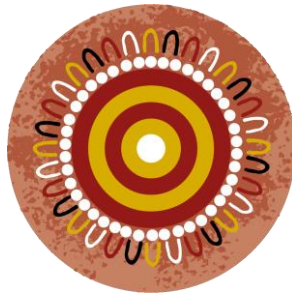


**Nunawarrin Yunti  
of South Australia Inc.  
RTO 40103**

# **STUDENT ORIENTATION HANDBOOK 2023**



**NunKuWarrin Yunti  
of South Australia Inc.  
RTO 40103**

# **NunKuWarrin Yunti of South Australia Inc**

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Funded by the National Indigenous Australians Agency



**Australian Government**  

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**National Indigenous Australians Agency**

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## **ACRONYMS**

AASW	Australia Association of Social Workers
ACA	Australian Counselling Association
AFB	Away from Base
CA	Competency Achieved
CBA	Competency Based Assessment
EEO	Equal Employment Opportunity
NYS	Not Yet Satisfactory
RTO	People Development Unit
RPL	Recognition of Prior Learning
RTO	Registered Training Organisation
VTA	Vocational Trainer & Assessor
WPS	Workplace Supervisor

## **INTRODUCTION**

### **Acknowledgement of country**

We would like to acknowledge the Kurna people as the custodians of the lands and waters of the Adelaide region, on which we provide our services. We pay respect to Elders both past and present. We acknowledge and respect the Kurna people's cultural, spiritual, physical and emotional connection with their land, waters and community.

### **Welcome**

Congratulations on your enrolment into an accredited course at Nunkuwarnin Yunti. I hope that your time here is an enjoyable one.

Nunkuwarnin Yunti has been delivering accredited training for some time now. It began by offering the Diploma course which came from recommendation 35 of the *Bringing them home* report, which states:

*That all State and Territory Governments institute Indigenous mental health worker training through Indigenous-run programs to ensure cultural and social appropriateness.*

The other accredited courses that Nunkuwarnin Yunti delivers are also orientated to working in an Aboriginal community-controlled setting and you can expect that the qualification that you attain will be of relevance to your area of employment.

If we are to 'close the gap' in socio-economic disparity between Indigenous and non-Indigenous Australians, we will need a well-qualified workforce and you will be part of that solution.



Aaron Williams

**Acting Chief Executive Officer**

## **About this booklet**

This information booklet will give you a background to Nunkuwarrin Yunti and the policies and procedures for participating in accredited training at Nunkuwarrin Yunti of South Australia Inc.

Nunkuwarrin Yunti seeks to continually review and improve policies and procedures to ensure quality services across all programs. In the event of a relevant policy or procedure being amended you will be provided with an up to date version.

The booklet is meant to be kept as a reference guide for the duration of your study. Please don't hesitate to approach staff members if you have any queries or concerns about the course.

## REGISTERED TRAINING ORGANISATION CONTACTS



**Fiona Boyle**

PDU Middle Manager



**Katie Ryan**

RTO Systems Training Manager

**Position Vacant**

RTO Training Coordinator



**Sharon Halls**

Administration Officer

### **Street Address**

80 South Terrace, ADELAIDE SA 5000

### **Postal Address**

PO Box 7202 Halifax Street, ADELAIDE SA 5000

**Phone:** (08) 8168 8300

**Email:** [pduadmin@nunku.org.au](mailto:pduadmin@nunku.org.au)



## **STUDYING AT NUNKUWARRIN YUNTI**

Nunkuwarrin Yunti is an Aboriginal community-controlled health service, governed by an all-Aboriginal Board of Management whose members are chosen by the Aboriginal and Torres Strait Islander Community. It is a multi-functional organisation and provides a diverse range of programs and services. These include primary health care, medical clinic, counselling, the SA Link-up service, outreach, and education. The programs and services are available to the Aboriginal and Torres Strait Islander community free of charge.

Nunkuwarrin Yunti is an accredited organisation and is also a Registered Training Organisation (RTO 40103).

### **Blocks of study**

Unless otherwise advised, students are **required to attend training at Nunkuwarrin Yunti**, (except during the COVID-19 crisis when restrictions are in place) in Adelaide, for face to face study blocks. The blocks of study will provide an opportunity for discussions, small group work, lectures and to complete some assessment tasks. They will present a context for both students and facilitators to share knowledge and experiences, and to practice skills through experiential and problem-based learning.

***It is important that no time is missed from these block sessions.***

### **Attendance**

Absences may result in having to repeat the units of competency missed.

Because the teaching component of the courses has been condensed to minimise disruption to students' employing agencies, it is ***vital*** that students attend every day of the teaching sessions.

