



# 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 6000 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. RTO CONTACT INFORMATION AND WEBSITE LINK

### CONTACT INFORMATION

AFL SportsReady

Phone: 03 8413 3501 or 03 8532 7200????

### 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/>

### 3. 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

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>SIS30115</b>	Certificate III in Sport and Recreation
<b>SIS40115</b>	Certificate IV in Sport and Recreation
<b>SIS40419</b>	Certificate IV in Sport Development
<b>BSB50215</b>	Diploma of Business
<b>BSB51918</b>	Diploma of Leadership and Management

SportsReady Education has consistent meaningful and ongoing consultation with employers, 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.

### 4. OUR DELIVERY MODELS

SportsReady Education delivers the qualifications above using a range of models, including:

- Face to face workshops
- Remote workshops via video conference
- Site visits at the workplace (trainees only)

### 5. QUALITY OF TRAINING

SportsReady Education takes training and education seriously. We ensure:

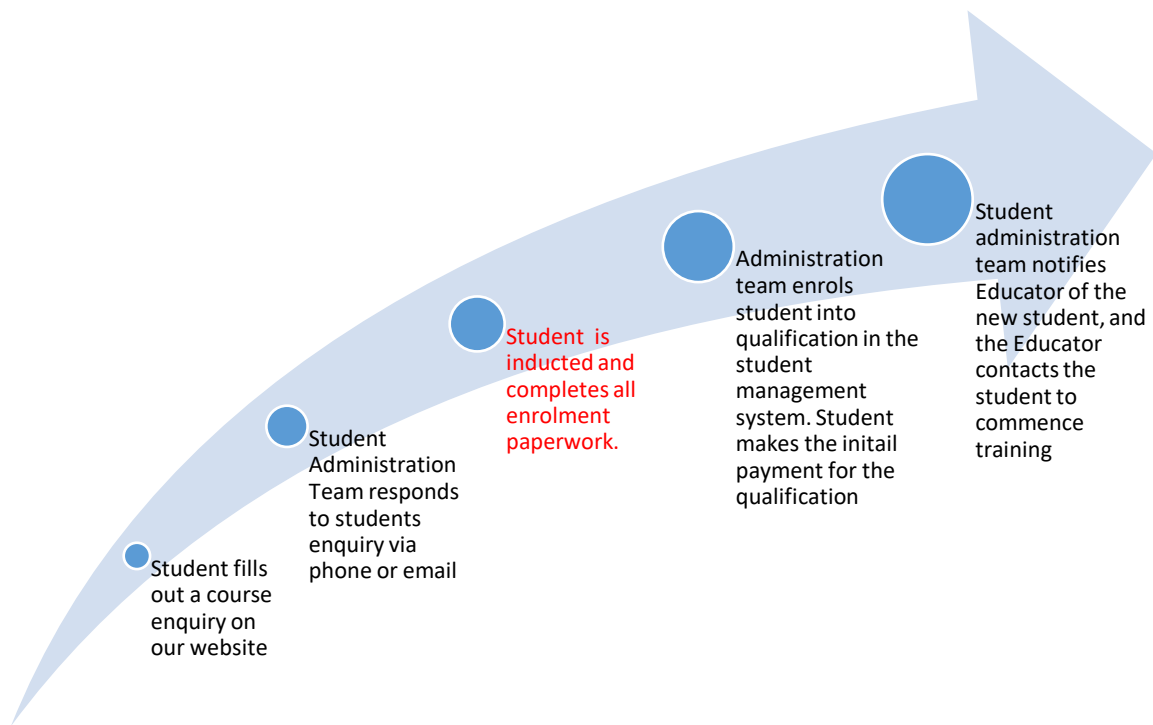
- Each trainee, student and host employer has a designated contact person (or people) within the company to support successful completion of traineeships and qualifications.
- Positive working relationships, through being open, honest and respectful at all times.
- A range of contact options (telephone, email, and video conference) 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.

