RTO CODE 22130

Student Handbook

Student Handbook

Table of Contents

About Us

Saddle On was originally started as a small business with just a couple of ponies, offering pony parties and beginner lessons. Over the years Saddle On has expanded and is now a registered RTO and delivers various courses.
Saddle On is approved by regulatory body, Victorian Regulations and Qualifications Authority (VRQA) (RTO Code 22130**)** as a registered training organisation and delivers a range of nationally recognised qualifications. This document will provide you information about these qualifications and services including student procedures at Saddle On.

At Saddle On, we aspire to teach, motivate and inspire students to reach new level of personal development and growth. Throughout your journey, you'll have the opportunity to be taught and mentored by industry leaders and professionals. Our highly skilled, experienced and passionate group of trainers provide amazing support and guidance to our students throughout their learning journey. They share their extensive industry knowledge and experience with you to help you achieve your study goals and career aspiration. Saddle On trainers and staff offer a learning environment that is focused on individual learner needs and promotes equal opportunity education to all learners.

Our head office is in Williams Landing, Victoria and is well equipped with resources and facilities to provide our students with a fulfilling learning experience.

We hope you will find sufficient information about our Institute and the qualifications and services we offer to help you meet your study needs. Please feel free to contact us if you require assistance at any stage.

We look forward to seeing you at our campus.

Why Saddle On

- Gain nationally recognised qualifications from the relevant National Training package.
- Saddle on delivers ACM20117 Certificate II in Animal Studies and ACM20217 Certificate II in Horse Care under Skills First program, a Victorian Government scheme that helps people access vocational education and training (VET). If you are eligible, the Victorian government will contribute to the cost of your training. For more information on eligibility, please refer to the link https://www.skills.vic.gov.au/s/how-to-check-your-eligibility#eligibility.
- Multiple training locations and option to choose from day and evening classes.
- Small classes to provide individualised attention and support.
- Choose from variety of delivery modes ranging from classroom, on-the-job, distance and online. Virtual Delivery during COVID -19 pandemic.
- Receive relevant training in a proper, timely and efficient manner.
- Receive a nationally recognised qualification and/or statement of attainment at the completion of the training and assessment.
- Approachable and excellent support staff.

Government Subsidized training

Saddle On is an approved trainer provider under the Victorian Skills First Funding program. The Skills First Funding makes vocational training more accessible to people who do not hold a post-school qualification, or who want to gain a higher-level qualification than they already hold.

Saddle On has limited number of government-subsidised training places available to people who meet the eligibility criteria. Saddle On undertakes assessment of individual's eligibility for these subsidised training places based on eligibility criteria and an exhaustive enrolment process.

Skills First Funded Program

- To be eligible for Skills First funding, a student must be either:
  - an Australian citizen
  - a holder of a permanent visa OR
  - a New Zealand citizen
- A student must also enrol in a course that will result in 'upskilling'. Students do NOT have to meet the 'upskilling' requirement if they are:
  under 20
  over 20 and seeking to enrol in courses on the Foundation Skills List
  - (unless they hold a Diploma or above qualification, or are in the Commonwealth 'Skills for Education and Employment' program')
  - over 20 and seeking to enrol in an Apprenticeship OR
  - over 20 and seeking to enrol in VCE/VCAL.

In addition to meeting the eligibility requirements mentioned above a Skills First Student can only:

- The maximum number of commencements in government subsidised courses allowed for an individual student in a calendar year ("2 in a year")
- The maximum number of enrolments in government subsidised courses allowed for an individual student at any one time ("2 at a time"); and
- The maximum number of commencements in government subsidised courses at the same
  qualification level allowed across an individual student's lifetime ("2 at level")

Contact Details

Phone: +61 470 557 597
Address: Office 413, 101 Overton Rd
WILLIAMS LANDING VIC 3027
Email: info@Saddleon.com.au
Website: https://saddleon.com.au

Using this Handbook

This handbook is to be issued to students who are looking to enrol or are already studying with Saddle On to provide guidance on our services and relevant policies and procedures.

Code of Practice

This Code of Practice requires Saddle On to implement policies and management practices that maintain high professional standards in the delivery of education and training services which safeguard the educational interests and welfare of staff and students.

Administration and Management

Saddle On will meet the following minimum administrative and management standards:

- Ensure that staff with relevant qualifications and experience will undertake responsibility for the management and coordination of training, delivery, assessment, verification, staff selection and professional development of the Institute.
- Maintain adequate and appropriate insurance including public liability, and Work Cover.
- Advise the Registering Authority in writing of any change to the information contained in its Registration/Endorsement Application.
- Allow the Registering Authority access to training records, delivery locations and staff for the purpose of auditing performance or verifying compliance with the Conditions of Registration/Endorsement.
- Pay the Registering Authority all registration fees within 30 days of these fees being due and payable to maintain registration.
- Maintain systems for recording student enrolments, attendance, completion, assessment outcomes (including Recognition of Prior Learning), results, qualifications issued and grievances if any.
- Treat all personal records of clients with the strictest confidentiality.
- Provide facilities for staff and students to access their own records.

Legislative Compliance

Saddle On must comply with the following legislation with its operations:

- Workplace Health and Safety Act 2011
- Disability Act 2006
- Anti-Discrimination Act 1977 (Commonwealth)
- Copyright Act 1968 - Sect 1 Short title
- Working with Children Act 2005
- Working with children Act 2005 (Vic)
- Child Wellbeing and safety act 2005 (Vic)

- Charter of Human Rights and responsibilities Act 2006 (Vic)
- Human Rights and Equal Opportunity Act 1986
- Information Privacy Act 2000
- National Vocational Education and Training Regulator Act 2011
- National Work Health and Safety Act and Regulations (Commonwealth)
- Privacy Act and National Privacy Principles (2001)
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Specific legislation noted in course materials.
- Workers Compensation Regulation 2003
- Workplace Injury Management and Workers Compensation Regulation 2002
- Student Identifiers Act 2014

For access to Australian Legal Information Institute databases of Commonwealth, State legislation see www.austlii.edu.au

For access to Occupational Health and Safety legal obligations see www.nohsc.gov.au

For legislative and regulatory requirements relating to VET see the following website:

- VRQA - Victoria's education and training regulator

According to the and State Funding bodies, as Registered Training Organisation (RTO) are obliged to provide data on our students and courses.

The data we collect at enrolment meets the data specifications of the "Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) VET Provider Collection specifications. For more information visit www.ncver.gov.au.

As student of Saddle On you may be contacted and requested to participate in a National Centre for Vocational Education Research (NCVER) survey or a Department education project, audit or review.

Saddle On Staff

Staff Requirements & Company Structure

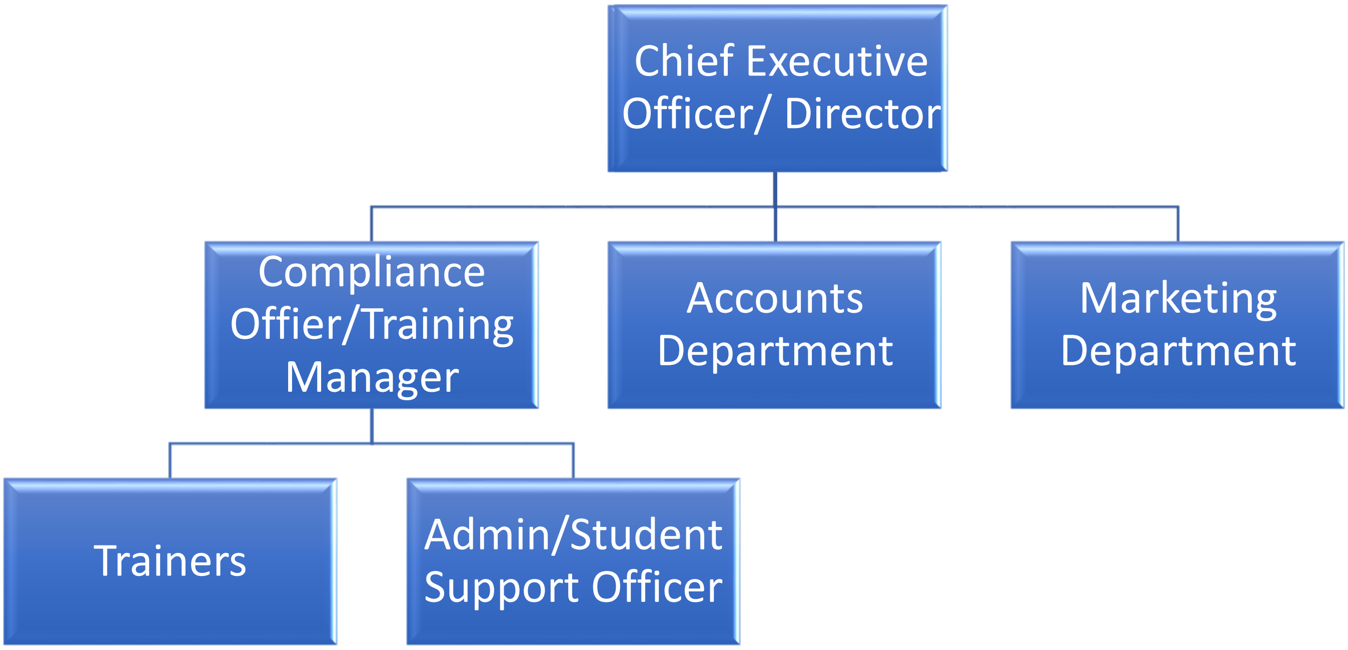
- Training manager/compliance officer is responsible for the standard of training and safety within Saddle On and for the assessments conducted whilst students are attending Saddle On.

- The Trainers at Saddle On supervise all training and assessments. In addition, trainers are responsible for day-to-day course administration. All have at least a Certificate IV in Training and Assessment and all the necessary endorsements to allow them to conduct and assess competency and underpinning knowledge. Trainers and assessors must, by law, maintain accurate records of attendance and participation.

- Compliance officer will be responsible for maintaining the compliance of the organisation with the relevant standards and legislations applicable to Saddle On

CEO is responsible for all administrative tasks such as handling all payments and coordinating your course activities.

Saddle On Company Structure



Enrolment

Saddle On strives to ensure that the enrolment process is fair and compliant. Selection for enrolment in our courses will be approved for applicants who meet the qualification selection criteria which is detailed in individual course brochures. In line with Government policy students with intellectual and physical disabilities are encouraged to participate in training.

Saddle On has a comprehensive and transparent enrolment process in place to ensure that a prospective learner is suitable and eligible to undertake a qualification that is well aligned with their learning needs. In general, we:

- Identify and assess you for your current skills and competencies which includes determining ACSF level via Language Literacy and Numeracy Test (LLN) and Pre-Training Review.
- Determine whether you can be credited with units of competency through either a Recognition of Prior Learning (RPL) or Credit Transfer (CT) process.
- Inform you about the eligibility and entry requirements for a qualification and help you make an informed decision.
- Ensure you are made aware of circumstances where you are accessing the Skills First Funding and how this may impact your access to further government subsidised training.
- Process your enrolment and develop an appropriate training plan to meet your individual needs.

Enrolment in Skills First funded course is dependent on:

- meeting the eligibility criteria of government funded course.
- meeting any pre-requisite qualifications or work experience
- satisfactorily completing a Pre-Training Review to ensure that the proposed training program is suitable and learning strategies and materials are appropriate for you. This includes a language, literacy and numeracy assessment.

Enrolment is conditional upon:

- Accurate and complete information being supplied by you.
- Completion of the required enrolment and statistical information
- An undertaking by you to abide by the policies and procedures and standards of conduct of Saddle On; and
- Payment of any prescribed Tuition Fee, and course materials fees (where applicable)

At the time of enrolment, you are required to complete a Student Enrolment Form which documents your eligibility for government funding and includes your acknowledgement of all fees and charges, as well as Saddle On's privacy statement.

Pre-Training Review

Prior to your enrolment, Saddle On will conduct a pre-training review. During the Pre-Training Review, the Saddle On representative will:

- assess Language, Literacy and Numeracy level, and if any language, literacy and numeracy needs are identified during the Pre-Training Review, assistance may be provided to support you with the studies.
- identify any competencies previously acquired by you through a Credit Transfer application or refer you to a Recognition of Prior Learning process
- ascertain the most suitable qualification for you to enrol in, based on your existing educational attainment, capabilities, aspirations and interests, and considering the likely job outcomes from the development of new competencies and skills
- assess eligibility for a place under subsidised funding program
- discuss with you the learning strategies used in the course to check they are suitable for you.

Training Plans

All students are provided a Training Plan, which documents their proposed learning and assessment strategy. The Training Plan will be signed by you, your employer and/or school (where applicable) and Saddle On's representative. Training Plans are usually developed and signed prior to training commencing but must be finalised no later than four (4) weeks after training commencement.

The outcome of your Pre-Training Review shapes the approach Saddle On will take to design your Training Plan.

All Training Plans will include, at least the following information:
- name and contact details of Saddle On (and employer, for apprentices/trainees)
- title and code of qualification
- unit title and code of competencies/modules to be obtained
- scheduled hours for competencies to be obtained
- timeframe for achieving competencies including the proposed start date and end date of each competency (and actual dates where training has already occurred)
- delivery modes to be used
- assessment details and arrangements
- party or parties responsible for the delivery and/or assessment of each competence; and
- Record of RPL assessment and CT granted, as relevant.

Language, Literacy and Numeracy (LLN) Support

Saddle On recognises the importance of adequate skills in LLN. Improving literacy skills will assist in ensuring education is available to all. Saddle On is responsible for obtaining enrolment details in full, as outlined on the Enrolment Application Form and ensure that information pertaining to individual learning requirements is provided to participants prior to enrolment for vocational education and training.

As part of the Entry requirements for the course being offered by Saddle On, all students will undertake a Language, Literacy, and Numeracy (LLN) test through the enrolment process to determine if students can enter the program and if any students require LLN support in completing the course. This test will occur prior to course commencement and will be assessed by a qualified Trainer/assessor.
If the student cannot complete the LLN test satisfactorily, then an LLN Report will be completed which includes the required action to be taken to assist the student to be able to complete the course. The LLN Report has the provision to schedule and document processes to provide support and guidance to the student in line with issues identified in the LLN test. The LLN report also allows for the monitoring and evaluation of the support being provided.

The completion of the LLN Test will determine the students ACSF level and will identify if a student may require additional LLN support.

If a learner has been assessed as required support as a result of the LLN test, the following educational and learning support services will be available to learners:

- Bilingual staff support
- Ongoing study support
- language, literacy and numeracy (LLN) programs or referrals to these programs;
- flexible scheduling and delivery of training and assessment;
- information and communications technology (ICT) support;
- learning materials in alternative formats, for example, in large print;
- learning and assessment programs contextualised to the relevant industry; and
- any other services that Saddle On considers necessary to support learners to achieve competency.
- Developing strategies to make support available where gaps are identified.
- Language, Literacy & Numeracy (LLN) support
- Use of trained support staff including specialists, note-takers and interpreters
- Individual tutoring
- Assistance with writing
- Reviewing drafts of student's work and providing written or verbal feedback
- adapting tasks to allow for more practice
- counselling services or referrals to these services
- any other services that the SADDLE ON considers necessary to support learners to achieve competency.

Please refer to Student Support Policy and Procedure on the website.

Learners not able to demonstrate required ACSF level or ability to complete the course:

Where learners are unable to complete the LLN Test to a satisfactory level and internal support mechanisms will not provide the support required to complete the course, students will not be enrolled into the program and will be referred to external LLN support providers. Students will be informed to gain assistance and support to increase their LLN levels prior to applying for the enrolment again.

Where support needs to go beyond what can be met with the above or through reasonable adjustment during the training and assessment process (see section below for information on types of reasonable adjustments that may be required), and additional support is required, Saddle On may refer students to external support providers (at the student's cost). However, Saddle On will not charge the students for the referral fees.

Reading Writing Hotline

The Reading Writing Hotline provides information on:

• Reading and writing classes for adults in your local area

• Distance learning if you are unable to attend classes

• How to become a literacy volunteer

• Commonwealth-funded English as a second language (ESL)programs for migrants

• Commonwealth-funded programs for Centrelink clients

• Literacy in the workplace programs

Helpline on 1300 6555 06 or visit the website http://www.readingwritinghotline.edu.au/.

Where social or personal circumstances may affect a participant's learning experience, we will support the participant where possible, including referral to other agencies.
Please refer to student support policy and procedure available on the website.

Personal Support

There may be times when personal issues may affect a student's ability to undertake the training. We encourage students to advise us if there are personal issues which will impact their attendance or progression through the course. We will ensure options are available to minimise the impact on your course progress and provide alternatives, dependant on the circumstances, e.g. deferring course for a period.

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

Recognition of Prior Learning.

Recognition of Prior Learning (RPL) is an assessment process that involves assessment of an individual's relevant prior learning (including formal, informal and non-formal learning) to determine the credit outcomes of an individual application for credit.

Credit Transfer

Credit transfer (CT) is a process that provides students with agreed and consistent credit outcomes for components of a qualification based on identified equivalence in content and learning outcomes between matched qualifications.

CT or RPL must be requested (in writing) within 15 days of enrolment. Original copies of transcript must be provided along with the CT Request Form. A copy of the USI transcript or access

Saddle On recognises all Australian Qualifications Framework (AQF) qualifications and statements of attainment issued by other RTOs. A student may apply to have a unit recognised by Saddle On if the unit code and title exactly matches the unit for which recognition is being sought; or if the unit held is equivalent to the current unit.

When Credit Transfer is granted, a credit is noted on the student's academic record & Training Plan and they will not be required to undertake further training or assessment in that unit.

If you wish to apply for Credit Transfer, please speak to Saddle On representative prior to or at the time of enrolment. An application must be completed, and the original (or certified) Qualification or Statement of Attainment produced. The application, together with supporting evidence, must be submitted prior to the commencement of training.

Please refer to relevant policy and procedure for detailed information.

Induction

The first session of your training in class, or workplace, will generally start with an induction presentation. In includes your Trainer:

- explaining their role in your training
- confirming the details of the course and training/assessment requirements
- explaining learning and assessment materials and process
- confirming all parties understand their role and responsibilities in the training and assessment process
- ensuring that you have access to the Student Handbook

You should take this opportunity to clarify any queries resulting from reading this handbook.

Student Support

Saddle On will ensure that all students are given appropriate support during their enrolment with Saddle On. This support includes both academic support and personal support. All the staff employed by Saddle On have the responsibility to provide necessary support to all students.

Where additional support is required to assist students, Saddle On may refer them to external support services. Saddle On does not charge for providing support services or referring them to the external support services. However, the external party may charge service fees that is payable by the student.

To speak to Student Support Officer, please call +61 470 557 597 or email info@saddleon.com.au

For more information, please refer to student support Policy and Procedure on the website and in this handbook.

Student Obligations

All students have a responsibility to:

- Treat other students and Saddle On staff with respect and fairness
- Follow any reasonable direction from a member of Saddle On staff
- Refrain from swearing, drinking and eating in classrooms and other learning areas (water only allowed).
- Behave responsibly by not littering, harassing fellow students or staff, damaging, stealing, modifying or misusing Saddle On or other student's property
- Behave responsibly by not possessing or being under the influence of drugs and alcohol.
- Refrain from using mobile phones, pagers or any other electronic devices that may disrupt classes.
- Attend scheduled classes and Saddle On activities regularly and complete all assessments within the required timeframe.
- Complete all assessment tasks and examinations honestly, and not engage in plagiarism, collusion or cheating.
- Follow Saddle On safety practices, including wearing approved clothing and protective equipment and following both written and verbal directions given by Saddle On staff.
- Not to behave in a way that would offend, embarrass or threaten others.
- Comply with all lawful regulations, rules or procedures of the Saddle On that pertain to them.
- Pay all fees and charges levied by the Saddle On within the required timeframe.
- Attend all meetings called by the Saddle On to discuss academic or course progress
- Meet or carry out all activities agreed with the Saddle On in relation to maintaining course progress or academic performance

Unique Student Identifier (USI)

If you are undertaking nationally recognized training delivered by a registered training organization (such as Saddle On) from 1 January 2015 you will need to have a Unique Student Identifier (USI).

A USI account will contain all your nationally recognized training records and results from 1 January 2015 onwards.

Students who have completed any units or qualifications from 2015 onwards will not be issued their certificates and/or statements of attainment until a verified USI has been created for you as per the Student Identifiers Act 2014.

USI is a requirement at Enrolment. Click here for more information Get a USI | Unique Student Identifier

Privacy Notice for students

The information you provide through the USI application process:

- is collected by the Student Identifiers Registrar for a number of purposes
- may be disclosed to a number of organisations, departments, regulators and other persons where it is reasonably necessary for the purposes of performing functions or exercising powers
- may be disclosed to the Oversight Authority in instances pertaining to digital identity to enable them to perform their functions
- will not otherwise be disclosed without their consent unless authorised or required by or under law.

Detailed information on the use of your information can be found in Division 5 - Collection, use or disclosure of student identifiers of the Student Identifiers Act 2014 and in our Privacy Policy

Privacy Notice

Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

If a student does not provide his/her personal information to Saddle On, Saddle on will not be able to enrol him/her as a student.

How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information

We are required by law (under the *National Vocational Education and Training Regulator Act 2011* (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

How the NCVER and other bodies handle your personal information

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the *Privacy Act 1988* (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at https://www.dese.gov.au/national-vet-data/vet-privacy-notice.

Surveys

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

Contact information

At any time, you may contact Saddle On to:

- request access to your personal information.
- correct your personal information.
- make a complaint about how your personal information has been handled.
- ask a question about this Privacy Notice.

Notification of change of personal information

It is essential that students ensure that their correct postal address is registered with Saddle On

You should note that official correspondence may also be sent to your 'Postal Address'. If you fail to notify Saddle On of a change of address you may jeopardise your chances of meeting deadlines and observing other special requirements.

Any other changes to personal data, such as name, email address, emergency contact details, or employer details (for Apprentices/Trainees) etc., should also be communicated to Saddle On as soon as possible.

Engagement & Participation

All students must meet their course progress obligations, as set out in their training plans. If you find you are unable or unlikely to be able to do so, you must discuss this with your Trainer/Teacher and employer/school (if applicable), as soon as possible.

Failure to attend classes on a regular basis without acceptable evidence of incapacity may result in not meeting the assessment requirements for a course or unit of study. If you are absent from classes and do not contact Saddle On to update about your circumstances, you may be at the risk of withdrawal. In some circumstances, if you have not satisfied the assessment requirements and wish to satisfactorily complete the unit, you will be required to re-enrol. Please advise the college if you can't attend the classes for extended period of time at the earliest possible.

Excursion Attendance

If you are attending an excursion as part of your study you will be notified about it in advance, including the start and finish times. If you leave an excursion early for any reason, then the responsible Trainer/Teacher must be informed so that you can be marked off the attendance roll.

Academic Progress

All students are expected to maintain a minimum academic standard to be allowed to continue their studies as per the training plan and must regularly attend classes as per the schedule..

Student Rights

- Be treated fairly and with respect by Saddle On staff and other students;
- Learn in an environment free of discrimination and harassment;
- Learn in a supportive and stimulating environment in which to pursue their goals;
- Have access to counselling if desired or required;
- Privacy concerning records that contain personal information, subject to statutory requirements;

- Be given information about assessment procedures at the beginning of the subject/competency/module and progressive results as they occur;
- Lodge a complaint without fear of retaliation or victimization;
- Have Principles of Natural Justice applied during any investigation process concerning a breach of the Student Code of Conduct.
- Formally notify the Saddle On of any absence of greater than three consecutive study days or of any withdrawal from enrolment

Competency Standards, National Qualifications and Assessment Guidelines

A Training Package consists of three parts:

Competency Standards

Competency Standards provide an industry benchmark for training and assessment. They specify the scope of knowledge and skills to be covered in the Training Package. They are the basis for designing vocational education and training courses and assessment approaches for delivery off-the-job by registered training organisations (RTOs).

