

## Student Handbook

### WELCOME TO NEPEAN INDUSTRY EDGE TRAINING

Welcome to NIET. This information has been compiled to ensure you are fully informed about what we offer in our programs. Please read carefully and if you have any queries or concerns speak to your course trainer or course coordinator.

Client support service details are located at the back of this document. We trust that you will enjoy your program through NIET and we thank you for choosing us as your preferred training organisation.

### The NIET Difference

Those who have trained with us have enjoyed the advantage of our distinctive approach:  
**Engage, Inspire, Motivate...**

**ENGAGE:** Our fantastic trainers bring training to life – whether it is industry specific, accredited or customised you know you will become **engaged** and hit the ground running.

**INSPIRE:** We know that when courses are delivered clearly and concisely by industry experts, all students have the opportunity to achieve their potential. You will find our trainers refreshing as you become **inspired** by the world of opportunities opening up to you.

**MOTIVATE:** Be prepared for plenty of hands on instruction and a warm, welcoming environment. You will even find yourself looking forward to training with the fresh, **motivational** approach our team is renowned for.

### NIET Training Location Information

#### Mornington Office

717 Nepean Hwy  
Mornington 3931  
Phone: 03 5976 1509  
Fax: 03 5976 1519  
Open Wednesday 4 – 5pm

#### Frankston Office

405 Nepean Hwy  
Frankston 3199  
Phone: 03 9770 1633  
Fax: 03 9783 1001  
Open Monday to Friday 9am – 5pm

[www.niet.com.au](http://www.niet.com.au)  
[info@niet.com.au](mailto:info@niet.com.au)

## About NIET

Nepean Industry Edge Training was developed to fill the need for a training company on the peninsula that Inspires, Motivates and Encourages personal development. Our trainers are passionate about providing a safe and welcoming environment for all participants.

We believe in flexible training and work with you to develop programs that are specific to your needs.

Training programs don't need to be complicated – That's why we made them NIET!!

NIET has extensive experience in providing quality training programs and supporting local businesses by providing the best resources in training and recruiting on their doorstep.

Our courses give you employability in high demand industries such as:

- Hospitality
- First Aid
- Children's Services
- Business Administration
- Training and Assessment
- Retail
- Aged Care
- Events
- Marriage Celebrancy

## House Keeping

- Smoking is not permitted in training rooms or within the building
- Rubbish is to be placed in rubbish bins either in the training room or tea room
- Mobiles should be switched OFF during class time
- Coffee / Tea / Biscuits are provided at no extra cost
- Resources and manuals are provided unless otherwise stated at enrolment

Please advise us if you are going to be unable to attend a session or if you are going to be late – fees may apply if we are not notified.

Emergency procedures including evacuation procedures will be explained by your trainer. Signs are located in each room displaying emergency procedures, fire extinguishers and exits. Please take a moment to read these prior to class commencement. A First Aid Kit is located in the Managers Office.

## Enrolment Procedure

Clients are required to complete an Enrolment Form prior to commencing any training with NIET. The enrolment form contains all the necessary information to allow accurate data to be collected for the State Registering Body. Student fees can be paid by Cash, Direct Deposit, Cheque (made payable to NIET Training), Credit Card (Visa or Mastercard) or Ezi-Debit.

The student tuition fee MUST be paid at the time of enrolment, otherwise the enrolment is not valid and training cannot commence.

Once you have completed the enrolment form, provided us with necessary identification and paid your fees, the enrolment process is complete.

### **Flexible Learning and Assessment Procedures**

Our training and assessment procedures are flexible and are designed to take into account your needs.

We will ensure that:

- All required resources for the delivery of any course are in place and maintained in good working order
- Training and assessment will only be conducted by qualified staff
- All training and assessment will be to the nationally set standard prescribed in the relevant Training Package or accredited course material.
- Students found not competent in a unit of competency will be given guidance and support to re-submit work or arrange for another time to sit assessments.
- Students are given one (1) month from the end of a course to submit all outstanding work for assessment
- Extension grants are given under extenuating circumstances on a case by case basis.

This means that the training and assessment you receive from us is done in accordance with the national quality training framework and any qualifications you achieve with us will be recognised anywhere in Australia.

### **Students Rights & Responsibilities**

All students accessing the services of NIET Training have a right to:

- Be treated with respect by both staff and fellow students
- Privacy and confidentiality
- Be provided with current and clear guidelines regarding course content, time demands and assessment details
- Withdraw from any program or activity at any time (may incur a fee)
- To expect impartial, constructive and prompt assessment of work

And a responsibility to:

- Treat others in a respectful manner
- Provide appropriate and accurate personal details
- Make issues or concerns known to staff
- Respect NIET property
- Comply with NIET's code of practice

Participants must NOT:

- Use drugs or alcohol at NIET, or be under the influence. This includes bringing drugs or alcohol to NIET
- Be violent or threaten violence against staff or other participants. This includes physical or verbal abuse and the carrying of weapons
- Harass other participants or staff
- Damage or abuse the property belonging to other participants, NIET or our neighbours
- Steal from other participants or NIET

### **Fees and Refunds**

Students participating in programs which run longer than 8 weeks in duration will be given ONE (1) month to complete and submit their work. After this time students will need to re-enrol and a full course enrolment fee will apply.

In some cases discounts may apply for healthcare / concession card holders. A payment plan may be an option; in this case we would require a \$200 deposit for funded students and \$500 for non-funded students, with payments completed by week 6. If payments are not made, it may result in you being exited from the course.

All refunds and transfer requests must be made in writing and received at least seven (7) working days prior to course commencement, and will incur a \$50 administration fee. Refund or transfer requests will not be considered if they are received less than seven (7) working days prior to course commencement.