Students will not be supported to attend personal or medical appointments during study time unless there is a need for urgent medical assistance. A medical certificate will need to be supplied. These appointments need to be made outside of the scheduled study times.

If for any reason you are unable to attend during the study block, students are required to personally **notify the Registered Training Organisation (RTO) via phone as early as possible in the morning – preferably before 9.00am.**

**Group work:** Much of the learning process takes place within the group. The contribution students make in class results in group activities becoming richly rewarding learning experiences for all. An obligation exists for everyone to contribute as much as possible.

Absence is not only detrimental to the individual's learning; it is also unfair to other students. Failure to attend every day will jeopardise individual's progress and the development of the group as a learning resource for all to share.

Students who are not able to attend every day will fall behind in gaining essential skills and knowledge required to progress in the course. These students may be required to defer their studies until the following year.

**In Class Assessment Tasks:** Failure to participate in any in-class assessment task will jeopardise a student's progress. These students may be required to defer their studies until the following year, provided that funding allows the ongoing delivery of the course. As a student's attendance at the training is workplace sponsored, if concerns are raised about a student's absence, we may contact their workplace to check the student's well-being.

### ***Sickness and compassionate leave***

The course convenors understand that there will be times when students will not be able to attend sessions due to sickness or family bereavement. In these circumstances, the student will need to contact their Vocational Training Coordinator to establish a study plan to cover the missed work. It is not always possible for this to occur. These students may be required to defer their studies until the next intake, provided that funding allows the ongoing delivery of the course.

### ***Medical certificate***

In the case of sickness, students will need to produce a medical certificate for time absent from class.

### ***Attendance records***

As a RTO we are required to keep accurate attendance records and the student's employer will be given a copy of their attendance records if requested. It is the students' responsibility to sign the attendance register each morning and afternoon. If the student has not signed the daily attendance register both morning and afternoon sessions, the People Development Unit (RTO) will be unable to grant them Competency Achieved (CA) for any In Class Assessments that are completed. Abstudy also require us to provide them with attendance records and may adjust individual Away From Base (AFB) entitlements accordingly.

### ***Unjustifiable absence***

In cases of absences that are not justified, there will be no recourse to a learning agreement. Students can expect to be excluded from any assessments for the work missed. The sole option is to repeat the unit(s) in the following intake if available.

### ***Learning agreement***

In cases of class time missed through unexplained absences, students will need to negotiate a learning agreement with the course convenors. This agreement will stipulate strategies of how the student intends to catch up on work missed. Even then, it remains at the discretion of the course convenors to decide whether a learning agreement is a viable option.

**In cases where assessment tasks are missed through absence, especially tasks involving practical demonstrations of competency in class (such as role-plays), there can be no possibility of a learning agreement. These students may be required to defer their studies until the following intake, depending on funding.**

**Please do not take this lightly!**

## **DUTY OF CARE**

Duty of Care refers to the obligation “to take reasonable care to avoid acts or omissions which one can reasonably foresee would be likely to injure another; also, the duty of people in particular circumstances and occupations to protect and control others ....” (Australian Association of Social Workers (AASW) Code of Ethics, 2000, p27).

The RTO is aware that students may experience personal difficulties at times whilst attending the course due to a range of circumstances. The course content may touch on traumatic or sensitive issues that have particular significance for Aboriginal people. All parties (employers, training and assessment staff and students) have certain Duty of Care responsibilities to act on if there is reason to believe that a student may be at risk of emotional or psychological harm whilst undertaking studies. If this situation was to arise, confidential discussions will be held with all parties (employers, training and assessment staff and students) concerned. The RTO is willing support the student to return to study when all parties are confident that the student can return to the learning journey.

## **ASSESSMENTS**

The Training Coordinator and assessors will discuss at length each unit’s assessment tasks during delivery of the unit. Students will be **required to complete in-class assessment tasks during the teaching blocks.** However, some assessments will need to be completed when you return to your worksites and no later than the assessment due date. The due date is found on the Cloud Assess Student Portal. You must be assessed and marked competent to continue onto the next block of training.

If you are concerned you cannot submit assessments by the due date, please contact your

Training Coordinator and/or RTO Administration Officer on [pduadmin@nunku.org.au](mailto:pduadmin@nunku.org.au) prior to the due date for student support.

Request for extension forms are provided to students and required to be completed prior to extensions being granted.

## **Competency Based Assessment (CBA)**

All assessments are competency based. This involves judging whether an individual has the ability to perform tasks and duties to the standard expected in their workplaces. CBA is the gathering and judging of evidence in order to decide whether a person has achieved a standard of competence. This means that all of the units you will study have standards of competence worked out for them. Students are assessed against these standards and to the requirements of the Australian Qualification Framework (AQF) level.