National Qualifications

National Qualifications within the Australian Qualifications Framework (AQF) are awarded when a learner has been assessed as achieving a combination of Units of Competency that provides a meaningful outcome at an industry or enterprise level. Each qualification consists of core and/or elective Units of Competency. These cover knowledge and skills that workers require in performing a job. Where an individual achieves one or more Units of Competency without completing a full qualification, a Statement of Attainment is issued that recognises their achievement.

Assessment Guidelines

Assessment Guidelines provide a framework for accurate, reliable and valid assessment of the applicable Competency Standards. They ensure that all assessments are thorough, consistent and valid. They provide important quality assurance in the issuing of qualifications. To be assessed as competent and attain a specific competency standard, a learner needs to be able to competently perform all the elements in the performance criteria of a unit of competency, Learners will be required to collect evidence from both on and off-the- job training and/or classroom-based training and work placements. It is the combination of both the on and off- the-job training evidence that supports an assessment of competence.

Assessment

Assessment is the process of gathering and judging evidence in order to decide whether has achieved a standard or objective and it is a competency-based assessment. The competency-based assessment is the method of gathering and judging of evidence in order to decide whether you achieved a standard of competency.

Principles of Assessment

The four principles of assessment are followed in assessment of each Student's evidence of competence.
The four principles are;

- Validity
- Reliability
- Flexibility
- Fairness

Validity: Assessment against the unit(s) of competency and the associated assessment requirements covers the:

- broad range of skills and knowledge that are essential to competent performance;
- assessment of knowledge and skills is integrated with their practical application;
- assessment to be based on evidence that demonstrates that a Student could establish these skills and
  knowledge in other similar situations; and
- Judgment of competence is based on evidence of Student performance that is aligned to the unit/s of
  competency and associated assessment requirements.

Reliability: Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.

Fairness: The individual Student's needs are considered in the assessment process. Wherever appropriate, reasonable adjustments are applied by Saddle On to take into account the individual Student's needs. Saddle On informs the student about the assessment process and provides the student with the opportunity to challenge the result of the assessment and be reassessed if necessary.

Flexibility: Assessment is flexible to the individual student by:

- reflecting the Student's needs;
- assessing competencies held by the Student no matter how or where they have been acquired; and
- Drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.

Rules of Evidence

There are four rules of evidence that guide the collection of evidence. The learner's work must demonstrate the rules of evidence:
Valid – The assessment task must cover the required skills and knowledge
Sufficient – it must be enough to satisfy the competency
Current – skills and knowledge must be up to date
Authentic – it must be the learner's own work and supporting documents must be genuine.

Reasonable Adjustments

Reasonable adjustments can be made to ensure equity in assessment for people with disabilities. Adjustments include any changes to the assessment process or context that meet the Individual needs of the person with a disability, but do not change competency outcomes. Such adjustments are considered reasonable if they do not impose an unjustifiable hardship on Saddle On or employer or learner. When assessing people with disabilities, assessors are encouraged to apply good practice assessment methods with sensitivity and flexibility.
Assessors should also provide alternative assessment activities to address identified specific organisation requirements.

If you have special needs or disabilities, reasonable adjustment will be organised in accordance with the organisation assessment process of policy and procedures.

This may include but not limited to:
- visual difficulty; we can assist by making adjustments such as larger print of documents, assessment tools and forms
- physical disabilities; assessment may be broken down into shorter/longer lengths of time, where applicable
- sick or have medical condition, due date extension may be provided
- LLN Support

Examples of reasonable adjustment in assessment may include but not limited to:
- Submission of an oral assessment task for a written one
- Provision of extra time
- Use of adaptive technology

The requirements for special needs must be established and an appropriate record must be kept of the efforts made to establish special need and the outcomes of these efforts.

Access and equity
An individual's access to the assessment process should not be adversely affected by restrictions placed on the location or context of assessment beyond the requirements specified in the training package.

The individual learner's needs are considered in the assessment process. Where appropriate, reasonable adjustments are applied by Saddle On to take into account the individual learner's needs (Refer to Pre-Training Review section).

Saddle On informs the learner about the assessment process, and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary (Refer to Re-Assessment section).

Please refer to Access and Equity Policy and Procedure of Saddle On.

Competency/Submission Details and Instructions

All assessment due dates are set dates by which assessment tasks must be submitted. Learners are expected to take responsibility for meeting due dates and plan their work accordingly. The due date is the day the assignment must be received by Saddle On. Usually due date is the last day of the current unit and before the start date of the next unit on the training plan.

For you to achieve competency in each unit, you are required to complete all the tasks and submit according to your proposed training plan or else as negotiated with trainer. The Student instructions for each task have been mentioned before the start of each task in the assessment workbook. All completed assessment tasks must be submitted in hard copy or emailed to your trainer/assessor. You must achieve satisfactory ratings on all assessment activities and tasks to be deemed competent in the unit.

- The submission of answers (theory assessment tasks), could be handwritten or should be typed using software suite like Microsoft Office and submitted in printed form (If you are not comfortable with this form of assessment please speak to your trainer for alternative arrangements)
- Reports / templates where provided (workplace assessment tasks) should be completed by hand and submitted along with printed documents.
- At each submission of your assessment, the Student must declare that the work submitted is his/her own and has not been copied. Failure to do so will result in the assessment work being returned for completion thus delaying the assessment.
- Make sure you have read all supporting resources prior to commencing and completing any of the questions and activities in this assessment workbook.
- If you are unsure of the requirements of any assessment task – please contact your trainer/assessor, for clarification. Reasonable adjustment options are available however this must be arranged with the Training Department prior to assessment.
- You must ensure that you have attempted and completed all assessment tasks in this Student Assessment Workbook prior to submitting for assessing.
- Written questions require in-depth responses and answers must be correct, sufficient and in acceptable form of quality and standard
- All the above items must be adhered to. Failure to do so will result in your work being returned to you, delaying the assessment of your tasks
- Students are required to follow the instructions as given in the individual tasks to complete or submit it.

Understanding the Assessment Grading System

Assessments for qualifications are competency based, which means Students are assessed against the unit of competency requirements. Assessment results are recorded as follows:

- Satisfactory (S) result: The Student's submitted work satisfies the learning requirements and competency standards for the Task.
- Not Satisfactory (NS) result: The Student's submitted work does not demonstrate the understanding of competency standards in the Task.
- Competent (C) result: Once a Student receives a satisfactory result for all required assessment Tasks, as per the learning requirements and all competency standards for the unit (in accordance with the unit of competency details at National Register www.training.gov.au), C outcome will be awarded for the entire unit.
- Not Yet Competent (NYC) result: If any of the Tasks in unit is NS, a Student will receive NYC outcome. He/she will receive written feedback from a trainer/assessor, clearly outlining where the gaps are. The Student will then be required to rectify these gaps and re-submit his/her assessment for marking.

Extensions

Assessments must be submitted by the due date or an extension negotiated no later than 1 day prior to the original due date. Learners need to apply for an extension via their Trainer. Please note the learners can also request their trainer/assessor for extension verbally. It is the discretion of trainer/assessor to grant or refuse.

Extensions will be granted on a case-by-case basis and are not guaranteed. Approval is up to the discretion of the Trainer. An extension will only be granted when the learner has a valid reason for not submitting work on time such as illness or other serious matters and supported by documentation e.g. doctor's certificate.

Re-Assessment

If the result of your Unit Assessment is "Not yet Competent (NYC)", you will be given an opportunity for reassessment.
Each Student has three (3) attempts to achieve a competent outcome, including two resubmission attempts. You will only work on the component(s) of the Task(s) that were marked "Not Satisfactory". The re-assessment must be completed within 14 days of assessment feedback given to you by your facilitator/assessor. Please note that Saddle On will provide two (2) chances for re-assessment at no cost. If you are not able to achieve competency with all of these opportunities, you are required to repeat the unit at your own cost which will also impact your study period.

Plagiarism and Collusion

Plagiarism and collusion are both forms of cheating. It is taking and using someone else's ideas, writings or information and representing them as your own. Plagiarism is a serious act and may result in a participant's exclusion from a unit or a course. When you have any doubts about including the work of other authors in your assessments, please consult with your trainer/assessor. In case you need further information about plagiarism and collusion, please refer to plagiarism and collusion policy and procedure section in this handbook. The following list outlines some of the activities for which a participant can be accused of plagiarism:

- Presenting any work by another individual as one's own unintentionally
- Submitting assessments copied from another Student
- Presenting the work of another individual or group as their own work
- Submitting assessments without the adequate acknowledgement of sources used, including assessments copied totally or in part from the internet

Saddle On regards plagiarism and cheating as a serious misdemeanor. Where evidence of plagiarism is found, it will be dealt with Plagiarism and Collusion Policy and Procedure.

For more information, refer to Saddle On's Training and Assessment Policy and Procedure and plagiarism and collusion policy and procedure. Learner can use Complaints and Appeals policy and procedure of Saddle on, if he/she has reservations regarding plagiarism decision by Assessor

Referencing

The Students are required to use the right sources in their work. By doing proper referencing, you are acknowledging that you have used someone else's information or work.

You must reference all sources that you use in your assignment, including words and ideas, facts, images, videos, audio, websites, statistics, diagrams and data.

Please ask your trainer if you do not know how to reference your evidence. Ensure your work is referenced to prevent plagiarism. Please refer to Plagiarism and collusion policy and procedure in this handbook.

Appealing

Appealing a decision: Where a Student disagrees with a decision made by Saddle On regarding outcome of unit, plagiarism or cheating, he/she may pursue appeal proceedings in accordance with the Saddle On complaints and appeals process given in Complaints and Appeals procedures, as you have the right to appeal the final decision.

- Where Students wish to appeal an assessment or RPL, they are required to notify their Trainer / Facilitator / Assessor in the first instance. Where appropriate their Assessor may decide to re-assess the Student to ensure a fair and equitable decision is gained. The Assessor shall complete a written report regarding the re-assessment outlining the reasons why re-assessment was - or was not - granted.

- If this is still not to the Student's satisfaction, the Student may formally lodge an appeal. They will lodge this with the Compliance Manager/Officer or a nominee appointed by the Compliance Manager/Officer and the appeal will be entered in the Complaints and Appeals Register.

More information about this process can be found in the in complaints and appeals policy and procedure.

Working with Children Check

In 2006, the Victorian Government introduced a new checking system to help protect children from harm, the Working with Children Check. Prospective learners need to be aware that volunteering or working with children under the age of 18 requires a Working with Children Check and that employers, volunteer organisations. Any staff of Saddle On who deals with under 18 years old will need to have working with children check. Please refer to the link for more information https://www.workingwithchildren.vic.gov.au/individuals/applicants/how-to-apply-1. Any costs will be paid by the individual.

National Police Check

The trainer/assessor will need to undertake national police check before they commence training and assessment. The police check must not be older than 3 months at the time of commencement of the employment. Saddle on will also be doing the reference check of all the staff.

Results and Certificates

All learners are entitled to receive a Record of Results. Learners who have completed and been assessed as competent in all units of competency of a course will receive a Certificate, or Diploma. Learners must settle any outstanding fees before they can collect their qualification certificate. Learner results will be kept on file for 30 years. Additional or replacement copies of the record, statement or certificate can be requested from the RTO. There is a charge per document for this service.

We will issue your qualification when all requirements of the course have been marked as satisfactory and all units are assessed as Competent (C). Additionally, all administration requirements will have been met and any outstanding fees have been paid before qualifications will be issued.

Learners are entitled to receive statement of attainments if they have completed one or more accredited units at any stage throughout the course, or upon withdrawal or deferral.

Certificates and Statement of attainments will be issued within 30 days of course completion or withdrawal. Please make a request to office if you require it earlier for any specific reason.

Withdrawal and Deferral

Saddle On learners who wish to withdraw or defer from training must notify Saddle On in writing. Withdrawals and deferrals will be processed within a week upon receipt of written confirmation, or after 4 weeks if there has been no contact from the learner in response to a withdrawal or deferral email being sent to them by Saddle On.

Learners who apply for a deferral can be granted two deferrals for a maximum of 12 month. Additional fees and charges may be associated with the recommencement of training.

Courses and funding may change and may not be available at time of recommencement. Should this occur Saddle On will negotiate alternative study options and/or fees and charges with you.

Breach of conduct

A breach of conduct occurs when a student behaves in a manner described below:

- Assaults, attempts to assault or threatens a person on the Saddle On premises.'
- Acts contrary to Equal Opportunity practices of the Saddle On which is committed to the prevention and
- Elimination of discrimination on the grounds of:
  - Age;
  - Impairment;
  - Industrial activity;
  - Lawful sexual activity;
  - Marital status
  - Physical features;
  - Political belief or activity;
  - Pregnancy;
  - Race;
  - Religious belief or activity;
  - Sex;
  - Status as a parent or a carer;
  - Personal association (whether as a relative or otherwise) with a person who is identified by reference to any of the above attributes.
- Disobeys or disregards any lawful direction given by an officer of the Saddle On.
- Acts dishonestly or unfairly in connection with an examination, test, assignment or other means of assessment conducted by the Saddle On.
- Deliberately obstructs any teaching activity, examination or meeting of the Saddle On.
- Engages in any conduct or activity prejudicial to the management and good governance of the campus.
- Deliberately obstructs or attempts to deter any officer or employee of the Saddle On in the performance of their duties.

- Wilfully damages or wrongfully deals with any Saddle On property.
- Attends the Saddle On whilst under the influence of alcohol or affected by drugs, etc. or possesses, uses or traffics a drug of addiction or drug of dependence within the meaning of the Crimes Act.
- 1958 or the Drugs Poisons and Controlled Substances Act 1981 or any Act in substitution thereof.
- Carries or uses such items as firearms, knives, syringes, etc as a weapon.
- Fails by or within the agreed required date or period, to pay any fee or charge payable to the Saddle On.
- Fails to comply with WH&S regulations or wilfully places another person in a position of risk or danger.
- Fails to consistently and regularly attend scheduled classes and activities.
- Constantly interrupts class time through the use or presence of mobile phones and pagers
- Uses abusive language.
- Fails to attend meetings called to discuss academic or course progress.
- Fails to carry out actions or engage in activities agreed with the Saddle On to maintain course or academic progress.
- Fails to formally notify the Saddle On of any prolonged absence, change of address and contact details or of any withdrawal from enrolment.

Non-compliance

In the event of non-compliance/breach with our rules the following applies:

- A Trainer or the manager will contact you to discuss the issue or behaviour & to determine how the issue might be rectified. This will be documented, signed by all parties and included on your personal file.
- If your behaviour continues or the issue is unresolved, you will be invited for a personal interview with the General Manager to discuss this issue further and to make you aware of our complaints procedure that is available to you. This meeting and its outcomes will be documented, signed by all parties and included on your personal file.
- Should the issue or behaviour continue, you will be provided with a final warning in writing & a time frame in which to rectify the issue. A copy of this letter will be included on your personal file.
- Should the issue or behaviour still continue, training services will be withdrawn, and you will be notified in writing that your enrolment has been terminated.

While we hope that these situations do not happen, we are committed to a very transparent process to ensure that all parties are satisfied with the final resolution.

Privacy and Confidentiality Records Access

Saddle On is committed to protecting the privacy of your personal information.

You have the right to see and review your personal and training file at any time provided you organise it with the Compliance Manager/ Officer.

We have a Privacy Policy and procedure that sets out the way we handle personal information, including the use and disclosure of personal information and rights to access your personal information. We only collect information that is directly relevant to effective service delivery.

Saddle On will exercise strict control over confidential information. If a third party requires client information we will require your written consent prior to the release of any information.

On your enrolment application form, there is a place to sign to say that we can provide information to Government Departments about your enrolment, attendance and performance. We do this as it is required by the Government.

Discrimination and Harassment

It doesn't matter how old you are or whether you were born in Australia or overseas - the Equal Opportunity legislation and federal anti-discrimination laws protect your rights. It is against the law for someone to treat you unfairly (discriminate) or harass you (hassle or pick on you) because of your actual or assumed:

• Age • Carer status • Disability/impairment • Gender	• Lawful sexual activity • Marital status • Physical features • Political belief of activity	• Pregnancy • Race • Religious belief of activity • Sexual orientation

It is also against the law for someone to sexually harass you. If you make a complaint (or help someone else make a complaint), it is against the law for someone to harass or victimise you because you have done so. It is also against the law to authorise or assist another person to discriminate or harass someone.

Discrimination in education occurs if a personal characteristic is used when:

- Deciding who will be admitted as a student including refusing to accept a student's application;
- Denying or limiting access to benefits; or
- Any other unfair treatment based on a personal characteristic defined by law.

Sexual harassment is behaviour of a sexual nature that is unwelcome, unasked for and unreturned. If a reasonable person would have foreseen that the behaviour would offend, humiliate (put down) or intimidate (threaten or scare) the other person, then the law classifies this as sexual harassment. Sexual harassment can be physical, verbal or written. It can include words, statements or visuals that are transmitted by paper, phone, fax, e-mail, office intranets, videoconference or any other means of communication.

If any of these things happen to you, or you feel they might be happening to someone else, go speak to your Trainer immediately and tell them about it. If you don't want to speak with your Trainer, then you should go and see the CEO to get some assistance.

Safety

The Work Health and Safety Act is strongly enforced Australia-wide. It means that you cannot be placed at risk through anything that you may be asked to do by Saddle On. Your trainers and assessors have been specially trained in Saddle On's safety standards.

Should you be asked to do anything you feel is unsafe:

- Stop.
- Advise the trainer of your worries and do not proceed.
- Stop anyone else with you from doing anything unsafe.

It is the RTO's responsibility to keep you in a safe learning and working environment and he must not allow any work to be done that is unsafe.

We are an alcohol and drugs of abuse free centre. Undertaking any part of your study intoxicated or affected by drugs of abuse may result in suspension or termination from the course. If you are caught selling or undertaking any other illegal activity, then you may be reported to the Police for appropriate action.

If you act unsafely, then you may be required to undergo additional training to demonstrate that you understand the safety requirements and are able to comply with them.

RTO CODE 22130

Information on courses currently being delivered by Saddle On

SADDLE ON
RTO CODE 22130

ACM20117 - Certificate II in Animal Studies

NATIONALLY RECOGNISED TRAINING

Qualification Description

This is a general qualification for entry into sectors of the animal care and management industry, where workers provide care for animals in workplaces such as animal shelters, kennels, catteries, sanctuaries and veterinary clinics. At this level, work takes place under direct supervision within clearly defined guidelines for work activities.
No occupational licensing, legislative or certification requirements apply to this qualification at the time of publication. However, individual units of competency may specify relevant licensing, legislative and/or regulatory requirements. Users of this qualification must refer to the relevant state or territory jurisdiction for details.

ACCREDITATION

This qualification is nationally recognised under the Australian Qualifications Framework (AQF).

Clients Cohort

Leaners wanting to prepare to work in animal care industry and learn how to complete animal care hygiene routines, feed and water animals, provide basic first aid, and assist in the health care of animals.
The program is targeted at domestic Leaners with or without any prior experience or you could be in an on-the-job situation (currently employed or actively willing to seek employment).

Entry Requirements:

There are no entry requirements for this qualification.
Saddle has its own entry requirements to enrol in this course, student must:

- Be at least 17 years of age
- Have successfully completed Year 10, or equivalent
- Be able to undertake work experience placements at an animal care facility and veterinary clinic
- Many students choose to volunteer at animal shelters, RSPCA etc to learn some of the practical skills they need.
- Have access to computers and internet.
- Leaners will be required to participate in practical training in simulated workplace environment. This will allow time to develop hands-on skills and experience in animal care industry and demonstrate the practical competencies required to complete the course.
- Leaners must attend a Pre-Training interview and complete a language, literacy and numeracy quiz prior to enrolment or the commencement of training. If addition support is required, then we can help you.
- Student must demonstrate following ACSF level in LLN Quiz:
  Learning – 4
  Reading – 3
  Writing – 3

Oral communication – 3
Numeracy – 3

Funding, Eligibility and Course Fee
This course is delivered for fee for service students and the students who may be eligible for funding under skills first program.
Victorian residents who undertake classroom-based or blended training may be eligible for Victorian Government Funding (Skills First previously known as Victorian Training Guarantee).
Please go to the below mentioned link for the eligibility for funding under Skills First Program:
https://www.skills.vic.gov.au/s/how-to-check-your-eligibility

For more information
For more information, please contact One of the friendly team members of Saddle On for the updated fees.

Terms and Conditions:

- SADDLE ON will strive to maintain highly competitive fair and reasonable fee structures.
- SADDLE ON adjusts its fees and charges from time to time. Changes to fees will be fairly and equitably applied, advertised and clearly indicate the date from which the change will take effect.
- SADDLE ON provides details of course fees in all course information.
- SADDLE ON will ensure these fees are applied and communicated to clients prior to enrolment.
- SADDLE ON adopts the following to protect fees paid in advance:
    - Flexible payment arrangements/ options will accommodate individual circumstances.
    - Saddle on does not charge more than $1500.00 in advanced payment.
    - Fees must be paid in full before certification will be issued.
    - Acceptable payment options can be made via credit card, direct debit, and EFT remittance to accommodate the diverse financial situations of clients.

Duration: 30 weeks of study and 2 weeks of holidays.

Students will be required to attend classroom for 20 hours per week. Students will be required to dedicate 8 hours per unit.

RECOGNITION OF PRIOR LEARNING AND CREDIT TRANSFER
The underlying principle of Nationally Recognised Training is that a learner does not have to repeat training and assessment that has already been undertaken.
SADDLE ON has a Recognition of Prior Learning (RPL) and Credit Transfer Policies and Procedures and can be found at SADDLE ON's website, which outlines in detail processes to be followed for

granting recognition and credit transfer. This is supported through the RPL guidelines for this qualification which focus specifically on all units.
Learners are encouraged to apply for RPL prior to or immediately after formal enrolment but prior to the facilitated delivery of units to ensure that they do not miss any training opportunities offered should they be unsuccessful in the RPL process.
Credit Transfer relates to the recognition of learning achieved through formal education and training, and involves assessing a previously completed course or units to see if it provides equivalent learning or competency outcomes to those required within the current course of study.
Learners must provide transcripts of results and/or statements of attainment for credit transfer to be assessed.
Where a learner is successful in the RPL or Credit Transfer (CT) application, the units to be undertaken and course duration will be adjusted accordingly.
Where RPL is granted, learners do not have to participate in further training and assessment for skills and knowledge that they already possess.

Delivery Location
Training and assessment will be conducted in Training rooms organised by Saddle On or at its campus in Williams landing.

Mode of Delivery
Blended mode of delivery consists of training and assessment in classroom and simulated environment.

Course structure
To achieve this qualification, competency must be demonstrated in:
12 units of competency:
- 8 core units plus
- 4 elective units.

Core Units
ACMGAS201 Work in the animal care industry
ACMGAS202 Participate in workplace communications
ACMGAS203 Complete animal care hygiene routines
ACMGAS204 Feed and water animals
ACMGAS205 Assist in health care of animals
ACMGAS206 Provide basic first aid for animals
ACMSUS201 Participate in environmentally sustainable work practices
ACMWHS201 Participate in workplace health and safety processes

Elective Units
ACMGAS208 Source information for animal care needs
ACMGAS209 Provide information on companion animals, products and services
ACMGAS207 Provide reception services for an animal care facility
HLTAID003 Provide First Aid

Assessment Methods:

- Knowledge Questions (Written Questions)
- Practical Tasks (Role Play / Demonstration/ report Writing)

Resources/materials

Saddle On shall provide Leaners with equipment and resources as specified in the ACM training package. Leaners will have access to an Animal care setting and additional resources (listed below) for specific units as specified in the Training package for the purposes of assignment work, to provide the Leaner with a functional operating environment to base their training & assessment on.

Students will be provided with student assessment workbook, Learner Guide, Power Point Presentations.

