

# Student Handbook



A guide to assist  
you through your  
Professional  
Internship Program\*

The Readygrad logo is positioned over a background image of a motorcycle dashboard. The dashboard includes a speedometer on the left, a tachometer in the center, and a temperature gauge on the right. The text 'Readygrad' is written in a white, sans-serif font, with a vertical orange line separating the 'y' and 'g'.

\*The Professional Internship Program is a structured program focusing on providing employment readiness skills. It contains a Nationally recognised Unit of Competency BSBOPS201 – Work effectively in business environments, delivered by Readygrad Pty Ltd (RTO 45724). Students will obtain a Statement of Attainment for BSBOPS201 – Work effectively in business environments issued by Readygrad once all training and assessment has been competently achieved.

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# Welcome

## We are thrilled that you are considering an internship program with us.

Readygrad is one of Australia's largest and most respected providers of work experience programs. We have worked hard to build partnerships with thousands of host companies that are committed to providing genuine work-based learning opportunities. We have also developed a detailed internship program that ensures we understand your goals and deliver an opportunity that allows you to develop the skills and experience you need.

If you choose to take up the Professional Internship Program, I encourage you to make the most of it. Be open minded to different opportunities that you may not first think of and listen to the advice of our experienced consultants. Their focus is on helping you and they know what works.

Once in your internship, focus on learning everything you can. Put in extra effort, volunteer, make suggestions, make friends and enjoy the experience. It can really change your life as it has done for so many of our students before you.

This Student Handbook has some very important information that will help you understand the program requirements and assist you to get the most from it.

All the best in your learning endeavours.

Regards,



Owen Firth

CEO  
Readygrad Pty Ltd

# Our Sales and Placements Teams

Our friendly team members are here to help you with any queries or concerns you may have during your internship. You will be advised of the contact details for your Placement Consultant and Host Company Mentor by Readygrad.

## Sales Team

**David Dooley**  
**Internship Program Consultant**

Direct: +61 (0)3 7034 4411  
Mobile: +61 (0)435 350 177  
Email: david.dooley@readygrad.com.au

## Placements Team

**Lynn Zomer**  
**Placement Consultant**

Direct: +61 (0)3 7034 4411 ext. 817  
Email: lynn.zomer@readygrad.com.au

**Lucie Soldan**  
**Placement Consultant**

Direct: +61 (0)3 7034 4411 ext. 819  
Email: lucie.soldan@readygrad.com.au

# Using the Student Handbook

Providing you with an easy reference guide to Readygrad student related policies, procedures and processes, this Student Handbook has been designed to provide you with information relevant to your enrolment. Information contained in this guide has been divided into six sections. Each section aims to help prospective and current students make informed decisions about their enrolment, understand their rights and responsibilities and learn more about our organisation.

The Student Handbook is best read in conjunction with any pre-enrolment information provided and your Course Guide.

If you have a question or require additional information on any aspect of your enrolment not covered in this handbook, you are encouraged to contact the Sales Consultant at the campus where you wish to undertake the program (found at the beginning of this handbook) for more information.

# About Readygrad

## Who we are

Readygrad is one of Australia's largest dedicated graduate employability specialist and industry leader. We have a track record of changing hundreds of lives, by revolutionising the employment landscape for international and domestic graduates.

Readygrad is proud to offer the Professional Internship Program, which is a structured program focusing on providing employment readiness skills. It contains a Nationally recognised Unit of Competency BSBOPS201 – Work effectively in business environments, delivered by Readygrad Pty Ltd (RTO 45724). This unit provides students with a Statement of Attainment for BSBOPS201 – Work effectively in business environments issued by Readygrad once all training and assessment has been competently achieved.

We are employability specialists – we work with hundreds of companies across Australia and have a team of dedicated internship placement specialists who want you to succeed. We'll get to know all about you, your career goals, area of interests and training needs, and we will find the right host company and internship placement for you. Our extensive network of host companies range from some of Australia's most recognised brand names and large multinationals to young dynamic growth companies.

## What we believe

In 2005 we saw that there was a big gap in the work readiness of new graduates, and no one was supporting them in this.

We wanted to change the employment landscape for international and domestic graduates so we set out to solve this problem combining our expertise in graduate recruitment and training, professional services and business. Our employability training and work experience programs are all designed from an employer perspective to ensure graduates are able to meet the demands of today's employers and succeed in a competitive job market.

We are passionate about helping graduates get the edge in the competitive employment market and get started in the career they want, and have a track record of over 25,000 lives changed.



## How we can support your learning

Readygrad is committed to assisting our students complete their qualification or Unit of Competency by providing them with the specialised support required to meet their individual learning and assessment needs. Through the completion of an enrolment form and routine screening activities, students with special needs and additional support requirements are identified and supported. In these instances, the Operations Manager – Readygrad and consultant are notified and a discussion is undertaken with the student to identify how to best meet their learning needs.

So that the prospective student is able to make an informed decision the consultant and Operations Manager – Readygrad will at this meeting also discuss what services are available internally or externally to support their learning. The use of available support services, assistive technology, equipment, resources and reasonable adjustment are discussed and their applicability in meeting the student's individual need explored. Where the student requires specialised support, and provides consent, referral to relevant specialised service(s) are organised.

To optimise the student's ability to complete their program/qualification an *Individualised Learning and Assessment Plan* (Plan) is developed by the consultant/ assessor in partnership with the student. Whilst ideally the Plan is completed prior to the student's commencement it can, depending on the student's needs, be developed and implemented at any point throughout their enrolment.

Readygrad provides its students with support services related to study support and study skill programs. As students may need to link with organisations who have a specific area of expertise outside of training and assessment (e.g. development of foundation skills and or counseling) Readygrad has developed a list of relevant referral organisations. You are encouraged to contact your Placement Consultant to discuss your needs and obtain a copy of the list that is relevant for your particular State and Region. Alternatively, you can speak to one of our friendly team members, please use the contact details for the campus where you wish to undertake the program (found at the beginning of this handbook).

## Our team

Readygrad has a commitment to ensuring that it provides its clients with a high quality education service that meets the expectations and compliance requirements of industry, government and our regulatory body. To do this Readygrad, through its recruitment, induction and performance management processes have set expectations and built support and monitoring mechanisms to maintain and develop the capabilities of all individuals working within its service.

All of our team members have the right qualifications, experience, skills and knowledge required to support and deliver qualifications that are industry relevant, educationally sound and focused on our customers.

To deliver nationally recognised training and assessment, Readygrad consultants and assessors hold the Certificate IV in Training and Assessment (TAE40110 or its successor) or a diploma or higher level qualification in adult education (e.g. TAE50111 Diploma of Vocational Education and Training or TAEDES50211 Diploma of Training Design and Development or their successor).

Only consultants/assessors who have industry relevant qualifications, current experience in completing the tasks required by the qualification and or program and extensive knowledge in the particular industry areas (as outlined in the relevant training package and demonstrated at the qualification and Unit of Competency level), are employed and authorised to deliver/assess nationally recognised training.