Competency based assessment is evidence-based. This means that you will need to provide evidence that satisfies the standards of competence that have been developed for each unit. **Your assessments will provide the evidence.**

Competency based assessment is also participatory. This means that you will be informed of the kind of assessment required, when the assessment will take place, where it will be conducted, with room for negotiation between student and facilitator. The student needs to provide evidence that he or she has met the competency standards and that work submitted is authentic and valid. How, when and where this is done may be negotiable to some extent.

## **Assessment methods**

You will be assessed in several different ways and locations, either in-class, in your worksite and/or online. Assessment methods include:

- Oral test/questioning.
- Written test.
- Observation.
- Role play/simulation/case study.
- Journal Entries.
- Role-play Reflections.
- Group discussion.
- Essay.
- Presentation.
- Project.

## **Grading**

Satisfactory completion of individual assessment tasks will be marked 'Satisfactory'.

Unsatisfactory completion of individual assessment tasks will be marked 'Not Satisfactory'.

Students will be required to complete assessments both in their workplace and in their personal time. In order to successfully complete assessment tasks, it is a requirement that students allow for non-contact time to read and complete assessments.

Completed units of Competency will be assessed either "Competent" or "Not Yet Competent".

For more information please see 'resubmissions' page 13

## **Submitting Assessments**

Students will be given access to assessments on Cloud Assess at the beginning of each block. Take home assessment tasks are to be completed at their work site or in their own time, at the completion of the teaching block.

Please submit all tasks required through the Cloud Assess Student Portal before the due date. The due date for the assessment tasks will be determined during the teaching block.

**The only method for submitting assessments is via Cloud Assess Student Portal.**

If you are unable to access the student portal, please contact the RTO via email:

[pduadmin@nunku.org.au](mailto:pduadmin@nunku.org.au)

**All take home assessments tasks need to be typed.** Each student is required to have their own device. Some in class assessments e.g.: Group Work can be hand-written and uploaded to Cloud Assess.

Keep back-up electronic copies on your hard drive and on an external storage device e.g. personal laptop, mobile smart phone or USB flash drive.

## **EXTENSIONS**

It is the student's responsibility to ensure that assessment tasks are submitted by the due date. However, extenuating circumstances may lead to the granting of an extension by your Training Coordinator. These circumstances are:

- Illness (medical certificate is required);
- Bereavement;
- Work pressures (letter from employer is required); or
- Special personal circumstances (to be discussed with your Training Coordinator staff member).

### ***Extension Requests***

***All requests for extensions must be received BEFORE the due date.***

There are two (2) extension types available to students and the appropriate form must be filled out and received by your Training Coordinator ***prior*** to the due date. These forms will be provided electronically and can be made available upon request.

### **7 Day Extension:**

1. Phone or email the Training Coordinator ***before*** the due date to explain your circumstances/reasons and request an extension.
2. When the form is completed and signed, along with supporting documentation promptly send to the RTO [pduadmin@nunku.org.au](mailto:pduadmin@nunku.org.au) for the extension to be considered and finalised
3. RTO Admin staff will acknowledge that it has been received and will advise you if successful of the new due date. Please contact RTO Admin staff if you do not receive this.
4. In some circumstances your Training Coordinator will set up a study plan to ensure that you do not fall behind in your studies.

### **Exceptional circumstances:**

1. Phone or email the Training Coordinator **before** the due date to explain your circumstances/reasons and request an exceptional circumstances extension.
2. Your Training Coordinator will discuss with you the reasons you require an extension and will forward the documentation you will need to supply to support your request. You may also be required to speak with the RTO Systems Training Manager.
3. The student needs to send in the completed and signed Exceptional Circumstances extension form, along with the required supporting documentation to their RTO Admin (insert address) to apply for the extension to the RTO Systems Training Manager.
4. All exceptional circumstances will need to be approved by the RTO Systems Training Manager.
5. The student will be informed of the RTO Systems Training Manager's decision by their Training Coordinator.
6. Your coordinator or Training Coordinator will set up a study plan to ensure that you do not fall behind in your studies.
7. In some circumstances the student will be required to defer their studies to allow them to catch up with their assessment tasks.

### **It must be understood that:**

1. Marking timelines are very tight and for the Training Coordinator and Assessors to meet them the Assessment Tasks need to be received by the due date.
2. If you do not request an extension **prior** to the due date, you may lose your opportunity to resubmit your work if competency has not been achieved. This may impact on your ability to progress in the course.
3. Although late assessments may be accepted, it will depend on the assessor's availability as to when it can be marked, and this may impact on your ability to progress in the course.
4. As some units of competency are prerequisites for further units, late submission of assessment tasks may mean that you will not be able to progress in the course.