RTO will provide a suitably equipped simulated workplace environment, classrooms and laptops (if required) for training and assessment processes, as well as a range of additional resources that may be required. Participants are also provided with access to:

- adult, child and infant resuscitation manikins
- a range of animals or models
- Animal care setting
- AED training device
- different types of training adrenalin auto-injector training devices (e.g. EpiPen and AnaPen)
- different types of placebo bronchodilators and a spacer device
- roller bandages
- triangular bandages
- workplace First Aid kit
- wound dressings
- Personal protective equipment (PPE)

COMPLETION

Upon successful completion of this course, student will receive a nationally recognised **ACM20117 - Certificate II in Animal Studies**. Students who do not complete all units may be eligible for a Statement of Attainment for partial completion of the course.

Education Pathways

- ACM20217 Certificate II in Horse Care
- ACM30121 - Certificate III in Animal Care Services
- ACM40121 - Certificate IV in Animal Regulation and Management
- ACM50119 - Diploma of Animal Technology

Employment Pathways

- Animal Attendant

- Clinic Receptionist
- Clinic assistant
- Pound Attendant
- Animal Carer
- Pet Sitter

FURTHER INFORMATION

Before enrolment, each student should ensure s/he meets the following requirements:

- Enrolment Application Form can be downloaded from website https://saddleon.com.au/ or requested to be emailed. Filled in enrolment application form can be forwarded to info@saddleon.com.au
- Read and understand the complete information available at SADDLE ON's website or email your request to info@saddleon.com.au.
- Read and understand all policies and procedures available at SADDLE ON's website or email your request to info@saddleon.com.au.
- Provide SADDLE ON with their Unique Student Identifier (USI) number. For more information, see https://www.usi.gov.au/students/create-your-usi.
- You can post or visit us at our head office Office 413, 101 Overton Rd, WILLIAMS LANDING VIC 3027
- You will also find further information about fees and refunds and the enrolment process applied by SADDLE ON on the website and Student Handbook.
- For further details or queries, SADDLE ON can be contacted via email at info@saddleon.com.au or phone: (03) 5282 4017.

IMPORTANT INFORMATION

- SADDLE ON has got the systems in place to make sure that student is getting quality training during the course. SADDLE ON is responsible for compliance and training & assessment of this course and there are no third-party training provider services acquired by SADDLE ON.
- Please go through the policies and procedures regarding enrolment, fee refunds and complaints & appeals available on the website.

Our responsibilities to the students:

- Providing Quality Training and Assessment
- Complying with the VRQA guidelines, AQTF standards/elements
- Issuing AQF certification, when all the assessment and financial requirements are met by the students.

Please note that Saddle on does not provide any guarantee of:

- A learner will successfully complete a training product on its scope of registration; or
- A training product can be competed in a manner which does not meet the requirements of the relevant training package or VET accredited course; or

- A learner will obtain a particular employment outcome.
- Licensing outcome

Student must read student handbook before making an enrolment decision. You can contact student services for any further information.

BSB30120 - Certificate III in Business

https://training.gov.au/Training/Details/BSB30120

DESCRIPTION

This qualification reflects the role of individuals in a variety of Business Services job roles. It is likely that these individuals are establishing their own work performance.

Individuals in these roles carry out a range of routine procedural, clerical, administrative or operational tasks that require technology and business skills. They apply a broad range of competencies using some discretion, judgment and relevant theoretical knowledge. They may provide technical advice and support to a team.

ACCREDITATION

This qualification is nationally recognised under the Australian Qualifications Framework (AQF).

CLIENT GROUPS

- This is an entry-level qualification for secondary school graduates, those working in business administration, those seeking entry into higher level business positions or those with professional experience in a range of industries.
- The program is targeted at domestic Leaners with or without any prior experience or you could be in an on-the-job situation (currently employed or actively willing to seek employment).

Learners with experience in the relevant industry or education can apply for Recognition of Prior Learning (RPL) and Credit Transfer. Please refer to 'RECOGNITION OF PRIOR LEARNING AND CREDIT TRANSFER' section or contact Saddle on for further information.

Duration

52 weeks including holidays (45 weeks of study and 7 weeks of holidays)

ENTRY REQUIREMENTS

Qualification Package Entry Requirements

There are no specific entry requirements for this course.

SADDLE ON Admission requirements

SADDLE ON has the following admission requirements:

- There are NO previous work or education requirements for entry into this course. Leaners may enrol directly in the certificate level course without completing lower ranked qualifications.
- Leaners must be able to bring in a laptop to class

RTO CODE 22130

- Leaners must attend a Pre-Training interview and complete a language, literacy and numeracy test prior to enrolment or the commencement of training. If addition support is required, then we can help you. For additional information, go to the Student Handbook on our website.

Required Australian Core Skills Framework (ACSF) level

Following ACSF level is required in reading, writing, learning and numeracy, and oral communication to gain entry into the qualification:

Learning: 4
Reading: 3
Writing: 3
Oral Communication: 3
Numeracy: 2

Pre-training Review:

SADDLE ON is responsible for obtaining enrolment details in full, as outlined on the Enrolment Application Form and ensure that information pertaining to individual learning requirements is provided to participants prior to enrolment for vocational education and training. Pre-Training Review will be done during application processing using the Pre-Training Review form in accordance with the applicant's provided information. This review consists of information related to each Student's previous education, training and work experience. This review will be conducted in order to determine if there is a need to recognise existing competencies through Recognition of Prior Learning (RPL) and / or Credit for prior studies.

Licensing/Regulatory Information

Not applicable

PATHWAY FROM THE QUALIFICATION

Education Pathways

- BSB40120 Certificate IV in Business*
- BSB40520 Certificate IV in Leadership and Management*
- BSB50120 - Diploma of Business *
- Other accounting and business-related qualifications*.

*Please be informed these qualifications are not delivered by Saddle On.

Employment Pathways

- Data Entry Operator
- Business Administration
- General Clerk
- Payroll Officer
- Business Support Officer

Mode of Delivery

Blended Mode of Delivery:

- Classroom based training or virtual training via Zoom during COVID – 19

- Self-paced Learning

Study Load

20 hours per week of classroom delivery.
Students will be devoting allocated hours for each unit per week towards self-paced learning/study.

RECOGNITION OF PRIOR LEARNING AND CREDIT TRANSFER

The underlying principle of Nationally Recognised Training is that a learner does not have to repeat training and assessment that has already been undertaken.
SADDLE ON has a Recognition of Prior Learning (RPL) and Credit Transfer Policies and Procedures and can be found at SADDLE ON's website, which outlines in detail processes to be followed for granting recognition and credit transfer. This is supported through the RPL guidelines for this qualification which focus specifically on all units.
Learners are encouraged to apply for RPL prior to or immediately after formal enrolment but prior to the facilitated delivery of units to ensure that they do not miss any training opportunities offered should they be unsuccessful in the RPL process.
Credit Transfer relates to the recognition of learning achieved through formal education and training, and involves assessing a previously completed course or units to see if it provides equivalent learning or competency outcomes to those required within the current course of study.
Learners must provide transcripts of results and/or statements of attainment for credit transfer to be assessed.
Where a learner is successful in the RPL or Credit Transfer (CT) application, the units to be undertaken and course duration will be adjusted accordingly.
Where RPL is granted, learners do not have to participate in further training and assessment for skills and knowledge that they already possess.

COURSE FEE

- Tuition Fee: AUD 3000
- Material Fee: AUD 500
- Application/Registration Fee: AUD 250 (Non-refundable)
- RPL Fee: AUD 1,500

Note: Students will be provided the option of Easy Monthly Instalments. Students are advised contact the Institute in relation to the updated and recent fees for the course. Course fee is subject to change.

Terms and Conditions:

- SADDLE ON will strive to maintain highly competitive fair and reasonable fee structures.

- SADDLE ON adjusts its fees and charges from time to time. Changes to fees will be fairly and equitably applied, advertised and clearly indicate the date from which the change will take effect.
- SADDLE ON provides details of course fees in all course information.
- SADDLE ON will ensure these fees are applied and communicated to clients prior to enrolment.
- SADDLE ON adopts the following to protect fees paid in advance:
  - Flexible payment arrangements/ options will accommodate individual circumstances.
  - Saddle on does not charge more than $1500.00 in advanced payment.
  - Fees must be paid in full before certification will be issued.
  - Acceptable payment options can be made via credit card, direct debit, and EFT remittance to accommodate the diverse financial situations of clients.

COURSE STRUCTURE

Course duration has been calculated as 52 weeks in total.

All students are expected to give allocated hours for each unit as Self-paced Study/learning. Your trainer will update you on this before commencement of the course or you can contact SADDLE ON's support staff to know more about this.

Total number of units = 13
6 core unit plus
7 elective units.

Code	Unit Title	Core/ Elective
BSBCRT311	Apply critical thinking skills in a team environment	C
BSBPEF201	Support personal wellbeing in the workplace	C
BSBSUS211	Participate in sustainable work practices	C
BSBTWK301	Use inclusive work practices	C
BSBWHS311	Assist with maintaining workplace safety	C
BSBXCM301	Engage in workplace communication	C
BSBWRT311	Write simple documents	E
BSBTEC301	Design and produce business documents	E
BSBESB401	Research and develop business plans	E
BSBPEF301	Organise personal work priorities	E
BSBFIN301	Process financial transactions	E
BSBFIN302	Maintain financial records	E
BSBHRM416	Process payroll	E

COURSE COMMENCEMENT

Monthly Intake commencing mid of every month.

ASSESSMENT METHODS

Each unit is delivered and assessed as a standalone unit.

Assessment requires achievement across all tasks to demonstrate competence and may include:

- Written Questions
- Observation
- Case study
- Practical tasks (Role play/report writing)
- Project

RESOURCES / MATERIALS

Saddle On shall provide Leaners with equipment and resources as specified in the BSB training package in form of Customised in house assessment tools, Learner Guide, Power Point Presentations

RTO will provide a suitably equipped simulated workplace environment, classrooms and laptops (if required) for training and assessment processes, as well as a range of additional resources that may be required.

COMPLETION

Upon successful completion of this course, student will receive a nationally recognised BSB30120 - Certificate III in Business. Students who do not complete all units may be eligible for a Statement of Attainment for partial completion of the course.

COURSE DELIVERY LOCATION

This qualification will be delivered at the head office or any other convenient location depending on the cohort/group's requirement. These locations are often rented spaces in community centres or office premises. During COVID restrictions, the classes will be held virtually. Saddle On will use Training venue checklist to make sure that premise is equipped with all the required resources and equipment for training and assessment.

FURTHER INFORMATION

Before enrolment, each student should ensure s/he meets the following requirements:

- Enrolment Application Form can be downloaded from website https://saddleon.com.au/ or request to be emailed can be forwarded to info@saddleon.com.au
- Read and understand the complete information available at SADDLE ON's website or email your request to info@saddleon.com.au.
- Read and understand all policies and procedures available at SADDLE ON's website or email your request to info@saddleon.com.au.
- Provide SADDLE ON with their Unique Student Identifier (USI) number. For more information, see https://www.usi.gov.au/students/create-your-usi.

- You can post or visit us at our head office Office 413, 101 Overton Rd, WILLIAMS LANDING VIC 3027
- You will also find further information about fees and refunds and the enrolment process applied by SADDLE ON on the website and Student Handbook.
- For further details or queries, SADDLE ON can be contacted via email at info@saddleon.com.au or phone: (03) 5282 4017.

IMPORTANT INFORMATION

- SADDLE ON has got the systems in place to make sure that student is getting quality training during the course. SADDLE ON is responsible for compliance and training & assessment of this course and there are no third-party training provider services acquired by SADDLE ON.
- Please go through the policies and procedures regarding enrolment, fee refunds and complaints & appeals available on the website.

Our responsibilities to the students:

- Providing Quality Training and Assessment
- Complying with the VRQA guidelines, AQTF standards/elements
- Issuing AQF certification, when all the assessment and financial requirements are met by the students.

Please note that Saddle on does not provide any guarantee of:

- A learner will successfully complete a training product on its scope of registration; or
- A training product can be competed in a manner which does not meet the requirements of the relevant training package or VET accredited course; or
- A learner will obtain a particular employment outcome.
- Licensing outcome

Student must read student handbook before making an enrolment decision. You can contact student services for any further information.

HLTAID009 - Provide cardiopulmonary resuscitation

https://training.gov.au/Training/Details/HLTAID009

NATIONALLY RECOGNISED TRAINING

Unit Code and name: HLTAID009 Provide cardiopulmonary resuscitation
Pre-requisite: Nil
Application:

This unit describes the skills and knowledge required to perform cardiopulmonary resuscitation (CPR) in line with the Australian Resuscitation Council (ARC) guidelines.

This unit applies to all persons who may be required to provide CPR, in a range of situations, including community and workplace settings.

Specific licensing/regulatory requirements relating to this competency, including requirements for refresher training should be obtained from the relevant national/state/territory Work Health and Safety Regulatory Authorities.

CLIENT GROUPS
This program is for:

- Domestic Students of age 15 years or older with existing first aid experience or
- Domestic students who are new to first aid

Duration: 8.5 hours face to face training and assessment in a classroom environment.

.

Mode of Delivery: Face to Face in training centres, campus or in workplace with Self-paced reading

Entry Requirements: There are no specific entry requirements are for this course.
However, SADDLE ON has got its own admission requirements:

- Learners must be 15 years or older.
- Learners will be required to provide their Unique Student Identifier number prior to the commencement of the course (usi.gov.au to register).
- Learners will be required to show a photo id on the day of course commencement.
- Learners must have the necessary health and fitness to carry out the assessment requirements which are to; Complete continuous 2 minutes of CPR on an adult manikin kneeling on the floor and 2 minutes of continuous CPR on an infant manikin. (Some Students may find the physical aspects of this training strenuous and will be asked to discuss any injuries or physical limitations, with the RTO staff prior to enrolment).
- Students are recommended to have access to the computers with internet connection.

- Leaners must complete a language, literacy and numeracy quiz prior to enrolment or the commencement of training and demonstrate ACSF level 2 (in Learning, Reading, Writing, Oral Communication, Numeracy) to gain entry into the course. If addition support is required, then we can help you. For additional information, go to the Leaner Handbook in our webpage.

Course fees

Please contact One of the friendly team members of Saddle On for the updates fees.

Delivery Location

This qualification will be delivered at the head office or any other convenient location depending on the cohort/group's requirement. These locations are often rented spaces in community centres or office premises. The practical component will be delivered in a simulated environment.

While hiring the training rooms, Saddle On will conduct the suitability check of the premises by using the training venue checklist, to make sure that premise is suitable for training and assessment. Saddle On will organise all the resources required for delivery of training and assessment prior to the commencement of training

Course Content:

This unit describes the skills and knowledge required to perform cardiopulmonary resuscitation (CPR) in line with the Australian Resuscitation Council (ARC) Guidelines.

This unit applies to all workers who may be required to provide CPR, in a range of situations, including community and workplace settings.

Students will be trained and assessed on the following criteria:

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Respond to an emergency situation.	1.1. Recognise and assess an emergency situation. 1.2. Ensure safety for self, bystanders and casualty. 1.3. Assess the casualty and recognise the need for cardiopulmonary resuscitation (CPR). 1.4. Seek assistance from emergency services.
2. Perform CPR procedures.	2.1. Perform CPR in accordance with the ARC guidelines. 2.2. Display respectful behaviour towards casualty. 2.3. Operate an automated external defibrillator (AED) according to manufacturers’ instructions.
3. Communicate details of the incident.	3.1. Accurately convey incident details to emergency services. 3.2. Report details of incident in line with appropriate workplace or site procedures. 3.3. Maintain privacy and confidentiality of information in line with statutory or organisational policies.
4. Review the incident.	4.1. Recognise the possible psychological impacts on self and other rescuers and seek help when required.

	4.2. Contribute to a review of the first aid response as required.

Student will also be required to show the evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the workplace or community setting.
There must be evidence that the candidate has completed the following tasks in line with State/Territory regulations, first aid codes of practice, first aid guidelines determined by the Australian Resuscitation Council (ARC) and other Australian national peak clinical bodies and workplace or site procedures:

- managed, in line with ARC guidelines, the unconscious, breathing casualty including appropriate positioning to reduce the risk of airway compromise
- managed, in line with ARC guidelines, the unconscious, non-breathing adult, including:
    - performing at least 2 minutes of uninterrupted single rescuer cardiopulmonary resuscitation (CPR) (5 cycles of both compressions and ventilations) on an adult resuscitation manikin placed on the floor
    - following the prompts of an automated external defibrillator (AED) to deliver at least one shock
    - demonstrating a rotation of single rescuer operators with minimal interruptions to compressions
    - responding appropriately in the event of regurgitation or vomiting
    - handing over to emergency services
    - providing an accurate verbal report of the incident
    - reviewing the incident
- managed, in line with ARC guidelines, the unconscious, non-breathing infant, including:
    - performing at least 2 minutes of uninterrupted single rescuer CPR (5 cycles both compressions and ventilations) on an infant resuscitation manikin placed on a firm surface.

The student will also be trained and assessed on the following:

Knowledge Evidence

The Student will be required to demonstrate knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- guidelines and procedures including:
    - relevant ARC guidelines to managing the unconscious breathing and non-breathing casualty and provision of CPR
    - potential incident hazards and risk minimisation processes when providing first aid
    - infection control procedures, including use of standard precautions and resuscitation barrier devices
    - requirements for currency of skill and knowledge
    - first aid codes of practice
    - appropriate workplace or site procedures relevant to the provision of first aid

- legal, workplace and community considerations, including:
  - duty of care requirements
  - own skills and limitations
  - consent and how it relates to the conscious and unconscious casualty
  - privacy and confidentiality requirements
  - awareness of potential need for stress management techniques and available support for rescuers
- considerations when providing CPR, including:
  - upper airway and effect of positional change
  - appropriate duration and cessation of CPR
  - appropriate use of an AED
  - safety and maintenance procedures for an AED
  - chain of survival
  - how to access emergency services
- techniques for providing CPR to adults, children and infants including:
  - how to recognise that a casualty is unconscious and not breathing normally
  - rate, ratio and depth of compressions and ventilations
  - correct hand positioning for compressions
  - basic anatomy, physiology and the differences between adults, children and infants relating to CPR.

Assessment Methods:

Assessment of this unit incorporates a combination of theory and practical assessment tasks through group discussions, role plays and self-paced reading to ensure practice the most out of it. Practical assessment is conducted by participating in a simulated environment.

If students are unable to achieve competency, additional support is provided through mentoring and access to re-assessment as outlined in our policies and procedures. Assessment requires achievement across all tasks to demonstrate competence and may include:

- Knowledge Questions and Scenarios
- Practical Assessment
- Observation
- Role Play
- Simulated Observation Tasks
- Written Report

RESOURCES / MATERIALS

Apart from Human Resources including training and assessment staff, support staff, following will be provided by SADDLE ON.

Learning Resources

Saddle On will provide Leaners with equipment and resources as specified in the HLT training package.
Leaners will have access to a simulated environment, role playing participants and with all the relevant equipment and resources of that workplace or community environment for specific units as specified in the Training package for the purposes of assignment work, to provide the Leaner with a functional operating environment to base their training & assessment on. The access to the following resources must be available:

- Learner guide
- PPT
- Role playing participants and a simulated environment
- Access to a range of simulated workplace documentation and information
- Access to supportive human resources
- Access to internet to research and follow the links:
- https://resus.org.au/guidelines/
- https://www.safeworkaustralia.gov.au/first-aid
- https://www.stjohnvic.com.au/news/stroke-first-aid/
- https://www.redcross.org.au/get-help/emergencies/looking-after-yourself/heatstroke-and-heat-exhaustion
- https://www.worksafe.vic.gov.au/use-automated-external-defibrillator-aed-workplace

Physical Resources

Facilities, Equipment and Learning Resources

SADDLE ON will provide facilities, equipment and all the learning resources required to deliver training and assessment of the unit according to its requirements. SADDLE ON will provide training / assessment facility in form of classrooms and simulated environment for training and assessment and all other resources required to deliver the unit of competency.

Assessment Conditions:

Skills will be demonstrated working individually in an environment that provides realistic in-depth, industry-validated scenarios and simulations to assess candidates' skills and knowledge. Assessment resources include:

- First aid box
- PPEs
- Gloves
- Resuscitation mask/Barrier device
- Manikins (adult and infant resuscitation manikins)
- AED
- Simulated mobile phone

Simulated assessment environments simulate the real-life working environment where these skills and knowledge would be performed, with all the relevant equipment and resources of that working environment.

SADDLE ON's responsibilities to the students:

- Providing Quality Training and Assessment
- Complying with the AQTF standards/conditions/elements and VRQA Guideline.
- Issuing AQF certification, when all the assessment and financial requirements are met by the students.

Licensing/ Regulatory Information

Specific licensing /regulatory requirements relating to this competency, including requirements for refresher training should be obtained from the relevant national/state/territory Work Health and Safety Regulatory Authorities.

This course is valid for 12 Months from your course completion.

COMPLETION

Upon successful completion of this course, student will receive a Statement of Attainment for the unit of competency HLTAID009 Provide Cardiopulmonary Resuscitation.

Please note that SADDLE ON does not provide any guarantee of:

- A learner will successfully complete a training product on its scope of registration; or
- A training product can be completed in a manner which does not meet the requirements of the relevant training package or VET accredited course; or
- A learner will obtain a particular employment outcome.
- Licensing outcome

ACM20217 Certificate II in Horse Care

Qualification Description

This is a general qualification for entry into industry sectors where horses are used. Job roles may include stable hand; farm hand; groom, stock rider; or trail-ride assistant. The qualification is suitable for individuals who undertake routine activities under supervision with limited responsibility for their own work.
The qualification provides individuals with the skills and knowledge needed to work safely when handling and caring for horses. It includes stable duties, fitting gear, and assisting with horse exercise work, competition and transportation requirements. The skills and knowledge needed to ride horses are also included if they are occupational requirements.
No licensing, regulatory or certification requirements apply to this qualification at the time of endorsement.

ACCREDITATION

This qualification is nationally recognised under the Australian Qualifications Framework (AQF).

Clients Cohort

The program is targeted at domestic Leaners with or without any prior experience or you could be in an on-the-job situation (currently employed or actively willing to seek employment).

Entry Requirements:

There are no entry requirements for this qualification.
Saddle has its own entry requirements to enrol in this course, student must:

- Be at least 17 years of age
- Have successfully completed Year 10, or equivalent
- Be able to undertake work experience placements at an animal care facility and veterinary clinic
- Many students choose to volunteer at animal shelters, RSPCA etc to learn some of the practical skills they need.
- Have access to computers and internet.
- Leaners will be required to participate in practical training in simulated workplace environment. This will allow time to develop hands-on skills and experience in animal care industry and demonstrate the practical competencies required to complete the course.
- Leaners must attend a Pre-Training interview and complete a language, literacy and numeracy quiz prior to enrolment or the commencement of training. If addition support is required, then we can help you.
- Student must demonstrate the following ACSF level in LLN Test:
  Learning – 4
  Reading – 3
  Writing – 3
  Oral Communication – 3
  Numeracy – 3

SADDLE ON
RTO CODE 22130

Funding, Eligibility and Course Fee

This course is delivered for fee for service students and the students who may be eligible for funding under skills first program.
Victorian residents who undertake classroom-based or blended training may be eligible for Victorian Government Funding (Skills First previously known as Victorian Training Guarantee).
Please go to the below mentioned link for the eligibility for funding under Skills First Program:
https://www.skills.vic.gov.au/s/how-to-check-your-eligibility
For more information
For more information, please contact One of the friendly team members of Saddle On for the updated fees.

