



**National Provider No:31701**

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Student Handbook

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## Welcome to RAM Training Services

On behalf of the staff at RAM Training Services, we would like to welcome you.

To help you to understand the way our organisation works and to help you get the most from your studies, we are providing this Student Handbook which we trust answers the questions you have about studying with us. If not, please feel free to ask our Admin staff or your trainer.

For those of you enrolled in a certificate course, please take the time to read this handbook and sign the acknowledgement form at the back of the book confirming that you have done so. This document will be photocopied and retained in your student file. In accordance with the Privacy Act, RAM Training Services would also appreciate your signing the consent form (Appendix E). If you would like further clarification, please feel free to talk to one of our staff members.

Copies of the acknowledgement and consent forms not already handed in will be collected one month from the date of enrolment and will be retained in your student file.

For those completing short courses copies of the handbook are available in all classrooms. Please take the time to read this handbook, especially in relation to legislation that may impact on your studies.

Trainers are responsible for ensuring all students are kept informed of any changes to legislation or RAM Training Services' policies. Any changes affecting your studies or learning environment will be emailed to all currently enrolled students. Please ensure you keep RAM Training Services informed of any changes to your email address. This can be done by completing "Change of Address Notification Form (Appendix D)

All staff members are here to assist you to learn as quickly as possible and we encourage you to talk to us at any time to discuss any problems you may have.

We trust that your time with RAM Training Services is an enjoyable one and that the skills you learn here prove valuable in your chosen career.

The Management Team  
RAM Training Services

## Introduction

### *Accidents*

All accidents must be and recorded on the Incident Report Form (see Appendix B), which must be signed by the Chief Executive Officer or their nominated representative. Any action taken must be recorded. Follow-up will be completed the following day to ensure the student's well-being.

### *Change of enrolment details*

It is your responsibility to notify us of any change of name, address or employment, which occurs during the term of your studies with us. Please use the Change of Address Notification (Appendix D) to do this. At the conclusion of your course RAM Training Services will send Certificate/Statement of Attainment to the most recent address recorded in the records management system. It is, therefore, imperative that you keep us informed of any changes to your personal details.

## **Complaints and Appeals Policy**

RAM Training Services will provide appropriate mechanisms and services for learners to have complaints and appeals addressed efficiently and effectively and will ensure the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process by applying the procedures outlined below:

RAM Training Services is committed to a fair and equitable process for dealing with client complaints and appeals against assessment outcomes.

To ensure the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process, RAM Training Services will:

- Make its complaints and appeals policy publicly available by producing it in Student Handbook and making it available on the organisation's website
- ensure complaints and requests for an appeal are acknowledged in writing and finalised as soon as practicable, and
- provide for review by an appropriate party independent of RAM Training Services and the complainant or appellant, at the request of the individual making the complaint or appeal, if the processes fail to resolve the complaint or appeal

If an appeal is to be lodged, in the first instance, issues should be raised directly with the Assessor.

Clients wishing to appeal an assessment result will be required to lodge the appeal on the Appeal against Assessment Decision Form (Document 45) clearly outlining their reasons for the appeal and lodge same with RAM Training Services within fourteen days of receipt of assessment result. Clients will be advised of the process and of their rights, with regard to complaints and appeals, prior to commencement of program delivery and at induction. This information will also be conveyed as part of any initial program delivery or process.

These processes are outlined in the Student Handbook (Document 20) and Staff Handbook (Document 21)

### Complaints Process:

1. If the complaint concerns class work or a course, the problem should be discussed in the first instance with the trainer/assessor.  
All complaints lodged in writing will be acknowledged in writing and acted upon using RAM Training Services Complaints Form. (Document 46). If the issue concerns fees it should be raised with the Chief Executive Officer or their nominated representative. If the issue concerns a financial dispute, the client should refer in the first instance to RAM Training Services refund policy. If the issue relates to RTO staff, the matter should be raised with the CEO, or, this action is considered inappropriate, it should be referred to the complaints hotline.

- If the matter relates to RTO operations the complaint should be directed to the complaints hotline.
2. The Chief Executive Officer will attempt to resolve the issue(s) within seven (7) working days from receipt of the written complaint and advise the complainant of the outcome within five (5) working days of making a decision.
  3. If the CEO is unable to resolve the issue, (or the complainant is not satisfied that the issue has been resolved,) a meeting will be arranged in an attempt to address unresolved issues.
  4. If the matter has not been resolved between the parties concerned, the complainant will be in writing and encouraged to contact the complaints hotline or other relevant third party as a further attempt to resolve the issue.
  5. All correspondence and documentation will be retained with confidential documentation in RAM Training Services locked files accessible only by designated personnel.

#### Appeals against Assessment Process

Note: Appeals against assessment outcomes must be lodged immediately and no later than 14 days from the date of the receipt of the assessment report. It is RAM Training Services desire to process appeals quickly and reach a resolution in a short time frame so that the client may continue learning activities and completion of their training program. Should a client wish to appeal against an assessment outcome, they should follow the process outlined below:

- The appeal must be lodged on the Appeal against Assessment Decision (Document 45) within 14 days of receipt of the result.
- Discussion on the appeal will be conducted between the assessor, the client, and the CEO or their appointed representative immediately or within 24 hours of receipt of notice of the appeal.
- RAM Training Services will attempt to resolve the issue(s) within seven (7) working days from receipt of the lodgement of the appeal
- the appellant will be notified in writing of the result

If the issue remains unresolved, then:

- The appellant shall be notified of the outcome in writing and encouraged to contact the complaints hotline or other relevant third party as a further attempt to resolve
- All correspondence and documentation will be retained with confidential documentation in RAM Training Services locked files accessible only by designated personnel.
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#### *Course Withdrawals*

If a student desires to withdraw from a full-time or part-time course prior to completion of the normal expected training period offered by us, notice must be given in writing., using RAM Training Services course Withdrawal Form. As a general rule, no refund will be payable after the course has commenced, however, exceptions will be considered on a case-by-case basis.

- See refund policy.
- The student will be issued with a nationally recognised Statement of Attainment for any units in which the student has been assessed as competent as recognition of completion of those units of study.