### ***Resubmissions***

It is policy that students are granted up to **three** (3) opportunities to pass each assessment task. If an attempt at an assessment task does not provide enough evidence of competency, the student will be assisted to prepare for another attempt.

If the student is unsuccessful in a third attempt, they will be assessed as not yet competent (NYC) and will be required to repeat that unit in the following intake. This will result in an inability to progress in the course until the unit has been successfully completed.

### ***Overdue assessments***

In the case of assessment tasks that are lodged after the due date, without just cause and without following the process for requesting extensions, the student will forfeit the right to resubmit the assessment if it does not provide enough evidence of competency.

Late assessments can only be marked if they are submitted within marking timeframes. The assessment will be assessed, but if it does not provide sufficient evidence of competency, there will be no opportunity to resubmit, resulting in the student being required to repeat the unit in the following intake and will mean you are unable to progress in the course until the unit has been completed.

### ***Incomplete assessments***

If you are unable to forward all assessment tasks by the due date, you are required to request an extension for any outstanding tasks. The timeframe for un-submitted work needs to follow the extension procedure and be negotiated with your Training Coordinator.

### ***Return of assessed work to students***

Students' work will be returned to them on Cloud Assess. This will provide the student with feedback about their work and what needs to be done for the work to be signed off as 'satisfactory'. The copies of these records are placed on students' individual files in RTO.

## ***Assessment Appeals***

Students may appeal against any decision made by the assessor, who has responsibility for undertaking fair and equitable marking of all assessments.

Any student who wishes to request a review of a decision of the assessor must lodge an appeal with the Middle Manager People Development Unit, who will convene a committee of impartial members to review the appeal. This committee is referred to as the Assessment Appeals Panel (AAP). This process will follow the 'Complaints and Feedback Policy' processes.

## ***Credit Transfer and Recognition of Prior Learning (RPL)***

Nunkuwarnin Yunti recognises qualifications and statements of attainment issued by any other RTO. You will need to provide evidence that you have successfully completed the units with Certified copies of academic transcript, parchment listing the units covered, or a Statement of Attainment from the RTO who you completed the training with must be completed and submitted with your application to attend your preferred course.

**This is referred to as Credit Transfer. More information is provided on the Credit Transfer Procedure.**

Credit Transfer suits people who have formal training that might be relevant to a new qualification they want to gain.

An important part of competency - based education and training, is the recognition of prior learning (RPL) that you may have achieved in other training or through your work. It is the acknowledgement of a person's skills and knowledge acquired through previous training, job roles or life experiences. Evidence of this experience is used to determine whether to grant RPL for a Unit, or Units of Competency (UOC).

Skills to be considered for recognition may have been gained through:

- formal or informal training and education
- work skills or knowledge
- general life experience
- Paid or unpaid work experience
- Community work experience
- any combination of the above.

To have your prior learning recognised, you must be able to show that your skills are *current* and *meet today's industry standards*. You will need to produce *recent evidence* of your skills and knowledge. You will also need to provide *contact details of people who can confirm your abilities*. These people might be supervisors or others in your community, who have seen your skills in action. Please indicate at the time of application if you need more information on RPL

There are five (5) steps to receiving recognition of your prior learning:

1. Decide on the learning, work experience and training you want recognition for.
2. Get some advice on careers in the industry.
3. Think about how you will demonstrate your skills and knowledge for the RPL process.
4. Talk to the Training Coordinator about matching your existing skills to a qualification.
5. Gain recognition of prior learning.

**Applying for RPL can:**

- Minimise re-learning the skills you already have.
- Accelerate your acquisition of new skills.
- Save time and get qualified faster.
- Avoid unnecessary training for skills you already have.
- Gain access to a course that would usually require formal qualifications as a prerequisite.

If your skills match those required in a particular job role or industry and can be verified, you may choose to apply for RPL. If you would like to do this please speak to your Training Coordinator and they will provide you with an information pack and support you to begin the process.

NB: RPL might not be available for some of the training due to the contextual application of the Narrative Approaches. Please discuss with your Training Coordinator for further information.

## **SUPPORT SERVICES**

Nunkuwarrin Yunti offers a range of support services for students:

**Academic support** from the educators during block teaching sessions at Nunkuwarrin Yunti. This includes assistance with the assessment tasks and referencing.

**Individual support** via phone, Cloud Assess or email while you are located within your communities. This will involve phone contact to talk through issues and progress, as well as the invitation to contact your Training Coordinator at any time during the week.

**Personal support:** students are encouraged to communicate any concerns about their learning and/or any personal matters to your Training Coordinator so that these can be addressed as quickly as possible. The course may stir up painful memories for you.

