

# Student Guide



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## Introduction

### What is the role of a student in this training program?

This training program's main focus is on-the-job training or preparation for the workplace. This means that new skills and knowledge are being learned as part of everyday work or in preparation for work placement. This method of learning is very much a partnership between you, your employer (if applicable) and your Training Consultant (trainer).

It is the responsibility of the student to be an active learner and use every opportunity to listen, read, and practise, observe, ask questions and keep up-to-date records of what is achieved (this becomes your evidence).

Your trainer and employer are there to provide all the support and encouragement required, but it is important that you take responsibility for your own learning.

Before commencing it is important that:

- The requirements of the qualification are understood
- Existing skills and knowledge are identified
- A training plan is developed in consultation with your trainer.

You will have already been provided with a course information sheet for your chosen qualification. It details (amongst other things):

- The name and code of the qualification you are undertaking
- Estimated duration
- Delivery location/s
- Delivery mode
- Work placement arrangements (if applicable).

Throughout the process it is important that:

- Documented evidence is provided to demonstrate the required skills and knowledge
- Physical evidence of work is collected to keep (e.g. work samples of day-to-day activities)
- Regular feedback on progress is sought from the workplace representative and trainer.
- For pre-employment students, it is expected that you attend all scheduled training sessions and complete all assessments within the agreed time-frames.

## General Information

Please note the following:

Work & Training applies comprehensive selection processes to ensure that:

- The qualification is the most appropriate pathway for you
- Where required, police checks are confirmed
- Language, Literacy and Numeracy (LLN) skills are appropriate for the qualification – or that appropriate support is available
- Where applicable, the workplace is appropriate for the undertaking of the qualification and that employer support requirements are met.

## Language, Literacy and Numeracy (LLN) Assessment

In order to ensure that we can maximise the training and assessment outcomes of students, it is our responsibility to ensure that we are able to meet the needs of individuals.

This includes the facilitation of a Language, Literacy and Numeracy Assessment (LLN) at the time of (or prior to) enrolment. This is used to confirm the respective skills of students in these areas and – importantly – to identify any support requirements.

Should support needs be identified, the trainer will speak to you to discuss the nature of the need. This could include; additional coaching or one on one tutorials; increasing the number of on-site visits to provide extra guidance and context to unit/s being studied; where requested – facilitate contact with one of the external support services listed in this Student Guide under [Support Services](#).

Alternative training pathways may also be recommended where appropriate.

Alternatively, should a student wish to make contact with the support service themselves, they may do so using the listings provided under [Support Services](#).

## Recognition of Prior Learning (RPL)

This allows for existing knowledge and skills to be assessed in the achievement of part – or all – of the units of competency within the qualification.

This usually involves participating in an assessment task/s that allows the trainer to make an objective decision on the existing skills and knowledge demonstrated, and the degree to which they satisfy the required outcomes.

If competency is demonstrated, Recognition of Prior Learning is awarded. If skills gaps are identified, further learning is undertaken to address these gaps until competency is achieved.

## Credit Transfer

Work & Training will accept nationally-recognised VET credentials issued by another Registered Training Organisation (RTO) based in any state/territory of Australia. The credential may be a statement of attainment for specific units of competency or it may be a complete qualification such as a certificate or diploma. A student's USI transcript is also a valid way to authenticate training undertaken by the student. Please discuss this with your trainer if you feel this applies to you.

## In Case of Difficulty

If the information set out in this guide is followed and all parties are clear about the roles of those involved, it will support the ability to work steadily through the learning program.

**For workplace employed students:** It is important to remember not to wait for one of our regular visits. Call straight away, and if they can't help over the phone, the trainer will schedule a visit. The trainer is there to do everything possible to ensure support for the achievement of the qualification.

**For pre-employment students:** Your trainer will be in a position to monitor your progress as you progress through your course. However, if you experience any difficulties that may impact on your ability to progress or anything else you need support with, please let your trainer know immediately.

## Assessment

As a Registered Training Organisation (RTO) in Australia, we are regulated by the Australian Skills Quality Authority (ASQA). We are required to comply with the Standards for Registered Training Organisations 2015.