Readygrad has an expectation that to deliver industry relevant and high quality vocational education all consultants/assessors must undertake a variety of activities in their industry specific area to maintain and develop their industry currency. Examples of activities that our consultants/assessors may participate in include but are not limited to:

- Regular exposure to industry workplaces and participation in work related tasks (e.g. working in industry on a volunteer, casual or part time basis).
- Participation in industry relevant professional development activities.
- Participation in networks and/or attend industry related conferences.
- Completion of accredited and/or non-accredited training.
- Self-directed learning activities (e.g. reading journal or online articles).
- Participation in validation/moderation activities.

Consultants and assessors are, as educational professionals, expected to participate in professional development activities related to the delivery of vocational training and assessment. By participating in a variety of professional development activities each year consultants and assessors are able to maintain, upgrade or develop how they deliver and assess vocational education.

## Our programs

The Unit of Competency included in the Professional Internship Program is developed, reviewed, validated and evaluated by Readygrad Pty Ltd (RTO 45724) to ensure that they are compliant, of high quality and meet the requirements of the relevant training package and Unit of Competency.



To ensure that our training and assessment practices and resources are relevant to the needs of industry and informed by industry engagement, Readygrad engage with industry in the development, assessment and evaluation of all learning and assessment products. Readygrad also consult with industry to ascertain the current industry skills to be held by consultants/ assessors and the types and amounts of professional development required to demonstrate vocational competency. The strategy for industry consultation for each product is contained in the Training and Assessment Strategy/Learning and Assessment Strategy. Where possible industry representatives are invited to participate in relevant validation and moderation activities.

In accordance with the Product Development Procedure all products listed on our scope of registration are prior to their release reviewed by a person independent of the design process who holds the Certificate IV in Training and Assessment (TAE40110 or its successor, or higher). The purpose of the review is to ensure that the Training and Assessment Strategy/ Assessment Tool(s) meet packaging rules/Unit of Competency requirements and are informed by the needs of the learner group and industry, and are written in accordance with the principles of assessment and the rules of evidence.

To ensure graduates have the skills and knowledge required by industry (as outlined in the training package or accredited course) and to maintain the quality, validity and integrity of assessments and assessment judgments, Readygrad uses a systematic approach to the validation and moderation of its training products. This means that each year we review the process and assessment judgments made by our consultants and assessors checking that our processes, systems and tools and templates are compliant with the Standards for Registered Training Organisations (RTOs) 2015 and the requirements of each Unit of Competency.



# Your Rights and Responsibilities

## Section

# 2

### What you can expect from us

Readygrad operates within a professional and nurturing environment and role models behaviour that we expect from our students, host companies and industry partners at all times. We ensure that all stakeholders are provided with all the relevant information, and program requirements and responsibilities prior to the program start date so that they can make informed decisions. Our host companies are carefully selected to ensure they have the facilities and resources to manage and mentor our students and optimise students' learning outcomes. We take all reasonable measures to ensure the health and safety of our students while on campus or placement and that they are provided with Work Health and Safety (WHS) training prior to the start of any program. Course progression is monitored by regular specified check in points and additional support is provided where required. Readygrad is committed to continuous improvement and feedback, course evaluations and moderation and validation processes inform our program improvements.

### Student selection and enrolment

Readygrad has a commitment to ensuring its student selection processes are fair, transparent and non-discriminatory. Students are selected regardless of religion, gender, disability, sexual orientation, culture and ethnic background.

General principles that underpin our selection and enrolment processes are as follows:

- Readygrad is compliant with consumer protection regulation/legislation and all federal and state discrimination acts.
- Accurate and ethical marketing and advertising strategies ensure students are fully informed prior to application/enrolment (e.g. program eligibility, prerequisite requirements and language, literacy and numeracy skill levels).
- In accordance with Australian Privacy Principles prospective students are informed of how their information will be collected, used, disclosed and stored.
- Students are routinely screened to ensure eligibility requirements are met, additional needs are identified and opportunities for recognition are provided.
- Student selection is based on:
  - The prospective student's application being fully completed.
  - All required documentation being submitted, including the students USI.
  - Program/course eligibility and prerequisite requirements being met.
  - Fees paid in accordance with the organisation's Fees and Refund Policy and Procedure.
  - Consent and declarations being read, understood and signed.
- Where additional needs or additional support requirements are identified an Individualised Learning and Assessment Plan is developed, implemented, monitored and evaluated throughout the term of the student's enrolment.
- Documentation and supporting evidence is collected and stored in accordance with the organisation Privacy Policy and Procedure and Record Retention Policy and Procedure.
- Consumers are encouraged to provide feedback on their experience and through the organisations continuous improvement process. Opportunities for improvement are identified and actioned.
- Consumers are able to make a complaint or appeal an enrolment decision as per the organisation's Complaint and Appeals Policy and Procedure.
- Refunds where required are provided to students in accordance with the organisation's Fees and Refund Policy and Procedure.

For more information or to obtain a copy of Readygrad Student Selection and Enrolment Policy and Procedure please see our website [www.readygrad.com.au](http://www.readygrad.com.au).

## Protecting the rights of our consumers

Readygrad is committed to ensuring that the rights of our consumers are maintained at all times. We do this by:

- The use of ethical and accurate advertising and marketing material.
- Providing prospective students with sufficient information so that they can make an informed enrolment decision.
- Protecting any student's fees paid in advance.
- Safe guarding consumer personal information through a robust privacy policy and procedure.
- Providing our consumers with access to a transparent complaints and appeals process.

If you are wanting to find out more information on how Readygrad protects the rights of our consumers, you are encouraged to read our Consumer Protection Policy and Procedure and Complaints, and Appeals Policy and Procedure found on our website [www.readygrad.com.au](http://www.readygrad.com.au).

If you would like to provide feedback or make a complaint about our service or your experience, please contact our Compliance Manager (see contact details below).

Under the Data Provision Requirements 2012, Readygrad Pty Ltd, is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form and your training activity data) may be used or disclosed by Readygrad Pty Ltd, for statistical, regulatory and research purposes. Readygrad may disclose your personal information for these purposes to third parties, including:

- Employer – if you are enrolled in training paid by your employer
- Commonwealth and State or Territory government departments and authorised agencies
- NCVER
- Organisations conducting student surveys
- Researchers

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

- Issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts
- Facilitating statistics and research relating to education, including surveys
- Understanding how the VET market operates, for policy, workforce planning and consumer information
- Administering VET, including program administration, regulation, monitoring and evaluation

You may receive an NCVER student survey which may be administered by an NCVER employee, agent or third party contractor. You may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at [www.ncver.edu.au](http://www.ncver.edu.au)).

If you would like to provide feedback or make a complaint about our service or your experience, please contact our Compliance Manager (see contact details below).

## Making a complaint or appeal

Readygrad understands that from time to time consumers may wish to make a formal complaint about an aspect of service delivery or may choose to appeal an assessment decision or process that they feel is unfair. Our organisation welcomes such feedback as it provides valuable information that can be used to meet the needs of our consumers and improve the delivery of our service.

### Lodging a complaint or appeal

#### Informal complaint

In an attempt for early resolution consumers/students are encouraged to raise their complaint/appeal with the relevant person or speak to their Placement Consultant as soon as a grievance arises. Our Placement Consultants are approachable and experienced in assisting students to resolve issues at an informal level and ensuring that our students have a positive experience. All complaint/appeal communication/documentation is managed in accordance with the organisation's Privacy Policy and Procedure.