## 6. EDUCATOR QUALIFICATION AND INDUSTRY EXPERIENCE

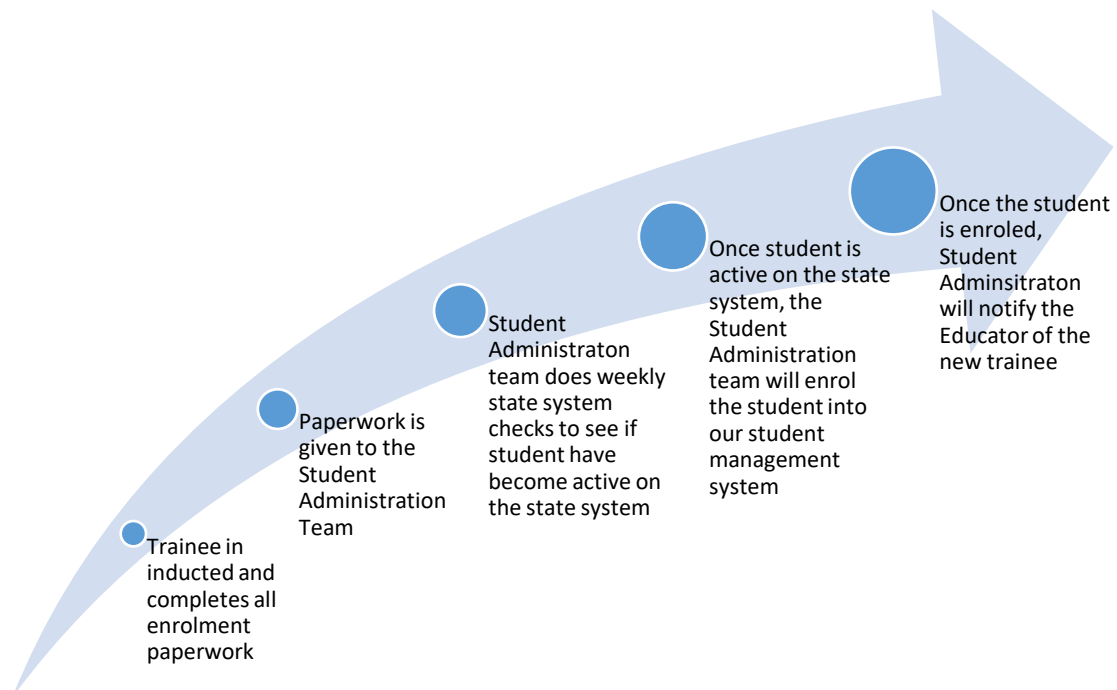
SportsReady Education takes training and education seriously. We ensure that all Educators are sufficiently qualified, hold sufficient industry experience and have a current working with children's or current police check at all times within employment with our organisation.

## 7. STUDENT ENROLMENT PROCESS

### DIRECT 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>
<b>Statement of Fees</b>	<p>The Statement of Fees form outlines the fee structure, eligibility for government funding, concession options and refund policy that apply to the student's enrolment.</p>
<b>Credit Transfer/RPL Form</b>	<p>The Credit Transfer/RPL form is completed if the student is intending to apply for a credit transfer or recognition or prior learning (RPL). Once the required supporting documentation has been supplied to SportsReady Education, the administration team will provide both the supporting documentation and the Credit Transfer/RPL form to the Design and Quality Team for approval.</p>
<b>Consent Form</b>	<p>The consent form is an agreement from the student that SportsReady Education can collect and use personal information that is reasonably necessary for our functions or activities as per our privacy policy.</p>
<b>Direct Debit Authority Form</b>	<p>This form is only completed by a student who is paying the course fees for their own qualification. The form outlines the payment method, payment schedule and the obligations of the student when undertaking a Direct Debit arrangement with us.</p>

## 8. 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 you are supported throughout your 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 support your Educators with matters relating to the design and quality of a course as well as managing applications for extensions, Recognition of Prior Learning and Credit Transfers.

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.

## 9. 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>

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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.



## 10. LANGUAGE LITERACY & NUMERACY (LL&N)

You will be asked to complete an LL&N assessment at the time of enrolment; only your Educator will see the results of this quiz. If assistance is required, your Educator will then privately discuss a the appropriate support plan with you, ensuring that you feel comfortable, but also get the most out of the qualification as possible.