## Induction and Code of Conduct

On the first day all new students are requested to register at reception at the appointed time. Students will be greeted, and an Orientation will be conducted which will include the following.

- Distribution of Student Handbooks to those who have not already received one
- Relevant Policies and procedures contained in the Student Handbook are explained
- Floor Plan Orientation (toilets, fire exits, kitchen, Legislation folder etc.) given
- Overview of the Evacuation procedure conducted

### *Academic Misconduct*

RAM Training Services CEO will deal with any dishonest behaviour in assessment. Dishonest behaviour includes:

- Deliberate copying or attempting to copy the work of other students
- Using or attempting to use information prohibited from use in that sort of assessment.
- Submitting the work of another student as their own work.
- Plagiarism (i.e. taking and using as their own, the thoughts and writings of another with the intent to claim the work as their own)
- Consulting with peers throughout formal assessments.

Two verbal warnings will be given before cancelling the assessment marking assessment NYC. Students involved in any of the above will be set a new assessment and will be counselled by the Chief Executive Officer.

Further occurrence of academic misconduct will be recorded on the student's file and suspension/ dismissal will be at the discretion of the Chief Executive Officer.

### *Discipline*

RAM Training Services will make all attempts to provide its training and assessment services in a spirit of co-operation and mutual respect. There are times however when a disciplinary action must be taken to ensure the safety and well-being of all students and staff.

Examples of when disciplinary action may be required to be taken include when a student:

- brings onto, or consumes on the premises, any drug of addiction or dependence (except drugs prescribed by a qualified medical practitioner)
- brings onto or consumes on the premises any alcohol
- exhibits any form of behaviour that is adversely affected by the influence of drugs or alcohol
- damages or removes any property or resource belonging to RAM Training Services or any training venue hired by RAM Training Services assaults (physically or verbally) any person or persons on the premises or any training venue hired by RAM Training Services
- fails to comply with any instructions given by a member of staff relating to the safety of any person or persons on the premises
- exhibits any form of conduct whilst on the premises that is considered to be aggressive, disorderly, disruptive, harassing or interferes with the comfort, safety or convenience of any person who is acting lawfully and entitled to be present
- enters any part of RAM Training Services premises or any other place to which students have access for the purpose of tuition, when not entitled to do so, or having entered, refuses to leave said premises

When disciplinary action is taken, the Chief Executive Officer will notify the student of the reason for the action.

- A verbal warning will be given to the student and documented on the individual's file
- Where the behaviour continues after the verbal warning, the Chief Executive Officer will

- counsel the student and a written warning will be provided to the student. A copy of this warning will be noted and kept on the individual's file
- In the event that the behaviour continues beyond the written warning, the student will be removed from the training program. Notification of removal will be made in writing and a noted copy will be placed on the student's individual file

If a student wishes to express a complaint in relation to the disciplinary action taken, they have the opportunity to follow RAM Training Services complaints procedure.

RAM Training Services expects that staff will maintain a professional and ethical working relationship with all other staff, management and students. Any breach of our disciplinary standards will be discussed with the Trainer and the Chief Executive Officer and the appropriate action will be taken.

*Dress Code* - Dress requirements are neat casual attire. Please note that shorts and thongs are not considered suitable attire. For some courses there may be required footwear or dress.

*Behaviour on Campus* – Every student is expected to reflect the ideals and code of behaviour of RAM Training Services in their dealings with fellow students, members of staff and the general public. Students are expected to adhere to the rules and to co-operate in the effective running of RAM Training Services

RAM Training Services strives to achieve the following "basic principles" of interpersonal behaviour:

- to be focused on the situation, issue or behaviour, not on the person
- to assist in maintaining the self-confidence and self-esteem of others
- to maintain constructive relationships with all staff and fellow students
- to take the initiative to assist in making things better
- to always lead by example
- to always respect the property of RAM Training Services, staff and fellow students
- to refrain from using inappropriate language with the understanding that to do so will not be tolerated
- to always turn off Mobile phones during classes
- to refrain from consuming food or drinks in non-designated areas at RAM Training Services encourage the use of water bottles in classrooms

Every staff member and student should hold every other staff member and fellow student responsible for living up to these principles at all times.

### *Plagiarism and Cheating*

Collusion, plagiarism or cheating in assignments, class assessments or examinations will not be tolerated. Trainers will advise all students of the many different ways to avoid plagiarism. Students who are proven to be involved in such activities will not be permitted to continue their course.

### *First Aid*

In the event of a student requiring First Aid, a trainer or staff member will administer First Aid and the student must complete the Incident Form. Should medication be required, students will be referred to a medical assistant and if necessary will be accompanied by a staff member. In the case of an emergency staff will call an ambulance and stay with the student until it arrives.

### *Smoking*

RAM Training Services premises (including classrooms, toilets, and general office areas) are smoke-free zones. If students wish to smoke, they should do so outside the buildings in designated smoking areas.

### *Theft*

As the premises of RAM Training Services are open to the public, students are advised not to leave their valuables unsupervised. RAM Training Services cannot be held responsible for anything which may be stolen from its premises.

### *The National VET Framework*

The course in which you are enrolled will result in your achieving a nationally accredited qualification. If you complete all requirements of the course you will be awarded a Certificate. If you exit prior to completing all requirements you will be awarded a Statement of Attainment for units successfully completed prior to exiting.

The course requirements are outlined in the VET Quality Framework and the Australian Qualification Framework (AQF). Australian Skills Quality Authority (ASQA) audits RAM Training Services (RTO) to ensure compliance against these frameworks.

A newly registered RTO will be audited within the first 12 months of operation to ensure compliance with the National VET Regulations and will be re-audited during its subsequent five-year registration period. These standards and the auditing process are intended to provide the basis for a nationally-consistent, high quality vocational education and training system. The National VET Regulations is a quality training system and is a key driver of Australia's economic and social growth. It is a national training system that provides the basis for high-quality, industry developed and nationally recognised training.

As an RTO, RAM Training Services adheres to this system and does all within its power to remain compliant. From time to time students are surveyed and their cooperation will assist this organisation in remaining compliant. Assessment Booklets contain feedback forms and students are invited to provide feedback on the assessment through this form. Students will also be invited to provide feedback through Course Evaluation Forms. These surveys are conducted to enable RAM Training Services to identify opportunities for improvement not only to training and assessment but also to services provided.