*Attention: Compliance Manager*

*Level 5, 454 Collins Street, Melbourne VIC 3000 | E: [compliance@readygrad.com.au](mailto:compliance@readygrad.com.au) | P: +61 (0)3 7034 4411*

## Formal complaint

If the complaint/appeal remains unresolved at a local level consumers are able to escalate their complaint or appeal to the Compliance Manager by writing an email or a letter outlining the type and the cause of their grievance (see contact details below).

To ensure the finalisation of results students are asked to lodge an appeal within 28 days of the unfavourable assessment decision being made.

## Acknowledgment of complaint/appeal

Within three working days of receiving a formal complaint/appeal the Compliance Manager will acknowledge in writing that they have received the complaint/appeal and will outline the next steps in the resolution process.

## Investigation/moderation

A comprehensive and objective investigation that respects the rights and privacy of all involved, subsequently occurs. The principles of procedural fairness and natural justice are adopted at each stage of the complaint process.

In the case of an appeal the student's assessment task(s) is reviewed by a suitably qualified independent panel (moderation activity) to ensure that the principles of assessment and rules of evidence have been implemented. Recommendations from that activity inform the outcome of the student's appeal.

## Continuous improvement

Where an investigation or moderation activity identifies opportunities for improvement these are actioned through the organisations continuous improvement process. See Quality Assurance Policy and Procedure for more information.

## Outcome notification

To ensure a fair and objective process the decision maker is always independent of the decision being reviewed.

Appellants have their result reviewed following the completion of a moderation activity. If the moderation activity concurs with the initial assessment decision the student will be offered a reassessment opportunity however if the moderation activity disagrees with the initial outcome the student's assessment result will be changed.

The complainant/appellant is notified in writing of the outcome of their complaint (outcome notification) within 10 days from the date the complaint was initially received.

Where the organisation considers more than 60 calendar days are required to process and finalise the complaint/appeal they will inform the complainant/appellant in writing as to why this is required and will provide the complainant/appellant regular progress updates on the progress of this matters.

## Independent review

If the complainant/appellant is dissatisfied with the outcome of their complaint/appeal they can ask for their case to be reviewed by an independent party. This review will occur within 14 working days of the date of outcome notification. In these instances, Readygrad will organise for an independent party to review the complaint and where required mediate resolution. There will be no additional cost to the complainant for the review of the complaint/appeal by an independent party.

If after the independent review the complainant/appellant is still dissatisfied with the outcome of their complaint/appeal they are able to complain to either the Training Ombudsmen in their relevant state or the Australian Skills Quality Authority. Further information can be found on [asqa.gov.au](http://asqa.gov.au).

If the cause of the complaint is around the collection, use, disclosure or storage of personal information the consumer can complain to the Office of the Australian Information Commissioner. Further information can be found on [www.oaic.gov.au](http://www.oaic.gov.au).

## Documentation and record keeping

All complaints and appeals (informal and formal) are recorded in the organisation's Complaints and Appeals Register. The register and all other associated documentation is securely stored (electronically) for a period of 30 years.

## Monitoring

The Continuous Improvement Committee monitors the complaints and appeals process to ensure that required timeframes are met, opportunities for improvement are actioned and the process is fair, transparent and conducted in a way that protects the rights of its consumers.

The Chief Executive Officer and Readygrad leadership are made aware of all complaints and appeals and the outcomes of those complaints/appeals.

For more information or to download a copy of Readygrad Complaints and Appeals Policy and Procedure you are encouraged to visit our website [www.readygrad.com.au](http://www.readygrad.com.au).

## Confidentiality and privacy of personal information

Readygrad complies to all GDPR regulations. Stored information that is provided from you will only be used for the express purposes of conducting business with Readygrad. The type of information we collect from you depends upon the type of interactions you have with our websites and Services, including the context of your interactions with Readygrad, the choices you make as well as the Services you use. You may choose to give us personal information directly in a variety of situations, such as if you request to receive information or a service from Readygrad, if you apply for enrolment through our online portal or if you lodge an application for enrolment online. We may also collect information relating to your use of our websites and our Services through the use of various technologies. For example, when you visit our websites, we may log certain information that your browser sends, such as your IP address, browser type and language, access time, and referring web site addresses. We may collect information about the pages you view within our websites and other actions you take while visiting us. In addition, some of our Services include technologies that allow us to collect certain information about product use. This data is purely used to support our business practices with you and assists in the development of products and services of Readygrad Pty Ltd only. We encourage you to read the complete version of the Privacy Policy and Procedure on the Readygrad website. Go to [www.readygrad.com.au/privacypolicy](http://www.readygrad.com.au/privacypolicy), then click on the Privacy Policy and Procedure link.

Readygrad is bound by a number of regulatory instruments relating to the collection, handling, storage and use of student data. This includes, but is not limited to, course enrolments, course results, personal information and information required for administrative purposes. Registered Training Organisations (RTO) are required, by law, to collect personal student data relating to enrolments and qualifications for the purposes of ensuring compliance with regulatory instruments; and for reporting to the National Vocational Education and Training Regulator.

All prospective and current consumer personal information is protected in accordance with the National Privacy Principles. The following principles are applied:

- Readygrad only collects personal information for the purposes of application/enrolment.
- Consumers are provided with information on the Unique Student Identifier and are required to sign a declaration/consent authorising Readygrad to use/verify their USI for the purpose of their enrolment.
- Information is securely stored and only accessed by team members for the purposes of the individual's enrolment.
- Consumers are provided with information on how their information will be collected, used and stored prior to enrolment.
- Students complete a declaration stating that they consent to their personal information being collected and used by Readygrad, governments and other agencies for the purpose of administration and research.
- Consumer's personal information is not disclosed to another party without the individual's written consent.
- Students have a right to access and correct their personal information.

Feedback on the organisation's compliance with the privacy policy and procedure is encouraged by contacting the Compliance Manager or by making a complaint. Contact details of the Compliance Manager are provided below.

*Attention: Compliance Manager  
Level 5, 454 Collins Street, Melbourne VIC 3000  
E: [compliance@readygrad.com.au](mailto:compliance@readygrad.com.au)  
P: +61 (0)3 7034 4411*

For more information, see the organisation's Privacy Policy and Procedure found on the website [www.readygrad.com.au](http://www.readygrad.com.au) or visit the Office of the Australian Information Commissioner [www.privacy.gov.au](http://www.privacy.gov.au).

## Unique Student Identifier

A USI or Unique Student Identifier is a reference number which creates an online record of all qualifications or nationally recognised training that you have completed in Australia. A USI will give you access to an online USI account which is made up of ten numbers and letters. It will look something like this: 3AW88YH9U5. Your USI will enable you to access your records and results online, anytime and anywhere.

All students enrolling in a nationally recognised qualification or course must provide a copy of their USI on application and enrolment. Getting a USI is free and easy and can be done in under 15 minutes. You can apply directly at <http://www.usi.gov.au/create-your-usi/>.