A key focus of the standards is to ensure that assessment is conducted in accordance with the Principles of Assessment and the Rules of Evidence. This means that if you are enrolled in a unit of competency or qualification, we are required to assure that your assessment meets the following criteria in order to demonstrate effective assessment practice:

### Clause 1.8 (Standards for RTOs 2015)

The Registered Training Organisation implements an assessment system that ensures that assessment (including recognition of prior learning):

- complies with the assessment requirements of the relevant training package or vocational education and training accredited course; and
- is conducted in accordance with the Principles of Assessment and the Rules of Evidence summarised below.

## Principles of Assessment

### **Fairness**

The learner is fully informed about the assessment process and their needs are considered. Where appropriate, reasonable adjustments are applied by the Registered Training Organisation

### **Flexibility**

Assessment is flexible to the learner, reflecting their individual needs and use a range of assessment methods.

### **Validity**

Any assessment decision of the Registered Training Organisation is justified, based on the evidence of performance of the individual learner against the requirements of the unit of competency.

### **Reliability**

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

*For a full description of the Principles of Assessment go here:*

<https://www.asqa.gov.au/standards/training-assessment/clauses-1.8-to-1.12>.

## Rules of Evidence

### **Validity**

The assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.

### **Sufficiency**

The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner's competency.

### **Authenticity**

The assessor is assured that the evidence presented for assessment is the learner's own work.

### **Currency**

The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

## Some other important things to note:

- You are entitled to have your existing skills and knowledge assessed prior to commencing training through a Recognition of Prior Learning process as described in [Recognition of Prior Learning \(RPL\)](#) above.
- Group activities may occur for some practical learning or research activities. However, all students are to be assessed individually against their own performance or submitted work.

## AQF Certification and Issuance

As a Registered Training Organisation registered in Australia as part of the Australian Qualifications Framework, we are required to ensure that Statements of Attainment (for single or multiple units as part of a qualification) or Certificates/Diplomas (for full qualifications) are only issued to students who have been assessed as meeting training package requirements according to the information above.

In addition, all students are required to hold a Unique Student Identifier (USI) in order for certification to be issued. If you don't already have one, you will be asked to apply for (with appropriate support if needed) one as part of the enrolment process. If you do already hold a Unique Student Identifier, we will ask you to provide it to us so that it can be verified against the national register and recorded with your enrolment and results details.

## Government Subsidies

Funding may be available through Federal and State funding bodies. Please refer to your Training Consultant for eligibility of funding options

## Rights of all Students

- To be provided with accurate and sufficient information to assist you in making informed decisions – e.g. your enrolment and learning experience
- Be treated fairly and with respect
- Learn in an environment free of discrimination and harassment
- Have referral to various services such as counselling and language support if required
- Be informed of assessment procedures; and
- Be informed of complaints and grievance procedures.

## Additional Rights of Students under User Choice

Students have a right to negotiate about:

- Selection, content and sequencing of units of competency and/or modules
- Timing, location and mode of delivery
- Training Consultant
- Who conducts the assessment
- How the training is evaluated.

## Confidentiality

Students must respect the confidentiality of all students, members of the public, colleagues and staff of the workplace.

Be aware not to discuss the following:

- anything read at work in official documents;
- any information entered into the computer;
- any information which has been discussed within hearing; and
- any information discussed on the telephone.

## Support Services

Work & Training is committed to ensuring that students enrolled in training have opportunities to access support relating to their specific needs, including issues relating to training and assessment and those of a personal nature. Work & Training facilitates access to a range of external support services, including (but not limited to):

- Literacy and Numeracy - Please refer to below Libraries Tasmania sites
- Counselling, Mental Health, Financial Advice. – Please refer to list below

There are no costs to the student in the identification of support needs and the accessing of appropriate support services.

