attended or participated in one or more planned tasks or are performing poorly on more than one assessment task.

As an RTO, we will make all reasonable provisions a student to achieve all competencies required, within the boundaries of the students training plan and qualification.

It is the student's responsibility to notify their educator if they are unable to attend a scheduled workshop. At this time the Educator will then discuss options to allow the student to catch up on tasks.

If a Trainee is identified as 'at risk', the Educator will liaise with the Trainee's Field Officer and Mentor (if applicable) to discuss the best plan to assist the trainee in progressing through their studies.

If a student (that is not a Trainee), is identified as 'at risk', the Educator will make contact the with student to encourage re-engagement or the completion of withdrawal documentation depending on the situation.

After no more than six weeks, if an 'at risk' student does not re-engage following their Educator's contact, the educator will initiate the withdrawal process by formally notifying the student of their options. If this communication is not actioned within the timeframes outlined by the student the student will be formally withdrawn.

### FACILITIES AND EQUIPMENT

All equipment required during structured training activities will be provided to the student. Students are expected to treat all SportsReady Education facilities and equipment with respect and care.

### HEALTH & SAFETY

- SportsReady Education is committed to providing and maintaining a safe and healthy environment for the benefit of all students, visitors and employees.
- In the event of an emergency evacuation, students should follow the instructions of their educator and go to the identified assembly point for further instructions.
- If you see a hazard in your classroom such as a loose power cord or a hazard anywhere else in the building, you must immediately report it to your educator.
- Where a health issue is affecting your studies, please talk to your educator to identify any support that can be provided to you.
- Your suggestions on health and safety improvements are gratefully received at all times. Speak to your educator or write your suggestions down to give to your educator.

## 15. LEGISLATIVE REQUIREMENTS

As a Registered Training Organisation (RTO), SportsReady Education must comply with a range of legislative requirements, including those directly related to Vocational Education Training.

Legislative requirements include (but not limited to):

#### Victoria

- ◆ Charter of Human Rights and Responsibilities Act 2006 (VIC)
- ◆ Disability Act 2006
- ◆ Working with Children Act 2005
- ◆ Public Records Act 1973 (Vic)
- ◆ Victorian Information Privacy Act 2000
- ◆ Electronic Transaction (Victorian) Act 2000
- ◆ Education and Training Reform Act 2006



## Western Australia

- ◆ WA Working with Children (Criminal Record Checking Act) 2004
- ◆ WA Freedom of Information Act 1992
- ◆ WA Equal Opportunity Act 1984
- ◆ Disability Services Act 1993 (amended 2004)
- ◆ Vocational Education and Training Act 1996



## New South Wales

- ◆ NSW Commission for Children and Young People Act 1998
- ◆ Equal Opportunity Act 2010
- ◆ NSW Privacy and Personal Information Act 1998
- ◆ Apprenticeship and Traineeship Act 2001 (NSW)



## ACT

- ◆ The Privacy Act 1988 (Cwth/ACT)
- ◆ Tasmanian Qualifications Authority Act 2003



## Queensland

- ◆ QLD Information Privacy Act 2009
- ◆ Vocational Education, Training and Employment Act 2000



## South Australia

- ◆ SA Freedom of Information Act 1991



## Tasmania

- ◆ TAS Personal Information Protection Act 2004
- ◆ Work Health and Safety Act 2012
- ◆ Work Health and Safety Regulations 2012
- ◆ Tasmanian Qualifications Authority Act 2003



## Northern Territory

- ◆ Northern Territory Employment and Training Act 2004 (the Act)
- ◆ Work Health and Safety (National Uniform Legislation) Act 2011
- ◆ Anti-Discrimination Act
- ◆ Workplace Relations Act 1996



The CEO and Operations Manager are registered to receive state notifications of legislative and regulatory changes within each state. Operations Manager is required to do weekly checks for all state systems that do not have a notification system in place. Operations Manager will assess the changes and determine the relevant parties to be notified. Internal parties via Top 5 document and for External parties, via social media and AFL Sportsready website for external clients.