### SPECIAL CONSIDERATIONS

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, if you have difficulty with reading and writing, you may be given the opportunity to complete a verbal assessment of knowledge, with the Educator documenting the responses. The Educator would not answer the questions but would collect evidence from you in a format adapted to ensure you are not disadvantaged.

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

Where a student has a disability, SportsReady Education will take steps (called reasonable adjustment) 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

## 11. STUDENT RESPONSIBILITIES

### STUDENT PORTAL

We will give you login details to our Student Portal. You can access it via your phone, a tablet or a computer, provided you have internet access.

You should log in to the Student Portal on a regular basis to view your timetable and assessments as well as other useful tools and communication from your Educator.

### ATTENDANCE

If your training model includes workshops, attendance to all timetabled workshops is required. If you are unable to attend a workshop, you must provide written notification to your Educator must be provided prior to the scheduled workshop. Notification can be provided via phone, email or text.

If your 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, you must notify your Educator as soon as possible via phone.

Workshops (Remote delivery via video conference or face to face) - Workshops are held for most cohorts of students.

Site Visits - Regional based student can also receive site visits throughout the duration of the studies.

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## (EDUCATION STUDY LOG)- TRAINEES ONLY

If you are a Trainee undertaking a qualification at Certificate II level, you must be withdrawn from work duties for a minimum of 1.5 hours per week averaged over an 8 week cycle. (pro-rata for school based trainees)

If you are a Trainee undertaking a qualification at Certificate III level and above, you 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 your responsibility to log all withdrawn hours from your work duties in the Education Study 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 ' Education Study Log is completed and maintained throughout the traineeship.

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## TRAINING PLAN

You will be given a Training Plan that provides detailed information on training and assessment agreed by you, us, your 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 you, SportsReady Education, your employer (if applicable) and school (if applicable) must sign and submit to us. We will then provide the signed copy to all relevant parties.

This process occurs every 3 - 4 months to reflect updated training and progress.

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## LEARNING AND ASSESSMENT MATERIAL

Your qualification is made up of a set of units, the number of units vary within each qualification.

You 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.

To be considered Competent, you will need to complete and submit a number of workbooks, called Assessment Guides. 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.

You must complete a number of different assessment activities in each Assessment Guide to the standard and the performance benchmarks required for the qualification level. Your Educator will advise you if there are any additional instructions for any activity.

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## EXTENSIONS

**Direct Student:** You have the right to request an extension if you feel you will not complete your assessments by the agreed submission date. You required to compete the Extension form which is available from your Educator. You must complete this form in consultation with your Educator to identify an achievable updated submission date.

The completed form is then submitted by your Educator to the Design and Quality team for consideration. Design and Quality will notify your Educator of the outcome within two weeks of your application, and they will notify you of the outcome .

Please note **not** all extension request are approved.

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

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## CODE OF CONDUCT

See Appendix 1 for Code of Conduct and Practice information.

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## COMMUNICATION

Your Educator will provide monthly contact via zoom, phone, email or face to face meeting. You are required to respond to all communication from the Educator to ensure continuous progression throughout study period.

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## CHANGE OF PERSONAL DETAILS

It is your responsibility to notify Student Administration or your 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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# 12. ASSESSMENT

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## HOW YOU WILL BE ASSESSED

In most situations, your Educator will conduct and evaluate your assessments.

Your Educator will 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. They will evaluate your level of skill, knowledge and experience together with practical work from your workplace that can be used as evidence of competency.

Wherever possible, we encourage you to complete assessments using a workplace project. However, where this is not possible, you should discuss an appropriate scenario with your Educator. In some units, case studies are used in the Learner Guides and these may also be suitable as a scenario.

Supervisor/Third Party and Observation Reports may also be used by the Educator to ensure you have sufficient evidence to satisfactorily complete the unit.

To receive a satisfactory result for the assessments, you must complete all activities, questions, project/s and tasks nominated in the Assessment Guide, 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.