Terms and Conditions:

- SADDLE ON will strive to maintain highly competitive fair and reasonable fee structures.
- SADDLE ON adjusts its fees and charges from time to time. Changes to fees will be fairly and equitably applied, advertised and clearly indicate the date from which the change will take effect.
- SADDLE ON provides details of course fees in all course information.
- SADDLE ON will ensure these fees are applied and communicated to clients prior to enrolment.
- SADDLE ON adopts the following to protect fees paid in advance:
    - Flexible payment arrangements/ options will accommodate individual circumstances.
    - Saddle on does not charge more than $1500.00 in advanced payment.
    - Fees must be paid in full before certification will be issued.
    - Acceptable payment options can be made via credit card, direct debit, and EFT remittance to accommodate the diverse financial situations of clients.

Duration: 30 weeks of study and 2 weeks of holidays.

Students will be required to attend classroom for 20 hours per week. Students will be required to dedicate 8 hours per unit.

RECOGNITION OF PRIOR LEARNING AND CREDIT TRANSFER

The underlying principle of Nationally Recognised Training is that a learner does not have to repeat training and assessment that has already been undertaken.
SADDLE ON has a Recognition of Prior Learning (RPL) and Credit Transfer Policies and Procedures and can be found at SADDLE ON's website, which outlines in detail processes to be followed for granting recognition and credit transfer. This is supported through the RPL guidelines for this qualification which focus specifically on all units.

Learners are encouraged to apply for RPL prior to or immediately after formal enrolment but prior to the facilitated delivery of units to ensure that they do not miss any training opportunities offered should they be unsuccessful in the RPL process.
Credit Transfer relates to the recognition of learning achieved through formal education and training, and involves assessing a previously completed course or units to see if it provides equivalent learning or competency outcomes to those required within the current course of study. Learners must provide transcripts of results and/or statements of attainment for credit transfer to be assessed.
Where a learner is successful in the RPL or Credit Transfer (CT) application, the units to be undertaken and course duration will be adjusted accordingly.
Where RPL is granted, learners do not have to participate in further training and assessment for skills and knowledge that they already possess.

Delivery Location
Training and assessment will be conducted in Training rooms organised by Saddle On or at its campus in Williams landing.

Mode of Delivery
Blended mode of delivery consists of training and assessment in classroom and simulated environment.

Course structure:

To achieve this qualification, competency must be demonstrated in:
14 units of competency:
- 6 core units plus
- 8 elective units..

Core Units
ACMEQU201* Work safely in industries with horses
ACMEQU202* Handle horses safely
ACMEQU203* Provide basic care of horses
ACMEQU204* Perform daily tasks in the horse industry
ACMEQU205 Apply knowledge of horse behaviour
ACMGAS202 Participate in workplace communications

Elective units
ACMHBR201* Check and treat horses
ACMHBR203* Provide daily care for horses
HLTAID003 Provide first aid
AHCWRK201 Observe and report on weather
AHCWRK302 Monitor water supplies
TLID1001 Shift materials safely using manual handling methods
ACMEQU208 Manage personal health and fitness for working with horses
ACMEQU302* Apply knowledge of minimising impact of falling from a horse

RTO CODE 22130

An asterisk (*) next to the unit code indicates that there are prerequisite requirements which must be met when packaging the qualification. Please refer to the Prerequisite requirements table for details.

Unit of competency	**Prerequisite requirement**
ACMEQU201 Work safely in industries with horses	ACMEQU205 Apply knowledge of horse behaviour
ACMEQU202 Handle horses safely	ACMEQU205 Apply knowledge of horse behaviour
ACMEQU203 Provide basic care of horses	ACMEQU202 Handle horses safely ACMEQU205 Apply knowledge of horse behaviour
ACMEQU204 Perform daily tasks in the horse industry	ACMEQU205 Apply knowledge of horse behaviour
ACMEQU206 Perform basic horse riding skills at walk, trot and canter	ACMEQU202 Handle horses safely ACMEQU205 Apply knowledge of horse behaviour
ACMEQU207 Develop riding skills for exercise of horses	ACMEQU206 Perform basic horse riding skills at walk, trot and canter ACMEQU202 Handle horses safely ACMEQU205 Apply knowledge of horse behaviour
ACMEQU209 Provide non-riding exercise to horses	ACMEQU202 Handle horses safely ACMEQU205 Apply knowledge of horse behaviour
ACMEQU210 Lunge educated horses	ACMEQU202 Handle horses safely ACMEQU205 Apply knowledge of horse behaviour
ACMEQU211 Prepare a horse for competition, presentation or sale	ACMEQU202 Handle horses safely ACMEQU205 Apply knowledge of horse behaviour
ACMEQU301 Introduce horses to lunge exercise	ACMEQU202 Handle horses safely ACMEQU205 Apply knowledge of horse behaviour

	ACMEQU210 Lunge educated horses
ACMEQU302 Apply knowledge of minimising impact of falling from a horse	ACMEQU205 Apply knowledge of horse behaviour
ACMHBR201 Check and treat horses	ACMEQU202 Handle horses safely ACMEQU205 Apply knowledge of horse behaviour
ACMHBR203 Provide daily care for horses	ACMEQU205 Apply knowledge of horse behaviour
AHCLSK218 Ride educated horses to carry out basic stock work*	ACMEQU202 Handle horses safely ACMEQU205 Apply knowledge of horse behaviour ACMEQU206 Perform basic horse riding skills at walk, trot and canter

Assessment Methods:

- Knowledge Questions (Written Questions)
- Practical Tasks (Role Play / Demonstration/ report Writing)

Resources/materials

Saddle On shall provide Leaners with equipment and resources as specified in the ACM training package. Leaners will have access to a Horse care setting and additional resources (listed below) for specific units as specified in the Training package for the purposes of assignment work, to provide the Leaner with a functional operating environment to base their training & assessment on.

Students will be provided with student assessment workbook, Learner Guide, Power Point Presentations.

RTO will provide a suitably equipped simulated workplace environment, classrooms and laptops (if required) for training and assessment processes, as well as a range of additional resources that may be required. Participants are also provided with access to:

- adult, child and infant resuscitation manikins
- a range of animals or models
- Simulated Horse care setting
- AED training device
- different types of training adrenalin auto-injector training devices (e.g. EpiPen and AnaPen)
- different types of placebo bronchodilators and a spacer device
- roller bandages
- triangular bandages
- workplace First Aid kit

- wound dressings
- Personal protective equipment (PPE)

COMPLETION

Upon successful completion of this course, student will receive a nationally recognised **ACM20217 - Certificate II in Horse Care**. Students who do not complete all units may be eligible for a Statement of Attainment for partial completion of the course.

Education Pathways

- ACM30121 - Certificate III in Animal Care Services
- ACM40121 - Certificate IV in Animal Regulation and Management
- ACM50119 - Diploma of Animal Technology

Employment Pathways

- Stable hand
- Farm hand
- Groom
- Stock rider
- Trail-ride assistant

FURTHER INFORMATION

Before enrolment, each student should ensure s/he meets the following requirements:

- Enrolment Application Form can be downloaded from website https://saddleon.com.au/ or requested to be emailed. Filled in enrolment application form can be forwarded to info@saddleon.com.au
- Read and understand the complete information available at SADDLE ON's website or email your request to info@saddleon.com.au.
- Read and understand all policies and procedures available at SADDLE ON's website or email your request to info@saddleon.com.au.
- Provide SADDLE ON with their Unique Student Identifier (USI) number. For more information, see https://www.usi.gov.au/students/create-your-usi.
- You can post or visit us at our head office Office 413, 101 Overton Rd, WILLIAMS LANDING VIC 3027
- You will also find further information about fees and refunds and the enrolment process applied by SADDLE ON on the website and Student Handbook.
- For further details or queries, SADDLE ON can be contacted via email at info@saddleon.com.au or phone: (03) 5282 4017.

IMPORTANT INFORMATION

- SADDLE ON has got the systems in place to make sure that student is getting quality training during the course. SADDLE ON is responsible for compliance and training & assessment of this course and there are no third-party training provider services acquired by SADDLE ON.

- Please go through the policies and procedures regarding enrolment, fee refunds and complaints & appeals available on the website.

Our responsibilities to the students:

- Providing Quality Training and Assessment
- Complying with the VRQA guidelines, AQTF standards/elements
- Issuing AQF certification, when all the assessment and financial requirements are met by the students.

Please note that Saddle on does not provide any guarantee of:

- A learner will successfully complete a training product on its scope of registration; or
- A training product can be competed in a manner which does not meet the requirements of the relevant training package or VET accredited course; or
- A learner will obtain a particular employment outcome.
- Licensing outcome

Student must read student handbook before making an enrolment decision. You can contact student services for any further information.

HLTAID011 Provide First Aid
https://training.gov.au/Training/Details/HLTAID011

Application: This unit describes the skills and knowledge required to provide a first aid response to a casualty in line with first aid guidelines determined by the Australian Resuscitation Council (ARC) and other Australian national peak clinical bodies.
The unit applies to all persons who may be required to provide a first aid response in a range of situations, including community and workplace settings.
Specific licensing/regulatory requirements relating to this competency, including requirements for refresher training should be obtained from the relevant national/state/territory Work Health and Safety Regulatory Authorities.
Unit Code and name: HLTAID011 Provide First Aid
Pre-requisite: Nil
CLIENT GROUPS
This program is for:

- Domestic Students of age 15 years or older with existing first aid experience or
- Domestic students who are new to first aid

- **Duration**: Up to 9 hours of pre-course reading and Assessment (Self-directed learning which includes reading learner book and resources, research etc. (this gives learner an opportunity to fully absorb the required knowledge), plus 9 hours face to face training and assessment in a classroom environment.

Mode of Delivery: Face to face classroom based training with self-directed learning.

Entry Requirements: There are no specific entry requirements are for this course.
However, Saddle On has got its own admission requirements:

- Learners must be 15 years or older.
- Learners will be required to provide their Unique Student Identifier number prior to the commencement of the course (usi.gov.au to register).
- Learners will be required to show a photo id on the day of course commencement.
- Learners must have the necessary health and fitness to carry out the assessment requirements which are to; Complete continuous 2 minutes of CPR on an adult manikin kneeling on the floor and 2 minutes of continuous CPR on an infant manikin. (Some Students may find the physical aspects of this training strenuous and will be asked to discuss any injuries or physical limitations, with the RTO staff prior to enrolment).
- Students MUST complete pre-course reading (Self-directed learning), provided at the time of enrolment prior to attendance of the classroom phase of the course. (This is a mandatory requirement).
- Students are recommended to have access to the computers with internet connection.
- Leaners must complete a language, literacy and numeracy quiz prior to enrolment or the commencement of training and demonstrate ACSF level 2 ((in Learning, Reading, Writing,

Oral Communication, Numeracy) to gain entry into the course. If addition support is required, then we can help you. For additional information, go to the Leaner Handbook on our website.

Course fees
Please contact One of the friendly team members of Saddle On for the updates fees.

Delivery Location
This qualification will be delivered at the head office or any other convenient location depending on the cohort/group's requirement. These locations are often rented spaces in community centres or office premises. The practical component will be delivered in a simulated environment.
While hiring the training rooms, Saddle On will conduct the suitability check of the premises by using the training venue checklist, to make sure that premise is suitable for training and assessment. Saddle On will organise all the resources required for delivery of training and assessment prior to the commencement of training.
Course Content:
This course covers describes the skills, knowledge and techniques required to provide a first aid response to a casualty in a range of situations. Students will be trained and assessed on the following criteria.

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Respond to an emergency situation.	1.1. Recognise and assess an emergency situation. 1.2. Ensure safety for self, bystanders and casualty. 1.3. Assess the casualty and recognise the need for first aid response. 1.4. Seek assistance from emergency services.
2. Apply appropriate first aid procedures.	2.1. Perform cardiopulmonary resuscitation (CPR) in accordance ARC guidelines. 2.2. Provide first aid in accordance with established first aid principles. 2.3. Display respectful behaviour towards casualty. 2.4. Obtain consent from casualty where possible. 2.5. Use available resources and equipment to make the casualty as comfortable as possible. 2.6. Operate first aid equipment according to manufacturers' instructions. 2.7. Monitor the casualty's condition and respond in accordance with first aid principles.
3. Communicate details of the incident.	3.1. Accurately convey incident details to emergency services. 3.2. Report details of incident in line with appropriate workplace or site procedures.

	3.3. Complete applicable workplace or site documentation, including incident report form. 3.4. Maintain privacy and confidentiality of information in line with statutory or organisational policies.
4. Review the incident.	4.1. Recognise the possible psychological impacts on self and other rescuers and seek help when required. 4.2. Contribute to a review of the first aid response as required.

During the assessment process, the Student will be required to show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the workplace or community setting.

Student will also be required to show evidence that the candidate has completed the following tasks in line with State/Territory regulations, first aid codes of practice, first aid guidelines determined by the Australian Resuscitation Council (ARC) and other Australian national peak clinical bodies and workplace or site procedures:

- managed, in line with ARC guidelines, the unconscious, breathing casualty including appropriate positioning to reduce the risk of airway compromise
- managed, in line with ARC guidelines, the unconscious, non-breathing adult, including:
  - performing at least 2 minutes of uninterrupted single rescuer cardiopulmonary resuscitation (CPR) (5 cycles of both compressions and ventilations) on an adult resuscitation manikin placed on the floor
  - following the prompts of an automated external defibrillator (AED) to deliver at least one shock
  - demonstrating a rotation of single rescuer operators with minimal interruptions to compressions
  - responding appropriately in the event of regurgitation or vomiting
- managed, in line with ARC guidelines, the unconscious, non-breathing infant, including:
  - performing at least 2 minutes of uninterrupted single rescuer CPR (5 cycles both compressions and ventilations) on an infant resuscitation manikin placed on a firm surface
- managed casualties, with the following:
  - anaphylaxis
  - asthma
  - non-life-threatening bleeding
  - choking
  - envenomation, using pressure immobilisation
  - fractures, dislocations, sprains and strains, using appropriate immobilisation techniques

- minor wound cleaning and dressing
- nosebleed
- shock
- responded to at least one simulated first aid incident contextualised to the candidate's workplace or community setting, where the candidate has no knowledge of the casualty's condition prior to starting treatment, including:
  - identifying the casualty's illness or injury through history, signs and symptoms
  - using personal protective equipment (PPE) as required
  - providing appropriate first aid treatment
  - conveying incident details to emergency services or advising casualty on any required post incident action
  - providing an accurate verbal and written report of the incident
  - reviewing the incident.

The student will also be trained and assessed on the following:

Knowledge Evidence

The Student must be able to demonstrate essential knowledge required to effectively complete tasks outlined in elements and performance criteria of this unit. This includes knowledge of:

- guidelines and procedures including:
  - ARC guidelines relevant to the provision of first aid
  - first aid guidelines from Australian national peak clinical bodies
  - potential incident hazards and risk minimisation processes when providing first aid
  - infection control procedures, including use of standard precautions and resuscitation barrier devices
  - requirements for currency of skill and knowledge
  - first aid codes of practice
  - appropriate workplace or site procedures relevant to the provision of first aid
  - contents of first aid kits
- legal, workplace and community considerations including:
  - duty of care requirements
  - own skills and limitations
  - consent and how it relates to the conscious and unconscious casualty
  - privacy and confidentiality requirements
  - awareness of potential need for stress management techniques and available support for rescuers
- considerations when providing CPR, including:
  - upper airway and effect of positional change
  - appropriate duration and cessation of CPR
  - appropriate use of an AED

- safety and maintenance procedures for an AED
  - chain of survival
  - how to access emergency services
- techniques for providing CPR to adults, children and infants including:
  - how to recognise that a casualty is unconscious and not breathing normally
  - rate, ratio and depth of compressions and ventilations
  - correct hand positioning for compressions
  - basic anatomy, physiology and the differences between adults, children and infants relating to CPR
- signs, symptoms and management of the following conditions and injuries:
  - allergic reaction
  - anaphylaxis
  - asthma
  - non-life-threatening and life-threatening bleeding
  - burns
  - cardiac conditions, including chest pain
  - choking
  - diabetes
  - drowning
  - envenomation - all current treatments
  - eye injuries
  - fractures, dislocations, strains and sprains
  - head, neck and spinal injuries
  - hypothermia
  - hyperthermia
  - minor wounds
  - nose-bleed
  - poisoning
  - seizures
  - shock
  - sharps injuries
  - stroke.

Assessment Methods:
Assessment of this unit incorporates a combination of theory and practical assessment tasks through group discussions, role plays and self-paced reading to ensure practice the most out of it. Practical assessment is conducted by participating in a simulated environment.

If students are unable to achieve competency, additional support is provided through mentoring and access to re-assessment as outlined in our policies and procedures. Assessment requires achievement across all tasks to demonstrate competence and may include:

- Knowledge Questions and Scenarios
- Practical Assessment
- Observation
- Role Play
- Simulated Observation Tasks
- Written Report

RESOURCES / MATERIALS

Apart from Human Resources including training and assessment staff, support staff, following will be provided by SADDLE ON.

Learning Resources

Saddle On will provide Leaners with equipment and resources as specified in the HLT training package

Leaners will have access to a simulated environment, role playing participants and with all the relevant equipment and resources of that workplace or community environment for the unit as specified in the Training package for the purposes of assessment, to provide the Leaner with a functional operating environment to base their training & assessment on. The access to the following resources will be available:

- Learner guide
- PPT
- Access to role play persons and a simulated environment
- Access to a range of simulated workplace documentation and information
- Access to supportive human resources
- Access to internet to research and follow the links:
- https://resus.org.au/guidelines/
- https://www.safeworkaustralia.gov.au/first-aid
- https://www.stjohnvic.com.au/news/stroke-first-aid/
- https://www.redcross.org.au/get-help/emergencies/looking-after-yourself/heatstroke-and-heat-exhaustion
- https://www.worksafe.vic.gov.au/use-automated-external-defibrillator-aed-workplace

Physical Resources

Facilities, Equipment and Learning Resources

SADDLE ON will provide facilities, equipment and all the learning resources required to deliver training and assessment of the unit according to its requirements. SADDLE ON will provide training

/ assessment facility in form of classrooms and simulated environment for training and assessment and all other resources required to deliver the unit of competency.

Assessment Conditions:

Skills will be demonstrated working individually in an environment that provides realistic in-depth, industry-validated scenarios and simulations to assess candidates' skills and knowledge.

Assessment resources include:

- personal protective equipment (PPE)
- adult and infant resuscitation manikins in line with ARC Guidelines for the purpose of assessment of CPR procedures
- Resuscitation mask
- adrenaline auto-injector training device
- ASCIA Action Plan for Anaphylaxis (RED) 2020 EpiPen
- AED training devices
- placebo bronchodilator and spacer device
- different types of wound dressings and bandages
- roller bandages, triangular bandage
- arm slings
- workplace First Aid kit
- workplace injury, trauma and/or illness record, or other appropriate workplace incident report form
- wound dressing
- blankets and items to treat for shock
- ice packs
- Tic Tacs (or similar) as simulated heart medication
- Template for reports
- Simulated accident scene
- Role playing persons
- Simulated mobile phone

Simulated assessment environments simulate the real-life working environment where these skills and knowledge would be performed, with all the relevant equipment and resources of that working environment.

SADDLE ON's responsibilities to the students:

- Providing Quality Training and Assessment
- Complying with the AQTF standards/conditions/elements and VRQA Guideline.
- Issuing AQF certification, when all the assessment and financial requirements are met by the students.

Licensing/ Regulatory Information

Specific licensing /regulatory requirements relating to this competency, including requirements for refresher training should be obtained from the relevant national/state/territory Work Health and Safety Regulatory Authorities.

This course is valid for 3 years from your course completion.

COMPLETION

Upon successful completion of this course, student will receive a Statement of Attainment for the unit of competency HLTAID011 Provide First Aid.

Please note that SADDLE ON does not provide any guarantee of:

- A learner will successfully complete a training product on its scope of registration; or
- A training product can be completed in a manner which does not meet the requirements of the relevant training package or VET accredited course; or
- A learner will obtain a particular employment outcome.
- Licensing outcome

Policies and Procedures
Students and staff will have access to all the policies and procedures from the compliance officer. The copy of the policies and procedures will be provided to the students before student get enrolled into any course. The manual can be found on the reception computer. Staff and students may either get them printed or can have soft copy via email.

ACCESS AND EQUITY POLICY AND PROCEDURE

POLICY PURPOSE

The purpose of this policy is to ensure that Saddle On ('the RTO') provides fair and equitable access and opportunity to its student and staff. This policy also includes:

- Opportunities for reasonable adjustments are made to students.
- Students are given equitable access to facilities and services on and off campus.
- Staff members deal with all students fairly by considering the relevant circumstances of the individual. This does not necessary mean that all students will be rates the same. Fairness is considered in the context of relevant circumstances.

- Decisions regarding student's entry to, progression through and completion of the courses are made on case – by – case basis.
- All relevant policies, procedures and forms are accessible to all staff and students working with in the THE RTO and that these policies and procedures are implemented in a fair way.
- The student admissions process is based on entry requirements of each course. These entry requirements are published on our website and our marketing materials.
- Individuals raising concerns, complaints or grievances are treated with respect and are not discriminated.
- Students can access relevant policies, procedures and form through THE RTO website and a hard copy can be requested from the offices.
- Students are also provided with all relevant policies, procedures and forms during induction process in the form of 'Student Handbook'.
- Staff can access relevant policies, procedures and form through THE RTO website.
- Staffs are inducted in relation to all relevant policies and procedures during their induction process.
- Staffs are updated with any new changes and updates in relevant policies and procedures by staff meeting, emails and memos.

SCOPE

This policy applies to all enrolled students and prospective students in all modes of delivery.

LEGISLATION

Australian federal and state legislation makes it unlawful for organisations to discriminate against people because of their age, gender, race, marital status, sexuality, or physical or intellectual disability.

The following legislation underpins all matters related to access and equity at THE RTO:

- Anti-Discrimination Act 1977
- Disability Act 2006
- Equal Opportunity Act 2010
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Working with Children Act 2005

POLICY

1. **Supporting students to succeed**

- THE RTO acknowledges the diverse background of its students and commits to make its practices as inclusive as possible and not unreasonably prevent its students from accessing learning.
- THE RTO undertakes to be responsive to the individual needs of students, whether they relate to age, gender, cultural or ethnic background, health, sexuality, employment, location or other personal circumstance, and not unreasonably present barriers to their learning.

2. **Recruitment, admissions and enrolment**

- Recruitment and admissions processes and policies are free from discrimination and are based on the requirement that students meet pre-requisites for a course. Access and equity issues are considered when setting course entry requirements and prerequisites. Course design and assessment can be flexible to make reasonable adjustments. Teaching and learning documents are non-discriminatory, using inclusive language and examples.

3. **Student services**

- Students have equal access to learning and assessment materials and support services.

4. **Academic and learning support**

- Reasonable adjustments can be made to accommodate students needing supplementary academic and learning support. Reasonable adjustments may include:
- Additional academic and learning support, including literacy and numeracy support.
- Alternative methods of assessment where reasonable. Extra time to complete assessments.
- Assessments are designed to be fair, reliable, and consistent. Students are given details on required assessments for each subject at the beginning of each study period. Assessments for subjects delivered online are adapted to flexible delivery.
- Students may appeal assessment decisions through the Complaints, Grievance and Appeals Policy and Procedure.
- Special consideration may apply for extenuating circumstances.

Support is provided to those with special needs. Reasonable adjustment is provided to those with a disability or special needs according to individual circumstances. This means providing the appropriate services and/or facilities for student learning and assessment.

Reasonable adjustment may include but is not restricted to:

- educational support
- alternative assessment methods
- learning and assessment aids such as papers in large print or the use of scribes or interpreters
- extra time to complete a course or assessment

Learning support is facilitated for those with basic literacy, numeracy or English language difficulties or other identified areas of learning difficulty.

Special consideration may be granted if through misadventure (e.g. illness, bereavement or personal trauma) a student is prevented from completing an assessment or sitting an examination; or believes that their performance in an assessment event has been affected by the incident.