If you have any questions about legislative requirements, please contact our Student Administration team on (03) 8413 3528 or [education@aflsportsready.com.au](mailto:education@aflsportsready.com.au) 16. Feedback and continuous improvement

## 17. CONFIDENTIALITY AND PRIVACY

SportsReady Education will ensure it meets its legal and ethical requirements in relation to students' personal information as per the Privacy Act 1998 and according to the privacy laws of each state and territory that we operate in. State and territory privacy laws are listed in our Records Management Policy and Procedure. Refer to the 'AFL SportsReady and SportsReady Education Privacy Policy' available at: <https://aflsportsready.com.au/live2017/wp-content/uploads/2018/03/AFL-SportsReady-Privacy-Policy-Final-Version-1.2-Last-Reviewed-January-2018.pdf>

## 18. COMPLAINTS

Please also refer to the 'Grievance and Complaints Policy' available at: [https://aflsportsready.com.au/live2017/wp-content/uploads/2017/10/AFL\\_SportsReady\\_External\\_Grievance\\_and\\_Complaints\\_Policy\\_Verion\\_2\\_0\\_Last\\_Reviewed\\_020115.pdf](https://aflsportsready.com.au/live2017/wp-content/uploads/2017/10/AFL_SportsReady_External_Grievance_and_Complaints_Policy_Verion_2_0_Last_Reviewed_020115.pdf)

**Complaint** – a person's expression of dissatisfaction with any service provided by the RTO or their representatives.

**Appeal** – a request to review a decision that has previously been made including a decision about an assessment.

- 13.1 SportsReady Education supports all students to lodge a complaint or appeal as required. We are committed to providing an effective and fair process to resolve matters as indicated below.
- 13.2 Students are encouraged, wherever possible to resolve concerns or difficulties directly with the person(s) concerned to deal with the issue before it becomes a formal complaint. The Student Administration Manager is available to assist students to resolve their issues at this level.
- 13.3 The Student Administration Manager has been appointed as the Child Safety Officer who will deal with any child related complaints (a child being a person under the age of eighteen years). A child or young person, employee, volunteer or contractor can make a complaint or raise a concern directly to the Child Safety Officer. All complaints must be reported to the Child Safety Officer.
- 13.4 Where an informal discussion has not resolved the complaint or appeal, formal complaints and appeals should be made in writing to the Director of Education using the Complaints and Appeals Form. All parties are encouraged to approach matters with an open view and to attempt to resolve problems through discussion and conciliation. We as the RTO acknowledge the need for an appropriate independent party to mediate where an appropriate outcome cannot be reached internally.
- 13.5 In the case of an assessment appeal and following an internal review of the assessment, an independent, qualified assessor will be appointed within a reasonable timeframe to review and make a decision on the assessment.
- 13.6 **Resolution of formal complaint or appeal:**
  - 13.5.1 On receiving a Client Complaint and Appeals Form the Director of Education shall investigate the nature of the cause of the complaint or appeal and identify the appropriate course of action to satisfy the complaint or appeal.
  - 13.5.2 The Director of Education shall record the outcome of the investigation on the Complaints and Appeals form and advise the complainant in writing of the outcome.
  - 13.5.3 The advice to the complainant shall include information and procedures concerning the complainants' right to an external review if the outcome is not acceptable.
  - 13.5.4 In the event of the complainant reporting that they are dissatisfied with the proposed outcome of the investigation, the Director of Education shall advise the complainant that they should access the external appeals process.
- 13.6 If you are unsatisfied with the outcomes of any complaints or appeal, you may contact ASQA. The ASQA info line is 1300 701 801. You can also submit a complaints form available on the ASQA web site [www.asqa.gov.au](http://www.asqa.gov.au) and email it to [complaintsteam@asqa.gov.au](mailto:complaintsteam@asqa.gov.au). Alternatively you can print and fill out the form, and post it to:  
Complaints team  
Australian Skills Quality Authority  
GPO Box 9928  
Melbourne VIC 3001
- 13.7 You may also wish to contact the local state or territory government department responsible for consumer affairs to resolve the matter.



- 13.8 Where an external complaint or appeal is found to be in your favour, SportsReady Education will take whatever action is needed to ensure that the issues regarding the complaint or appeals are addressed so that it does not reoccur. Such action may include counselling of staff where necessary.

## 19. ISSUING OF QUALIFICATIONS

On successful completion of all units within a qualification, SportsReady Education will issue a formal Certificate and Record of Results which will be posted to the student/trainee address on file.

For students/trainees who withdraw prior to course completion, but have completed one or more units, a Statement of Attainment will be issued. This will list the units that have been successfully completed. The Statement of Attainment will be posted to the student/trainee address on file.