Readygrad is not able to issue AQF certification documentation (your certificate, record of results or statement of attainment) without a verified USI.

For more information, please visit [usi.gov.au](http://usi.gov.au) or contact Readygrad to obtain a copy of Students and the USI – A Fact Sheet for Students or alternatively you can speak to one of our friendly team members. Please use the contact details for the campus where you wish to undertake the program (found at the beginning of this handbook).

## Updating your personal information

As your personal information such as your name, banking details (if a direct debit arrangement is in place), address or contact details change, it is important to let us know as soon as possible. To advise us of a change to your personal information you can speak to one of our friendly team members. Please use the contact details for the campus where you wish to undertake the program (found at the beginning of this handbook).

## Work health and safety

Readygrad is committed to ensuring the safety and well-being of team members, students and visitors. By actively following the Workplace Health and Safety Act 2011 the organisation takes all reasonable measures to identify, control and eliminate potential hazards and risks. To do this we have processes and systems in place to ensure:

- A safe and clean working environment.
- Adequately trained team members who know how to effectively manage emergency situations and identify, control and eliminate potential risk/hazards.
- The identification of potential risk in the completion of assessment tasks and strategies to control and eliminate these risks.
- Sufficient equipment (including Personal Protective Equipment) is available and in good working order.
- Transparent reporting and documentation of risks, hazards, incidents and accidents.
- Robust governance and monitoring.

Our students also have a role to play in ensuring our environment remains safe and free of hazards. By ensuring that corridors are free from clutter and obstructions, alerting Placement Consultants and host companies of potential hazards or risks, reporting a serious incident or near miss, complying with the Smoke-free Environment Act 2000, knowing the evacuation procedure of your training venue and following the WHS considerations outlined in each assessment task you can help us keep our environment safe and free of hazards. Where it is a serious incident of bullying, discrimination and harassment they should contact Readygrad directly

If you would like to raise a WHS concern you can speak to your Placement Consultant. We look forward to hearing your thoughts and feedback.

## Code of Conduct – Students (including bullying, harassment and discrimination)

Readygrad employs a strict code of conduct for all students and team members and upholds these standards at all times. Students are made aware of this policy at enrolment and by their Placement Consultants at the start of program, and it is accessible on our website. This Code of Conduct outlines our expectations of acceptable workplace behaviour and etiquette in relation to interactions with Readygrad and all their associated partners and stakeholders.

### Student conduct

Students enrolled at Readygrad are entitled to:

- Engage in learning in a safe environment.
- Engage in learning in an equal opportunity environment.
- Develop their maximum potential.

In preparation for the workplace, Readygrad expects all students to conduct themselves professionally and in line with Australian workplace expectations.

To achieve this, students must engage in professional conduct on our premises and during their internship program.

### What is acceptable professional conduct at Readygrad and in the Australian workplace?

Professional conduct includes but is not limited to:

- Interacting respectfully with fellow students, Readygrad team members and host companies.
- Constructively and tolerantly sharing opinions and points of views.
- Actively listening to and being receptive to advice.
- Working cooperatively to solve problems.
- Speaking calmly and politely.
- Speaking English at all times to promote inclusiveness.
- Respecting cultural diversity and not discriminating against others for their beliefs, nationality, religion, age or gender.
- Arriving punctually to their internship and not leaving before scheduled time, unless by prior arrangement with Readygrad and the host company.
- Cooperating, participating and engaging in their internship and learning outcomes.
- Not engaging in behaviour that may be distracting to host company colleagues.



- Arriving prepared for their internship by bringing all relevant materials and stationery.
- Ensuring deadlines for internship assessment tasks are met.

These types of behaviours demonstrate to Readygrad, the host company and potential future employers that students are ready to enter the workplace and understand the standards required of them when communicating and interacting with colleagues.

### **What is unacceptable behaviour at Readygrad and in the Australian workplace?**

Whether a student, team member or visitor, we all have the right to feel safe at Readygrad.

Unacceptable behaviour includes but is not restricted to:

- Threatening Behaviour – this is defined as an expressed or implied threat to interfere with an individual's health or safety, or with the property on host company or Readygrad premises belonging to others, which causes reasonable apprehension or fear that such harm or injury is about to occur. Examples of threatening behaviour include but are not limited to:
  - Direct or indirect threats of harm or injury.
  - Words or gestures which create a reasonable fear of harm or injury.
  - Prolonged or frequent shouting which creates a reasonable fear of harm or injury.
  - Stalking an individual.
  - Verbal or written abuse.
- Violent Behaviour – this is defined as the use of physical force or violence to inflict harm to others, to endanger the health or safety of another person or the property of Readygrad or host company belonging to others, or restrict the freedom of action or movement of another person. Examples of violent behaviour include but are not limited to:
  - Unwelcome physical conduct.
  - Slapping, punching, striking, pushing, or otherwise physically attacking a person.
  - Throwing, punching, or otherwise handling objects in an aggressive manner.
  - Being in possession of, use or carriage of a weapon.
  - Physical, verbal, written or electronic assault.
  - Sexual assault.
  - Racial assault.
- Consumption of alcohol on our premises or WIL placement.
- Use of prohibited or illegal substances on our premises or the internship.

- Speaking any language other than English.
- Ongoing disruptive behaviour, for example:
  - Taking personal calls during program hours.
  - Sending/receiving personal text messages during program hours.
- Theft from team members or colleagues.
- Bullying – excluding someone from activities, humiliation, intimidation, sabotage, or practical jokes.
- Discrimination – age, disability, sexual orientation, physical features, pregnancy, race, religion, gender identity.
- Deliberate damage to the property or equipment of Readygrad and host companies including resources.
- Arson of property of Readygrad and host companies.
- Unlawful use of IT, including but not restricted to the:
  - Download or creation of unacceptable material (films, music, pornography, videos).
  - Harassment of other persons.
  - Copying, printing, or downloading software, data, or other material protected by copyright (unless permission granted).
  - Damage to computer hardware or software.
  - Unauthorised access to school's or host company's computer resources, files, etc.

Behaviour that is considered unacceptable will result in action being taken in accordance with the Student Disciplinary Procedures.

### **Mobile phone usage**

During an internship, attending workshops or interviews mobile phones are not to be used.

Mobile phones are only to be used:

- During lunch breaks.
- For the receipt of messages in case of an emergency.

### **Cleanliness and hygiene**

Employees in the Australian workplace are expected to demonstrate attention to personal hygiene for their own comfort and that of others. Readygrad has the same expectation of both students and team members.

### **Disciplinary action**

Readygrad has the right to impose disciplinary action on students for not complying with the professional and safety standards as set out in this policy or for engaging in any unacceptable behaviours.



As per the Terms and Conditions signed at enrolment:

*"I understand that if my behaviour is deemed unacceptable by Readygrad, including but not limited to not following the Student Code of Conduct, my enrolment may be canceled, and I agree that I will not be entitled to a refund of any fees or other charges paid under these Terms and Conditions."*

Any Readygrad team members or host companies who experience, observe, or have knowledge of unacceptable behaviour are expected to report this behaviour according to the below protocol.