### Counselling, Mental Health, Financial Advice

Work & Training offers all employees access to an Employee Assistance Program through Assure Programs. They can offer personal counselling for employees and family members, mentoring, critical incident management and debriefing, mediation and dispute resolution. These services are provided by suitably qualified professionals and connections with the service are totally confidential. No referral is required, just contact Assure Programs on

1800 808 374 to arrange an appointment or book online <https://assureprograms.com.au/>

Other places to find assistance are:

- Hobart City Mission – 6215 4200
- Catholic Care – Hobart 6278 1660, Launceston 6232 0600, Devonport 6423 6100
- Lifeline – 13 11 14; [www.lifeline.org.au](http://www.lifeline.org.au)
- Beyond Blue – 1300 224 636; [www.beyondblue.org.au](http://www.beyondblue.org.au)
- Mindspot – 1800 61 44 34; [www.mindspot.org.au](http://www.mindspot.org.au)
- Or visit <https://www.findhelptas.com.au/>

The trainer will facilitate contact on behalf of the student if requested. In all cases, the trainer will monitor the effectiveness of the support provided in relation to their training and assessment activities. Should future needs be identified, it is the responsibility of the trainer to ensure that access to appropriate support mechanisms is provided.

### Literacy and Numeracy

Please refer to Libraries Tasmania information below, or go to

<https://libraries.tas.gov.au/Pages/Home.aspx>

Location	Phone	Location	Phone
Bridgewater Library	6165 5446	Kingston Library	6165 6208
Burnie Library	6477 7402	Launceston Library	6777 2446
Devonport Library	6478 4230	Rosny Library	6165 6448
George Town Community Hub	6702 6090	Scottsdale Library	6778 8586
Glenorchy Library	6165 5493	Queenstown Library	6495 1530
Hobart Library	6165 5597	Tas Tafe (South)	6165 6083
Huonville Library	6121 7010	Tas Tafe ( North/North West)	6477 7499



## **Fees and Refunds**

### **Classroom-Based Training**

Should a student need to cancel an enrolment, a full refund will be given if advice is received in writing at least 10 working days prior to commencement of the course. If the student cancels within 10 working days prior to the commencement of the course, fifty per cent (50%) of the total course cost fee will be refunded.

The full fee will apply to any subsequent cancellation or non-attendance on the course. The substitution of another student up to the start date is permitted. If the proposed student does not attend the course and they have not advised in writing before the commencement of the course start date, full payment for non-attendance still applies.

Work & Training reserves the right to cancel a course if circumstances necessitate. If the course is cancelled, we will advise all students and a full refund of paid fees will be made.

### **Employment-Based Training**

Should a student need to cancel an enrolment, a full refund will be given if advice is received in writing at least 10 working days prior to commencement of the qualification.

If the student cancels after having commenced the qualification, full payment of the service fee applies.

Work & Training reserves the right to transfer a course to another RTO if circumstances necessitate, in this instance fees paid in advance will be refunded, minus the cost of delivery of the number of competencies that have been achieved.

If we accept a transfer of qualification from another RTO, a service fee will be charged.

Refunds must be requested in writing to the Operations Manager – Employment and Training Services or Training Operations Leader.

Refer to course flyers for current fees.

### **Re-Issue of a Certificate/Statement of Attainment**

A request for re-issue of a Certificate/Statement of Attainment is to be directed to administration and each re-issue will be charged \$35.

### **Course Fee Structure**

Please refer to relevant course information sheet.

## Access and Equity

Work & Training is an equal opportunity organisation. All employees and students are to be treated based on merit without regard to race, age, sex, marital status, nationality, descent, ethnic or ethno- religious background.

## Harassment, Bullying and Discrimination Policy

Work & Training is committed to ensuring that the working and training environment is free from harassment, bullying and discrimination.

Harassment, bullying and discrimination are illegal and will not be tolerated under any circumstances.

Disciplinary action will be taken against any employee or training participant who breaches this policy.

### Scope

This policy applies to:

- all employees of Work & Training;
- all members of the Work & Training Board;
- all host businesses;
- all contractors; and
- all other people in our workplace and training facilities.