THE RTO's premises provide appropriate access to those with a physical disability. Where THE RTO provides training and assessment at other venues, THE RTO will ensure to the best of its ability that venues are accessible to people with a disability.

Complaints and appeals are addressed in a fair and equitable manner. Individuals who believe they have been treated unfairly are encouraged to use THE RTO's student complaints and appeals procedures. THE RTO will promptly and thoroughly investigate all complaints and appeals in accordance with stated procedures.

Students also have the right to appeal against any decisions as set out in the complaints and appeals procedure.

PROCEDURE:

Strategy: To include questions in all enrolment forms that requests learners to provide details of their background.
Responsible Official: Chief Executive Officer, Trainer
Measure: All enrolment forms assessed for inclusion of appropriate questions.

Strategy: Feedback forms to make available opportunities for learners to raise any access issues.
Responsible Official: Chief Executive Officer
Measure: All surveys forms assessed for inclusion of appropriate questions.

Strategy: Trainer to assess learner for any LL&N concerns at induction through ensuring learner completes their own enrolment form and other appropriate documentation.
Responsible Official: Trainer
Measure: Ongoing

Strategy: All policies, procedures, and contact information is to be made available to the general public through our internet website.
Responsible Official: Compliance officer

Measure: Ongoing

Strategy: Any access issues raised by the public are to be addressed immediately to ensure it does not affect the enrolment and training of potential learners.
Responsible Official: Chief Executive Officer
Measure: Ongoing

Strategy: Allow for flexibility (when appropriate) for extensions of time to lodge enrolment forms, assessment tasks and other related forms, in particular for members of identified groups, in order to cater to those with different social and cultural backgrounds.
Responsible Official: Chief Executive Officer
Measure: Ongoing

Strategy: To provide a barrier free environment for learners and stakeholders for all people through offering multiple methods of contact, training and assessing
Responsible Official: Chief Executive Officer
Measure: Ongoing

Review

- This Policy and Procedure will be reviewed annually in line with the The RTO's Continuous Improvement Policy and procedure.
- Date to Review: 10/05/2022

Complaints and Appeal Policy and Procedure
PURPOSE

Saddle On (The RTO) aims to resolve complaints honestly, fairly and without bias and in an easily accessible manner which is inexpensive to the parties involved. This policy/procedure supports the guidelines 2.7 and 2.8 of VRQA.

Guideline 2.7 states: An RTO must have a complaints policy to manage and respond to allegations involving the conduct of:

a. the RTO, its trainers, assessors or other staff

b. a third party providing services on the RTO's behalf, its trainers, assessors or other staff

c. a student of the RTO.

Guideline 2.8 states: An RTO must have an appeals policy to manage a request for the review of a decision, including an assessment decision, made by an RTO or a third party providing services on the RTO's behalf.

SCOPE
This policy applies to all current, prospective, previous students, trainers/assessors, staff, third part and other stakeholders of the RTO.

POLICY
The RTO is dedicated to provide excellent services and maintaining a friendly relationship at all levels from top management including employers, down towards our Students. THE RTO is committed to maintaining compliance with all regulatory, legislative and contractual requirements and has Complaints and Appeals Policy to ensure all complaints and appeals are handled as efficiently and effectively to be actioned within 10 business working days of receipt. As a Student with us, you are entitled to make an appeal to an assessment decision within 20 working days. The following outlines our policy and procedures for the handling of verbal and written complaints and appeals.

Our Responsibilities to you if you have a complaint or appeal:

- Take all grievances, complaints and appeals seriously.
- To provide an efficient, fair and structured mechanism for handling complaints and appeals processes for all Students.
- Act upon the subject of any grievances, complaint or appeal found to be substantiated
- To provide our prospective Students with access to the complaints and appeals process before making an agreement to enrol, including those Students with any disabilities or special needs.
- Formal complaints and appeals can be written, or if verbal, a staff member will document the complaint or appeal and either the complainant or assisting staff member must sign-off the Complaints and Appeals Form.
- Action within 10 working days of receipt of the complaint or appeal.
- Handle all grievances, complaints and appeals professionally and confidentially in order to achieve a satisfactory resolution
- To keep complainant or appellant informed about the progress of their complaint or appeal and the expected timeframe for resolution.

- To resolve the complaint or appeal as soon as possible.
- To review complaints and appeals so that we can improve our service.
- To maintain the Student's enrolment whilst an internal complaint or appeal is in progress and the outcome has not been determined.
- Provide details of external authorities' complainant may approach, if required.

PROCEDURE

General Process

- The Complaints and Appeals policy & procedure, and forms are made available to all Students and other stakeholders by directly contacting THE RTO or through the website.

- Where possible all informal attempts shall be made to resolve the issue (Informal Complaint). This may include advice, discussions, meeting with the Student or stakeholder, emails and general mediation in relation to the issue and the Student / stakeholder issue.

- Any staff member can be involved in this informal process to resolve issues but once a complainant has placed a formal complaint / appeal, the following procedures must be followed.

- Any Student, potential Student, employee or third party may submit a formal complaint to THE RTO with the reasonable expectation that all complaints will be treated with integrity and privacy. There is no cost for the complaints process unless it is referred to a third party.

- Complainants have the right to access advice and support from independent external agencies/persons at any point of the complaint and appeals process. Use of external services will be at the complainant's costs unless authorized by the Chief Executive Officer (CEO).

- Any person wishing to submit a formal complaint or appeal can do so by completing the Complaints and Appeals Form and state their case providing as many details as possible. This form can be obtained by contacting Administration staff at THE RTO, or through the THE RTO website.
    - As per policy, complaints are to be made in writing by the complainant.
    - THE RTO should review all complaints upon receipt.
    - Acknowledge receipt of complaint in writing by sending a letter to complainant or email.
    - Record details of the complaint on the Complaints and Appeals Register.

- Once a complaint or appeal is received and checked for, it should be forwarded to the appropriate personnel for review.

- There will be no charge to the complainant or appellant for the lodgment or presentation of their case. Incidental expenses for attending THE RTO offices to lodge the document or attend a meeting or any charges incurred (e.g. telephone) will NOT be reimbursed.

- All complainants and appellants must be given the opportunity to formally present their case and to be accompanied by a friend or third party to support them (and if language is an issue, to help them present their case. Any payments to accompany the friend/third party will be made by complainants or appellants.

- The Review Personnel may gather evidence and constitute a review committee as they see fit.

- This process must be commenced within 10 working days of the lodgement of the complaint or appeal (and receipt of all supporting evidence) and should be completed within a reasonable time period, usually 10- 15 working days.

- If further evidence is requested, then the Review Personnel must communicate with the complainant or appellant as soon as possible and within 5 working days of asking for evidence, it should be submitted.

- The process will be put on hold until the evidence is received.

- The decision will be advised in the written response to the complainant or appellant.

- In case of complaint, if the complainant is not happy with the decision they may appeal. That appeal is on the fairness and objectivity of the decision.

- A template for a formal written response has been developed for when the complaint is accepted or rejected. This also includes the complainant's right to access the Internal Appeals process.

- A template for a formal written response has been developed for when the appeal is accepted or rejected. This includes the appellant's right to access the External Appeal process.

- All documentation relating to a formal complaint or appeal MUST be recorded on the Student file, in case of Student. This must include the initial form, supporting evidence, meeting minutes, copy of correspondence with all concerned parties. This information will be kept confidently and stored securely for 7 years.

- Documentation of all complaints and appeals and their outcomes is securely maintained. Potential causes of complaints and appeals are identified and THE RTO takes appropriate corrective actions to eliminate or mitigate the likelihood of reoccurrence.

- All formal complaints or appeals must be logged in the Complaints and Appeals Register.

- A complaint or appeal is a learning opportunity for THE RTO. The outcome will be seen as an input to the continuous improvement process. Any decisions that support Students will be immediately implemented.

Detailed Process
Complaints may be made in relation to any of THE RTO's services and activities such as:

- The application and enrolment process
- Marketing information
- The quality of training and assessment provided
- Training and assessment matters, including course progress, Student support and assessment requirements
- Student amenities and facilities
- Discrimination
- Sexual harassment
- The way someone has been treated
- The actions of another Student
- Other issues that may arise

Appeals should be made to request that a decision made by THE RTO has to be reviewed.
Decisions may have been about:

- Course admissions
- Refund assessments
- Response to a complaint
- Assessment outcomes / results
- Other general decisions made by THE RTO

THE RTO is committed to developing a procedurally fair complaints and appeals process that is carried out free from bias, following the principles of natural justice. Through this policy and procedure, THE RTO ensures that complaints and appeals:

- Are responded to in a consistent and transparent manner.
- Are responded to promptly, objectively, with sensitivity and confidentiality.
- Are able to be made at no cost to the individual.
- Are used as an opportunity to identify potential causes of the complaint or appeal and take actions to prevent the issues from recurring as well as identifying any areas for improvement.

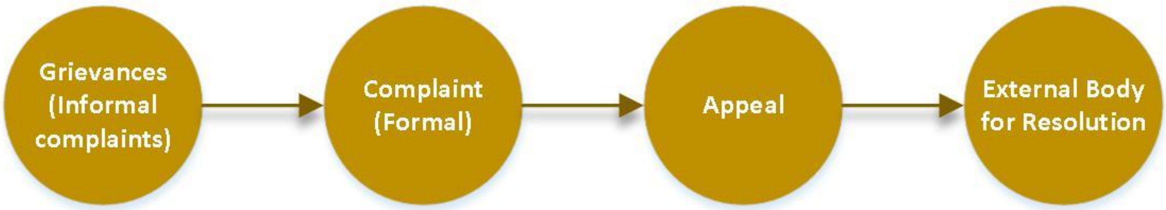
Where possible, all informal attempts shall be made to resolve the issue (Informal Complaint). This may include advice, discussions, meeting with the complainant, emails and general mediation in relation to the issue. Any staff member can be involved in this informal process to resolve issues, but once a complainant has placed a formal complaint / appeal, the following procedures must be followed.
If a complainant is uncomfortable in speaking directly to the person involved or the informal process does not resolve the issue to the complainant's satisfaction, the formal process should be followed as described later on in the document.
Where a Student is unhappy with the outcome of an assessment decision, this will be dealt with under internal appeals. Please refer to Assessment appeals points in the Appeals section.
THE RTO reduce complaints through:

- providing excellent ongoing service
- addressing complaints quickly and fairly
- making sure similar kind of complaint/incident does not occur again

When a complainant has a genuine complaint, THE RTO may:

- thank them for raising the matter
- treat them with genuine empathy, courtesy, patience, honesty and fairness
- respond to the complaint quickly
- tell the complainant how THE RTO will handle it and when to expect a response
- speak to the complainant in person

Diagram of the Different Steps/ Procedures in the complaints management process:



Informal Complaint

- Students / potential Students / stakeholders are encouraged, wherever possible, to resolve grievances directly with the person(s) concerned. For example: if the issue concerns an academic matter, the complainant should talk honestly to the trainer / facilitator through Student Support Services about his/her concerns. Issues about fees should be discussed in the first instance with the Accounts Department through Student Support Services.

- Any Student with a question or complaint may raise the matter with THE RTO Student Support Services staff and attempt an informal resolution of the question or complaint. This can be done online by email or by telephonic conversation and face-to-face.

- Questions or complaints dealt within this way do not become part of the formal complaint process and will not be formally documented, recorded or reported on unless the staff member involved determines that the issue, question or complaint was relevant to the wider operation of THE RTO.

- If the Student / potential Student / stakeholder has attempted to resolve the issue directly, but is not satisfied with the outcome or does not wish to approach the person(s) concerned directly, then he/she may discuss the issue with the Compliance officer/CEO. In case of face-to-face meeting, he/she may be accompanied or assisted by a support person during this process.

- The Compliance Officer will consider the issue and may either suggest a course of action to resolve the issue, or attempt to mediate between the complainant and the person(s) concerned.

- Within ten (10) days of receiving the grievance, the Compliance Officer/CEO will provide the complainant and any other person(s) directly concerned, with a written report summarising the actions that were taken, or will be taken, to resolve the issue.

- If the complainant is not satisfied with the outcome, a formal complaint can be lodged under this policy.

Formal Complaint

- Students or any other stakeholders who are not satisfied with the outcome of the informal process, or, who want to register a formal complaint may do so.

- To register a formal complaint, a complainant must complete the Complaints and Appeals Form and contact the Student Support Services to arrange a meeting with Compliance officer/CEO, if required (a nominated person if Compliance officer/CEO is not present for the particular case). It is better to provide as many details as possible.

- Once a formal complaint is received it will be entered into the Complaints and Appeals Register and written acknowledgment will send to complainant. The information to be contained and updated within the register is as follows:
    - The name of the complainant
    - Date of the complaint
    - Type of complaint
    - Name of investigating officer / department assigned to deal with the complaint

  - Response from those involved in the allegations
  - Analysis of the matter
  - Outcome of complaint
  - Action recommended to address systemic issues (if any)
  - Time taken to investigate complaint
  - Complainant satisfaction with the outcome.

- There is no cost for the complaints process unless it is referred to a third party.

- Complainants have the right to access advice, support, assistance or company from independent external agencies/persons at any point of the complaint and appeals process. Use of external services will be at the complainant's costs unless authorised by the CEO.

- At the stage of the complaint meeting (if required), the complaint must be recorded in writing and signed and dated. The complaint is recorded in writing by completing the Complaints and Appeals Form prior to the meeting or a new document can be prepared and signed during the meeting.

- The Compliance officer/CEO will then refer the matter to the appropriate staff members to resolve, or make a decision on the complaint within 10 working days and keep the complainant informed of any decisions or outcomes concluded, or processes in place to deal with the complaint.

- Where a decision is expected to take longer than 60 days, THE RTO will advise the student in writing of the delay and including the reasons for the delay. Thereafter the student will be provided with weekly updates in writing of the progress of the complaint.

- Weekly updates to both complainant and appellant will be provided by the Compliance Officer/CEO.

- If decision is taking more than 60 days, matter can be forwarded to an external complaint resolution organisation as well for resolution.

- At the end of the resolution phase, the Student Support Services will report THE RTO decision to the complainant in writing. The decision and reasons for the decision will be documented by the Compliance department and will update the records accordingly.

- Following the resolution phase, THE RTO must implement the decision as conveyed to the complainant. THE RTO will immediately implement any decision and/or corrective and preventative actions that are required.

- Where the formal complaint process does not find in favour of the complainant, s/he will be notified that they have the right of appeal. He/she may institute an internal appeals process by completing the Complaints and Appeals Form.

- To appeal a decision, THE RTO must receive, in writing, grounds of the appeal within 10 days of the date of the notice of the decision.

- Copies of all documentation, outcomes and further action required will be placed on the Complaints and Appeals Register by the Compliance Officer/CEO or representative and also in the Student's file, in case of Student as complainant

- We will ensure that the investigation process is impartial and encompasses the Principles of Natural Justice. No assumptions will be made nor any action be taken until all relevant information has been collected and considered.

- There will be no victimisation against anyone who makes a complaint.

- Nothing in this procedure inhibits complainant's rights to pursue other legal remedies. Complainants are entitled to resolve any dispute by exercising their rights to other legal remedies. Complainants wishing to take this course of action are advised to:
  - Contact a solicitor; or
  - Contact the Law Institute of Victoria, 470 Bourke St., Melbourne 3000, and telephone 03 (03) 9607 9311 for a referral to a solicitor.
  - Contact Legal Aid Queensland (https://www.legalaid.qld.gov.au/Home) at 1300 65 11 88 and 44 Herschel Street Brisbane Qld 4001

Internal Appeals

- All Students and stakeholders have the right to appeal decisions made by THE RTO where reasonable grounds can be established. The areas in which a Student or stakeholder may appeal a decision made by THE RTO may include:
  - Any other conclusion/decision that is made after a complaint has been dealt with THE RTO in the first instance as described in the complaints process above. This is referred to as *General Appeals and Internal Appeals.*
  - Assessments decisions as set out below (*Assessment Appeals*).

- To activate the appeals process, the appellant must complete a Complaints and Appeals Form that is to include a summary of the grounds the appeal is based upon. The reason the appellant feels the decision is unfair, is to be clearly explained and help and support with this process can be gained from THE RTO staff.

- Where an appellant has appealed a decision or outcome of a formal complaint, s/he is required to notify THE RTO in writing within 10 working days, of the grounds of her/his appeal. Any supporting documentation should also be attached to the appeal.
- An THE RTO representative must record the details in the Complaints and Appeals Register.
- The process for all formally lodged appeals will begin within 10 working days of the appeal being lodged in writing.
- The Compliance Officer/CEO or a nominee appointed by Compliance Officer/CEO will be notified and will seek details regarding the initial documentation of the appeal and make a decision based on the grounds of the appeal.
- The appellant will be notified in writing of the outcome with reasons for the decisions, and the Complaints and Appeals Register updated. Particularly the appellant will also be provided the option of activating the external appeals process if they are not satisfied with the outcome. The appellant is required to notify RTO if they wish to proceed with the external appeals process.
- Compliance Officer ensures THE RTO acts on any substantiated appeal. Compliance Officer/CEO determines the validity of the appeal and organises a meeting with all parties involved in the matter and attempts to seek resolution where appropriate.
- Where Students wish to appeal an assessment or RPL, they are required to notify their Trainer / Facilitator / Assessor in the first instance. Where appropriate their Assessor may decide to re-assess the Student to ensure a fair and equitable decision is gained. The Assessor shall complete a written report regarding the re-assessment outlining the reasons why re-assessment was - or was not - granted.
- If this is still not to the Student's satisfaction, the Student may formally lodge an appeal. They will lodge this with the Compliance Officer/CEO or a nominee appointed by the Compliance Officer/CEO and the appeal will be entered in the Complaints and Appeals Register.
- The Compliance Officer/CEO will be notified and will seek details from the Assessor involved and any other relevant parties. A decision will be made regarding the appeal either indicating the assessment decision stands or details of a possible re-assessment by a third party. The third party will be another Trainer/Assessor appointed by THE RTO.
- The Student will be notified in writing of the outcome with reasons for the decision, and the Complaints and Appeals Register will be updated. The Student will also be provided the option of activating the external appeals process if they are not satisfied with the outcome.

The Student is required to notify THE RTO if they wish to proceed with the external appeals process.

- We recognise the right of individuals to approach an external agency if the formal complaint or internal appeal has not resolved the issue to their satisfaction.

- The Student's enrolment must be maintained whilst an appeal is in progress and the outcome has not been determined.

- A maximum time of 30 calendar days from the commencement of the appeal resolution phase will be allowed for the appeal resolution unless all parties agree in writing to extend this time.

External Appeals

- If not satisfied with the internal appeal processes, the complainant / appellant may request that the matter be further reviewed by an external dispute resolution process, by the body appointed by THE RTO for that purpose.
- The details of these external bodies are as follows:

  For VIC:
  Resolution Institute, previously as LEADR and IAMA, has been accrediting mediators since the mid-1990s.
  https://www.resolution.institute/

  The Dispute Settlement Centre of Victoria (DSCV)

  Dispute Assessment Officer

  Level 4, 456 Lonsdale Street
  Melbourne VIC 3000 Tel: 9603 8370
  http://www.disputes.vic.gov.au

- The division of the expenses associated with the mediation e.g. mediator's fee, room hire and possibly travel expenses are to be shared equally between THE RTO and the complainant / appellant.

- THE RTO will immediately implement recommendations arising from the external review within at least 10 working days of the receipt of the recommendations.

- If a Student or stakeholder is still dissatisfied with the decision of THE RTO, they may wish to seek advice or make a complaint about THE RTO to VRQA directly. If, after THE RTO's internal complaints and appeals processes have been completed, and they still believe THE RTO is breaching or has breached its legal requirements, they can submit a complaint to VRQA.

- Contact details for VRQA:
  General enquiries
  Phone: +61 3 9637 2806 (from 9:00 am—5:00 pm, Monday—Friday)
  Email: vrqa@education.vic.gov.au
  Online enquiry form:
  https://www.vrqa.vic.gov.au/StateRegister/Public.aspx/LodgeEnquiry

  Street address
  Level 4 Casselden, 2 Lonsdale Street, Melbourne Vic 3000
  Postal address
  GPO Box 2317, Melbourne Vic 3001

Principles of natural justice and procedural fairness

- THE RTO Staff may also use this complaints and appeals process. THE RTO will use all complaints as an opportunity for continuous improvement.

- All parties to a complaint or appeal have the opportunity to put their case and have this properly considered.

- Any allegation against an THE RTO staff member or member of a subcontractor party is made known to that person and THE RTO will provide an opportunity to present their side of the matter.

- Investigations and decisions are made by persons who do not exercise bias.

- A complainant/appellant should feel confident that they will not suffer any discrimination as a result of using the complaint or appeal process.

- Confidentiality shall be maintained to the extent of the people that need to be directly involved in the complaint or appeal process.

- All the information regarding this policy can also be found:
  - On the RTO website;
  - In the Student Handbook;
  - In the Staff Handbook;
  - In the Welcome Letter;

- The complainant / appellant can be supported or accompanied by an independent person or friend during the complaints and appeals process.

- It is normal THE RTO policy that whilst a Student is going through any formal complaint or appeals process, the Student remains enrolled at THE RTO and continues their studies and assessments in the normal way. It should be noted that if the complaint or appeal has resulted in the Student being suspended or excluded due to a breach of the Student Code of Conduct, then the suspension or exclusion shall continue until either it has expired or the result of the complaint or appeal is decided in the Student's favour.

- THE RTO has a fair and transparent informal and formal complaints and appeals process, but should the complainant / appellant require it, access is available to an independent mediator who can review the compliant and/or appeals process.

  NOTE: If the outcome is in the appellant's favour then THE RTO will implement any changes recommended by the adjudicator immediately and advise the appellant of the outcome and actions taken.

RESPONSIBILITIES

- CEO has overall responsibility for this policy.
- Compliance Officer/CEO conducting investigation into all formal complaints.
- Student Support Services will assist stakeholders at every phase, as required.

Enrolments Policy and Procedure

Purpose

Saddle on (The RTO) is committed to providing quality training and assessment in accordance with the VRQA Guidelines for VET Providers, AQTF Essential Conditions and Standards for Continuing Registration. As such, The RTO is required to comply with relevant Commonwealth, State and Territory laws regarding and including anti-discrimination and equal opportunity. The RTO is committed to providing the best practice, professional products and services to its clients and acknowledges it can only succeed in this with effective and efficient quality processes.
The purpose of this policy is to provide fair and equitable process for client enrolment and ensure clients are provided with accurate and sufficient information to make an informed choice about their enrolment and chosen course.

Policy Statement

The RTO is committed to ensuring all clients enrolling on courses are treated fairly and equitable, and are clearly informed of the enrolment process, conditions, details regarding their chosen course, rights and obligations. All the obligations of VRQA Guidelines for VET Providers, AQTF Essential conditions and standards for continuing Registration and VET Funding Contract are met.
The RTO will provide prospective and current clients with advice regarding relevant training products to meet their needs, taking into account the individual existing skills and competencies.

Policy Principles

Information to Clients

Prior to enrolment each client is provided with access to a Student Handbook, Course Information, Fee information and refund Policy, Entry requirements, Class location, Complaint & Appeal Policy, Duration, Modes of Study and pathways, Funding Sources, Student Support, Recognition of Prior Learning.