## Reporting protocol

In regards to general behaviour e.g. disruptive behaviour, use of mobile phones, punctuality, using languages other than English, being disrespectful to fellow colleagues etc., the host company should report this directly to Readygrad.

Readygrad has the right to respond and take appropriate management action by:

- Giving the student a first verbal warning that they may be removed from the program for that day and marked absent.
- Giving the student a second final warning in writing that they will be removed from the program and marked absent.
- Removing and failing the student from their program.

Regarding more serious threatening or violent behaviour – the host company should report this directly to Readygrad as soon as possible so that effective action and review can be taken. Readygrad team members are obligated to act on knowledge of any threatening or violent incident. Readygrad team members are obligated to report knowledge of an incident to senior management and the leadership team.

An impartial and prompt investigation of the allegations will be made as confidentially as possible.

All parties are expected to cooperate in any investigation. A timely resolution of each report will be reached and communicated to all parties as soon as possible.

Should an investigation determine that there has been serious misconduct, the student's enrolment may be canceled immediately. In addition, certain violence-related behaviour is prohibited under criminal or civil law. If the allegation is proven, a case of violent-related misconduct will be reported to the Police.

If an allegation is found to be false or vexatious the complainant could also be subject to disciplinary action.

Any form of retaliation against any person for making a report concerning threatening or violent behaviour is

prohibited and should be reported directly to the consultant and/or Program Managers.

## Attendance

100% attendance is expected for the duration of our programs. If a student is going to be absent they are required to notify the appropriate party as soon as practicable. If a student is absent for two or more days they are required to present a medical certificate to Readygrad. Any absences will have to be made up to ensure students meet minimum program hours. (Please see Course Guide for details on your specific program).

## Deferral of enrolment start date

This may be granted on request of the student for a period of 12 months. Where students wish to defer their enrolment greater than the 12 month period they will be required to pay additional fees. Refunds are not granted unless extenuating circumstances occur.

Students can contact admissions to request a Leave/Deferral form. Students are required to provide this form and any supporting evidence to [admissions@readygrad.com.au](mailto:admissions@readygrad.com.au). Readygrad will notify the student in writing of the outcome of their application within 3 working days of receipt of the Leave/Deferral form. Payment of fees during the deferral period must continue as per payment schedule. Lodging a Leave/Deferral form does not guarantee that your Leave/Deferral will be approved.

## Leave/deferral after program commencement

Readygrad understands that throughout your enrolment, problems or issues may arise that may impact on your ability to keep up with the workload of your course, attend meetings with your Placement Consultant or interviews with host companies, or complete your assessment tasks on time. If this is the case, we are committed to helping you explore and find possible solutions that may help you complete your course. If you find that you have an issue or a problem that is impacting on your ability to complete your course or qualification, we would strongly encourage you to speak to your Placement Consultant, who can arrange contact with a trainer and assessor or one of our friendly and supportive team members before you decide to disengage from your studies.

While every effort will be made to support your progression, for some programs e.g. Professional Internship Program we are unable to defer studies once the program has commenced as students will be actively involved in pre-internship preparation, internship interviews, and then fulfilling their internship placement responsibilities at their host company. Leave/Deferral after commencement will only be granted under exceptional circumstances e.g. a family emergency, with evidence provided. Leave/Deferral for exceptional

circumstances will be granted at the discretion of the National Operations Manager. In the case where Leave/Deferral is approved both placement and graduation may be delayed.

A student must apply in writing for Leave/Deferral after commencement by notifying their Placement Consultant immediately by email and submitting a Leave/Deferral form. Students can contact admissions to request a Leave/Deferral form. Students are required to provide this form and any supporting evidence to [admissions@readygrad.com.au](mailto:admissions@readygrad.com.au). Readygrad will notify the student in writing of the outcome of their application within 3 working days of receipt of the Leave/Deferral form. Payment of fees during the deferral period must continue as per payment schedule. Evidence of emergency must be provided with form. Readygrad will notify the student in writing of the outcome of their application within three days of initial receipt.

Where students wish to cancel their enrolment or withdraw from their course they are encouraged to let us know as soon as possible so that we can finalise their enrolment, send out a statement of attainment (where units of competency have been successfully completed) and where applicable refund fees. Please contact Readygrad admissions at [admissions@readygrad.com.au](mailto:admissions@readygrad.com.au) and request a Withdrawal form. Complete the form and attach all relevant documentation for consideration of your withdrawal from the course. A Placement Consultant may be in contact with you to discuss your withdrawal. Submitting a withdrawal form does not guarantee that your withdrawal will be accepted or processed. For further information please consult your course guide.

A partial refund of up to 75% of the fees paid will be granted where the student withdraws less than 14 days prior to course commencement.

Partial refunds on receipt of acceptable evidence (e.g. medical certificates) may be considered for students who have withdrawn from training and assessment due to extenuating circumstances such as illness.

Where students withdraw after training has commenced and not of their own accord (e.g. closure or loss of government contract) Readygrad will provide a refund proportionate to the fees charged for the remaining units. Students enrolments that are canceled due to misconduct are not entitled to a refund.

**No** refund of fees will be granted for students who have commenced training and assessment and/or have been issued with learning resources where extenuating circumstances do not exist.

Where a student commences a course but withdraws voluntarily prior to completion or is deemed not yet competent are not entitled to a refund and are liable for payment of all remaining program fees.

If you would like to further information on deferment or withdrawal you are encouraged to speak to one of our friendly Admissions Team member as per contact details at the start of this document. To download a copy of the Fees and Refund Policy and Procedure visit the Readygrad website [www.readygrad.com.au](http://www.readygrad.com.au).

## Fees

Readygrad charges consumers in accordance with comparable market prices fees for all courses on their scope of registration. Commercial course fees are determined based on the programs duration, delivery method, resource requirements and commercial viability. Where students receive a credit transfer they are not charged for the already completed unit. The CEO is responsible for determining all fees and charges, which are reviewed annually.

Course fees are inclusive of tuition, learning resources, administration and enrolment processing fees.

Course Fees do not include additional requirements in order to complete placement such as, but not limited to, a White card. These must be organised and paid for by the student prior to commencing placement and are not the responsibility of Readygrad.

Additional fees are charged for:

- The replacement of any learning resources that are lost or misplaced. As these vary from program to program students are required to contact the admissions team at [admissions@readygrad.com.au](mailto:admissions@readygrad.com.au) for a current schedule of course costings.
- The re-issuance of misplaced or lost awards. A fee of \$50.00 is charged for each certificate (Testamur, Record of Results and/or Statement of Attainment) that requires reprinting.
- Students who require reassessment of a task (i.e. following two previous unsuccessful submissions) will be charged a fee of \$100.00 for the third and each subsequent submission.
- If the course includes a work-based training component, and the student does not meet the workplace requirements of the host company (e.g. conduct, safety, attendance, or other requirements), then Readygrad may, in its absolute discretion, arrange a second internship placement for the student at a cost of \$1,750.00 (\$2,750.00 for Engineering).

Fees are advertised on Readygrad's website and are listed in all marketing material.

Fees can be paid in full prior to the commencement of a course where the total amount invoiced to an individual does not exceed \$1500.00. The course component of the Professional Internship Program is

the Unit of Competency BSBOPS201 which commences in Stage 2. The value of Stage 2 is not more than \$1,500.