On attending the course a 50% refund is available within the first 14 days if you have valid reasons for withdrawal or decide the course is not for you – all refund requests must be made in writing. After this time no refunds will be given for monies paid.

Refunds are given in full should the course be cancelled by NIET.

For further information on the fee guidelines set by the Victorian Government please go to <http://www.skills.vic.gov.au/get-training/fees>. To check your eligibility for government funding please go to <http://www.skills.vic.gov.au/get-training/get-funding> or call the office to discuss.

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

Recognition of prior learning is the process that recognises prior learning acquired through formal education or work experience. NIET offers all students the opportunity to gain recognition of prior learning (RPL). Please note however, that there may be a fee associated for the assessor to undertake an assessment of your application. If you would like to apply for an RPL assessment, can you please forward a copy of your most recent CV and copies of all qualifications that you hold to NIET via email [info@niet.com.au](mailto:info@niet.com.au) or fax 9783 1001.

Upon review of your qualifications NIET will contact you to discuss your application.

Please do not hesitate to contact us by phone on 03 9770 1633 or 1300 113 877 anytime to discuss your application.

### **Credit Transfer**

If you have achieved a Certificate or Statement of Attainment from another training provider, you may seek to have these unit(s) recognised against your current course with NIET. In general, this is a simple process, whereby you will need to supply the original Certificate or Statement of Attainment for verification.

### **Mutual Recognition**

We recognise and accept the credentials issued by another registered training organisation based in any State/Territory of Australia. This can include a Statement of Attainment for specific modules or units of competency, or it may be a complete qualification such as certificate or diploma.

As part of this recognition we verify the issuing organisation's registration status on the National Training Information Service (NTIS) database.

### **Confidentiality and Privacy**

NIET recognises that each client has the right to privacy and confidentiality. The collection of information from clients and the subsequent use and storage of that information is subject to strict regulatory control.

All files are stored securely in locked filing cabinets with electronic backup and archiving. Client information is not used in any way without the client's written permission.

### **Complaints and Appeals Procedure**

NIET realize that all clients have the right to raise and have resolved, any problems that may arise. Every effort will be made to ensure the complaint is dealt with in an informal and direct manner between the participants.

Should you have a complaint or wish to appeal an assessment decision we have a documented procedure that covers how to initiate a complaint or appeal. Please contact the Training Manager on 1300 113 877 to discuss how to proceed. Should you have a complaint or grievance with the Training Manager, contact your trainer who will put you in contact with an independent person in our organisation.

However, if you are not satisfied with the process, then a written complaint should be made to the Manager of NIET, where a response will be actioned within 7 days. For our complete Complaints Policy, please ask your trainer or our Administrator at NIET.

### **Re-Issuing of Certificates and Resources**

NIET are happy to re-issue Certificates however, please note there will be a charge of \$30 per Certificate.

Replacement Resource books will also incur a fee of \$35 per book, or \$350 for a full set of resources.

Replacement memory sticks will incur a fee of \$15.

## Code of Practice – Our Commitment to you

NIET are committed to integrating Access and Equity principles within all our services that we provide to our learners. All staff recognise the rights of learners and provide information, advice and support that is consistent with our Code of Practice and our scope of registration as a nationally recognised training organisation.

Regardless of cultural background, gender, sexuality, disability or age you have the right to study in an environment that is free from discrimination and harassment and be treated in a fair and considerate manner while you are studying with us.

If, at any time, you feel that we are not abiding by our Code of Practice then report your complaints or grievance to the supervisor/trainer or equity officer, or complete our Complaints and Appeals form.

### Our Guarantee to You

We are committed to providing a pleasant, friendly environment for the duration of your selected course of study. Further, on receipt of payments from you, we guarantee you our full support for the whole duration of your course of study through to your completion.

### Client Feedback

It is a required practice for NIET to provide all clients with an opportunity to rate our performance in service delivery at both mid-way through and at the end of their learning program. Information is collected via a satisfaction survey distributed to all learners at the above point in time. Information collected is analysed, followed up with the client when requested, and used within our services and continuous improvement strategy.

### Client Support Services

#### Internal

Further training/support

Work experience placement assistance

Open access computer including internet

Literacy/Numeracy support

Disability Assistance

#### External

Commonwealth Rehabilitation Services	5981 2700	Accident victim support
Peninsula Adult Education & Literacy	5986 8177	Literacy training/support
Mornington Peninsula Shire	5986 0111	Community support
Chisholm (TAFE) Rosebud	5986 8055	Further training
Chisholm (TAFE) Frankston	9238 8222	Further training

Community One-Mt Martha	5974 2092	Community courses/Support
Dromana Community House	5987 2631	Community courses
Frankston Community Support	9768 1600	Community Support
Rosebud Community House	5986 5882	Community courses
Rosebud Information Centre	5986 1285	Community support
PENDAC (Rosebud)	5986 8729	Drug and alcohol support
Migrant Resource Centre (Oakleigh)	9563 4130	Migrant support
Peninsula Bus Lines	9786 7088	Public Transport
Peninsula Taxis	5979 1305	Public Transport
Lifeline	13 11 14	Support/Counselling
Beyond Blue	1300 224 636	Support/Counselling
Alcoholics Anonymous	1300 222 222	Support/Counselling
Centrelink	13 28 50	Employment Services
Gay & Lesbian Counselling Services	1800 184 527	Support/Counselling
Gambler's Help Line	1800 858 858	Support/Counselling
LLENS	9787 1627	Literacy Support
Victoria Legal Aid	9269 0120	Legal Assistance
Child Abuse Prevention Service	1800 688 009	Community Support
Domestic Violence Hotline	1800 737 732	Community Support