Should this happen, please take the opportunity to talk to your Training Coordinator, who will provide brief intervention and assessment and refer you to an appropriate service to support you in your learning journey. All conversations of this nature will remain confidential unless:

- Mandatory notification is required
- Further action is needed by RTO Systems Training Manager
- Concerns for a person's safety/wellbeing are raised
- Contact with student's workplaces is deemed necessary.

No action will be taken without your knowledge.

**Cultural support:** Integrated into the education programs there is culturally appropriate support in the form of Smoking Ceremonies and Talking (Yarning) Circles.

**Financial support:** A number of ABSTUDY benefits are available to Aboriginal

students who are undertaking full qualifications with us. These include:

- Away From Base assistance for interstate / intrastate travel and accommodation, as prescribed by Abstudy requirements for approved courses only.
- An incidentals allowance from Abstudy payable to all Aboriginal students for approved courses only.
- Diploma students who have been approved for graduation travel are entitled to one return journey within Australia between their permanent home and the location of the graduation ceremony. There are no meals and accommodation allowances payable for graduation travel, except where the journey must be broken (please contact Abstudy).

Once a student is accepted for study, they must submit an Abstudy application form immediately to Centrelink to gain these benefits. **Nunkuwarrin Yunti is not responsible for the policies and practices of the Abstudy system and cannot guarantee that these benefits will not change in the future. It is the student's responsibility to complete a travel request form and return to RTO Admin by set date otherwise travel and accommodation cannot be provided.**

**PLEASE NOTE:** It is the student's responsibility to contact Abstudy directly to make any changes to flights and accommodation after the travel request form has been submitted. Please be aware you may incur a cost for any changes made to Travel & Accommodation arrangements and/or no shows at the completion of the course as set out in the Abstudy Policies and Procedures.

In reference to any additional costs incurred at the Terrace Hotel Room Service is at your own cost, not Abstudy nor Nunkuwarrin Yunti's.

## **Language, Literacy, Numeracy and Digital Assistance**

Language, literacy, numeracy and digital (LLND) requirements in the assessment process match the language, literacy and numeracy requirements of the competency being assessed. You will be required to complete a literacy and numeracy assessment prior to enrolment. This process assists us to determine what level of support you may

require. Nunkuwarrin Yunti acknowledges that students may experience language, literacy and numeracy barriers and is committed to identifying and assisting those students.

Nunkuwarrin Yunti recognises that some students may have limited English Language, Literacy and Numeracy skills due to a number of reasons. Students who are at risk through learning difficulties will be identified during the student application process and where appropriate linked to appropriate educational support services. This may include language, literacy or numeracy support, tutoring, counselling and other supports.

Nunkuwarrin Yunti has the responsibility to ensure that:

- Language, Literacy and Numeracy needs are identified and developed within the course materials and assessment tools by qualified Trainers and Assessors
- RTO training and assessment staff will endeavour to ascertain students LLND information prior to course commencement
- In the event that a Trainer and/or Assessor identifies students with LLND difficulties, they implement appropriate strategies to assist them with their learning;
- Students are provided with advice and support services in the provision of LLND assistance services
- The confidentiality of students who require additional support services and appropriate strategies will be respected.
- Students or potential students who have been identified as requiring support with LLND are not discriminated against.

### **Complete an LLND Assessment**

A Language, Literacy and Numeracy Assessment is a pre-requisite for all enrolling students. It consists of two parts.

- A written or computer-based assessment
- A conversation with our Training Coordinator

Following the assessment, Training Coordinator will talk to you about your suitability for your intended course and provide details about the literacy and numeracy support available to you.

## **Interview with a trainer**

Some of our courses require prospective students to have an interview before being accepted into a course. This conversation might include topics such as vocational competencies, literacy and numeracy requirements and general suitability for the course. If this is a requirement for your course, it will be listed as an entry requirement in the course information sheet.

## **Reasonable adjustment**

To ensure flexibility and fairness in learning and assessment, Nunkuwarrin Yunti makes reasonable adjustments to courses and units of competency to ensure that all students are accommodated. This ensures that no unnecessary barriers exist that could affect a student's ability to demonstrate competence. Nunkuwarrin Yunti provides support services to help students achieve their educational and career goals. This includes qualified staff and community support workers, who are available for personal and vocational guidance.

It is important that students are adequately supported through the assessment process.

Students are provided with:

- Adequate time to practice and acquire skills and knowledge prior to their assessment
  - Feedback on their progress throughout their course
  - Equal opportunity to demonstrate their competence/skills and knowledge
  - Appropriate levels of learning support as required
  - Feedback on assessment results
  - Support in addressing skills or knowledge gaps identified in the assessment.
- Reasonable adjustment will be made for students with a specific learning need which, if not met, might put them at an unfair disadvantage.