If student fees are paid by an employer a payment term and plan is negotiated over the duration of the course as outlined in the training proposal/agreement.

The fee amount is paid in accordance with the fee schedule or repayment plan prior to course commencement. Fees paid are documented in the student management system and in the financial accounts where monthly reconciliation occurs. Fees can be paid by credit card or bank account direct debit in accordance with the individual Deferred Payment Plan Direct Debit Authority signed by the student.

Payment terms are agreed upon prior to course commencement and are outlined in the student's tax invoice. The tax invoice identifies the fees to be paid and the dates where payments are scheduled.

Students are required to pay all fees on tax invoices issued in accordance with their Deferred Payment Plan Direct Debit Authority. Failure to pay scheduled fees may lead to a discontinuation of training or the delay in the issuance of an award until the outstanding fees have been paid. Readygrad uses the assistance of debt collection agencies to retrieve outstanding fees greater than 90 days. Where training discontinuation or a delay in the issuing of an award is likely students will be informed of their rights and responsibilities. Readygrad retains all evidence of fees collected and all attempts to recover outstanding fees in the students file and in the student management system.

To download a copy of the Fees and Refund Policy and Procedure visit the Readygrad website [www.readygrad.com.au](http://www.readygrad.com.au).

## Payment plan options

1. Two instalments: 50% due on enrolment; 50% due on the Friday of week 4 (this option is not available for Engineering Internships).
2. Four instalments: 25% due on enrolment; 25% instalments due on Fridays of weeks 2, 4 and 6.

## Other terms

1. Unless specified, there are no changes to the program Fees and Refund Policy and Procedure version 2.2.
2. Upon enrolment, the student will be required to complete a Direct Debit Authority form, nominating a payment plan and payment option (direct debit bank account, or direct debit credit card).

3. Direct debit transaction fees current as at July 2018 are charged by Macquarie Bank DEFT System, our direct debit service provider, and are not included in the course fees, so are charged in addition to the above amounts:
  - Direct debit bank account: 0.85c per transaction.
  - Direct debit MasterCard or Visa: 1.50% of transaction value.
  - Direct debit American Express: 3.30% of transaction value.
4. Failed payment fees current as at July 2018 are incurred when direct debits are processed unsuccessfully, currently \$15.00 per transaction, in addition to the transaction fees.
5. No amendments to the nominated schedule is permitted after commencement, except in extenuating circumstances, or a delay to course progression initiated by Readygrad. A delay initiated by the student will not be grounds for an amendment to the payment schedule.
6. Applications for extenuating circumstances should be sent to [admissions@readygrad.com.au](mailto:admissions@readygrad.com.au).
7. Requests for refunds can be made to the Credit Manager, at [finance@readygrad.com.au](mailto:finance@readygrad.com.au). Refunds within policy, or where extenuating circumstances have been accepted, can be approved by the Credit Manager or Financial Controller.

## Refunds

A full refund will be provided under the following circumstances:

- Where an overpayment of a fee has occurred.
- The program has been postponed or canceled.
- Readygrad closes.
- The student provides notification of their intention to withdraw 14 days prior to course commencement.
- The Operations Manager – Readygrad or their delegate feels that the student would be unreasonably disadvantaged due to unexpected extenuating circumstance and where deferment of enrolment is not a suitable option.

A partial refund of up to 75% of the fees paid will be granted where the student withdraws less than 14 days prior to the program commencement.

Partial refunds on receipt of acceptable evidence (e.g. medical certificates) maybe considered for students who have withdrawn from the program and assessment due to extenuating circumstances such as illness.

Where students withdraw after the program has commenced and not of their own accord (e.g. closure) Readygrad will provide a refund proportionate to the fees charged for the remaining units.

Students enrolments that are canceled due to misconduct are not entitled to a refund.

**No** refund of fees will be granted for students who have commenced the program and assessment and/or have been issued with learning resources where extenuating circumstances do not exist.

Where a student commences a program but withdraws voluntarily prior to completion or is deemed not yet competent are not entitled to a refund and are liable for payment of all remaining program fees.

To apply for a refund students are required to speak with their Placement Consultant or email [admissions@readygrad.com.au](mailto:admissions@readygrad.com.au) to discuss and be provided with the appropriate form to complete.

All refund requests should clearly outline the student's name, number and reason why they have requested a refund.

Students will be notified in writing of the outcome of their application within 14 working days of their application receipt. For those students granted a refund money will be transferred into the nominated bank account within 30 calendar days.

To download a copy of the Fees and Refund Policy and Procedure visit the Readygrad website [www.readygrad.com.au](http://www.readygrad.com.au)

## Internship placement procedure

Readygrad has a specialist internship team with recruitment, placements and training expertise. The team is comprised of:

- Corporate Partnerships Executives who source and manage relevant host companies.
- Placements Consultants who coach and provide career guidance for internship students.
- WIL Administrators who arrange interviews and facilitate feedback, create placement training agreements, and administer mid-point and exit evaluations.
- Online trainer and assessor to provide support to the students regarding the content and learning of the unit BSBOPS201 and provide assessment feedback across related assessment tasks.

Our operations support team assists in tracking course assessment, planning reassessments and participating in validation and moderation activities.

Throughout the placement process Readygrad takes an individualised approach matching students' career goals, specific area of expertise, relevant experience, learning objectives, training needs and specific locations to ensure that the student is matched with a suitable internship placement host company. Through this application student's needs are understood, expectations for all parties are set, and best fit is ensured.

Each student has a dedicated Placement Consultant who will guide and mentor the student through the placement process. Students are prepared for their placement with one-on-one consultation, resume preparation support, interview workshop and online WHS module.

Readygrad has developed close partnerships with industry partners and all host companies undergo an on-boarding process which involves a suitability assessment, a site visit from Readygrad and the creation of an Internship Description which identifies the internship placement learning objectives, specific industry learning objectives and any key knowledge area/soft skills required.

## Ceasing operations

In the unlikely event that Readygrad ceases to operate in accordance with the Standards for Registered Training Organisations (RTOs) 2015 all relevant records and awards will be sent to the Australian Skills Quality Authority. All records will be stored in accordance with legislative and contractual requirements.

If Readygrad ceases to operate all active students will be entitled to a refund proportionate to the fees being charged for the remaining units. See the Fees and Refund Policy and Procedure located on our website for more information [www.readygrad.com.au](http://www.readygrad.com.au)

# Recognising your Previous Studies and Experience

## Section

# 3

## Recognition of prior learning

Readygrad has a commitment to providing students with opportunities to have their existing skills and knowledge (regardless of how they were acquired i.e., both formal and informal learning) recognised towards the achievement of a nationally recognised qualification or statement of attainment. This process is called Recognition of Prior Learning or RPL.

You can apply for RPL for a whole qualification or for particular unit(s) of competency. If you would like to apply for RPL you will be provided with a self-assessment tool and an opportunity to meet with a Readygrad team member to discuss and assess your suitability for this pathway.