Generally, a Certificate, Record of Results or Statement of Attainment (as appropriate) will be issued within four weeks of the final assessment and completion.

There is no charge for the initial issuance of your Certificate, Record of Results or Statement of Attainment (as appropriate). Students can request a re-issue of a Certificate, Record of Results or Statement of Attainment (as appropriate), however due to the additional printing and postage costs a Fifty (\$50) dollar fee for a Certificate and Record of Results or Twenty-Five (\$25) dollars fee for Statement of Attainment or Record of Results will apply and must be paid prior to the re-issue.

**Please note that Certificates, Statements of Attainment or Record of Results cannot be generated or issued to trainees/students that do not have a USI.**

## 20. MARKETING AND ADVERTISING

SportsReady Education Management and staff are committed to marketing its training and assessment services in an accurate, ethical and professional manner ensuring that all clients are provided with realistic information and courses offered are clearly identified.

## APPENDIX 1 – CODE OF CONDUCT AND PRACTICE

The below information should be read in conjunction with the 'AFL SportsReady's Code of Conduct and Practice' available at: <http://www.aflsportsready.com.au>

Code of Conduct and Practice	
Training and Assessment	<p>Management and staff are committed to providing Training and Assessment services, resources, support and equipment in a condition and environment that is conducive with achieving competency in the units of study undertaken.</p> <p>To this end all Educators hold the TAE40110 Certificate IV in Training And Assessment qualification (or equivalent) along with any necessary qualifications for the course they are delivering. We further support industry currency for all our trainers to ensure quality of information being delivered to our student cohort.</p>
RPL (Recognition of Prior Learning)	<p>Management and staff are committed to supporting any RPL enquiries and requests from potential and enrolled students. Enrolling students are supplied with relevant RPL information at initial contact and orientation events prior to undertaking studies where it is identified that this may be an option. Please speak to your Educator for further information.</p>
Language, Literacy and Numeracy	<p>All applicants will be assessed for Language, Literacy and Numeracy at enrolment, Assigned educator will be responsible for determining and implementing appropriate LLN support for their students, based on their assessment of completed LLN tests, discussion with the student and, if applicable, a completed LLN Support Plan.</p> <p>Results will remain confidential within the appropriate departments of the RTO.</p>
Issuance of Qualifications	<p>SportsReady Education will promptly provide copies of all qualifications and statements of attainment achieved by enrolled students in accordance with AQTF requirements. If there are outstanding fees owed on the student account, documents will be withheld until payment has been made.</p>
Finance, Records and Information Management	<p>SportsReady Education applies sound and accountable financial practices within its day-to-day operations and maintains its adherence to equitable refund policies. (These are explained in the student enrolment form)</p> <p>We are committed to implementing best practice in record management practices and systems, responding in a timely manner to all requests of information from present and past students.</p>
Access and Equity	<p>SportsReady Education Management and staff provide assistance to all clients to identify and achieve their desired outcomes. SportsReady Education is committed to providing training and assessment services to all clients regardless of race, religion, sex, socio-economic status, disability, language, literacy or numeracy and upholds the principles of equal opportunity.</p>
Client Information	<p>SportsReady Education is committed to securing and reviewing advice and feedback from all its stakeholders involved in the delivery of its Training and Assessment services.</p> <p>Clear and accurate advice is provided to all enrolling students at SportsReady Education.</p> <p>Initial contact, orientation and the commencement of studies is supported by the provision of timely information concerning enrolment procedures, vocational outcomes, fees, access and equity, guidance and support, complaints and appeals procedures and RPL arrangements or credit transfer.</p>
Legislative Compliance	<p>SportsReady Education management and staff conducts periodic reviews to ensure that it is compliant with all state and federal legislative requirements for RTO's including but not limited to OH&amp;S, Harassment, Discrimination, Equal Opportunity and Vocational Education and Training legislation.</p>
Marketing Accuracy	<p>SportsReady Education Management and staff are committed to marketing its training and assessment services in an accurate, ethical and professional manner ensuring that all clients are provided with realistic information and courses offered are clearly identified.</p>
Complaints and Appeals	<p>The complaints and appeals policy of SportsReady Education is a fair and equitable process. We ensure that all complaints are dealt with in a constructive and timely manner. All complaints and appeals shall be reported in Team Meetings and Client Complaint &amp; Appeals Forms shall be raised detailing the actions required to arrive at a satisfactory resolve of each complaint and grievance.</p>