### *Rights and Responsibilities of Students and Staff*

#### *Students' Rights*

RAM Training Services recognises that students have the right to:

- expect RAM Training Services to provide training of a high quality that recognises and appreciates their individual learning styles and needs
- have access to all services provided by RAM Training Services, regardless of educational background, gender, marital status, sexual preference, race, colour, pregnancy, national origin, ethnic or socio-economic background, physical or intellectual impairment, and religious or political affiliation,
- have their prior learning, acquired competencies, and experience appropriately recognised in determining their requirements for training and assessment
- be advised of the learning outcomes and prescribed assessment tasks for the training program of their choice, prior to its commencement
- appeal for a review of the results of an assessment
- expect to achieve the published learning outcomes from their training program, if they, in turn, devote the necessary time and diligence to it
- learn from fully qualified, competent and diligent Trainers who observe their responsibility to address students' learning needs, assist them to achieve the course outcomes, and assess their students' work fairly
- learn in an appropriately appointed, safe and clean learning environment, free of all forms of harassment and discrimination
- be treated with dignity and fairness,



- expect that RAM Training Services RAM Training Services will be ethical and open in their dealings, their communications and their advertising
- expect that RAM Training Services will observe their duty of care to them
- efficient handling of administrative matters and in the processing of fees, concessions, refunds etc
- privacy and confidentiality, and secure storage of student records in accordance with the organisation's policies, to the extent permitted by law

#### Students' Responsibilities

Students are responsible for:

- understanding and accepting the enrolment conditions for the courses they undertake
- providing accurate information about themselves at time of enrolment, and to advise RAM Training Services of any changes to their address or phone numbers within 7 days
- paying of all fees and charges associated with their course and providing their own course requirements where notified
- recognising the rights of staff and other students to be treated with dignity and fairness, and behaving in an appropriate and acceptable manner towards them
- regular and punctual attendance
- ensuring they attend classes sober and drug free, and smoke only in open areas away from other people
- the security of their personal possessions while attending a course
- promptly reporting all incidents of harassment or injury to RAM Training Services administration office
- respecting RAM Training Services property and observing policy guidelines and instructions for the use of equipment
- seeking clarification of their rights and responsibilities when in doubt
- abstaining from bullying, harassing, and any other unlawful activity or behaviour whilst on RAM Training Services property or engaged in a RAM Training Services controlled or sponsored activity
- abstaining from acts of self-harm

#### RTO Responsibilities

RAM Training Services is responsible for:

- The quality of the training and assessment conducted by any person engaged by us.
- The issuance of the AQF certification documentation. Once deemed competent, a certificate will be posted to you at the address appearing on the enrolment form. Consequently, it is essential you keep us updated on any changes to your personal details

#### Staff Responsibilities:

All Trainers employed by RAM Training Services must ensure that:

- the qualifications they hold are current and relevant to the modules which they teach
- any information passed on to students is accurate
- any advice given is consistent with the National Code and RAM Training Services own Code of Practice
- all student attendance is recorded accurately as per the Attendance Sheet/s provided for each module that is delivered
- all absences are recorded for each session
- classes are held as scheduled by RAM Training Services and any changes are to be reported immediately to ensure continued compliance
- RAM Training Services Management is advised of any addition or increase in the number of students in a class for any reason in case alternate arrangements need to be made for classroom allocation.
- no changes in classroom allocation are made outside those authorised by the course co-ordinator

RAM Training Services abides by the Standards for The Standards for RTOs 2015 in relation to all training and assessment activities. Accordingly RAM Training Services requires all training/assessment staff to hold as a minimum, the following combination of:

- A Certificate IV in Training and Assessment (TAE40110 or TAE40116) – or equivalent
- Sound, recent industry experience in your vocational area
- Familiarity with the principles and practices of Competency-Based Training, The Standards for RTOs 2015 and Recognition of Prior learning and
- Familiarity with Equal Employment Opportunity and Occupational Health and Safety principles and
- A current certificate authorising the staff member to work with children and young people.

### *Sustainability*

RAM Training Services is committed to ensuring that our actions and philosophies are environmentally sound, economically viable and socially equitable.

### *Student Records*

As a student, you should be aware that our trainers are required to:

- supply in a timely manner accurate records of student's academic performance for each unit of the course which the Trainer delivers and/or assesses
- supply in a timely manner as per RAM Training Services procedures, accurate attendance records of student(s) for each session they deliver

RAM Training Services has in place a policy and procedure for the collection, storage and protection of all the training records of individual students, to meet training and assessment activity requirements. Assessment Results are recorded within thirty days from the date of assessment and students may request an update on progress at any time following this period.

Each individual student is assigned a personal file for storage of training records. Student training documentation re stored in a secure manner (individual files in locked cabinets; electronic files with access by password only).

All Trainers/assessors involved in the training program are informed of their responsibilities under this policy. Requests for access to information must be in writing and the decision to release the information will remain the decision of RAM Training Services

## Training and Assessment

### *Access to Student Training Records*

Access to individual student training records must meet Commonwealth and State Privacy legislation and will be limited to:

- individuals wishing to access their own personal records
- individuals authorising releases of specific information to third parties in writing,
- RAM Training Services staff who require this information as part of their job role
- officers from ASQA or their representatives for activities required under the Standards for Registered Training organisations
- legal requirements (e.g. subpoena/search warrants/social service benefits/evidence act)

Students wishing to check progress towards completion are welcome to request this information. It is the organisation's policy to attend to such requests within three working days. If for any reason this is not possible, you will be notified and advised of the date when the information will be available.

### *Academic Progress*

It is expected that a student should demonstrate continuing progress, eventually achieving competency in all units undertaken. (See notes re competency based training and assessment).

Students are expected to participate actively in class discussions and activities, and fulfil all course requirements. If students are unable to achieve competency at the first assessment in a unit, trainers will work with students to identify areas of need and support students efforts to achieve competency. Opportunities are provided for students to re-sit assessments.

### *Training and Assessment Methods and Pathways*

RAM Training Services has been approved by ASQA to deliver the qualifications listed on the national website. If you visit [www.training.gov.au](http://www.training.gov.au) and enter RAM Training Services name in left search window, you will be able to see just what those scopes are.