If after an initial conversation you decide that you would like to undertake a Recognition of Prior Learning assessment, an assessor will contact you to discuss the recognition process and your RPL kit. This conversation is called a 'professional discussion' and may include a series of questions or a general discussion on specific topics. At this meeting the assessor will also confirm the selection of units for your qualification and develop your plan for assessment.

The next step in the process is for you to collect evidence for the Unit of Competency that you are applying for RPL. Evidence can be collected in a variety of ways including verbal questioning, observation/ skills tests, third party reports, providing audio visual evidence, work samples. Your assessor and the RPL kit will provide some suggestions on what and how much you need to collect.

Once you have submitted your evidence your assessor will review the evidence submitted against the Unit of Competency and qualification requirements. Your assessor may need to contact you to ask further questions, seek clarification, request additional evidence. If required, your assessor may also visit your workplace to help you collect additional evidence.

Throughout the recognition process your assessor will provide you with guidance, support and feedback.

If you would like to apply for Recognition of Prior Learning, you are encouraged to speak to one of our friendly team members, please use the contact details for the campus where you wish to undertake this program (found at the beginning of this handbook).

If you have already commenced your training speak to your trainer/assessor for more information.

As the purpose of this program is to provide internship in your related field you must still participate in the placement and internships process in order to receive your Certificate of Completion and your Statement of Attainment for BSBOPS201.

## Credit transfer

Readygrad has a commitment to ensuring that students do not repeat any Unit of Competency or module in which they have previously been deemed competent. In accordance with the Standards for Registered Training Organisation RTOs 2015 Readygrad accepts and provides credit to students for units where authenticated AQF certification documentation is the same or equivalent.

Where a student has completed a Unit of Competency which has a different title or code from the one where credit is sought Readygrad will establish equivalency either by confirming equivalence on the National Register of VET or by using mapping documents contained within the training package. The Credit Transfer may be applied against the assessments for the Unit of Competency, however, as the purpose of this program is to provide internship in your related field you must still participate in the placement and internships process in order to receive your Certificate of Completion.

To apply for Credit Transfer you are required to speak to your Sales Consultant or one of our friendly admissions



team and complete a Credit Transfer Application Form. Students can only apply for credit transfer for units that are linked to their enrolment and are on the Readygrad scope of registration. You can apply for credit transfer throughout your enrolment however to remove any unnecessary training and or assessment you are encouraged to apply for credit at enrolment or before training has commenced.

Students who apply for credit transfer are notified of the outcome of their application within five working days. Where it is expected that an application may take longer than expected students are advised of the reason for

the delay. Students who are granted credit for a unit(s) of competency are not charged for the credited unit(s), however if the student is enrolled in the internship program they will still be expected to pay the fees related to the internship placement.

If you would like to apply for Credit Transfer, you are encouraged to speak to one of our friendly team members – please contact us using the details on the contact us page. If you have already commenced your training speak to your Placement Consultant for more information.





# Assessment

## Section

# 4

Readygrad understands that its assessment practices are the final stage in confirming that its students have the skills and knowledge required to undertake a particular task to the standards outlined in the Training package and Unit of Competency. To demonstrate that you have the skills and knowledge required of the qualification and for each Unit of Competency that you are enrolled in, you will be required to submit a series of assessment tasks.

Assessment tasks will vary depending on the delivery method and program that you are enrolled in. Examples of common assessment methods include observation of a particular skill, written questioning, reports from your employer or a supervisor, assignments, projects, role plays and the collection of work samples. Students are provided with detailed instructions on how to complete each assessment task, the task's submission date and how they are to submit each task for assessment.

Students with a disability or an additional support requirement have the opportunity for an individualised or adjusted plan of assessment to be developed. This adjusted plan of assessment is often referred to as *reasonable adjustment*. Examples of reasonable adjustment may include but are not limited to; accessible classrooms, note taking support, course materials in alternate formats, alternative assessment tasks or the use of assistive technology. If you have a disability or an additional support requirement you are required to discuss your needs with your Sales Consultant so that a plan for reasonable adjustment can be developed and implemented in collaboration with your trainer/assessor and Operations Manager – Readygrad.

To adequately prepare for each assessment task ensure that you have read all of the assessment instructions contained on the task and clarify any areas that you are unsure of or if you have any factors that could influence your ability to successfully complete the task with your trainer and assessor. A study plan is another great way to ensure that you have enough time to prepare and/or complete the task by the scheduled date. You can ask your consultant/assessor to help you develop a study plan.

For each assessment task that you complete (such as projects, work samples etc.) you are encouraged to keep a copy of your assessment task and associated documentation as evidence submitted for assessment purposes will not be returned.

Students are provided with detailed feedback related to their performance. For each assessment task completed students will receive a Satisfactory or Not Yet Satisfactory result. When all assessment tasks have been submitted for a Unit of Competency students will receive either a Competent or Not Yet Competent result. Students must successfully complete each and every assessment task in order to be deemed competent. A failure to attempt an assessment task without a valid reason will risk a Not Yet Competent Result for the relevant unit and may jeopardise the student's ability to complete their qualification.

Where re-assessment of a task is required, or the need for more training is identified, students are provided with detailed feedback, and a plan for reassessment is developed. Students have the opportunity to be reassessed once without incurring an additional fee. An additional fee is charged for any subsequent submissions.

Assessment outcomes are recorded in the student management system and are available for a 30 year period. Assessment evidence is kept for a minimum of 6 months. Assessment evidence is securely destroyed/ deleted at the end of the retention period.

Readygrad objective complaints and appeals process provides students the opportunity to challenge assessment decisions that they feel are unfair. See the organisation's Complaints and Appeals Policy and Procedure for more information.

If you have any questions in regards to your assessment process you are encouraged to speak to your trainer/ assessor who will be able to provide you with detailed information.

## Providing feedback

Readygrad is committed to providing its consumers with a service and product that is of the highest quality, that meets the needs of the individual/industry and that can respond efficiently and effectively to the marketplace. To do this, we seek feedback on our service and product from consumers, students, employers and industry partners.

Throughout your experience with our organisation you will be encouraged to provide us with honest and constructive feedback. Your feedback is extremely important as it will be used to improve all facets of how we deliver and assess our programs. Your feedback will also be used to improve the level of customer service and support provided to our consumers.

The best way to provide us with your feedback is by contacting us anytime on [info@readygrad.com.au](mailto:info@readygrad.com.au). Readygrad students will also be encouraged to complete an evaluation form half way through their program and on program completion.

Readygrad would also like to hear from our other students as to how our programs have influenced your ability to get a job, secure that promotion that you have been dreaming about or have influenced you on a personal level. We look forward to hearing and celebrating your future achievements!

## Keeping of your records

Readygrad in accordance with the Standards for Registered Training Organisations (RTOs) securely stores all records related to a student's enrolment for a period of 30 years on the organisations Student Management System. Assessment records are kept for a 6 month period.