Reasonable adjustments are made to ensure that students are not presented with artificial barriers, such as those resulting from a physical disability, to demonstrating achievement in the course of study. Reasonable adjustment may include the use of educational support or alternative methods of assessment. Students with special needs must inform Nunkuwarrin Yunti of the nature of their need on the Student

Application Form or their course Training Coordinator as soon as possible thereafter; so that suitable adjustments may be made to course materials, class facilities and assessment events, as appropriate.

## **Students with disabilities**

If you have an issue concerning a disability, you are strongly encouraged to talk it through during pre-enrolment and enrolment or to discuss your issue with your Training Coordinator at any time. The training and assessment staff are committed to Access and Equity. Management and staff will work with students in creating an inclusive environment where cultural diversity, self-worth, acceptance, respect and fairness are all valued and promoted.

## **Workplace supervisor (WPS)**

You will need to nominate a supervisor from your organisation to support you in your learning journey. The role of the WPS is to:

- Complete Third-Party reports as part of the assessment process when required
- Complete a feedback assessment form about the relevance of the training to the student's job role and workplace.
- Support you in meeting your learning outcomes.
- Provide resources to meet learning needs.
- Provide opportunities to relate working experiences to competencies while on the job.
- Supervise your application of theory into practice.

The Training Coordinator from the RTO will require regular communication with relevant WPS to discuss progress of students. A letter will be provided to all workplace supervisors after the first study block explaining the role of the workplace supervisor and the purpose of the review meetings.

Workplace Supervisors will also be required to provide us with an evaluation of the course. This is done with a tick box questionnaire.



## **Wi-Fi**

Wireless Access Points have been installed in the South Terrace site. The Wifi currently enables staff and students to access the local network without having to be connected via Ethernet cable, adding greater flexibility for working within our sites.

## **Cloud Assess Student portal**

A student portal has been created using Nunkuwarrin Yunti's Learning Management System, Cloud Assess. The link to the student portal is available on the Nunkuwarrin Yunti's website.

When students enrol, a student account is created for them. This enables them to login over the internet. Through the portal, students will be able to access information relevant to their study, access documents and other learning and assessment resources specific to their course, and complete and submit assessments.

## **STUDENT EVALUATION OF THE TRAINING AND ASSESSMENT PROCESS**

- Students will be required to complete an evaluation of the training process at the end of each block.
- Student evaluations will be reviewed by the training and assessment staff to inform continuous improvement and risk management.
- Students are strongly encouraged to take the time to fill out these forms as it is very important for the continual improvement of the RTO and its courses.
- To ensure we maintain our status as an RTO we are required to lodge ASQA Learner Evaluations and Employer Evaluations periodically. These will be provided to students and posted to employers at the appropriate times.

## **CELEBRATION OF LEARNING**

On successful completion of the training that you are enrolled in you will be eligible for either a parchment or statement of attainment. Your award will be conferred at a Celebration of Learning (CoL) to honour and celebrate your achievement. The Celebration of Learning is the RTO's graduation event for graduates of the RTO's accredited courses. Held in November, family and friends of graduates are welcome to attend; however, the CoL Coordinator will advise graduates of any limits to numbers that apply. If COVID restrictions are in force, the RTO may need to cancel the event or restrict numbers that can attend. In any event, the RTO will provide a zoom link to enable graduates and/or family and friends to join the event online.

If, at any stage during your studies, you choose to defer or to withdraw you will be issued with a Statement of Attainment for the units you have completed.

## **RESOURCES**

### ***Learning Resources***

The RTO will supply workbooks and assessment booklets electronically free of charge. They have been designed for use in study blocks and to refer to for your assessment tasks. The books include:

- Topic/unit overview.
- Learning tasks.
- Assessment tasks.
- Suggested readings and resources.
- Glossaries.

Replacement USB's will be at the students' costs.

### ***Library services***

Nunkuwarnin Yunti has an on-site resource centre. Students interested in accessing resources contact your Training Coordinator or RTO Administration Officer. Students are encouraged to use this service.

## **PLAGIARISM & REFERENCING**

In the course of your work you will be encouraged to read widely and to develop the arguments and points of view of authors in your assessments. Plagiarism occurs when the work of another person, or persons, is used and presented as one's own. All references to an authors' work that you choose to put into your assessments must be acknowledged. Encouraging or assisting another person to commit plagiarism is a form of improper collusion and is viewed as seriously as plagiarism.

Nunkuwarrin Yunti believes that academic honesty is crucial to a student's credibility and self-esteem. It also reflects the values and ethics of Nunkuwarrin Yunti as a Registered Training Organisation. You will be required to sign a statement declaring that the work you are submitting does not involve plagiarism or collusion.