Assessments should provide opportunity for students to be informed of the context and purpose of the assessment and the assessment process. This will include but will not be limited to information regarding assessment methods and alternative assessment methods if required to accommodate special needs or circumstances. Information sessions are included with the introduction of each subject to inform students of the assessment processes, number of assessments, types of assessments and the individual weighting of each assessment. Staff members are available to discuss and provide limited professional advice as to the outcomes of the assessment process and guidance on future options.

Students are advised that there are a number of pathways to qualifications and RAM Training Services provides you with the opportunity to identify the most appropriate pathway. This may be through:

- a formal learning process, such as the course in which you are currently enrolled
- work experience, such as being taught on the job how to do something or though
- Life experience or personal experience, such as a hobby or experience at home

Study options available may include:

*Full time* - this option requires classroom attendance as outlined in the course outline

*Part Time* – this option allows the student time to undertake other responsibilities, such as work, home duties etc.

*Flexible* – a combination of classroom and home study

Please note not all classes provide these options and students are encouraged to discuss this with their trainer.

Students should be aware of the assessment criteria used by the trainers at RAM Training Services. Assessment requiring essay or report writing is based on the following criteria:

**1. Answering the Question**

Students must address what the question is asking. Look for key words that indicate how the question is to be approached and the information that is to be included. Sequence the answer to appropriately develop logical arguments.

**2. Referencing**

Any quotation or content that has been obtained from published sources must be referenced. This must be done at the end of a quotation and extended in the bibliography.

**3. Accuracy of Spelling, Grammar and Punctuation**

Accurate spelling, grammar and punctuation will ensure the trainer can correctly interpret what is written. Students should use the tools available (dictionary, thesaurus, spell-check on computers etc.) and must proof-read before handing in.

All assignments must be the individual's own work. Trainers are responsible for ensuring that any "suspect" assessments are thoroughly scrutinised. Any irregularities will be reported to the Chief Executive Officer and dealt with accordingly. Students should keep a copy of their assessments.

*Format*

- Cover sheet
- Use one side of page only
- Assignments to be word-processed\*
- Double spacing to be used
- Use correct format, i.e. essay or report format, appropriate headings
- Bibliography

*\*NB: exception allowed where students are unable to access appropriate equipment. Hand written assignments must be neat and legible.*

*Statement of Authorship*

All assignments projects, reports, papers and assignments submitted to a course are expected to be the student's own work. Students should always take great care to distinguish their own ideas and knowledge from information derived from sources. The term "sources" includes not only published primary and secondary material, but also information and opinions gained directly from other people.

All information taken from other sources must be clearly referenced and authorship acknowledged. Any student who, for whatever reason, submits work that is not their own or fails to acknowledge sources, will be required to re-enrol in the relevant subject/s. Every assessment must be accompanied by a student's statement of authorship, which is included RAM Training Services Assessment Cover Sheet in each assessment booklet.

*Assessment Re-sit Procedure*

*Stage 1:* Student undertakes in-class assessment

- Students will be notified within 14 days of undertaking an assessment of their performance.
- If a student does not attend the in-class assessment, they should notify their trainer as to why they did not attend and if due to illness a medical certificate must be produced. If the assessment is a practical, or no evidence is provided a \$50 administrative fee may be charged for re-sitting the assessment.\*

*Stage 2:* Student deemed Not Yet Competent in FIRST assessment

Students who are deemed to be Not Yet Competent are to be provided with information identifying the areas in which they failed to achieve competency.

Students will then have the opportunity to repeat the assessment task within 7 days of notification.

*Stage 3:* Student deemed Not Yet Competent in FIRST re-sit

- If the student is again deemed Not Yet Competent they will be provided with information identifying the areas in which they failed to achieve competency.
- The student must then participate in a new assessment task within 7 days of notification; a fee of \$50 may be required to be paid prior to the assessment.

*Stage 4: Student deemed Not Yet Competent in SECOND re-sit*

- If the student is still unable to demonstrate competency, then the student will be required to repeat the unit of competency.
- RAM Training Services will determine the time at which the unit will be available.
- The student may be liable to pay a fee to be determined by RAM Training Services to cover the cost of extra tuition

\* The decision to charge this fee (or portion of the fee) will be made by the CEO who will consider all aspects of the case prior to making the decision.

*Competency Based Training and Assessment*

Competency Based Training is always concerned with what the student will be able to do at the end of training. There is not so much concern with what the inputs are or how the student got there. So long as the student can provide quality evidence that demonstrates achievement of the listed competencies, it does not matter who taught him or her, how or when the training takes place, what resources are used or of what the content material of the curriculum consists.

In all assessments conducted by RAM Training Services the following directives as listed in the *Competency Standards for Assessment* outlined in The Training and Assessment Training Package (TAE16) will be observed

- *Competency Based Assessment* - Assessment must take place within a competency based assessment system within established procedures as defined in the Guidelines for Conducting Assessment from the National Training Package for Training and Education TAE16),
- *Validity* - Assessment methods will be valid, that is, they will assess what they claim to assess,
- *Reliability* - Assessment procedures must be reliable, that is, they must result in consistent interpretation of evidence from the learner and from context to context,
- *Fairness* - Assessment procedures will be fair, so as not to disadvantage any learners. Assessment procedures will:
  - be equitable, culturally and linguistically appropriate,
  - involve procedures in which criteria for judging performance are made clear to all participants,
  - employ a participatory approach,
  - provide for students to undertake assessments at appropriate times and where required in appropriate locations
- *Flexibility* - Assessment procedures must be flexible, that is, they should involve a variety of methods that depend on the circumstances surrounding the assessment,
- *Recognition of Prior Learning* - Individuals seeking RPL will be able to access an RPL process as described in our Recognition of Prior Learning Information Kit,
- *Due Date Information* - The trainer will advise students of the final date for the receipt of an assessment when the assessment is handed out. Assessments will only be accepted after this date in case of illness (doctor's certificate must be provided) or other exceptional circumstances (at the discretion of the trainer).

*Credit Transfer Policy*

Credit Transfer is available to all students enrolling in RAM Training Services' courses on scope of registration.

