

Student Handbook 2021



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Message of Welcome

Welcome to Propel and Elysian Institutes and congratulations on your decision to enrol in a nationally recognised qualification. Whether you are working towards your dream career or you're on a pathway to university or further studies we are looking forward to working with you and supporting you all the way.

This handbook has been designed as a tool for you to use throughout your training journey with us. It contains all the information you need to get started and make sure that your experience is a positive, challenging and rewarding one.

The first few days of a new course can be a confusing time, and this is why we provide you with this booklet of practical information. Take the time to become familiar with the details – it will help you!

Propel and Elysian Institutes provide the perfect platform for you to enter or upskill in your chosen industry and create the career you have always wanted. Our courses have been created to provide you with the skills to work as a qualified professional in industry.

Propel and Elysian Institutes focus on you as an individual, your needs and your challenges; we'll be there to support you every step of the way. We are committed to changing lives through education, no matter what it takes. Successfully completing your study is just as important to us as it is to you. Your success is our success.

Our Study Mentor/Therapists are here to help and guide you, but they cannot learn for you, nor can they complete your assessments. Your results will reflect the time and effort you have committed throughout the course.

We urge you to see your time at Propel and Elysian Institutes as an investment in your future. You should take every opportunity to learn all you can so that, when you graduate, you will be in a position to 'stand out from the pack' as you build your career.

We wish you every success with your studies and trust that you will find your course to be both challenging and enjoyable.

Please contact us at contact@elysianinstitute.com or contact@thebarberacademy.com.au or contact@propel.net.au if you have any questions that are not answered in this handbook.

The team at Propel Education, The Barber Academy and Elysian Institutes

About Propel and Elysian Institutes

Propel Education and Training as The Trustee for the Propel Education and Training Trust is a Registered Training Organisation (RTO 41209), trading as Propel Institute of Childhood, Propel Institute of Business, The Barber Academy and Elysian Institute of Beauty and Complimentary Studies. We provide formal and nationally recognised qualifications specialising in training and assessment of all aspects of the Early Childhood, Barbering, Beauty, Hairdressing and Business Industries, through Blended / Face to Face / Recognised Prior Learning delivery methods.

Our mission is to produce graduates who are ready for the demands of working in a commercial environment.

Our modern approach ensures our courses are accessible to everybody and can work around existing family, study and work commitments. All of our training staff have extensive experience within the industry and all still work within a business environment, ensuring they can teach our students how to thrive in a commercial workplace.

Our courses are designed so that students receive the perfect blend of practical and theory in a style that's both informative and fun.

If you're the kind of person who blossoms under hands-on tuition, you'll love Propel and Elysian Institutes and what they have to offer.

Experience a whole new approach to training with Propel and Elysian Institutes. Full-time courses include:

- Industry leading resources customised specially to meet the needs of students and industry.
- Boot Camp – Introduction workshops.
- L.I.P workshops – Learning about Industry Preparation workshops.
- Experienced Study Therapists – making sure you are successful.
- Industry Links – future opportunities to get you started in your career.
- Flexible learning options - to fit in with your busy life.
- Individual support options - to make sure you don't just succeed but that you shine.

Our Mission

Our mission is to produce graduates who are ready for the demands of working in a commercial environment.

We are committed to training, educating and nurturing students to become skilled professionals.

Our Vision

Education that is creative, inclusive and divinely inspired

Laws and legislation

The Australian Skills Quality Authority (ASQA)

Propel and Elysian Institutes are regulated by The Australian Skills Quality Authority (ASQA). ASQA is the national regulator for Australia's vocational education and training (VET) sector, ensuring nationally approved quality standards are met.

Propel and Elysian Institutes are subject to auditing of its operations by the Australian Skills Quality Agency (ASQA). Propel and Elysian Institutes will provide a service that complies with the [Standards for Registered Training Organisations \(RTOs\) 2015](#).

ASQA uses the Standards to ensure nationally consistent, high-quality training and assessment across Australia's vocational education and training (VET) system. Compliance with the Standards is a requirement for all ASQA registered training organisations. ASQA uses the Standards to protect the interests of all students in Australia's VET system. The Standards guide nationally consistent, high-quality training and assessment services in the vocational education and training system.

The Australian Qualifications Framework (AQF)

The AQF is the policy for regulated qualifications in the Australian education and training system. The AQF is the agreed policy of Commonwealth, State and Territory ministers.

Training Package qualifications in the VET sector must comply with the titles and guidelines of the AQF. Endorsed Training Packages provide a unique title for each AQF qualification, which must always be reproduced accurately. For more information on the AQF visit: <http://www.aqf.edu.au/>

Australia's VET sector

Vocational education and training (VET) enables students to gain qualifications for all types of employment, and specific skills to help them in the workplace.

Vocational education and training is provided through a network of eight state and territory governments and the Australian Government, along with industry, public and private training providers. These organisations work together to provide nationally consistent training across Australia.

The VET sector is crucial to the Australian economy; both for the development of the national workforce and as a major export industry.