Enrolment of Individual Clients

- Enrolment into training programs will be conducted at all times in an ethical and responsible manner, ensuring fairness and compliance with the Access & Equity Policy.
- Enrolments are subject to availability of places on the training program, based on the maximum number of clients who can be accommodated under the particular circumstances (e.g. safety, capacity of training venue, type of course, learning structures etc within program).
- All prospective clients will be provided with information regarding the RTO and its course.
- All our prospective Students undertake a Pre-Training Review as part of the pre-enrolment process. This review identifies their literacy and numeracy skills, any competencies previously acquired (RPL, CT), ascertain the most appropriate qualification to be undertaken and skills and ascertain that the proposed learning strategies and material are appropriate for the individual.
- Enrolments will be considered tentative until payment and the Student Identifier has been received.
- All Clients enrolled on courses are advised in writing, upon receipt of their enrolment form and payment, that their place on the course is confirmed.
- Course fees are payable in advance (subject to Financial Management Policy – Course Fees).
- The RTO must ensure it's marketing and advertising of AQF and VET qualifications to prospective clients are ethical, accurate and consistent with its scope of registration:
    - State funding legal requirements (Victoria).
    - Skill for Victoria service agreement plus

        1. Eligibility criteria for Skills First Program
        2. Evidence of Eligibility and student declaration
        3. Evidence of fee concession and fee waiver

Students Eligible for Government Funding

- Students who may be eligible for government funding:
    a) For Students that are applying to study that may also be eligible for funding, and then the eligibility criteria of the funding body must be satisfied.
    b) All prospective Student will be treated equally irrespective of their age, disability, colour, race, gender, religion, sexuality, family responsibilities or where they live as a part of that assessment process.
    c) This does not preclude taking into account issues that have caused Educational Disadvantage.
    d) A pre-training interview will be undertaken for all Students.

Students who may not be Eligible for Government Funding

- Students who may not* be eligible for government funding:

a) Students undertaking VET Education arranged by the school "This of course doesn't preclude individual of school age accessing VET separate to outside of school education."
b) Prisoners within the meaning of the corrections Act
c) Person who is detained under the mental health Act, or the crimes (Mental Impairment and unfitness to be tried) Act or the sentencing Act.
d) A person who is detained (other than on weekend detention) under the children, youth, and families Act or the sentencing Act or who is held on remand in a youth justice facility as outlined in the service agreement.
e) If the Training package and Industry requirements permit the enrolment

Enrolment Process

The enrolment process is completed by carrying out following steps:

1. Student makes an enquiry about a qualification
2. Student completes the expression of interest
3. Student is guided to website for course information, student handbook, course fee etc.
4. LLN Assessment completed through LLN Robot
5. Pre-Training Review completed
6. Enrolment Form completed online or in person
7. The authorised delegates must carry out mandatory requirements in accordance with the conditions below:
   - All documents must be in the name of the applicant
   - Funding and Fee concession documents must be sighted and retained for funding eligibility.
   - Individual statement of fees signed by student and THE RTO representative
   - Student declaration signed and provided to THE RTO
   - Enrolment must not proceed until The RTO receives all documentation required.
   - No course moneys can be accepted by The RTO until letter of enrolment is issued to the students and a valid invoice is raised.
   - Training plan developed taking into consideration the information gathered during Pre-Training Review.

Special Needs of Clients

Clients intending to enrol for training are requested, to advise of any physical or other impairments/ needs (eg English language difficulties, dyslexia) which may adversely affect their ability to successfully undertake the training. (See Access & Equity Policy). Support Plan is made to address any need identified and Trainer is advised about the same.

Language, Literacy and Numeracy Abilities of Clients

Clients intending to enrol for training are assessed on their language, literacy and numeracy abilities to determine their capability to successfully undertake the training and determine whether any additional support is needed. The

LLN assessment is conducted via LLN Robot which map the assessment as per the ACSF required level for the qualification (See Pre-Training Review Policy). Support Plan is made to address any need identified and Trainer is advised about the same.

Student Identifier
All clients are required to provide their unique Student Identifier, in accordance with requirements of Student Identifier Act.
Students will be advised on the process of obtaining a Student Identifier if they do not already have one, via http://www.usi.gov.au/Pages/default.aspx
The RTO will verify and maintain all Student Identifier numbers in its Student Management System (SMS).

Confirmation of Enrolment
Upon acceptance of enrolment the client is provided with written confirmation of their enrolment, including a schedule for training and assessment dates, times and location of training (as relevant to mode of learning).

Changes to Training and Assessment
Any changes to a training program or services will be advised to clients, as soon as possible prior to the date the change is to occur.

Cancellation of Courses
It is NOT normal policy to cancel scheduled training programs.
However, if for some unforeseen reason a course is cancelled or postponed, all clients will be offered the opportunity to attend the training program on another date, at another location (if available) or in another delivery mode.
If, in the event that the client does not accept the offer, or for some reason the offer cannot be made, the course fees will be refunded in full within one week of the date of the cancellation of the course. (See Refund Policy)

Refund for Cancellation of Enrolment by Client
Refunds can be provided, in accordance with Refund Policy.

Transfer of Enrolment

- Transfer to another “Course date” – Clients are able to transfer to another course date, providing they make a request in writing a minimum of one week in advance.
  The transfer is subject to course availability.
- Transfer to another “Course” – Should a client wish to transfer to another course, they need to make the request in writing a minimum of one week in advance. This will affect their future funding eligibility (For funded students)
  The transfer is subject to course availability.
- Transfer to another “Delivery mode” – Should a client, enrolled in a course, wish to transfer to another “delivery mode” for the same course they are able to do so providing they make a request in writing a minimum of one week in advance. The transfer is subject to course availability.

Client Records of Enrolment

The RTO is obligated to report all enrolments, in compliance with national reporting requirements.

Individual client records are created for each enrolment and maintained for a period of 30 years All individual clients can ask the RTO staff their own records, and the progress of their learning.

Fees

Fees are collected in accordance with the Fees Charges and Refund Policy and Procedure and payment plan could be made for students facing hardship.

Student Induction

The RTO provides clients with induction/orientation to ensure they have appropriate information to facilitate their interactions with and their learning.

Each client receives a copy of the Student Handbook which outlines key information including their rights and responsibilities as a learner.

Responsibilities

The CEO/ Compliance Officer is responsible for ensuring compliance with enrolments processes. Administration staff are responsible for correct and accurate enrolments in accordance with this policy and procedures.

Access & Equity

The Access & Equity Policy applies.

Records Management

All documentation from Enrolment processes are maintained in accordance with Records Management Policy.

Monitoring and Improvement

The CEO or the delegated Manager must monitor, evaluate, and review this Policy and relevant procedures on an ongoing basis and suggest appropriate changes to the Compliance and Quality Assurance Department for approval.

Enrolment Procedures

STEP 1 – Initial Enquiry

No.	Who	Actions
1.1	Client	Makes a request for course information
1.2	Admin	Provide course information to client by: directing client to website; Email

STEP 2 – Follow-Up Initials enquiries

No.	Who	Actions
2.1	Admin	Contact all initial enquiries within one (1) week, attempt to confirm enrolment.
2.2	Admin	Provide all relevant information to the student prior to their course commencing through information and/or induction sessions, marketing materials, etc. • Qualification information • Requirements of documents to be provided where students are under age of 17 • course start and end dates • modes of delivery • work placement requirement • government funding eligibility • fees and charges including payment options • Requirements of Unique Student Identifier Number (USI) in enrolment process; e.g. Proof of ID, etc.
2.3	Authorised Delegates	For Traineeships, when the Employer has agreed to place the Employee into a Traineeship / Apprenticeship, the Authorised Delegates presents the employer with an outline the roles and responsibility of the workplace mentor when a trainee is signed up on an Apprenticeship/Traineeship.
2.4	Compliance Officer/Admin	The **Epsilon Report** is circulated by Compliance Officer or Administration and follow up with Authorised Delegates to ensure, upon notification of the receipt of the Epsilon number for their trainees, the Authorised Delegates hands over to Administration Staff all the compliant Trainee enrolment paperwork,

STEP 3 – Pre training review – Traineeship/Non-Traineeship

SADDLE ON
RTO CODE 22130

Enrolment Procedures

No.	Who	Actions
3.1	Client	Provide expression of interest for a course.
3.2	Admin	Provide statement of fees to each student along with the withdrawal and refund policy.
3.3	Authorised Delegate	Identify suitability of the course/s which the student /Trainee is applying to enrol in, by conducting pre training interview using the pre-training review form and Language Literacy and Numeracy (LLN) test using LLN Robot
3.4	Authorised Delegate	All components for pre-training review must pre-date each student's/ Trainee's enrolment.
3.5	Authorised Delegate/ Trainer	Credit Transfer and Recognition of Prior Learning (RPL) must be presented to the potential student during the pre-training review.
3.6	Authorised Delegate	Confirm if the student is able to enrol at level requested by checking if **pre-requisites** are required to enter the course.
3.7	Admin	Provide Student Handbook

STEP 4 –Course Enrolments – Traineeship/Non Traineeship

No.	Who	Actions
4.1	Authorised Delegate	Conduct the Skills First eligibility assessment with the student as per the procedure Determining Eligibility for Skills First
4.2	Student	Fill in **all areas of enrolment form** and **sign the student declaration on the "enrolment eligibility form"**
4.3	Authorised Delegate	Confirm all student areas are completed correctly on the "enrolment eligibility form" and the declaration has been signed
4.4	Authorised Delegate	Collect and copy appropriate identification from the student to confirm funding eligibility, Victorian residency and sign that the original document has been sighted. If the ID is unable to be copied due to the location then a camera capture is OK, but this is not to be considered general practice. If the original documentation has not been sighted by THE RTO's authorised delegate, it must be a certified copy by an authorised person. Students using certified photocopies of their original documents will be required to present or mail them to the RTO. For the purpose of the *Evidence of Eligibility and Student Declaration*, **certified photocopies that are scanned or faxed are not sufficient to meet this requirement and will not be accepted at audit.** Refer: Determination of Eligibility and evidence retention guidelines.
4.5	Authorised Delegate	Discuss funding eligibility with the student and any student cost involved confirming **the cost** of the course with the student as per

RTO CODE 22130

		statement of fees. The student can opt for the payment plans if required. **Explain the documents which are being signed by the student and complete all enrolment documentation with them.** The student must sign this **and as well as the** The RTO authorised delegates.
4.6	Authorised Delegate	Where the student was found to be not eligible for Skills First funding discussions are held with the student to see what other options, they may select so that they may be able to participate in the course.
4.7	Authorised Delegate	Hand all the completed documentation over to the administration staff to be checked for compliance and **for further processing**

STEP 5 – Processing Course Enrolments

No.	Who	Actions
5.1	Admin	All components for the Pre-training Review form must pre-date the student's enrolment date. Receive the completed and duly signed 'Enrolment form'. Determine if the client meets the minimum eligibility for the course. Confirm student has completed the "enrolment eligibility form" correctly, including signatures and dates Skills First funded enrolments are not processed if the Skills First eligibility requirements are not demonstrated. For Skills First funded courses, all staff will ensure that the Eligibility Declaration Form (Skills First) dates must pre-date the first date of training commencing Check to see if the client is a past student (check SMS). Check to see if client details are on SMS. All client enrolments are processed through SMS. Process enrolment in SMS. Process payment (if applicable). Select the appropriate funding source for the student. Create a Client file Send confirmation letter and Training Plan to client. Trainer to be allocated to student and create training plan for the student. Confirmation SMS to be sent confirming start date of the course Send relevant course materials to client, as applicable. **For Non - Traineeship -** Ensure the Training Plan that is generated from the enrolment process is signed by relevant parties preferably

Enrolment Procedures

		within 2 (two) weeks after the commencement of training but by no later than 4 (four) weeks after training commences. Ensure Training Plan signed by student is retained in student file and copy is provided to all signatories. **For Traineeship -** A customised compliant Training Plan is signed by the Employer, Apprentice/Trainee, and the THE RTO representative within three months of the date of the Training Contract as noted on Epsilon. Training Plan must be signed within four weeks of training commencement. **For School Based Traineeship and Apprenticeship -** A customised compliant Training Plan is signed by the Employer, Apprentice/Trainee, school and the THE RTO representative within three months of the date of the Training Contract as noted on Epsilon. Training Plan must be signed within four weeks of training commencement. • The RTO prepares the Training Plan with the employer. • The employer, RTO, and student agree to an appropriate Training Plan and sign it. • The school is the final party to sign the Training Plan after verifying arrangements and prior to the student being enrolled with the training provider. • The Training Plan is sent to the ANP to register the SBAT. • The school records the VET Certificate and flags it as being undertaken as an apprenticeship or traineeship on VASS THE RTO provides a copy of the signed Training Plan to all signatories. Develop individual Learning Plan for student on data from the Pre-Training Review and LLN assessment File all documents in client file.

Enrolment Procedures		
Client Withdrawal / Deferral / amendment to enrolment by student		
STEP 1 – Application to Withdraw/ defer/ amend enrolment		
No.	Who	Actions
1.1	Client	Client informs THE RTO via email or telephonic conversation. Client completes 'Course Withdrawal/Amend Form' and submits to admin for processing.
1.2	Admin	Review 'Course Withdrawal/Amend Form' request and check feasibility of request. Forward 'Course Withdrawal/Amend Form' to Training Coordinator for approval/ authorisation.
STEP 2 – Authorisation		
2.1	RTO Representative	Review 'Course Withdrawal/Amend Form' request and make determination for approval. Return form to admin for processing
STEP 3 – Processing Withdraw/ deferral / amend enrolment request		
3.1	Admin	Make relevant changes in SMS. Make relevant notification on client file. Contact client to advise outcome. Follow-up with Refund (if applicable) Provide client with relevant materials /logins (as applicable)

Interim Arrangements during COVID-19: This Policy should be read in conjunction with the Novel Coronavirus Interim Arrangements Policy & procedure during COVID -19 and until it is safe to return to the normal practices. Interim changes are implemented in the procedures of Marketing, Pre-Training Review, Enrolment, Training Delivery as per the regulator during COVID-19 pandemic.
Pre-Training review will be conducted via telephone or zoom and enrolment will be moved to online enrolment portal via Platoforms during COVID-19. IDs are submitted by the student as part of the enrolment process and verified by authorised delegate.

Related Policies Procedures & Forms

- Pre-Training Review Form
- LLN Assessment
- THE RTO Website
- Evidence of Eligibility Policy & Procedure
- Student Handbook
- Enrolment Form
- Novel Coronavirus Interim Arrangements Policy & procedure

SADDLE ON
RTO CODE 22130

Financial Management Policy and Procedure

Purpose

Saddle On (The RTO) is committed to establishing a long term presence in the vocational education and training sector, as a provider of quality training and assessment services. A key factor in attaining this aim is the ongoing financial stability and wellbeing of RTO, resulting from careful, responsible and hands-on financial management, aligned to the business goals, the nature of its operations and the nuances of the market in which it competes.

This policy ensures that RTO uses efficient financial management practices and systems complying with AQTF Essential Conditions and Standards for Continuing Registration.

Policy Statement

The RTO will ensure that it maintains sound financial practices, ensuring the financial security of the RTO and enabling its ongoing viability, profitability and growth. Conservatism will prevail as the key influence over financial decisions. Equally, an uncompromising commitment to integrity and professionalism will remain the keystone to all finance, banking, investment and general business transactions.

The RTO will:

- Ensure that it is financially viable at all times during the period of its registration.
- Implement and maintain effective business planning and financial management processes;
- Ensure that accounts are certified by an independent qualified accountant (Certified to Australian Accountant Standards) at least annually and are made available to the VET Registration body upon request;
- Ensure that a full financial audit of the RTOs financial accounts from an independent qualified accountant (Certified to Australian Accountant Standards) is obtained and made available to the VET Registration body upon request;
- Implement and maintain procedures to protect fees paid in advance, to comply with the 'Condition 5 of AQTF Essential Conditions and standards for continuing Registration.
- Provide clients with complete and accurate fee information.
- Provide Refunds, as per Refund Policy.

Definitions

The following words and expressions have the following specific meaning, as in the Standards for Users' Guide to the Essential Conditions and Standards for Continuing Registration.

- **Financial viability risk means** An assessment of the current and probable future financial health of an applicant or RTO which indicates the likelihood that it will be unable to operate in the future. This requires an assessment of financial projections at initial registration, and an assessment of the liquidity, financing and other financial risk indicators at continuing registration.
- **Registration means** Formal recognition by a registering body, in accordance with the AQTF Standards for State and Territory Registering Bodies.
  A training organisation must be registered in order to deliver and assess nationally recognised training and issue nationally recognised qualifications.

Initial registration is when a training organisation meets the requirements of the AQTF Essential Conditions and Standards for Initial Registration.
Continuing registration is when a registered training organisation continues to meet the requirements of the AQTF Essential Conditions and Standards for
Continuing Registration. Renewal of registration refers to the process of seeking another registration period as a registered training organisation.

.

- Scope of registration means The particular services and products that an RTO is registered to provide. The RTO's scope defines the specific AQF qualifications, units of competency and accredited courses it is registered to provide, and whether it is registered to provide: Both training delivery and assessment services, and to issue the relevant AQF qualifications and statements of attainment, or Only assessment services, and to issue AQF qualifications and statements of attainment.: both provide training delivery and assessment resulting in the issuance of AQF certification documentation by the RTO; or provide assessment resulting in the issuance of AQF certification documentation by the RTO.

Obligations to - Financial Viability Risk Assessment Requirements

Intent

- Is to protect the fees paid in advance by individual students, for the provision of nationally accredited training and assessment
- The VET Regulator can request to demonstrate its financial viability at any point in time.
- Financial viability is about being able to generate sufficient income to meet operating payments and debt commitments while delivering quality training and assessment services and outcomes.

Obligation to submit assessment

- The RTO must submit an assessment of financial viability risk by a qualified independent financial auditor nominated by the VET Regulator at any time during the registration period, when requested.
- The obligation to submit also applies to parent organisations, affiliated companies or organisations that have a vested interest in the organisation.

Indicators for Assessment

The assessment will be undertaken by assessing common indicators of financial performance and position. These may include, but are not limited to :

- Liquidity – including current ratio and cash flow assessments;
- Solvency – including debt to assets assessment, debt to equity assessment;
- Economic Dependency (e.g. reliance upon government funding or a particular cohort of clients);
- Revenue, profit and cash flow;
- Commercial risk'
- Audit opinion;
- Contingencies;
- Compliance with all statutory obligations(e.g. GST, taxation, superannuation)

- Compliance with accounting standards;
- Accounting policies – impact of organisation accounting policies on its financial risk.

Information to be assessed

- **Information** that could be used to assess the common indicators may include, but are not limited to :
- Independent review of financial projections, including underlying assumptions;
- Business planning, including forecast income streams and forecast expenditure;
- Assets and liabilities;
- Financial statements audited by an independent qualified auditor;
- Financial records for the previous 12 months, including profit and loss, balance sheets;
- Cash flow and bank accounts;
- Short term budgets and forecasts, including assumptions;
- Information on current and projected student enrolments, including assumptions;
- Tax records;
- Information about current debts and debtors, credit and creditors, loans and repayments;
- Plans, and information on any legal disputes;
- Inter-company dealings, transfers, ownerships and loans;
- Contingent liabilities;
- Ultimate ownership details;
- Post reporting activities.

Policy Principles

The following principles underpin this policy.

Financial Management

- The RTO aims to maintain a sound financial position, which facilitates its stability, planned business growth and profit projections through
- The RTO business planning, including forecast income and expenditure;
- The RTO monitoring Cash flow;
- Formulation of and adherence to annual budgets;
- Ongoing reinvestment in the business to ensure it remains well-resourced to meet client needs;
- Maintenance of adequate cash reserves to meet planned commitments, as well as unforeseen events;
- Striving to remain debt free as part of its overall strategy of optimising return on investment and consequently maintaining price competitiveness;
- Careful safeguarding of assets, via comprehensive insurance and security measures.

Course Fees

- The RTO will strive to maintain highly competitive fair and reasonable fee structures, outlining these in a “Schedule of Fees”.
- The RTO adjusts its fees and charges from time to time. Changes to fees will be fairly and equitably applied, advertised and clearly indicate the date from which the change will take effect.
- The RTO provides details of course fees in all course information.
- Course fees may be negotiated with individual clients, as approved by CEO.

- The CEO may discount or waive course fees (for example in cases of severe financial hardship) at their discretion, and where such waiver falls into compliance with any "Funding body" policy (as relevant).
- Confidentiality regarding fee arrangements is expected from clients.
- Where course fees are subsidised by a "Funding Body" (for example an Australian Apprenticeship or other State / Federal /Territory funded program) these may include a non-negotiable "Student Course Fee".
- The RTO will ensure these fees are applied and communicated to clients at the time of enrolment, in accordance with the relevant Funding body" fees policy.
- Payment of no more than $1,500 from each individual student prior to the commencement of the course.
- Regarding payment plans - Monies for an individual client will not exceed $1500 at any given time.
- The RTO adopts the following to protect fees paid in advance:
- Flexible payment arrangements/ options will accommodate individual circumstances.
- Fees must be paid in full before certification will be issued
- The RTO reserves the right to suspend the clients learning or assessment (or both) until all fee payments are up-to-date, in the event payment instalment arrangements become overdue and remain unpaid for a period in excess of 14 days.
- Acceptable payment options can be made via credit card, direct debit, and EFT remittance to accommodate the diverse financial situations of clients.

Payment of fees:
On acceptance of an offer in the program, participants are required to pay a *deposit. This will be invoiced before starting the program, and due payable on commencement of the training program Participants who have difficulties in paying by the due date are encouraged to contact The RTO accounting to arrange an alternative payment option.

Schedule of Fees and Charges
The Chief Executive officer is responsible for approving The RTO Schedule of Fees and Charges. As a minimum the schedule of fees and charges is to include:
– the total amount of all fees including course fees, administration fees, material fees and any other charges for enrolling in a training program;
– payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee;
– the nature of the guarantee given by The RTO to honour its commitment to deliver services and complete the training and/or assessment once the student has commenced study;
– the fees and charges for additional services, including such items as issuance of a replacement qualification parchment or statement of results, re-assessment, RPL applications, replacement materials and the options available to students who are deemed not yet competent on completion of training and assessment; and
– The RTO refund policy.

– **Fee Payment Arrangements**

- Payment of no more than $1,500 from each individual student prior to the commencement of the course.
- Regarding payment plans - Monies for an individual client will not exceed $1500 at any given time.
- The RTO adopts the following to protect fees paid in advance:
- Flexible payment arrangements/ options will accommodate individual circumstances.
- Fees must be paid in full before certification will be issued
- The RTO reserves the right to suspend the clients learning or assessment (or both) until all fee payments are up-to-date, in the event payment instalment arrangements become overdue and remain unpaid for a period in excess of 14 days.
- Acceptable payment options can be made via credit card, direct debit, and EFT remittance to accommodate the diverse financial situations of clients.

The deposit invoice will be raised upon enrolment and due on commencement of training. The RTO reserves the right to not permit entry into the course until the deposit has been paid. Course materials will not be provided until the deposit is paid in full. After commencement the candidate will be invoiced according to the agreed payment plan/instalment plan.

Note certificates or SOAs will not be issued until payment is made.

Payment terms for Govt funded students

Please refer to statement of fees 2021 on https://saddleon.com.au/assets/pdf/statement-of-fees-2021.pdf

Students who have completed the unit of competencies and have been claimed, will be awarded according to the completion of the units. If not all units completed, the student will be issued with the Statement of attainment. If all the units are completed, students will be issued with the qualification.

Other fees and charges The RTO currently charges is as follows:

Tick	Item Description
☐	RPL Fees $1500 for qualification and in case of gap training $500 per unit
☐	Replacement of text or learning material – At cost
☐	Replacement of Certificate or SOA - $35
☐	Re-assessment The student is given 3 attempts free of charge. The student can request to be reassessed after the 3 attempts at a cost of $200 per unit and any attempt thereafter
☐	Application/enrolment fees -$250.00

Refunds

Applies refunds in accordance with the Refund Policy.

Asset Management
Acquisitions of assets are in accordance with strategic planning, training and assessment strategies and budgetary considerations.
Projected budget for asset acquisition will be included in annual strategic planning and the overall viability review for individual projects.