Credit Transfer is credit towards a qualification granted to students on the basis of outcomes gained by a student through participation in courses or national training package qualifications with another Registered Training Provider, in line with RAM Training Services' Recognition of Qualifications Policy.

### *Fees and Refunds*

Fees are levied on all courses, details of which are contained in the relevant course information sheet. RAM Training Services management is responsible for ensuring that fees paid in advance are accounted for in a separate financial control centre, and are clearly identified within the student record management system.

All fees for short courses are paid at the time of enrolment. Students enrolling in full courses are requested to pay a non-refundable deposit of 20% of the total course cost at the time of enrolment with subsequent payments as outlined in relevant payment plan.

RAM Training Services operates a refund policy, which is fair and equitable and in accordance with policy and procedures as set out in RAM Training Services' Operations Policy and Procedures.

#### **Refunds are issued when:**

- A student provides written notice of withdrawal more than 5 business days prior to commencement of course
- Review of Credit transfer indicates that the student does not have to undertake the course / part course
- A student is unable to attend due to extended hospitalization / illness, and/or pregnancy/childbirth

#### **Refunds are not issued when:**

- changes occur in student work hours
- it becomes inconvenient for a student to travel to class
- a student moves interstate
- a student changes jobs or becomes retrenched
- a student leaves before finishing course / unit of competency
- a student is expelled from the college for a serious breach of discipline
- a student misinforms RAM of their status as an international student (RAM is not a CRICOS provider, and as such, cannot accept enrolments from international students here on student visas)

Once students have started studying their chosen qualification or course, RAM Training Services will remain committed to providing the highest quality of training and assessment as outlined to the student handbook. In the event that RAM Training Services is no longer able to provide the training and assessment services as initially agreed, then every effort will be made to arrange for agreed training and assessment to be completed through another RTO at no additional cost to the student. Prior to the transfer students will be formally notified of the arrangements including any refund of fees that may be applicable.

### *Refund Policy*

#### *Enrolment Cancellations and Refunds*

Pre-enrolment information provided to students is designed to ensure that all details relating to fees and charges are known prior to enrolment. A non-refundable deposit of 20% of the total enrolment fee is payable on enrolment to any program or partial program. The balance of the program fees are to be paid as arranged with individual student.

RAM Training Services will acknowledge an application for a cooling off period of five (5) working days applicable from the date of the enrolment and cease at C.O.B. on the fifth day.

Should a student wish to withdraw between the time of the cooling off period and course commencement the following conditions shall apply.

An application for refund of course fees under any other circumstance must be made in writing using RAM Training Service's Refund Request form (Doc.13C). A refund of percent (80%) may be made if the written request is received more than five (5) working days prior to course commencement.

As a general rule no refund is available for distance learning/online courses once payment has been made, or for requests received less than five (5) working days prior to (face to face) course commencement, or after the course commencement date. However, RAM Training Services will consider each application on a case by case basis.

Refunds will be considered on a pro-rata basis for participants who fall ill, are injured to the extent that they can no longer undertake the course or experience other extenuating circumstances, providing a supporting medical certificate or other relevant supporting documentation is supplied to us.

Should participants wish to finalise incomplete units of competency in a future course, the original fee can be used as a credit towards that course within six months of initial payment. In all other cases, refunds are at the discretion of management and may be negotiated on an individual case-by-case basis

#### *General*

Where our training programs have a limited number of places available, these will be filled in order of completed bookings.

If, for any reason, RAM Training Services, or any party delivering training and assessment on our behalf, closes or ceases to deliver any part of the qualification in which a client is enrolled, RAM Training Services will assist the learner in locating another provider or refund the portion of fees for which training and assessment has not been provided.

#### *Issuing of qualifications*

RAM Training Services will issue all AQF qualifications and statements of attainment within thirty (30) days of the training programs completion. All qualifications and statements of attainment issued by RAM Training Services comply with the standards outlined within the Australian Qualifications Framework (AQF) implementations handbook and in accordance with the requirements of The National Standards for NVR Registered Training Organisations. Students must be assessed competent in all units of competency before being issued a qualification (Certificate/ Diploma/Advanced Diploma) for the course in which they are enrolled. Students will only be issued a qualification upon completion of their course.

RAM Training Services only issues AQF qualifications and statements of attainment within its scope of registration that certify the achievements of qualifications or industry/enterprise competency standards from nationally endorsed training packages or qualifications, competency standards or modules from accredited vocational courses

Students are encouraged to take care of certificates issued by RAM Training Services. Replacement certificates and/or Statements of Attainment will incur a cost of \$50.00 per document. Replacement certificates will only be provided upon submission of Driver's Licence or other form of ID.

### *Language, Literacy and Numeracy (LLN)*

RAM Training Services aims at all times to provide a positive and rewarding learning experience for all of its students. The enrolment form requests provision of information regarding each student's LL&N requirements or any other special learning needs. In the event of LL&N becoming an issue, the Administration Staff will contact the student to discuss their requirements.

Students must ensure that they have discussed with the Chief Executive Officer (or their appointed representative) any concerns they may have about their capacity to participate because of any Language, Literacy or Numeracy difficulties. RAM Training Services will offer to any student at enrolment a reading and comprehension exercise to ascertain suitability for enrolment into a course.

Where language, literacy and numeracy competency is essential for students, RAM Training Services RAM Training Services will make every effort to ensure that each participant is adequately supported to enable them to complete their training. Some examples of the type of support that RAM Training Services can offer include:

#### *Literacy*

- Providing students only essential writing tasks,
- Provision of handouts in an audio format via either cassette tape or on CD,
- Consideration of the use of group exercises so that the responsibility for writing rests with more than one person,
- Provision of examples and models of completed tasks,
- Ensure that documents and forms are written and formatted in plain English,
- Use of clear headings, highlighted certain key words or phrases and provided explanations of all technical terms used,
- Assessments can be conducted using the interview technique where required.

#### *Language*

- Present information in small chunks,
- Speak clearly, concisely and not too quickly,
- Give clear instructions in a logical sequence,
- Give lots of practical examples,
- Encourage students to ask questions,
- Ask all questions to ensure students understand.