### Objectives

Work & Training aims to:

- Create a working and training environment that is free from harassment, bullying and discrimination and where all people are treated with dignity, courtesy and respect;
- Implement training and awareness raising strategies to ensure that people covered by this policy know their rights, responsibilities and incident reporting procedures;
- Provide an effective procedure for dealing with allegations, grievances and complaints based on the principles of natural justice;
- Treat all issues raised in a sensitive, fair, timely and confidential manner;
- Guarantee protection from victimisation and reprisals;
- Encourage the reporting of behaviour which breaches the Harassment, Bullying and Discrimination Policy and
- Promote appropriate standards of conduct at all times.

### What is discrimination?

Direct discrimination takes place when a person treats another person with an attribute less favourably than they would treat a person without such an attribute.

Indirect discrimination takes place when a person imposes a condition, requirement or practice which is unreasonable and has the effect of disadvantaging a person with an attribute more than a person without such an attribute.

Attributes include, but not limited to:

- race;
- sexual orientation;
- gender;
- marital status;
- pregnancy;
- parental status;
- disability;
- political belief or affiliation;
- religious belief or affiliation;
- irrelevant criminal record;
- association with a person who has, or is believed to have, any of these attributes.
- age;
- lawful sexual activity;
- gender identity;
- relationship status;
- breastfeeding;
- family responsibilities;
- industrial activity;
- political activity;
- religious activity;
- irrelevant medical record; &

Under Federal and State Anti-Discrimination laws, discrimination on the following grounds is prohibited:

- Sex
- Pregnancy
- Impairment
- Parental Status
- Age
- Religion
- Social Origin
- Sexual Preference
- HIV/ AIDS Vilification
- Sexual Harassment
- Political Belief
- Trade Union Activity
- Lawful Sexual Activity
- Marital Status
- Race
- Colour
- Criminal Record
- Disability

### **What is harassment?**

Harassment is conduct which offends, humiliates, intimidates, insults or ridicules another person.

Forms of harassment may include, but not limited to:

- intrusive or inappropriate questions about a person's private life;
- unwelcome communications by any means or method;
- improper promises or threats relating to a person's status, or
- actual or threatened physical violence.

Sexual harassment takes place if a person:

- subjects another person to unsolicited acts of physical contact of a sexual nature;
- makes an unwelcome remark or statement with sexual connotations to another person or about another person in that person's presence;
- makes any unwelcome gesture, action or comment of a sexual nature; or
- engages in conduct of a sexual nature in relation to another person that is offensive to that person.

## What is Bullying?

Bullying is repeated and unreasonable behaviour directed towards a person, or group of people, that creates a risk to health and safety.

Bullying behaviour includes, but not limited to;

- abusive or insulting behaviour;
- yelling or screaming;
- behaviour that humiliates, intimidates, belittles or degrades;
- teasing or making a person the brunt of jokes;
- spreading malicious gossip, rumours or innuendo;
- making improper demands regarding work performance; or
- covert behaviour that is designed to undermine work performance or to cause personal distress;
- repeated unreasonable behaviour;
- public humiliation.

Bullying does not, however, include reasonable management action taken in a reasonable manner to supervise and direct the performance of work, by setting reasonable goals and standards, monitoring and assessing work performance, and by taking appropriate remedial action, including disciplinary procedures where this is warranted.

## Under the Tasmanian *Anti-Discrimination Act 1998* Harassment, Bullying and Sexual harassment are unlawful.

The test is whether a reasonable person having regard to all the circumstances would have anticipated that the other person would be offended, humiliated, insulted or ridiculed.

## Obligations on employees, contractors and board members of Work & Training

As an Employee of Work & Training, you have an obligation to:

- Treat your colleagues and customers with dignity, courtesy and respect;
- Not to harass, bully or discriminate in the workplace;
- Not to encourage others to harass, bully or discriminate in the workplace;
- Attend training on harassment, bullying and discrimination as arranged by Work & Training or the host business and
- Report any harassment, bullying or discrimination which you experience or witness in the workplace.