The following principles underpin the organisations privacy policy and procedure and storage of records process:

- Readygrad takes all reasonable steps required to protect and maintain personal and sensitive information.
- A robust governance framework is used to assess, plan, implement and review the protection of personal information against misuse, loss, inappropriate access, and inappropriate disclosure.
- Prior to the collection of personal and sensitive information the individual is told what information is to be collected and stored, the purpose of collection, if this information is to be disclosed to a third party and/or under what circumstances disclosure may occur.
- Once the individual is well informed consent is obtained for the collection of information.
- Personal and sensitive information is used only for the purpose of its collection and by team members who require the information in order to complete their duties.
- Individuals have access to their information when required and without charge.
- Personal information is stored in either an electronic or hard copy format.
- Security measures such as unique password requirements and restricted file access are used to maintain and protect students/clients and employee's privacy.
- Readygrad will only disclose personal information to a third party where written consent has been obtained from the individual.
- Where Readygrad receives unsolicited information it is either destroyed or de-identified.

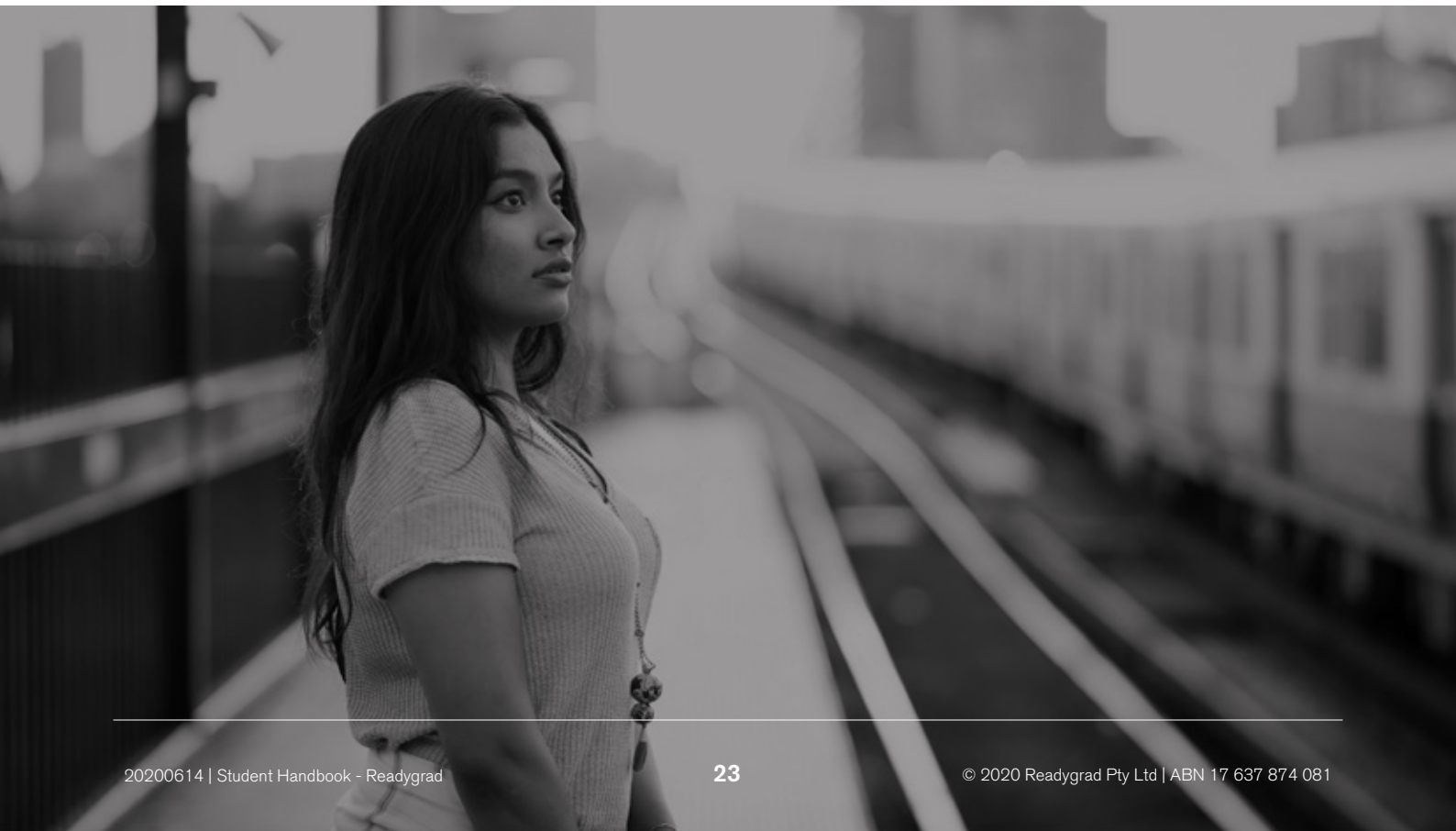
See the Readygrad Privacy Policy and Procedure located on our website for more information [www.readygrad.com.au](http://www.readygrad.com.au).

## Issuing your award

Readygrad uses systematic processes to ensure our graduates and the community at large are confident that the awards being issued meet the requirements of Australia's National Quality Framework.

General principles that underpin how we issue certification documentation are as follows:

- Readygrad only issues AQF qualifications that are on its scope of registration.
  - All accredited training is delivered and assessed in English.
  - Quality assurance measures and controls ensure that awards being issued meet the requirements of Australia's national quality framework.
  - All graduates receive certification documentation to which they are entitled.
    - AQF qualification graduates receive a testamur and a record of results.
    - Students who complete part of an AQF qualification receive a statement of attainment.
  - Certification is issued to the graduate within 30 calendar days of the student being assessed as having met the requirements of the training package in which they were enrolled (e.g. the date of the final assessment being completed or exiting the course).
  - To avoid delays in your award being issued please ensure that you have submitted a valid Unique Student Identifier (USI) number at enrolment. Readygrad will not be able to issue an award to a student without a valid and verified USI.
- AQF certification documentation is sent directly to the graduate.
  - Certification is only issued after the graduate has paid all outstanding fees.
  - Certification documentation meets Schedule 5 of the Standards for Registered Training Organisations (RTOs) 2015.
  - Graduates can have their certification documentation reprinted/replaced on payment of a certification reprint fee – see Fees and Refunds Policy and Procedure for more information.
  - Readygrad may request certification documentation be returned where there has been evidence of fraud or dishonesty e.g. cheating in assessments. In these instances, a serious incident report is completed.
  - Readygrad as the issuing organisation authenticates and verifies graduate's certification documentation on request.
  - Through Readygrad student management system, a register of all AQF qualifications that Readygrad is authorised to issue and all qualifications/statements of attainment issued are kept for a period of 30 years.
  - Reports of records of qualifications/statements of attainment issued are provided to the Australian Skills Quality Authority on a regular basis and/or as requested.



# Contact Us



[info@readygrad.com.au](mailto:info@readygrad.com.au) | [readygrad.com.au](https://readygrad.com.au)

**Servicing Sydney | Melbourne | Adelaide | Perth | Brisbane**

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The Professional Internship Program is a structured program focusing on providing employment readiness skills. It contains a Nationally recognised Unit of Competency BSBOPS201 – Work effectively in business environments, delivered by Readygrad Pty Ltd (RTO 45724). Students will obtain a Statement of Attainment for BSBOPS201 – Work effectively in business environments issued by Readygrad once all training and assessment has been competently achieved. Information in this handbook is correct at the time of publishing – September 2021.