#### *Numeracy*

- Ask students to identify in words, what the exact problem is and how they might solve it,
- Show students how to do the calculations through step by step instructions and through examples of completed calculations,
- Help students to work out what maths/calculations/measurements are required to complete the task,
- Encourage the use of calculators (if applicable) and demonstrate how to use them.

Specific ACSF levels relate to each qualification. Please refer to relevant flyer for details.

### *Recognition of Prior Learning (RPL)*

Recognition of Prior Learning is a term that covers Recognition of Prior Learning (RPL), Recognition of Current Competency (RCC) and Skills Recognition. The term "recognition processes" refers to assessment processes that enable recognition of competencies currently held, regardless of how, when or where the learning occurred. Under the VET Quality Framework, competencies may be attained a number of ways including any combination of formal or informal training and education, work experience or general life experience. In order to grant recognition of prior learning/current competency, the assessor must be confident that the candidate is currently competent against the endorsed industry or enterprise competency standards of Training Packages or competency outcomes specified in Australian Qualification Framework (AQF) accredited courses. The evidence



may take a variety of forms and could include certification, references from past employers, testimonials from clients and work samples. The assessor must ensure that the evidence is authentic, valid, reliable, current and sufficient.

Knowledge and skills can be acquired in a variety of ways:

- Through a formal learning process, such as attending school or completing a short course,
- Through work experience, such as being taught on the job how to do something
- Life experience or personal experience, such as a hobby or experience at home.

There are no limits on where or how the skills have been acquired

RAM Training Services has an established RPL process and recognises all AQF qualifications and statements of attainment issued by other registered training organisations.

The steps in the RPL assessment process are as follows:

*Step 1*

Candidate completes applicant self-assessment kit to determine eligibility for Recognition of Prior Learning and units for which candidate believes they may be eligible for RPL.

*Step 2*

Candidate gathers the evidence nominated during the self-assessment process and completes the RPL kit. Candidate is informed of the outcome which may involve gap training. If so, additional cost is also discussed.

*Step 3*

The candidate will email a copy of the RPL kit to you. Upon receipt you will contact the candidate to discuss the evidence submitted and conduct the competency conversation. Additional copies of Record of Conversation to be made for each relevant unit.

*Step 4*

Email the RPL kit to candidate requesting them to read the notes made by them during the competency conversation and confirm that they are true and correct by signing nominated pages and return to your assessor.

*Step 5*

Contact candidate's nominated referee/s and request them to complete third party report/s.

*Step 6*

Analyse all of the evidence and determine the outcome which could be:

- Full RPL granted – Certificate generated
- Gap training identified but no further action to be taken in which case Statement of Attainment is issued
- Gap training discussed and arranged and completed

Certificate awarded to candidate

## Legislation

RAM Training Services will do all within its power to adhere to all legislative requirements, especially those that may affect a student's learning such as:

- National Vocational Education and Training Regulator Act 2011
- The Standards for RTOs 2015
- Australian Qualifications Framework
- Access and Equity
- Alcohol and Other Drugs
- Privacy
- Workplace Health and Safety Legislation and Regulations
- Disability Discrimination Act 1992
- Disability Act 2006
- Charter of Human Rights & Responsibilities Act 2006
- Disability Standards for Education 2005
- Equal Opportunity Act 2010
- Racial and Religious Tolerance Act 2001
- Privacy Act 1988
- Workplace Relations Act 1996
- Information Privacy Act 2000
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Protected Disclosure Act 2012
- Anti-discrimination Legislation and Regulations
- Consumer Protection Requirements

### *Access and Equity*

RAM Training Services is committed to providing opportunities to all people for advancement in training on an equitable basis. This includes providing equal opportunities to industries where women are under-represented; and where people with disabilities, people from non-English speaking backgrounds, Indigenous Australians, and rural and remote learners have access.

All students have equal access to our programs irrespective of their gender, culture, linguistic background, race, socio-economic background; disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.

All students who meet the entry requirements (if applicable) as prescribed by the appropriate National Training Package, will be accepted into any program within RAM Training Services scope of registration.

Any issues or questions raised regarding access and equity can be directed to the Chief Executive Officer.

Some examples of support offered include:

- Language and Literacy support of students who have difficulty with written or spoken English.
- Numeracy support.
- Modification of learning and assessment tasks to accommodate the unique cultural or personal needs of students.

Relevant legislation

- Disability Discrimination Act 1992
- Disability Act 2006
- Charter of Human Rights & Responsibilities Act 2006

- Disability Standards for Education 2005
- Equal Opportunity Act 2010
- Racial and Religious Tolerance Act 2001
- Privacy Act 1988
- Workplace Relations Act 1996
- Information Privacy Act 2000
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Protected Disclosure Act 2012

### *Alcohol and Other Drugs (AOD)*

Do you have any questions about alcohol and other drugs (effects, risks)?

Are you concerned about your own alcohol or other drug use, or about the drug use of someone you care about?

Do you need to know the rules about alcohol and other drug use at RAM Training Services?

RAM Training Services will put you in touch with services aimed to assist in dealing with this issue. We recognise that many factors can contribute to alcohol and other drug use, and seek to respond to these with health promotion and early intervention approaches.

Alcohol and other drug use while undertaking RAM Training Services activities is not permitted.

Relevant legislation:

Liquor Licensing Act 1997

### *Harassment and Discrimination*

At all times RAM Training Services will provide an environment that is free from all forms of harassment and discrimination (including victimisation and bullying).

Everyone, regardless of whether they are a student, trainer, administration or support staff, is entitled to expect the following rights:

- The right to learn, teach or carry out their duties,
- The right to be treated with respect and treated fairly,
- The right to be safe in the workplace emotionally and physically,
- The right to have all reports of harassment and discrimination treated seriously, impartially and sensitively. Harassment and discrimination, including victimisation and bullying, is unwelcome, uninvited and unacceptable behaviour that will not be tolerated,
- The right to inform RAM Training Services management of any harassment or discrimination. Management has the responsibility to take immediate and appropriate action to address the issue,
- The right to confidentiality and discretion when initiating or becoming involved with a complaint or appeal.
- The right to the assurance that whenever possible, all complaints will be resolved by a process of discussion, cooperation and conciliation,
- Both the person making the complaint, and the person against whom the complaint has been made, has the right to receive information, support and assistance in resolving the issue.