Responsibilities
The CEO is responsible for:
Ensuring compliance with financial management policies, procedures and systems.
Ensuring compliance with Financial Viability Risk Assessment Requirements 2011.
Monitoring and reporting on compliance with these financial management policies and procedures.
Undertaking reviews of the effectiveness of the policies, procedures and systems annually and to use the results of such reviews to drive further improvements.
When requested, provide VET Registration body with a formal assurance that has sound financial management standards for matters relating to the Scope of Registration and scale of operations.

Access & Equity
The Access & Equity Policy applies.

Records Management
All documentation from financial management processes are maintained in accordance with Records Management Policy.

Monitoring and Improvement
All Financial Management practices are monitored by the CEO and subject to ongoing review during monthly Financial Review meetings. Areas for improvement identified and acted upon. (See Continuous Improvement Policy)

The following training is delivered with Victorian and Commonwealth Funding. As per the Skills First Program, an eligible individual can commence a maximum of two (2) Government subsidised courses in a calendar year. Additional eligibility criteria must be met to access funding. Enrolling in the courses under the Skills First Program may impact further access to Government subsidised training.

- ACM20117 Certificate II in Animal Studies
- ACM20217 Certificate II in Horse Care

Please refer to the statement of fees:
https://saddleon.com.au/assets/pdf/statement-of-fees-2021.pdf

Refund Policy Procedure

Purpose
The RTO is committed to providing quality training and assessment in accordance with the AQTF Essential Conditions and Standards for continuing Registration & VRQA Guidelines for VET Providers. As such, is required to have and provide detail of a fair and reasonable refund process.

The purpose of this policy is to provide for the appropriate handling of client refunds.

Policy Statement
The RTO is committed to ensuring fair and reasonable refund practices.

The RTO will:
Implement and maintain a process for fair and reasonable refund of fees paid; and
Provide refunds for fees and charges paid by individuals / clients, where training and assessment activities have not been delivered.

Policy Principles
The following principles underpin this policy.

- Details of Refund Policy are to be publicly available.
- Payment of all refunds is made within one week (seven days) of application for refund.
- With regard to all withdrawals, will firstly encourage a client to enrol on another course date, prior to processing refund applications.
- Written notification of withdrawal from a training program must be provided by a client to apply for a refund for a course. This must be by completion of the application of refund form. (requests for the form can be via email or verbal)
- There is no refund applicable where a client has commenced their course/unit.
- There is no refund to participants who do not obtain their qualification after assessment.
- There is no refund for recognition of prior learning assessments after enrolment, where Recognition resources and services have been supplied to the client.
- The RTO does not accept liability for loss or damage suffered in the event of withdrawal from a course by a client.
- If for any reason The RTO is unable to fulfil its service agreement with a student, The RTO must refund the student's proportion of fees paid for services not delivered**.** In the first instance will (where possible) provide an opportunity for the client to attend another scheduled course. If The RTO cancels a course, clients do not have to apply for a refund, The RTO will process the refunds automatically

The following refund policy will apply:

- The RTO reserves the right to retain the amount of administration fees incurred
- The RTO will provide a refund to the student within 14 days of receipt of the "Application for Refund form".

- The refundable amount will be for material costs, if the application form is received prior to the commencement of the program and the materials provided are returned in an unused condition
- The application/enrolment fee Of $250 (GST inclusive) is not refundable

No Refund

The RTO will make no refund of any fees if "Application for refund form" is received after the commencement of training

Discretion may be exercised by the Chief Executive Officer in all situations if the student can demonstrate that extenuating or significant personal circumstance led to their withdrawal. In these cases the student should be offered a full credit toward the tuition fee in another scheduled program in-lieu of a refund. The Chief Executive Officer may also authorise a refund of tuition fees if in her/his opinion the circumstances require it.

Where refunds are approved the refund payment must be paid to the student within 14 days from the time the student gave written notice to cancel their enrolment. Tuition refunds are to be paid via electronic funds transfer using the authorised bank account nominated by the student on the Refund Request Form.

Protecting fees being paid in advance

The RTO acknowledges that it has a responsibility to protect the fees paid by students in advance of their training and assessment services being delivered. To meet our responsibilities The RTO adopts the option to accept payment of no more than $1,500 from each individual student prior to the commencement of the course.

Following the course commencement The RTO will require payment of additional fees in scheduled payments in advance from the student but only such that, at any given time, the total amount required to be paid does not exceed $1,500

The basis for determining the amount for scheduled payment must be the costs of the student's training and assessment which is yet to be delivered to the student.

Student complaints about fees or refunds

Students who are unhappy with The RTO arrangements for the collection and refunding of tuition fees are entitled to lodge a complaint. This should occur in accordance with The RTO complaints policy and procedure

Keeping students informed

To ensure that students are well informed of the financial considerations of their enrolment The RTO undertakes to provide the following fee information to each student prior to enrolment:

- the total amount of all fees including course fees, administration fees, materials fees and any other charges provided on the enrolment form
- payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee;
- the nature of the guarantee given by The RTO to complete the training and/or assessment once the student has commenced study in their chosen qualification or course;

- the fees and charges for additional services, including such items as issuance of a replacement qualification testamur, re-assessment and the options available to students who are deemed not yet competent on completion of training and assessment; and
- The The RTO refund policy.

Responsibilities
The CEO is responsible for ensuring compliance with this policy.
The finance controller of The RTO will process refund requests within 1 week from the day of receipt.

Access & Equity
The Access & Equity Policy applies. (See Access & Equity Policy)

Records Management
All documentation from Refund processes are maintained in accordance with Records Management Policy.
Monitoring and Improvement
All Refund practices are monitored by the CEO and areas for improvement identified and acted upon.

Refunds Procedures- Standard 5.3		
STEP 1 – Lodgement of Refund by Client		
No.	Who	Actions
1.1	Client	Client completes “Refund Request Form”, notifying their request for a refund of fees paid.
1.2	Admin	Review the refund application and ensure that the Client is eligible for a refund. If a refund is due, calculate the amount of refund due. The refund amount will be paid to the student’s nominated account or into the account of the person nominated by the student. Complete “Refund Request Form”. Provide completed “Refund Request Form” to CEO for Approval.
STEP 2 – Refund of fees – Due to Course Cancellation		
No.	Who	Actions
2.1	Admin	Should a course be cancelled for any reason, identify all clients who have paid course fees for that particular course. Determine the full amount of refund due to each client. If a refund is due, calculate the amount of refund due. The refund amount will be paid to the student’s nominated account or into the account of the person nominated by the student.

Refunds Procedures- Standard 5.3		
		Complete a "Refund Request Form" for each client eligible for a refund. Provide completed "Refund Request Form" to CEO for Approval.
STEP 3 – Management approval for Refund		
No.	Who	Actions
3.1	CEO	Review refund and note approval/modification/decline on "Refund Request Form". Return Completed "Refund Request Form" to Admin for processing.
STEP 4 – Finalise Refund Request		
No.	Who	Actions
4.1	CEO	If a refund is approved: Process refund in SMS Enter note in SMS for the client Update the "Refund Request Form". Take a copy of completed "Refund Request Form" for client file. Send original "Refund Request Form" to finance for processing. File all documentation on client file. If a refund is declined : Complete and send written notification to client advising the refund has been declined and the reasons. Enter note in SMS for the client. Update the "Refund Request Form". File original completed "Refund Request Form" and all documentation on the client file.
STEP 5 – Processing the Refund		
No.	Who	Actions
5.1	Finance	Upon receipt of completed "Refund Request Form" process and make refund to the client. Noting the method of refund. Update finance system File documentation accordingly, in Refunds File.

Recognition of Prior Learning (RPL) and Course Credit Transfer (CT) Policy and Procedure

POLICY

Saddle On is committed to ensuring the quality of support for our students.

This policy and procedure is under the provision of Standards for Registered Training Organisation 2015, implementing a procedure for SADDLE ON to process student's applications for Recognition of Prior Learning (RPL) and Course Credit Transfer, and document the results. It will provide a process that ensures that students will receive a written copy of the outcome of RPL and Course Credit Transfer application. Records will be kept through Student Database Management System.

PURPOSE

This policy and procedure is made to provide students with the opportunity to apply for an RPL and CT.
Students who have completed appropriate training or who through prior learning and experience have gained the required skills/competencies stipulated for the modules of the course may be granted credit upon substantiation of that claim. Students may make an application on request.
SADDLE ON advises all applicants of RPL opportunities and procedures on enrolment. The performance criteria of the course module set the RPL benchmarks. Evidence for RPL / credit of prior learning may include:

- Evidence of current competence;
- Performance, demonstration, or skills test;
- Workplace or other pertinent observation;
- Oral presentation;
- Portfolio, logbook, task book, projects or assignments;
- Written presentation;
- Interview;
- Simulations.

SCOPE

This policy and procedure applies to all current and prospective students and SADDLE ON staff.

SADDLE ON recognizes Australian Qualification Framework qualifications and Statements of Attainment which are issued by any other Registered Training Organization.

Students may be entitled to a CT or RPL in the following circumstances:

- Where students have Completed units of competency from a relevant National Training Package from a Registered Training Organisation/TAFE etc.
- Students have got relevant proven experience in the same field as the course, they are interested in.
- Successful RPL application and Course Credit application.

DEFINITION

‘RPL’ is the acknowledgment of skills and knowledge that have been gained through training, work or life experiences into formal competencies. The assessment of RPL is made from the evidence provided against the learning outcomes of the current course or training package.

‘Course Credit’ on the other hand, is for students who took courses or units from other college/ RTO and did not finish or those who withdrew from the course, yet they want to continue their course with SADDLE ON. Assessment on this will include evaluating a previously completed unit of competency to determine if it provides equivalent outcomes to those specified in the current training package of SADDLE ON.

‘Credit Transfer’ is defined by AQF as “A process that provides students with agreed and consistent credit outcomes for components of a qualification based on identified equivalence in contact and learning outcomes between matched qualifications”.

‘Formal learning’ refers to learning that takes place through a structured program of instruction and is linked to the attainment of an AQF qualification or statement of attainment (for example, a certificate, diploma or university degree);

‘Non-formal learning’ refers to learning that takes place through a structured program of instruction, but does not lead to the attainment of an AQF qualification or statement of attainment (for example, in-house professional development programs conducted by a business);

‘Informal learning’ refers to learning that results through experience of work-related, social, family, hobby or leisure activities (for example the acquisition of interpersonal skills developed through several years as a sales representative).

PROCEDURE

RPL (Recognition of Prior Learning)

- SADDLE ON applies a systematic approach to the granting of RPL which does not unfairly advantage or disadvantage any existing or prospective student. Students are not required to repeat learning activities, regardless of how or where the learning was acquired, providing the learning is current and relevant to the competencies applicable to the qualification in which they are or seek to be enrolled. These learning experiences include the individual’s relevant formal, informal and non-formal learning.

- Applications for RPL will be considered on a case-by-case basis and in a timely manner to ensure that all applicants are able to make well-informed choices about study options, pathways and alternatives by taking into account the credit they can expect.

- RPL information must be included in information given to students prior to enrolment.

- All prospective and enrolling individuals must be informed in either print or electronic form of the opportunity to apply for RPL. Students are informed of the RPL process in the Student Handbook, and are asked to indentify if they would like to apply for a RPL in the Enrolment Application Form.

Applicants are required to complete the appropriate section of the Application for RPL and provide evidence in support of each unit of competency/subject for which RPL is sought. Forms of evidence may include:

- High School transcripts;
- University/TAFE/other provider's transcripts;
- Course subject outlines;
- Detailed Résumé (CV) with referee details;
- Results/statements of attendance/certificates relating to business in-house courses,
- Workshops and seminars;
- Position descriptions;
- Relevant licences;
- References/Statements of Service/letters of support from past employers (these must be on the relevant company letterhead, dated and signed);
- Diaries/task sheets/job sheets/log books;
- Membership of relevant professional associations, etc.

This evidence will be assessed and, if necessary, an interview held at which the applicant may provide additional evidence of the relevant competencies or demonstrate the relevant skills. Depending on the living and communication circumstances, this interview may be conducted by telephone or by means of teleconferencing or demonstration given on arrival at the suggested premises. In such circumstances, prior to the interview commencing, the student must provide SADDLE ON with a copy of all of the supportive evidence; these documents must have been verified by a Justice of the Peace or equivalent authority as being true copies of the original.

SADDLE ON reserves the right not to recognise part or all of any previous experience if the assessor believes that the competencies or knowledge demonstrated and recorded fall significantly short of the industry standard as stated within the relevant National Training Package or accredited course. In such a case, the applicant will be required to complete further related training.

There is no limit to the amount of RPL that can be granted to any one student. A full qualification can be attained in this way, and a special RPL fee would apply in such

circumstances. This fee will vary, depending on the course tuition fees, and the type of prior learning. Information is available from the SADDLE ON website.
Fees for RPL can be found in Fee Charges and refund Policy and Procedure of SADDLE ON.

Application

- Applications for RPL can only proceed when a student has enrolled in the unit(s) of study for a qualification, or at the time a student is enrolling in a qualification.
- All prospective and enrolling students can opt the RPL option. A student who wishes to proceed with the application, he/she should fill out relevant form or download the application form from the SADDLE ON website to apply for RPL. The printed / filled form should be submitted to Administration. Student Support Staff will also provide additional guidance if needed.
- Where students have gained relevant skills and knowledge other than undertaking accredited training for the unit, a student may be eligible for RPL. Students must complete the RPL kit Application part for the course or unit and submit to Administration with supporting evidence as required. This evidence must be clearly identifiable, and support the applicant's case for RPL by addressing the relationship of evidence to the Unit of Competency for which RPL is being sought. The supporting evidence is clearly stated in RPL policy.
- Completed RPL Kits are to be submitted to Administration and includes copy of original documents to be sighted and copied by assigned Facilitator. The RPL fee will be calculated based on the number of units the applicant is applying for RPL. This must be paid or payment plan must be made. RPL Kits will not be accepted unless all required information is included.

Outcome of Application

SADDLE ON needs to provide the student a confirming outcome of RPL application. The students must sign this to indicate agreement with the outcomes of application for RPL and a copy is to be kept in the Student File along with all other RPL documentation.

Refund

No refund of fees and charges is given, regardless of whether the RPL application is successful or unsuccessful.

Time Limits for Assessment Process

SADDLE ON aims that Application for RPL will be assessed within 10 working days. The duration may vary as the RPL assessment involves the third parties such as supervisors/referees, trainer/assessor and the student. Duration of the RPL assessment depends on availability of the candidates, supervisors/referees and trainer/assessor.

Appeals

Applicants who are not satisfied with the outcome of their application, may seek to appeal the decision using the Complaints and Appeals Policy and Procedure available from SADDLE ON website.

Course Credit Transfer (CT)

The policy is for Credit Transfer as exemption from enrolment in a particular part of the course as a result of a competency currently held. Credit transfer assesses the initial course or subject that a student is using to claim access to, or the award of credit in, a destination course. The assessment determines the extent to which the student's initial course or subject is equivalent to the required learning outcomes, competency outcomes, or standards in a qualification.

The process involves SADDLE ON to make sure:

- Credit Transfer is different from Recognition of Prior Learning.
- Mapping, comparing, evaluating, and making an educational judgement of the extent to which the defined learning outcomes and assessment requirements of the individual components of one qualification are equivalent to the learning outcomes and assessment requirements of the individual components of another qualification.
- Setting out the agreed credit outcomes in a documented arrangement or agreement, and publicising the arrangement/agreement and credit available.
- All staff must be provided with information about the Credit Transfer application process and assist students in completing applications.
- Credit Transfer information must be included in information given to students prior to enrolment.
- All prospective and enrolling individuals must be informed in either print or electronic form of the opportunity to apply for Credit Transfer. Students are informed of the credit transfer process in the Student Handbook, and are asked to identify if they would like to apply for a Credit Transfer in the Enrolment Application Form.
- SADDLE ON encourages students to apply for Credit transfer before the commencement of training and assessment or before issuance of the COE. However, students can apply for the same after their study commences.
- There is no fee for this application.
- SADDLE ON will grant course credit to students with appropriate evidence to support their application.
- The duration of study is adjusted accordingly and students are advised of the credits granted.
- The Qualifications and Statements of Attainment issued by any other Registered Training Organisation must be recognised.
- Recognition means that students will be granted exemptions or advanced standing in a course as a consequence of components of a qualification based on identified equivalence in content and learning outcomes between matched qualifications completed with another Registered Training Organisation.

Application and process

- If a student wishes to apply for Credit Transfer, they must complete the Credit Transfer Application Form and include appropriate evidence to support the Credit Transfer application.
- Students must submit original versions or certified true copies of their supporting evidence.
- This may be in the form of Nationally Recognised Qualification or Statement of Attainment indicating the unit code(s) and title(s) believed to be equivalent to the unit(s)for which credit is being applied for, or other documents of equivalence that are outside the AQF.

- The student is required to submit this application with associated evidence to the Student Support Staff. This can be done by online submission, or through post.
- The assessment of all Credit Transfer Applications will be undertaken by the Compliance officer or Training Manager or any other designated staff.
- Compliance officer or Training Manager or any other designated staff must complete the appropriate sections of the Credit Transfer application form and fill in Credit Transfer Outcome Form to identify if the credit has been granted or not.
- Where Credit Transfer is 'Granted' this information will be communicated in writing to the applicant within 14 working days and the training program adjusted accordingly.

- Where Credit Transfer is 'Not Granted' students will be notified in writing of the outcome within 14 working days of completion of the assessment. The written communication to the student will include a reason for refusal (where applicable).
- In all cases, a copy of the Credit Transfer application form and certified copies of the relevant Qualification/Statement of Attainment and outcome will be kept in the student's file.
- Students are to show they accept the course credit by signing the credit transfer application form.
- Compliance officer or Training Manager or any other designated staff must identify the reduction in study time and fees based on the units for which Credit Transfer has been granted.
- Where credit is granted the results need to be updated on the Student Management System (SMS), this will be done by the Compliance Officer or Records Officer/or designated staff.
- Compliance officer or Training Manager or any other designated staff must advise Student support team of the reduction in study time.
- International Students please be advised that grant of RPL or CT will reduce the duration of your course, which needs to be reflected on your eCOE through PRISMS and ultimately it may affect the student visa.

Appeal

Applicants who are not satisfied with the outcome of their application, may seek to appeal the decision via the Complaints and Appeals Policy and Procedure using Complaints and Appeals Form, available from SADDLE ON website.

SADDLE ON
RTO CODE 22130

Qualification issuance Policy and Procedure

POLICY PURPOSE

The purpose of this policy and procedure is to describe the process involved in relation to the issuance of qualifications and statements of attainment for successful and partial completion of Saddle On (THE RTO) training programs, in compliance with the AQTF Essential Conditions and Standards for continuing Registration & VRQA Guidelines for VET Providers.

SCOPE

This policy applies to all:

- Staff of THE RTO, who are responsible in the issuance of qualifications and statements of attainment.
- Current, prospective and previous learners.

REFERENCE

AQTF Essential Conditions (Condition 6 – Certification & Issuing of Qualifications)

DEFINITIONS

Certificate/Testamur is defined by the AQF as "an official certification document that confirms that a qualification has been awarded to an individual". Certificates or testamurs refer to official documents that confirm that an AQF qualification has been awarded to an individual. A learner who has been assessed as meeting the requirements of a training product as specified in the relevant training package or VET accredited course is entitled to receive the following certification documentation on award of the qualification:

- A Certificate, and
- A Record of Results

The Record of Results will be provided to the learner on a separate page.

Statement of Attainment will only be issued if a learner successfully completes one or more units of competency but does not meet the requirements for a qualification (as specified in the Training Package). The Statement of Attainment will list all of the units of competency achieved.

POLICY

THE RTO will provide a Statement of Attainment of the completed units upon request of learner at any time during the course.

THE RTO will provide Certificate / Record of Results to the learner when final assessment being completed as academic requirement and all the official requirements are met.

PROCEDURE

Certificate Issuance

- On completion of each unit or module, the assessor is required to handover the completed assessment workbooks to the admin team, the admin team will update the results of the students in the Student Management System (SMS).

- THE RTO will issue AQF qualification documentation within 30 calendar days of the learner’s final assessment being completed for their exiting course, providing all fees have been paid.

- When a learner has completed their course, they are required to complete either Qualification Issuance Form and submit it to the admin team via email/post/in person, for processing, provided that the learner has fully completed the course and paid all necessary fees. Qualification Issuance staff has to check the requirements according to Qualification Issuance Checklist, the details of which are detailed hereafter.

- In order to process the learner’s request, the Record department is to firstly check that the learner has a Unique Learner Identifier (USI). If the learner provides a USI, this must be verified by SMS.

- If the learner does not have a USI, THE RTO will not issue a Certificate unless an exemption applies under the Learner Identifiers Act 2014. For example, i*f THE RTO will deliver the course in country other than Australia, then Learner is exempted of USI.*

- Provided the learner has provided a verified USI, the admin department must then check that the learner has completed all the units or modules of competency as outlined in the course by checking the SMS and by checking that the academic record contains all the completed assessments.

- In the event that evidence is missing, the Facilitator/Trainer will be asked to submit the remaining assessments before any further action can be taken.

- In the event that the learner has not completed all the required units or modules for that course, the learner will be asked to complete the outstanding units or modules before any further action can be taken.

- When the SMS and the learners’ academic record have both been checked and found to be in order, the admin department should then check with the Accounts department that all agreed fees are paid.

- If there are any outstanding fees, the learner will be required to settle those before a certificate can be issued, as per the enrolment form which the learner has previously signed and agreed to.

- If all fees are cleared, the admin department is to generate the Certificate, and print the Certificate to be issued. The certificate must be in the same name as on their Enrolment Application form.

- Once the Certificate and Record of Results are printed, the CEO is required to check, if it meets the requirements.

- Once signed and stamped with the THE RTO seal, the Records department should go through the Qualification Issuance Checklist and sign, which is on the reverse of the Qualification Issuance form. This is a final check prior to issuance of Qualification.

- The Certificate is then to be recorded on the Certificate Issuance Register outlining the learner name, ID number, and course name and certificate number.

- A copy of the certificate is to be placed on the learner file. The copy is to be stored for 30 years.

- The Records Officer must then sign and date the Qualification Issuance Form to state that the certificate has been issued.

- The learner must also sign the Form and Qualification Issuance Register to acknowledge receipt of the certificate.

- The Certificate may now be issued to the learner.

AQF Certificates must include the following information:

- Name of provider
- RTO code
- RTO logo
- Learners' full name
- Learner ID
- Course code and title
- CEO Signature
- AQF logo or statement
- NRT Logo
- Certificate number / Document number
- THE RTO Seal
- Date of issue

The Record of Results must include the following information:

- Name of provider
- RTO code
- Learners' full
- Learner ID
- Course code and name
- Core / Elective Unit Codes
- Core / Elective Unit Names
- Result for each unit
- CEO Signature
- THE RTO seal
- Date of issue

- Document number

Statement of Attainment Issuance

- Where a learner has not completed their course in full but has completed one or more of the units of competency, s/he can request a Statement of Attainment (SOA).
- THE RTO will issue SOA documentation of the completed units or modules upon request at any time during the course and SOA will be issued within 10 working days of the learner's request or their exiting the course, provided all official requirements are met, so learners can provide proof of their competence to employers (or potential employers) and obtain any industry licences or accreditation, or other requirements.
- They are required to complete a Qualification Request Form and submit it to the reception via email / post / in person, for processing, provided that the learner has paid all necessary fees.
- In order to process the learners request, the THE RTO personnel is to firstly check that the learner has a Unique Learner Identifier (USI). If the learner provides a USI, this must be verified.
- If the learner does not have a USI, THE RTO will not issue a Certificate unless an exemption applies under the Learner Identifiers Act 2014. For example, *If THE RTO will deliver the course in country other than Australia, then Learner is exempted of USI.*
- Provided the learner has provided a verified USI, the Records department is to then check which unit(s) the learner has completed by checking the SMS and by checking the academic file.
- In the event that evidence is missing and the learner file and the SMS do not match, the learners' facilitator / trainer will be asked to confirm which assessments the learner completed.
- When the SMS and the learners' file have both been checked and found to be in order, the Records department should then check with the Accounts department that all agreed fees are paid.
- If there are any outstanding fees the learner will be required to settle those before a Statement of Attainment can be issued, as per the Enrolment Application Form which the learner has previously signed and agreed to.
- If all fees are cleared, the Records department is to generate SOA using SMS, and print the SOA to be issued. The SOA must be in the same name as on the Enrolment Application Form, and only include the units completed by the learner.
- Once the SOA is printed, the CEO is required to check, sign and stamp the document when satisfied that the information is correct.