Nunkuwarrin Yunti encourages students to work together, discussing assessments and content, identifying useful references, and debating relevant issues. Nunkuwarrin Yunti acknowledges that researching articles and books means looking at the ideas and opinions of many different authors. This is how a student forms an opinion based on the work of past and present scholars. This is a legitimate and appropriate way to bring together the work of others in forming personal opinions. However, all the ideas and opinions taken from other people must be acknowledged through clear and accurate references to names and work.

Students will be instructed in appropriate ways to reference books, articles and other documents at the beginning of their training.

Eg: Human Rights and Equal Opportunities Commission, (1997). *Bringing Them Home: The report of the National Inquiry into the Separation of Aboriginal and Torres Strait Islander Children from their families*. Sydney: Stirling Press.

### ***Penalties***

Nunkuwarrin Yunti regards any acts of cheating, or dishonesty by way of plagiarism, very seriously. Teaching staff members are required to report incidences of plagiarism immediately to the Training Manager. The following action may be taken:

- Competency for that unit will not be granted. The unit will need to be repeated to gain competency.
- Exclusion from Nunkuwarnin Yunti for a specified period.
- Refusal for re-enrolment as a student at Nunkuwarnin Yunti of South Australia Inc.

## **PRIVACY/CONFIDENTIALITY OF YOUR PERSONAL INFORMATION**

Nunkuwarnin Yunti is committed to protecting students' privacy and supports the importance the community places on maintaining the confidentiality of your personal information, sensitive and RTO information. The information we collect from you is handled in line with the Australian Privacy Principles. Being reassured about privacy gives students the confidence to access the services they need.

Students are required to adhere with the Nunkuwarnin Yunti 'Client Privacy Policy' in the same way as our clients must adhere to this policy, including our policy principles. The purpose of this policy is to describe how the organisation collects, uses, shares and stores student and client information.

If you have any questions, please ask a RTO staff member.

## **CODE OF CONDUCT**

Nunkuwarnin Yunti has a Code of Conduct for staff. The Code outlines the standards of behaviour that Nunkuwarnin Yunti requires as a condition of employment. Below is a list of the standards of behaviour, taken from the Code, that apply equally to students when engaged in study on site at Nunkuwarnin Yunti.

- Students will be made aware of Nunkuwarnin Yunti's 'Equal Employment Opportunity Policy'. They should not discriminate against, or harass, a colleague, staff member or a member of the public, particularly on the basis of sex, sexual preference, political affiliation or opinion, race, colour, ethnic or social origin, religion, marital status, pregnancy, age, physical or mental disability or impairment.

- Students are encouraged and expected to assist good working relationships by treating each other and staff with integrity, consideration, honesty and respect.
- Students are expected to attend class on time and return from breaks promptly.
- Students should use language that will not offend other students, staff or visitors.
- Students will be made aware of the 'Work Health and Safety Policy and Procedure'.
- Students are expected to encourage healthy and safe behaviour in each other by setting a good example and behaving without endangering the health or safety of anyone.
- Students must attend classes free from the influence of alcohol or other non-prescription drugs.
- Students will respect and abide by Nunkuwarrin Yunti's 'Smoke Free and Vape Free Policy' by vaping and/or smoking only in designated areas outside of our building (at least 15 metres from the front and rear entrances) and not asking our staff for cigarettes.

If a student or Training Coordinator believes that these standards are being compromised, exploration and resolution of this issue will be progressed in line with the 'Complaints and Feedback Policy'.

## **COMPLAINTS AND FEEDBACK**

Complaints and feedback are a valuable element in understanding your views of your experience with Nunkuwarrin Yunti. We recognise that some students' expectations will not always be met, and we encourage and promote the rights of students to provide us with complaints, compliments and suggestions. Effective complaints handling allows us to improve our services, prevent similar issues recurring and maintain our responsiveness to the needs and concerns of students.

All students can access our 'Complaints and Feedback Policy' from the Nunkuwarrin Yunti Website found at [www.nunku.org.au](http://www.nunku.org.au) This provides information on our complaints handling processes. If we are unable to resolve your complaint internally or you are not satisfied with the way your complaint has been handled, you can contact the Australian Skills Quality Authority (ASQA) (<http://www.asqa.gov.au>).

Your suggestions and feedback are also important in helping us to improve our services, and we welcome any compliments as they give us an opportunity to recognise good work of staff and reward excellence. A feedback box is located in the students lounge. You can view or download the Client complaints, compliments and feedback brochure from our website. Go to <http://nunku.org.au/contact-us/your-thoughts/complaints/>.