To be assessed as competent within the qualification enrolled in, you 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.

The process we follow is known as competency-based assessment. This means that evidence of your current skills and knowledge will be measured against national standards of best practice, not against the learning you have undertaken either recently or in the past. Some of the assessment will be concerned with how you apply your skills and knowledge in the workplace, and some in the training room or online, as required by each unit. The assessment tasks have been designed to enable you to demonstrate the requirements of the performance criteria and knowledge in this unit to successfully demonstrate competency at the required standard.

Your assessor will ensure that you are ready for assessment and will explain the assessment process. Your assessment tasks will outline the evidence to be collected and how it will be collected, for example; a written activity, case study, or demonstration and observation. The assessor will also have determined if you have any special needs to be considered during assessment. Changes can be made to the way assessment is undertaken to account for special needs and this is called making Reasonable Adjustment.

## 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

## ASSESSMENT METHODS

In most instances, your Educator will also be your Assessor.

When we assess you, we use a variety of assessment methods. The following table indicates what we look for to achieve a satisfactory result for each method.

Check your assessment tasks to identify the ones used in each unit of competency. You need to achieve a **satisfactory** result in each task to be deemed competent overall.

Assessment Method	Satisfactory Result	Non-Satisfactory Result
Questions	All questions answered correctly	Incorrect answers for one or more questions
	Answers address the question in full; referring to appropriate sources from your workbook and/or workplace	Answers do not address the question in full. Does not refer to appropriate or correct sources.

Third Party Report	Supervisor or manager observes work performance and confirms that you consistently meet the standards expected from an experienced operator	Could not demonstrate consistency. Could not demonstrate the ability to achieve the required standard
Written Activity	The assessor will mark the activity against the detailed guidelines/ instructions	Does not follow guidelines/instructions
	Attachments if requested are attached	Requested supplementary items are not attached
	All requirements of the written activity are addressed/covered.	Response does not address the requirements in full; is missing a response for one or more areas.
	Responses must refer to appropriate sources from your workbook and/or workplace	One or more of the requirements are answered incorrectly. Does not refer to or utilise appropriate or correct sources of information
Observation/ Demonstration	All elements, criteria, knowledge and performance evidence are demonstrated at the appropriate AQF level	Could not demonstrate elements, criteria, knowledge and performance evidence at the appropriate AQF level
Case Study	All comprehension questions answered correctly; demonstrating an application of knowledge of the topic case study.	Lack of demonstrated comprehension of the knowledge required to complete the case study questions correctly. One or more questions are answered incorrectly.
	Answers address the question in full; referring to appropriate sources from your workbook and/or workplace	Answers do not address the question in full; do not refer to appropriate sources.
Practical Activity	All tasks in the practical activity must be completed and evidence of completion must be provided to your trainer/assessor. All tasks have been completed accurately and evidence provided for each stated task.	Tasks have not been completed effectively and evidence of completion has not been provided.
	Attachments if requested are attached	Requested supplementary items are not attached

## HOW SHOULD I FORMAT MY ASSESSMENTS?

Your assessments should be typed in an 11 or 12 size font for ease of reading. Don't forget to add your name, unit code and date on every document.

## HOW SHOULD I REFERENCE THE SOURCES OF INFORMATION I USE IN MY ASSESSMENTS?

Include a reference list at the end of your work on a separate page. You should reference the sources you have used in your assessments in the Harvard Style. For example:

- Website Name – Page or Document Name, Retrieved insert the date. Webpage link.
- For a book: Author surname, author initial Year of publication, Title of book, Publisher, City, State.

## 13. COURSE PROGRESS

### COMMUNICATION WITH EDUCATOR

Educators will make contact with you via phone, email, video conference (zoom) and the Student portal on a regular basis. It is important that you respond to this communication in a timely manner to ensure smooth progression through the qualification. You are encouraged to indicate which method of contact you prefer, Educators will endeavour to use this method where possible.

You are encouraged to contact your assigned Educator via phone or email at any stage during your studies. Educators will respond in a timely manner to assist you where possible.