Students have the responsibility to:

- allow others to learn,
- keep RAM Training Services premises safe by not threatening, bullying or hurting others in any way
- keep the classroom safe by obeying instructions,
- keep RAM Training Services premises safe by not bringing illegal substances or

- weapons onto our premises
- refrain from stealing, damaging, or destroying the belongings of others

Victimisation is unacceptable and will not be tolerated. No person making a complaint, or assisting in the investigation of a complaint, should be victimised. Harassment or discrimination should not be confused with legitimate comment and advice (including feedback) given appropriately by management or trainers.

Staff and students should not make any frivolous or malicious complaints. All staff and students are expected to participate in the complaint resolution process in good faith.

Relevant legislation:

- Disability Discrimination Act 1992
- Disability Act 2006
- Charter of Human Rights & Responsibilities Act 2006
- Disability Standards for Education 2005
- Equal Opportunity Act 2010
- Racial and Religious Tolerance Act 2001
- Workplace Relations Act 1996
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Protected Disclosure Act 2012

### *Privacy*

RAM Training Services operates in compliance with current privacy legislation. All training staff has current knowledge of privacy policies as they relate to an RTO. We will ensure that all required procedures are followed to ensure your rights to privacy.

Any information gathered will only be utilised for the purposes of delivery of training and assessment services and the documentation compliance requirements according to the National Vocational Education and Training Regulator Act 2011.

RAM Training Services is committed to maintaining and safeguarding the confidentiality and privacy of all of RAM Training Services individual student's information. RAM Training Services has documented and implemented procedures to assure the integrity, accuracy and currency of all student records.

Hard copy student records are stored in secure premises requiring key access.

Electronic records are backed up weekly to a back-up system and are protected from unauthorised access by password controls and external back-up.

Further protection of the electronic data and its computer systems is provided by the antivirus software systems which automatically update their virus definition files on a needs basis.

Computer system protection is provided by the firewall software which monitors and protects RAM Training Services computer systems from unauthorised access from the internet.

Student results are archived for a period of not less than 30 years. Training records other than student results will be collected and stored for a period of seven years unless otherwise required.

Relevant legislation:

Privacy Act 2014

### *Student Support, Welfare and Guidance*

RAM Training Services wishes to ensure that all students are supported in their studies to the fullest extent possible, thus any student who is experiencing any difficulties with their studies should see their Trainer, or another member of RAM Training Services staff. The staff member will ensure that the full resources of RAM Training Services are made available to ensure that the student achieves the required level of competency in all accredited courses.

Furthermore students seeking advice on Welfare or Guidance on other matters may make an appointment at any time to see the Student Support Officer for free advice relating to study on:

- managing time
- setting and achieving goals
- motivation
- ways of learning
- coping with assessments
- looking after yourself

### *National Vocational Education and Training Regulator Act 2011*

Under this legislation, RAM Training Services has an obligation to ensure the learning environment will:

- allow others to learn,
- keep RAM Training Services premises safe by not threatening, bullying or hurting others in any way,
- keep the classroom safe by obeying instructions,
- keep RAM Training Services premises safe by not bringing illegal substances or weapons onto our premises,
- refrain from stealing, damaging, or destroying the belongings of others

Victimisation is unacceptable and will not be tolerated. No person making a complaint, or assisting in the investigation of a complaint, should be victimised. Harassment or discrimination should not be confused with legitimate comment and advice (including feedback) given appropriately by management or Trainers. Staff and students should not make any frivolous or malicious complaints. All staff and students are expected to participate in the complaint resolution process in good faith

### *Work Health and Safety*

The Work Health & Safety Legislation requires that the employer's duty of care is to provide a safe and healthy working environment for all employees, and the employee's duty of care to take reasonable care for the health and safety of others in the work place. This includes the provision of:

- a workplace that is safe to work in, with working procedures that are safe to use,
- adequate staff training including topics such as safe work procedures, infection control procedures and appropriate hygiene,
- properly maintained facilities and equipment, including the provision of personal protective equipment such as gloves, eye protection and sharps containers where required,
- a clean and suitably designed work place with the safe storage of goods such as cleaning chemicals

The following procedures and standards must be observed to achieve a safe working and learning environment:

- Maintain a safe, clean and efficient, working environment
- Store and dispose of waste according to health regulations
- Check all equipment – especially electrical cords. If you are bring cords on to the premises, they must be checked by your trainer to ensure currency of tag
- Store equipment safely
- Identify fire hazards and take precautions to prevent fire
- Safe lifting and carrying techniques maintained

Relevant legislation

### *Consumer Protection*

The Australian Consumer Law sets out consumer rights that are called consumer guarantees. These among other things, include your rights to a refund if services promised are not provided. RAM Training Services refund policy outlines when a refund may be requested

### Definitions

**ASQA** – Australia Quality Skills Authority ASQA's functions include:

- registering training providers as 'registered training organisations' (RTOs)
- accrediting vocational education and training (VET) courses
- ensuring that organisations comply with the conditions and standards for registration, including by carrying out compliance audits

**Bullying** – unwelcome and offensive behaviour that intimidates, humiliates and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insults, spreading false or malicious rumours about someone, isolating or ignoring a person, putting people under unnecessary pressure with overwork or impossible deadlines, and sabotaging someone's work or their ability to do their job by not providing them with vital information and resources.

**Classrooms** – rooms either owned or hired by RAM Training Services for training purposes

**Confidentiality** - information kept in trust and divulged only to those who need to know.

**Discrimination** - treating someone unfairly or unequally simply because they belong to a group or category of people. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender history, impairment, age or sexual orientation. Victimisation is also treated as another ground of discrimination.

**Harassment** - any unwelcome and uninvited comment or action that results in a person being intimidated, offended, humiliated or embarrassed. Equal opportunity laws prohibit harassment on the grounds of sex and race.

**Personnel** - all employees either full-time, part-time or contract of RAM Training Services

**Racial Harassment** – any occurrence of a person being threatened, abused, insulted or taunted in relation to their race, descent or nationality, colour, language or ethnic origin, or a racial characteristic. It may include derogatory remarks, innuendo and slur, intolerance, mimicry or mockery, displays of material prejudicial to a particular race, racial jokes, allocating least favourable jobs or singling out for unfair treatment.