## Obligation on host businesses

As a host business, you have an obligation to:

- Treat all employees of Work & Training with dignity, courtesy and respect;
- Not to harass, bully or discriminate against any employee of Work & Training and
- Not to encourage others to harass, bully or discriminate against any employee of Work & Training.
- Report to Work & Training and harassment, bullying or discrimination involving one of their employees

## **Disciplinary action**

Work & Training will not tolerate any harassment, bullying or discrimination and will consider the most appropriate form of discipline on a case-by-case basis. Disciplinary action may include:

- Summary dismissal without notice;
- Written warning;
- Final warning;
- An apology;
- Transfer to another role;
- Transfer to another host business;
- Requirement to attend anti-discrimination, bullying or harassment training and
- Any other action which Work & Training consider is appropriate in the circumstances.

Work & Training also reserves the right to stand down employees pending an investigation.

Work & Training may terminate all of its contracts for single or multiple placements with a host business in circumstances where a host business or its employees have breached this policy or a provision of the *Anti-Discrimination Act 1998*.

## **Reporting harassment, bullying or discrimination**

Work & Training encourages the reporting of any instances of suspected harassment, bullying or discrimination. We are also committed to ensuring that those who make a report in good faith are treated fairly and do not suffer any disadvantage.

Any harassment, bullying or discrimination experienced or witnessed can be reported by contacting your Business Consultant or Team Leader, Manager or General Manager.

All reports and subsequent investigation and any corrective action determined appropriate will be dealt with in a timely and sensitive approach given consideration to the nature of the allegations and parties involved.

## **Where to seek help or support**

If you require help and support regarding any matters connected with harassment, bullying or discrimination, please contact your Business Consultant or Team Leader, Manager or CEO.

Any complaints should be made in accordance with the [Complaints Grievance Procedure](#).

See: [www.thelaw.tas.gov.au](http://www.thelaw.tas.gov.au)  
[www.comlaw.gov.au](http://www.comlaw.gov.au)  
[www.wst.tas.gov.au](http://www.wst.tas.gov.au)

# Grievance, Complaints and Appeals Policy and Procedure

The purpose of this policy and procedure is the fair and effective response to any grievance or complaint raised with Work & Training.

A grievance is defined as a concern or an issue with an assessment, conduct or activities of Work & Training and its employees. A complaint is a formal expression of dissatisfaction with an assessment, conduct or activities of Work & Training and its employees.

The procedure for an assessment appeal or raising a grievance or complaint is to be made freely available to all employees, apprentices, trainees, students and/or clients of Work & Training.

Work & Training are committed to addressing a grievance or complaint promptly and in a timely manner through discussion and agreement between all parties.

Grievance, complaints and appeals must result in immediate acknowledgment and a desired course of action discussed and agreed to with the appellant/complainant. This process must be acted upon at the earliest opportunity and recorded in writing.

Step	Action	Who
1	<p><b>Discuss the issue with one of these people as appropriate*:</b></p> <ul style="list-style-type: none"> <li>• Supervisor</li> <li>• Training Consultant – in the first instance of all cases of an assessment appeal</li> <li>• Business Consultant</li> <li>• Manager</li> <li>• IntoWork People &amp; Performance department</li> <li>• CEO</li> </ul> <p>NOTE: You may choose to discuss the matter first with a colleague or other support person and then raise it with the appropriate person above.</p> <ul style="list-style-type: none"> <li>• You may present your complaint/grievance verbally or in writing.</li> </ul>	<p><b>Appellant/ Complainant</b> e.g. apprentice/trainee/student/ staff/host business/client</p>
2	<p><b>Acknowledge receipt of the grievance, complaint or appeal.</b></p> <p>NOTE: Acknowledgement is to occur within 48 hours.</p> <ul style="list-style-type: none"> <li>• Acknowledgement to the complainant may be verbal, electronic or written.</li> <li>• Written acknowledgement is to be recorded on the Complaints Register within three working days.</li> </ul>	<p><b>Person who first receives the grievance, complaint or appeal</b> i.e.</p> <ul style="list-style-type: none"> <li>• Supervisor</li> <li>• Training Consultant</li> <li>• Business Consultant</li> <li>• Manager</li> </ul>