## **LEGISLATION**

The relevant legislation is accessible on the Nunkuwarrin Yunti website.

Documents include:

- *Disability Discrimination Act (Cth) 1992*
- *Equal Opportunity Act (SA) 1984*
- *National Vocational Education and Training Regulator Act (Cth) 2011*
- *Privacy Act (Cth) 1988*
- *Racial Discrimination Act (Cth) 1975*
- *Return to Work Act (SA) 2014*
- *Sex Discrimination Act (Cth) 1984*
- *Student Identifiers Act (Cth) 2014*
- *Work Health Safety Act (SA) 2012.*

## **POLICIES**

Similarly, you are able to access course policies that govern the delivery of training at Nunkuwarrin Yunti of South Australia Inc. These policies include:

- Recognition of Prior Learning RTO Policy
- Issuance RTO Policy
- Assessment Validation RTO Policy
- Assessment RTO Policy and Procedures
- Complaints and Feedback Policy
- Work Health & Safety Policy and Procedures
- Equal Employment Opportunity Policy
- Smoke Free and Vape Free Policy.

These policies can be found either on the Nunkuwarrin Yunti website or provide a written request to the RTO Admin Officer, who can send a copy to you.

## **DEFERRAL**

Circumstances may require you to defer your studies. Your Training Coordinator will assist you in completing an application to defer. A place in the course will be held open for you for the next intake of that course and staff will determine a study schedule that considers what you have already attended and completed when you do return. If you wish to return to the course after this time a new application will need to be lodged (if the course is run again). You will gain a Statement of Attainment for each unit of competence completed, which may be able to be used for RPL for other qualifications.

Deferral is reviewed on an annual basis. It is your responsibility to inform the RTO of your intention to return to study. Failure to do so may lead to forfeiture of your place in the course. Each course has a limit on the time you have to complete it. As this differs from course to course your facilitator can let you know what that limit is for the training that you are enrolled in.

## **WITHDRAWAL**

If you leave the course, you will be provided with a Statement of Attainment for all units for which you have received competency at the end of your enrolment period.

Completed units of competency will be recognised by other registered training providers and may count toward recognition of prior learning in other courses and qualifications.



## **NUNKUWARRIN YUNTI'S RESPONSIBILITIES TO STUDENTS AND CLIENT AGENCIES**

Below is a list of the responsibilities that Nunkuwarrin Yunti has to students and client agencies.

### ***Provision of training and assessment services***

Nunkuwarrin Yunti undertakes to:

- Maintain high standards in the delivery of training and assessment services, and to safeguard the interests and welfare of students.
- Maintain a culturally safe learning environment that promotes student success.
- Assess the training, to provide adequate facilities, and to use methods and materials that are appropriate to the learning and assessment of students.
- Monitor and assess the performance and progress of the students in the training.
- Ensure that teaching staff are suitably qualified and sensitive to the cultural and learning needs of students.
- Provide training for teaching staff as required.
- Ensure that assessments are conducted in a way that meets the endorsed components of the training.
- Follow access and equity principles and processes in the delivery of its services.

### ***Provision of information***

Nunkuwarrin Yunti undertakes to:

- Supply accurate, relevant and up-to-date information to prospective students and client agencies.
- Supply students and client agencies with this information before it enters into written agreements with them, and that it regularly reviews all information provided to ensure its accuracy and relevance.

### ***Recruitment of students***

Nunkuwarrin Yunti undertakes to:

- Conduct recruitment of students at all times in an ethical and responsible manner.
  - All offers of course placement are based on an assessment of the applicant's:
    - Prior Qualifications,
    - Existing Workplace context and
    - Professional aspirations.
  - Are consistent with the requirements to undertake workplace-based training and assessment tasks at the level of study being delivered.
  - Aboriginal people are given priority in gaining access to the training.

### ***Record Keeping & Access to student File***

Nunkuwarrin Yunti keeps complete and accurate records of the attendance and academic progress of students. Students may gain access to their file upon request. Students are not permitted to remove files from the office. Copies of Student File information can be arranged by discussing this with the Training Coordinator.

### ***Quality Assurance***

Nunkuwarrin Yunti is committed to achieving a quality educational experience for all students engaged in workplace training with us. This is achieved by ongoing review and evaluation of the teaching process, training materials and assessment tasks and monitoring of professional outcomes through student's workplaces. Cultural accountability is another important feature for quality outcomes. Students have an important role in assisting the RTO to achieve ongoing improvements through constructive feedback and participating in evaluation processes.

The training is guided by policies on Risk Management and Continuous Improvement. Nunkuwarrin Yunti will seek feedback from students and employing agencies regarding their satisfaction with services they have received.