**Sexual Harassment** - any verbal or physical sexual conduct that is unwelcome and uninvited. It may include kissing, embracing, patting, pinching, touching, leering or gestures, questions about a person's private or sexual life, requests for sexual favours, smutty jokes, phone calls, emails, facsimiles or messages, offensive noises or displays of sexually graphic or suggestive material.

**Victimisation** - any unfavourable treatment of a person as a result of their involvement in an equal opportunity complaint. Unfavourable treatment could include: adverse changes to the work environment; denial of access to resources or work.

**Training Records** - all types of documentation and information relating to training and assessment activities including but not limited to:

- commencement and completion dates for individuals of all competency units,
- individual student assessment information for each unit of competency,
- information on awards issued (award, date, certificate number),
- individual student participation data (assignments/assessments where practicable, attendance),
- documentation / records of complaints, appeals,
- recognition (RPL/RCC) process documents (application and results)

Appendices

APPENDIX A – APPEALS (Document 45)

RAM Training Services  
Appeal against assessment decision

**1. PERSONAL DETAILS**  
Student Number ..... Contact Telephone .....

Family Name .....

Given Name/s.....

**2. CHECKLIST**  
Have you:  
Made an appointment and discussed the matter with your assessor Yes  No

Completed all the requirements for the unit up to and including the work under dispute Yes  No

**3. COURSE/UNIT DETAILS**  
Unit of competency Code and Name .....

**4. BASIS FOR APPEAL (Please tick appropriate section/s)**  
Result not based on agreed assessment criteria

Assessment method at variance with statement on unit outline

Unfair grade based on stated criteria and quality of work

Work handed in on time was not marked

Other reason (please specify)   
.....

**8. PROCEDURE**  
The appeal must be lodged within 14 calendar days of the date the mark for assessment task was notified to the student or the final result was published.

If for any reason you are unable to discuss this appeal with the assessor, you should make an appointment to see the Principal.

Please hand the completed form together with any supporting documentation to Administration.

**9. RECEIPT**



Date of lodgement .....

Received by (name) .....

Signature .....

**10. ACTION**

Action taken by assessor.....

.....

.....

**11. RESULT**

I am satisfied with the results of this process.

Student name .....

Signature ..... Date .....

I am not satisfied with the results of this process and wish this matter to be heard by an independent person.

Student name .....

Signature ..... Date .....

APPENDIX B – INCIDENT REPORT FORM (Document 37)

RAM Training Services  
**INCIDENT REPORT FORM**

Student Name .....

Student Number .....

Course..... Class.....

Date of Incident ..... Time of Incident .....

**Details of Incident**

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

Student's Signature ..... Date .....

**Details of Action Taken**

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

**Follow up Action Taken**

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

Chief Executive Officer's Signature ..... Date.....

APPENDIX C – COMPLAINTS FORM (Document 46)

RAM Training Services  
**Complaints Form**

Section One  
(to be completed by participant)

Participant's name

.....

Address

.....

Phone

.....

.....

Nature of complaint

.....

.....

..... Signature of Participant

Section Two

(To be completed by RAM Training Services representative if outcome is reached)

.....

..... Signature of RAM Training Services Representative

..... Position

Section Three

(to be completed by representative of arbitrating body if complaint is taken to this level)

.....

.....

.....

..... Signature of Arbitrating Body Representative

..... Position

APPENDIX D – CHANGE OF ADDRESS NOTIFICATION FORM (Document 60)

<p>RAM Training Services <b><u>Change of Address Notification Form</u></b></p>	
Family Name .....	
First Name .....	
Student Number: .....	
Course Enrolled.....	
New Address: .....	
Suburb.....	
Post Code.....	
Home Phone Number.....	
Work.....	
Mobile.....	
Email Address .....	

APPENDIX E – CONSENT FORM (Document 58)  
**Images, Recordings, 3<sup>rd</sup> Party Information**

I, *(name please print)*..... hereby give consent for the following action/s:

**SECTION A - Release of information to a 3<sup>rd</sup> party about [me / my under 18 year old child]**

\_\_\_\_\_ (RAM Training Services) may release information as described below:

- No details may be given out to anyone at any time
- Any details may be given out to any person at any time
- A named 3<sup>rd</sup> party may receive specified information:

Type of information that can be released (e.g. results, progress, contact details, phone reference or “anything”)

\_\_\_\_\_

Name of 3<sup>rd</sup> Party: (Name of person, organisation, or “anyone”) \_\_\_\_\_

\_\_\_\_\_

Other information / clauses: \_\_\_\_\_

**SECTION B - Use of [my / my under 18 year old child's] image, whether a photograph, voice recording or video recording, in publicity releases**

\_\_\_\_\_ (RAM Training Services) may use images as described below:

- No image / recording may be used in publicity releases at any time
- An image / recording may be used in publicity releases only where I am in a crowd shot and not featured or easily recognisable
- Any image / recording may be used in publicity releases at any time
- A particular image / recording may be used in publicity releases as described below:

Type of image: \_\_\_\_\_ Date image was recorded: \_\_\_\_\_

Description of image: \_\_\_\_\_

If this form is being used for a particular publicity event only, describe it here:

Type of publicity event: \_\_\_\_\_ Date/s: \_\_\_\_\_

Other information / clauses: \_\_\_\_\_

I understand that unless specifically stated in writing, I will not receive payment (either in cash or benefits) for the use of my image. The use of my image in promotional materials will presume my endorsement of the product or organisation being advertised.

**SECTION C - Signatures**

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Consent for child under 18: Signed: \_\_\_\_\_ [Parent / Guardian]

Child's name: \_\_\_\_\_ Date: \_\_\_\_\_

RAM Training Services

**Acknowledgement Declaration**

I acknowledge that I have read and fully understand the contents of this student Handbook, which outlines the conditions, my rights and responsibilities as a participant of RAM Training Services and that I have also received induction into my training program at the College as outlined on page four of this handbook.

.....

.....

Name

Signature

.....

Date

.....

.....

Name of Witness

Signature of Witness

.....

Date