Step	Action	Who
3	<p><b>Meet, negotiate, document and take agreed course of action.</b></p> <p>NOTE: Agreed action may include but is not limited to:</p> <ul style="list-style-type: none"> <li>• In the case of assessment appeals, this may include</li> <li>• Re-assessment by another assessor or a review of the initial decision as appropriate;</li> <li>• Discussing possible strategies for use by the complainant;</li> <li>• Raising the complaint with the involved parties and negotiating behavioural management strategies if appropriate;</li> <li>• Convening a meeting with the complainant and involved parties to negotiate a resolution.</li> <li>• The outcome is to be recorded on the complaints register within three working days.</li> </ul>	<p><b>As above in addition to the complainant and the alleged offender as appropriate.</b></p>
4	<p><b>If grievance, complaint or appeal is unresolved, refer it to one or both of the following as appropriate:</b></p> <ul style="list-style-type: none"> <li>• CEO</li> <li>• Independent Arbitration.</li> </ul> <p>NOTE.</p> <ul style="list-style-type: none"> <li>• Grievance, complaints and appeals will be resolved and each party will be advised of the outcome.</li> <li>• The outcome is to be recorded on the complaints register within three working days.</li> </ul>	<p><b>Person who first receives the grievance, complaint and appeal and/or the complainant and/or the involved parties.</b></p>

\*The complainant may wish to initially discuss the matter with a colleague or other support person. It is acceptable for such a person to accompany the complainant at any stage of the process if desired.

## Access to Training Records

As learners with Work & Training, students are entitled to have access to their current training records. If you require a copy of your completed assessment papers, please notify your Training Consultant who will make a copy for you. Please note, all completed assessment papers will be shredded at the end of the financial year following completion or cancellation.

Copies of previously issued qualifications and/or statements of attainment may also be obtained by contacting the Moonah office on (03) 6214 5177. Please note that a cost of \$35 may be incurred and that appropriate identification will be required.

## The Commitment of a Student in Training

We have described in detail *our* commitment as the training provider. We ask that students commit to the following:

- Entering discussion enthusiastically
- Giving freely of experience
- Confining discussion to the topic
- Respecting others opinion
- Avoiding private conversations while others are talking
- Listening alertly to the discussion
- Being patient with others
- Appreciate other points of view
- Being punctual at all times
- Avoiding offensive language and topics
- Dressing appropriately.

Bad or inappropriate behaviour will not be tolerated and the Trainer reserves the right to ask you to leave a class or suspend/cancel a training contract.

## Alcohol, Drugs and Illegal Substances

Possessing, consuming or being under the influence of alcohol or illegal drugs or substances during normal working hours is a workplace health and safety issue and will not be tolerated.

Bad or inappropriate behaviour will not be tolerated and the Trainer reserves the right to ask you to leave a class or suspend/cancel a training contract.



## Academic Misconduct and Plagiarism Policy

Cheating or plagiarism occurs when a student reproduces someone else's words, ideas, or findings and presents them as their own without proper acknowledgment. It includes attempts by students to cheat or act dishonestly in an examination, test, assignment, essay, or any other assessment task.

There are many forms of academic misconduct or plagiarism, including the following:

- Direct copying of sentences, paragraphs or other extracts from someone else's published work (including on the Internet and in software) without acknowledging the source;
- Paraphrasing someone else's words without acknowledging the source;
- Using facts and information derived from a source without acknowledging the source;
- Using ideas directly derived from an identifiable author without acknowledging the source;
- Producing assignments that should be their own independent work in collaboration with and/or using the work of other people (e.g. a student or tutor);
- Using the work of other members of a group project without acknowledging who contributed the work;
- Copying from another student's and / or their work;
- Submitting someone else's work as their own;
- Using a diagram from another text or the Internet as a basis for your diagram without acknowledging the source;
- Taking statistics from another source and using them in a new table or figure without acknowledgement;
- Buying an essay from the Internet or another student and submitting it as their own work;
- Making up fake quotes or sources.

Students who are found cheating or guilty of plagiarism in any form of assessment will be deemed **Not Yet Competent** for the relevant Unit of Competency on confirmation of the breach. The student will be asked to resubmit in the first instance. All confirmed cases of cheating or plagiarism will be recorded on the student's file.

Students found in breach of this policy will receive a formal written warning from the Operations Manager that a second breach will result in the student being asked to leave the course.