- Once signed and stamped with the THE RTO seal, the Records department should check that the learners' name, course name, unit names and codes are correct.
- The SOA is then to be recorded on the Qualification Issuance Register, outlining the learner name, ID number, course and SOA number.
- A copy of the SOA is to be placed on the learner file. The copy is to be stored for 30 years.
- The Records Officer must then sign and date the Qualification Issuance Form to say the SOA has been issued.

- The learner must also sign the Form and Qualification Issuance Register to acknowledge receipt of the SOA.
- The SOA may now be issued to the learner.

The SOA must include the following information:

- Name of provider
- RTO code
- Learners' full name
- Learner ID
- Course code and name
- NRT Logo
- CEO/ Authorised personnel Signature
- Date of issue
- Statement number
- The statement "A Statement of Attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units".
- The words "These unit of competency form part of (course code, course title)".

Given below is the table detailing what logos should be on a Certificate and Statement of Attainment used:

Logos	Certificate / Testamur	Statement of Attainment
NRT Logo	Yes	Yes
AQF logo or words	Yes	No
State or territory registering body logo	No	No
ASQA logo	No	No

Re-issuing Qualifications

- In some instances, re-issue of/or replacement of qualification documentation is to be carried out by staff at THE RTO based on a learner making request as the relevant application on a Student General Request Form. The cost of this is AUD80 per document and will be completed by the Records department within 10 working days of receipt of the request. The learner must provide photographic proof of identity to the Records department for a replacement Qualification or Statement of Attainment. This can be done via email/post/in person.
- The earlier issued Certificate / Statement of Attainment should be cancelled in SMS and new qualification document will be printed in lieu of cancelled document, once the required fee is collected.
- After the printing of the new Certificate or Statement of Attainment, it should be stamped as "Re-Issued".

- Afterwards, the CEO is required to check, sign and stamp the documents when satisfied that the information is correct.
- The statement will be printed on the reverse of that “This is Qualification Document is issued in lieu of Qualification Document No. XXXXXX”, where XXXXXX is the number of cancelled qualification document.
- The Certificate / Statement of Attainment is then to be recorded on the Qualification Issuance Register outlining the learner name, ID number, date of re-issue.
- A copy of the re-issued qualification document is to be placed on the learner file.
- The Records Officer must then sign and date the Student Genral Request Form to close-out that the certificate/SOA has been re-issued.
- The certificate/SOA may now be re-issued to the learner.

Revoked Qualifications

- THE RTO reserves the right to revoke Certification (AQF Qualifications or Statements of Attainment) that it is has issued in the following instances:
    - Where incorrect information has been included in a Certificate / Statement of Attainment.
    - Where acts of plagiarism
    - by a learner have been proven.

- THE RTO will contact all learners who have had their Certificates or Statements of Attainment revoked and inform them of the revocation action in writing. Learners will be sent a letter advising them of the need to return their completion documents. In the letter they are advised that they have 10 working days to do so.

- In case of incorrect information in Qualification Document, THE RTO will immediately reissue an amended version of revoked Certificate or Statement of Attainment where incorrect information has been used. The learner name, ID, date and reason for revocation should be recorded in Qualification Issuance Register.

- If incorrect qualification document is already issued to learner, then new qualification documents should be stamped “Revised” and reason of revision will be printed on the back of document.

- The incorrect version should be crossed through and placed on the learner file along with a copy of the new, corrected version.

Unique Learner Identifier (USI)

- THE RTO will not issue any AQF certification documentation to an individual without being in receipt of a verified USI for that individual, unless an exemption applies under the Learner Identifiers Act 2014.

- If a learner has an exemption, THE RTO will inform the learner prior to either the completion of the enrolment or commencement of training and assessment, whichever occurs first, that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript. The exemption is already stated in the policy.

- THE RTO has record keeping processes in place to ensure the security of learner identifiers and all related documentation, including information stored in the SMS. Refer to Record Management Policy for details.

- THE RTO can generate USI on learner's behalf but s/he has to submit USI Application Form to Student Support Services via email/post/in person.

Retention requirements

- Records of Statements of Attainment and Qualifications issued will be kept for a period of 30 years.

APPEALS

Applicants who are not satisfied with the outcome of their application, may seek to appeal the decision via the Complaints and Appeals Policy and Procedure using Complaints and Appeals Form available from THE RTO website.

Plagiarism and Collusion Policy and Procedure

PURPOSE

The policy has been developed and implemented by the Saddle On to support and provide clear instructions and guidance to scope audience with regards to incidents of academic misconduct by any learner enrolled in a course offered by Saddle On but also includes reference to non-academic misconduct.

SCOPE

This policy applies to all:

• Staff of Saddle On

• Past, current and perspective Students of Saddle On

DEFINITIONS

Academic Misconduct is defined as any action(s) or behaviour likely to result in an unfair academic advantage, whether by unfairly advantaging a learner or disadvantaging another. Acts of academic misconduct include, but are not limited to:

- possession of unauthorised material before, during or after an assessment or exam
- refusing to observe the instructions during the assessment process
- sharing or publishing assignment materials

- collusion with another learner
- learner substitution
- plagiarism
- cheating

Plagiarism refers to attempts by Students to use the work, words or ideas of others without proper acknowledgement. In the context of assessment, plagiarism occurs if a learner;

- presents any phrase or extracts, word for word without using quotation marks or referencing the author
- paraphrases all or part of an author's work and presents it without referencing the author, or providing
- inadequate reference to the author
- copies or paraphrases all or part of another learner's work and presents it as their own
- presents all or part of an assessment item previously submitted for assessment in another course or unit of work.

Collusion is an agreement or cooperation in order to cheat or deceive for a fraudulent purpose. Collusion can apply to Students (past or present) who intentionally cooperate to gain an unfair advantage towards the achievement of a qualification, statement of attainment or credit towards these. Collusion also refers to the following practices which are not considered allowable;

- unauthorised and unacknowledged joint effort in an assessment
- unauthorised and unacknowledged copying of material prepared by another person for use in an assessment
- unauthorised and unacknowledged assistance from another person.

Referencing your work

The Students are required to use the right sources in their work. By doing proper referencing, you are acknowledging that you have used someone else's information or work. Saddle On encourages its Students to use APA style guide 7th. You can visit https://guides.lib.monash.edu/citing-referencing/apa7th for the style information. You must reference all sources that you use in your assignment, including words and ideas, facts, images, videos, audio, websites, statistics, diagrams and data.
There are two parts to every referencing system:

- In-text reference - a reference to a source of information placed within the body of the work.
- The reference list - a list of all sources referred to in the work, located at the end of the work.

Please ask your trainer if you do not know how to reference your evidence. Ensure your work is referenced to prevent plagiarism.

Non-academic Misconduct is any action or conduct by Students relating to people or property which does not meet SADDLE ON standards. Non-academic misconduct includes but is not limited to:

- a learner behaving inappropriately in the batch or some online forum.

- obstructing any SADDLE ON Personnel or representative in the performance of their duties;
- acting dishonestly or knowingly making false or misleading representations in relation to enrolment in a course;
- misusing, stealing, damaging or destroying any property of SADDLE ON, a staff member or representative, or another learner;
- willfully disobeying or disregarding any order, direction or condition made by SADDLE ON Personnel or representative;
- harassing or intimidating another learner or staff member based on race, ethnicity, sex, marital status,
- sexual preference, disability, age, religious or political convictions or for any other reason;
- prejudicing the good name, academic standing or good order and government of SADDLE ON; and
- failing to comply with an outcome resulting from this policy.

POLICY

This policy applies to incidents of academic misconduct by any Learner enrolled in a program offered by SADDLE ON but includes reference to non-academic misconduct. SADDLE ON will implement this policy in accordance with the following principles:

- Each case of alleged misconduct will be dealt with on its merits, in consideration of all circumstances surrounding the case, and in accordance with this policy. The outcomes of the Students work will not be finalised until after the case of alleged academic misconduct has been properly investigated and any appeal process has concluded; and
- The initial investigation of misconduct will be undertaken by the Training Manager and may be referred to the CEO.

SADDLE ON is committed to operating within the following principles:

- SADDLE ON will treat all Students facing allegations of misconduct fairly and equitably and with due consideration of their privacy regardless of gender, race, ethnicity, age, disability or background consistent with equal opportunity and the principles of natural justice and procedural fairness;
- Any Learner who is the subject of an allegation of misconduct is entitled to be regarded as not having committed the act of alleged misconduct until they admit to the misconduct; or a fair and proper investigation leads to the determination that they committed the act of misconduct;
- Knowledge that a Learner has acted in a particular way in the past will not be assumed to be evidence that they have acted in the same manner again. Such knowledge may be evidence that a Learner is aware that such action constitutes misconduct, and may be relevant to any penalty imposed; and
- Where any work (or part of work) submitted for assessment by two or more Students is deemed by a SADDLE ON assessor to be the same or substantially the same, SADDLE ON will consider this to be evidence of academic misconduct by those Students.

RTO CODE 22130

PROCEDURE

Penalties

It is SADDLE ON's policy that the penalty or disciplinary action imposed should be appropriate to the type and severity of the misconduct. A decision of the appropriate penalty for any act of misconduct will be made by the Training Manager with the final decision resting with Chief Executive Officer (CEO), and will consider, but not be limited to review of:

- the previous record of the learner;
- whether the learner admitted the misconduct and whether, in so doing, they came forward of their initiative;
- whether the learner assisted or hindered the investigation process;
- whether there was significant extenuating or mitigating factors;
- the type of misconduct;
- the number of Students affected or involved and the impact of the misconduct on the operations of SADDLE ON and other Students; and
- any benefit derived from the misconduct by the learner.

Academic Misconduct

Where academic misconduct is proven, the following penalties may apply:

- a formal caution or reprimand to be recorded on the Students' record with SADDLE ON;
- the annulment or disallowance of results in a particular assessment;
- a requirement to undertake further or supplementary assessments with the associated costs borne by the learner;
- the exclusion of the learner from SADDLE ON programs either permanently or for a period of time;
- results withheld from the learner;
- suspension of enrolment; and/or
- any other penalty as determined by a SADDLE ON.

Non-academic Misconduct

Where non-academic misconduct is proven penalties including, but not limited to the following may apply:

- the learner is required to apologise formally to any aggrieved party where appropriate;
- the learner undertakes some form of remediation, such as counselling;
- the learner provides full reimbursement of the cost of any damage caused to SADDLE ON;
- the learner is expelled (permanent exclusion) from SADDLE ON courses;
- the Students may have their enrolment suspended; and
- any such other penalty or action considered appropriate including referral to law enforcement agencies.

Notification

Students who are subject to disciplinary decisions will be notified in writing of their misconduct (where appropriate) and the actions that will be taken by SADDLE ON. SADDLE ON will notify Students of the disciplinary outcome within a reasonable time of the incident being raised.

Appeals Process

- Students may appeal against any disciplinary decision. This appeal must be submitted in writing to Training Manager.
- Appeals against the disciplinary decision must be made within 10 working days of receiving the disciplinary decision notification. Disciplinary appeals that are submitted outside of this time will not be considered.
- The written appeal must state the grounds on which the appeal is to be made, and must contain an explanation of why the learner believes the original disciplinary recommendation/decision is inappropriate.
- The SADDLE ON Administration will consider the appeal by reviewing the initial disciplinary decision and the learner's written submission and may discuss the matter directly with the Learner and/or his/her representative. Individuals involved may also be contacted, for further information as required.
- The Learner will be informed of the outcome of the disciplinary appeal within 10 working days of its lodgement as identified by the date of receipt by SADDLE ON. The decision of the appeal to the SADDLE ON Administration shall be final and no appeals of this decision will be made.

Detailed Procedure

Where an allegation of academic, or non-academic misconduct as outlined in this policy is made, the Training Manager will review the allegation and initiate contact with the Learner(s) to advise that they are under review.
The Training Manager will commence an investigation into the allegation of academic misconduct and may engage the services of an independent third party reviewer.
An investigation will take ten (10) working days or otherwise as specified by the Training Manager.
The Training Manager will contact the Learner(s) in writing to advise them of the outcome of the investigation and invite them to respond within ten (10) working days of the date of the letter or email.
Upon receipt of a response, the Training Manager may make further investigations (if required) and/or refer the matter to the CEO along with a recommendation for an appropriate course of action in relation to the allegation.
If no response is received from the Learner(s) by this date, the appropriate action as mentioned in the outcome letter will be taken.
All outcomes of the Students work will not be finalised until after a case of alleged academic or non-academic misconduct has been properly investigated and resolved.
The Training Manager and/or CEO will consider all cases of alleged academic or non-academic misconduct, and Learner response to these allegations on a case by case basis.

A decision on the outcome and to be communicated to a Learner will be decided based on the outcome of any investigation and/or Learner appeal of a decision (if applicable).

A decision of the appropriate penalty for any act of misconduct will be made by the Training Manager with the final decision resting with CEO, and will consider, but not be limited to review of:

- the previous record of the Learner;
- whether the Learner admitted the misconduct and whether, in so doing, they came forward of their initiative;
- whether the Learner assisted or hindered the investigation process;
- whether there was significant extenuating or mitigating factors;
- the type of misconduct;
- the number of Students affected or involved and the impact of the misconduct on the operations of CPA Australia RTO and other Students; and
- any benefit derived from the misconduct by the Learner.

The Learner(s) will be notified in writing by the Training Manager of the outcome of this decision.
Any costs associated with the outcome of this decision are to be borne by the Learner(s).
If the decision is taken to remove a Learner(s) from the course, no refund will be granted and no statement of attainment, record of results or relevant testamur will be given by SADDLE ON to the Learner.
A Learner may appeal against a decision made in relation to an allegation of academic or non-academic misconduct by completing the Complaints and Appeals Form and submitting this to the SADDLE ON within ten (10) working days of receipt of the decision.
Students should refer to the SADDLE ON Complaints and Appeals policy and procedure for further information on the appeals process.

Student Support Policy and Procedure

Purpose

The policy is designed to ensure that Student support needs, including academic, personal support and language, literacy and numeracy (LLN) needs are identified and that Student support is allocated based on identifiable requirements that does not compromise safety, and improves Student outcomes. RTO refers to Saddle On in this document.

Scope

The policy applies to all RTO Staff and Students.

Objective

The policy is designed to support leaner to maximise the chance of learners successfully completing their training by;

- identify any support individual learners need prior to their enrolment; and
- provide access to that support throughout their training

Policy Details

1. RTO is dedicated to identifying Student Support requirements wherever they exist and that this support is made available, either directly or via arrangements with a third party.
2. At minimum, the support should include;
   - identifying particular requirements such as literacy, numeracy, English language or physical capabilities learners would need to complete each course
   - developing strategies to make support available where gaps are identified
3. RTO should recognise the right of Students not to disclose conditions or circumstances which may warrant support.

Process and Procedures

1. **Support Services:** RTO provides support services depending on the needs of its clients and capacity to provide these services. Information is provided to learners about available support services and any external support arrangements through the Website.

   RTO liaises with student, trainers and assessors, and other stakeholders to ensure that the type of intervention chosen is appropriate for the student and the training and assessment program. RTO monitors the delivery of support services and identifies improvements.

   RTO provides resources and support to help students make the most of their time from the moment they commence their course till they graduate. RTO regularly consults with students to gather feedback on their experience at the RTO and continually strive to develop and improve the services. The result is a supportive and safe environment that plays a crucial role in ensuring that every student is able to perform at their best.

2. **Assessing the support at the time of Application**

   The initial source of information used for determining support requirements is the Enrolment Application Form. If you indicate on your Enrolment Application Form that you have a possible Student Support requirement, RTO's staff will contact you to discuss it further.

Students will be required to demonstrate the required ACSF level by completing an LLN test, for the chosen qualification, in order to meet the LLN requirements to enter into the course. Students who are identified of possible Student Support requirement, will be contacted by the RTO representative to discuss it further.
The RTO representative will further discuss the needs with the student to identify how the RTO can support the student. An individual support plan may be developed to assist the student through the course. Or, the student may be referred to an external service for support before enrolment – this might be to English language courses, lower level or more suitable qualifications delivered by the RTO or other providers.
If a learner has been assessed as not suitable to commence in the course of study then the following educational and learning support services will be available to learners, but not limited to:

- pre-enrolment materials
- Bilingual staff support
- Ongoing study support
- language, literacy and numeracy (LLN) programs or referrals to these programs;
- flexible scheduling and delivery of training and assessment;
- information and communications technology (ICT) support;
- learning materials in alternative formats, for example, in large print;
- learning and assessment programs contextualised to the relevant industry; and
- any other services that Saddle On considers necessary to support learners to achieve competency.
- Developing strategies to make support available where gaps are identified.
- Language, Literacy & Numeracy (LLN) support
- Use of trained support staff including specialists, note-takers and interpreters
- Individual tutoring
- Assistance with writing
- Reviewing drafts of student's work and providing written or verbal feedback
- adapting tasks to allow for more practice
- counselling services or referrals to these services
- any other services that the SADDLE ON considers necessary to support learners to achieve competency.

Reading Writing Hotline
The Reading Writing Hotline provides information on:

- Reading and writing classes for adults in your local area
- Distance learning if you are unable to attend classes
- How to become a literacy volunteer

- Commonwealth-funded English as a second language (ESL)programs for migrants
- Commonwealth-funded programs for Centrelink clients
- Literacy in the workplace programs

Helpline on 1300 6555 06 or visit the website http://www.readingwritinghotline.edu.au/.
Where social or personal circumstances may affect a participant's learning experience, we will support the participant where possible, including referral to other agencies.
A student may not be offered a place for enrolment if the RTO is not able to support the student in the course.

3. Assessing the support throughout the training

The RTO is aware that some student may exhibit learning difficulties or may have lower level of Language, literacy and numeracy skills, which were not accurately identified through their LLN test and course entry requirements or at the time of the pre-training review conducted prior to commencing the qualification.
RTO will provide access to additional academic and LLN support where these are identified and affect the students' ability to successfully progress in the course.
Trainers will identify and report to the Training manager/compliance officer, if a learner is facing challenges such as the: completing projects and assessments, study skills, time management, research skills and ensure that academic support and where required counselling services are provided.
Students, who are not able to absorb the training and complete the assessment as per the training plans will be encouraged to access additional support.
Training manager/compliance officer meets with those students and negotiate a plan/strategy will may involve one or more of the following support services to attend where required:

- Guide the students to enrol in an English course with another provider (eg: AMES Australia) for additional English language support
- One on one (or a small group) support with the trainer
- Provision of additional attempts to complete assessments
- Project and assessment skills workshops
- Extension of enrolment where students require additional time to complete the course

More over there is a range of support strategies is utilised based on best practice, grounded in educational and psychological theory. The focus is upon inclusive and supportive classroom teaching, teacher professional development and individualised support.
Support strategies available to learners include, but are not limited to:

- the use of inclusive teaching practices
- acknowledgment of a range of learning styles
- adapting teaching strategies to reflect the needs of learners
- using a variety of modified teaching and learning strategies
- regularly revising delivery content

- setting effective classroom management techniques
- using partnering or "buddy" techniques
- EAL support
- assistance in the development of note-taking and assignment writing skills
- allowing additional time to complete tasks

4. Follow Up Support

The student is invited to give feedback on the quality of services provided and raise any concern that might affect them meeting their needs.

This is by way of informal feedback (e.g. face to face discussion with trainer), or formal feedback by way of a student Questionnaire and the Quality Indicators Learners Questionnaire.

The output of this process is used to either directly address a concern for an individual student and also to feed into the RTO's Continuous Improvement process for systemic issues to be addressed and improved.

Personal Support

There may be times when personal issues may affect a student's ability to undertake the training. We encourage students to advise us if there are personal issues which will impact their attendance or progression through the course. We will ensure options are available to minimise the impact on your course progress and provide alternatives, dependant on the circumstances, e.g. deferring course for a period.

5. External Referrals

To ensure that we provide the highest level of support, the RTO will refer students to external companies as referral. Some of these support services may attract additional fees. If this is the case, you will be notified of the services to be offered and the fees which you will incur prior to the services being commenced.

Example of external companies for referral

Organisation	Organisation
Study Melbourne Student Centre	VicDeaf
Vision Australia	BrainLink
Learning Difficulties Australia	Scope
Disability Intake and Response Service	Yooralla Community Learning and Living Centre
Centre for Developmental Disability Health Victoria	AREFEMI (Association of Relatives and Friends of the Emotionally and Mentally Ill)
SANE Helpline	Mental Health Foundation Australia (Victoria)
AMES Australia for English language support	EAL course providers.

6. Reasonable Adjustments

Reasonable adjustment will be provided for students with a disability or learning difficulty according to the nature of the disability or difficulty. Reasonable adjustments are made to ensure that the student is not presented with artificial barriers to demonstrating achievement in the program of study. Reasonable adjustments may include the use of adaptive technology, educational support and alternative methods of assessment such as oral assessment.

In assessing the competence of individuals, assessors must provide for reasonable adjustments to ensure the assessment principles of fairness and flexibility are addressed. However, assessors must be confident that reasonable adjustments do not compromise the outcomes of the unit and the integrity of the qualifications and Statements of Attainment issued as certification of achievement.

Where a candidate requires reasonable adjustments, assessors must decide what types of adjustments are needed and then make a judgment about whether these are 'reasonable' given the unit content requirements and specifications. The test of reasonableness is subjective but must be guided by the principles of assessment and the balance between them, as well as the rules of evidence.

Reasonable adjustments may take the form of additional support during the assessment process for example in the provision of particular equipment or software, or changes to the physical environment, or provision of support persons for physical disability or additional time. An individual's access to the assessment process should not be adversely affected by restrictions placed on the location or context of assessment beyond the requirements specified in this Training Package.

Where reasonable adjustments have been applied, assessors should ensure the type of adjustments is recorded to guide any further assessments of the candidate and for validation purposes.

Appendix - Essential Contact Details

Categor	Contact	Telephone	Websi
Emergency	Police	000	www.police.vic.gov.au
	Ambulance	000	www.ambulance.vic.gov.au
	Fire	000	www.mfb.org.au
	Missing Persons –Australian Federal Police	000 *(Ask for Police)*	www.afp.gov.au/national/missing
	National Security Hotline	1800 123 400	www.nationalsecurity.gov.au
	Victorian State Emergency Service	132 500	www.ses.vic.gov.au
	Telstra Call Tracing Services	1800 805 996	www.telstra.com.au
	Domestic Violence	000	www.dvvic.org.au
			www.dvrcv.org.au
	CASA (Victorian Centres Against Sexual Assault)	(03)9635 3600	http://www.casa.org.au/
Alcohol	Alcoholic Anonymous Australia	1300 222 222	www.aa.org.au
Anxiety	Reconnexion	03 9886 9400 1300 273 266	www.reconnexion.org.au
	Beyond Blue	1300 224 636	www.beyondblue.org.au
	Depression	(03) 9855 0220	www.depression.com.au

RTO CODE 22130

Essential Services	Victorian Poisons Information Centre	13 11 26	http://www.austin.org.au/poison
	Gas and Electrical Emergency	000	www.ogs.vic.gov.au
	Water and Sewer Emergencies	13 2762	www.yvw.com.au
Injury at Work	WorkSafe (222 Exhibition Street Melbourne CBD)	(03) 9641 1444 1800 136 089	www.worksafe.vic.gov.au