### STUDENT 'AT RISK'

You may be identified as 'at risk' if you have not 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 to help you achieve all competencies required, within the boundaries of your training plan and qualification.

It is your responsibility to notify your Educator if you are unable to attend a scheduled workshop. At this time the Educator will then discuss options to allow you 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 with the 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.

### WITHDRAWING FROM A COURSE

**Trainee** – If you wish to withdraw from a qualification, you must notify the Field Officer, Educator and Employer/Host Employer must be notified. Further discussions with Field Officer, Educator and Employer/Host Employer will be required as the qualification is a requirement of a traineeship.

**Students** – If you wish to withdraw from a qualification, Student Administration and your Educator must be notified in writing. Please email your withdrawal request to: [education@aflsportsready.com.au](mailto:education@aflsportsready.com.au)

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

## 14. RECOGNITION OF PRIOR LEARNING AND CREDIT TRANSFERS

If you believe you already have the knowledge and skills to be able to demonstrate competence in this unit, speak with your trainer, as you may be able to apply for Recognition of Prior Learning (RPL).

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, you must obtain the relevant forms

from your Educator and provide certified copies of certificates and other evidence you wish to submit for consideration.

Student Administration will notify you of the outcome of application within two weeks of your application being submitted.

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## 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.

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## 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



SportsReady Education are registered to receive state notifications of legislative and regulatory changes within each state and do weekly checks for all state systems that do not have a notification system in place.

SportsReady Education assess the changes and determine the relevant parties to be notified.

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

You will receive a Student Questionnaire from SportsReady Education after you have completed (or withdrawn where relevant) from your course. At times, government state and federal departments may contact you for feedback, usually via surveys, SportsReady Education encourages all our students to participate in feedback and continuous improvement opportunities. If you receive an email asking for feedback on your course and are not sure, please speak to your Educator. Some of the departments that may contact you include the National Centre for Vocational Education Research (NCVER) or the Australia Skills Quality Authority (ASQA).

## 17. CONFIDENTIALITY AND PRIVACY

SportsReady Education will ensure it meets its legal and ethical requirements in relation to your personal information as per the Privacy Act 1998 and according to the privacy laws of each state and territory 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 AND APPEALS

**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.

### 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)

- 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.
- 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.
- 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.
- 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.
- 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.
- Resolution of formal complaint or appeal:

- 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.
- 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.
- The advice to the complainant shall include information and procedures concerning the complainants' right to an external review if the outcome is not acceptable.
- 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.
- 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
- You may also wish to contact the local state or territory government department responsible for consumer affairs to resolve the matter.
- 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.

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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@aflsportsready.com.au](mailto:education@aflsportsready.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.

## 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 your address on file.

If you withdraw prior to course completion, but have completed one or more units, we will issue a Statement of Attainment.. This will list the units that have been successfully completed. The Statement of Attainment will be posted to your address.

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). You 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 \$50 fee for a Certificate and Record of Results or \$25 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. REFUNDS AND STUDENT FEE PROTECTION

### WITHDRAWAL/REFUND

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

If you withdraw within four weeks of the course commencement date and complete the Withdrawal Form, a full refund of the Tuition Fee paid for that course will be made. No further Tuition Fees will be charged.

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

If you withdraw after four weeks of the course commencement date, you will not receive a refund for any Fees paid, however we will not charge any further Tuition Fees.

**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 you notify SportsReady Education and complete the Withdrawal Form within four weeks of the course commencement date. You can obtain a Withdrawal Form by calling the student administration team on (03) 8413 3528;
- You have overpaid an invoice issued to them and have proof of overpayment;
- Where you pay 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.

### 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 you prior to the commencement of the course.

Following course commencement, SportsReady Education may require payment of additional fees in advance from you 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 you does not exceed \$1,500.

Your 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 you will be charged. The payment amount must not exceed \$1,500 at any given time.

## 21. 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>.

<b>Code of Conduct and Practice</b>	
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

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 & Appeals Forms shall be raised detailing the actions required to arrive at a satisfactory resolve of each complaint and grievance.