VET Quality Framework

The vocational education and training (VET) Quality Framework is aimed at achieving greater national consistency in the way RTOs are registered and monitored and in how standards in the vocational education and training (VET) sector are enforced.

The VET Quality Framework comprises:

- the Standards for Registered Training Organisations (RTOs) 2015
- the Australian Qualifications Framework
- the Fit and Proper Person Requirements
- the Financial Viability Risk Assessment Requirements, and
- the Data Provision Requirements.

Propel and Elysian Institutes also has an obligation to comply with relevant Commonwealth, state or territory legislation and regulatory requirements.

General Information for Students

The purpose of this Student Handbook is to introduce you to Propel and Elysian Institutes key policies and procedures and to outline your responsibilities as a student. It is essential that you understand the content of this handbook and, if you have any questions regarding policies and/or procedures, these should be resolved before you complete your application for enrolment.

Students of Propel and Elysian Institutes, as well as parents or guardians of students under the age of 18 at the time of enrolment, agree to accept the terms stated in this document and to abide by the regulations of Propel and Elysian Institutes and acknowledge this by signing the Enrolment Application form. Each Student is responsible for knowing and complying with the information and rules of Propel and Elysian Institutes.

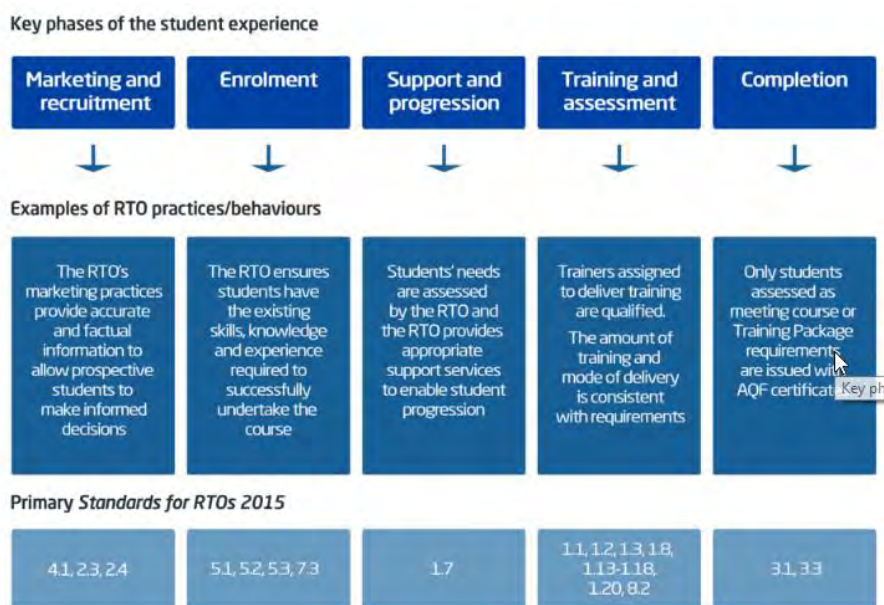
Policies and Procedures

Propel and Elysian Institutes have documented and implemented detailed policies and procedures covering all aspects of the work it conducts and the administration of its operations. Some of these policies are available on our website and a reference or extract of some of the general policies are included in this Student Handbook.

For additional information on any of the content in this handbook, students may request copies of the full policies from Propel and Elysian Institutes administration.

Using the Student Handbook

Propel and Elysian Institutes have set out the contents of this handbook in line with the key phases of the student experience as identified by ASQA. By following the student journey with us, we hope that this makes using this handbook as user friendly as possible.



Wherever you see this symbol throughout the handbook you can click on the link to find more information

THE STUDENT EXPERIENCE

Marketing and Recruitment



[SRTO 4.1](#)

[SRTO 2.3 – 2.4](#)

It is Propel and Elysian Institutes responsibility to you to ensure you have all the information that you need to make an informed decision regarding your training and assessment needs.

We must provide clear and factual information, whether this is done directly (including through our website) or by a third party.

Access to Equality and Fair Treatment Policy

Propel & Elysian Institutes are committed to providing access and equity in all aspects of our business.

To ensure that the student recruitment and admission process is bias-free and non-discriminatory we;

- use the same recruitment and admission process for all applicants
- base admission to courses and programs solely on availability of place and the applicant satisfying course entry requirements
- provide applicants with adequate information and support to enable them to select the most suitable program for their needs

Marketing Policy

Propel & Elysian Institutes are committed to marketing and advertising training services ethically, honestly and accurately at all times within its scope of registration.

It is our policy that all marketing and advertising materials relating to training and assessment services that ultimately lead to a qualification certificate or statement of attainment being issued are advertised independently and separate from any other services or training that is offered.

At no time does Propel and Elysian Institutes provide any guarantee that:

- A learner will successfully complete a training product on its scope of registration; or
- A training product can be completed in a manner which does not meet the requirements of the Standards for Registered Training Organisations (RTOs 2015)
- A learner will obtain a particular employment outcome where this is outside the control of the RTO.

The following policies have been referenced in this section	Access to Equality and Fair Treatment Policy Marketing Policy
Please contact contact@elysianinstitute.com if you would like a copy of the full policy/policies.	

Enrolment

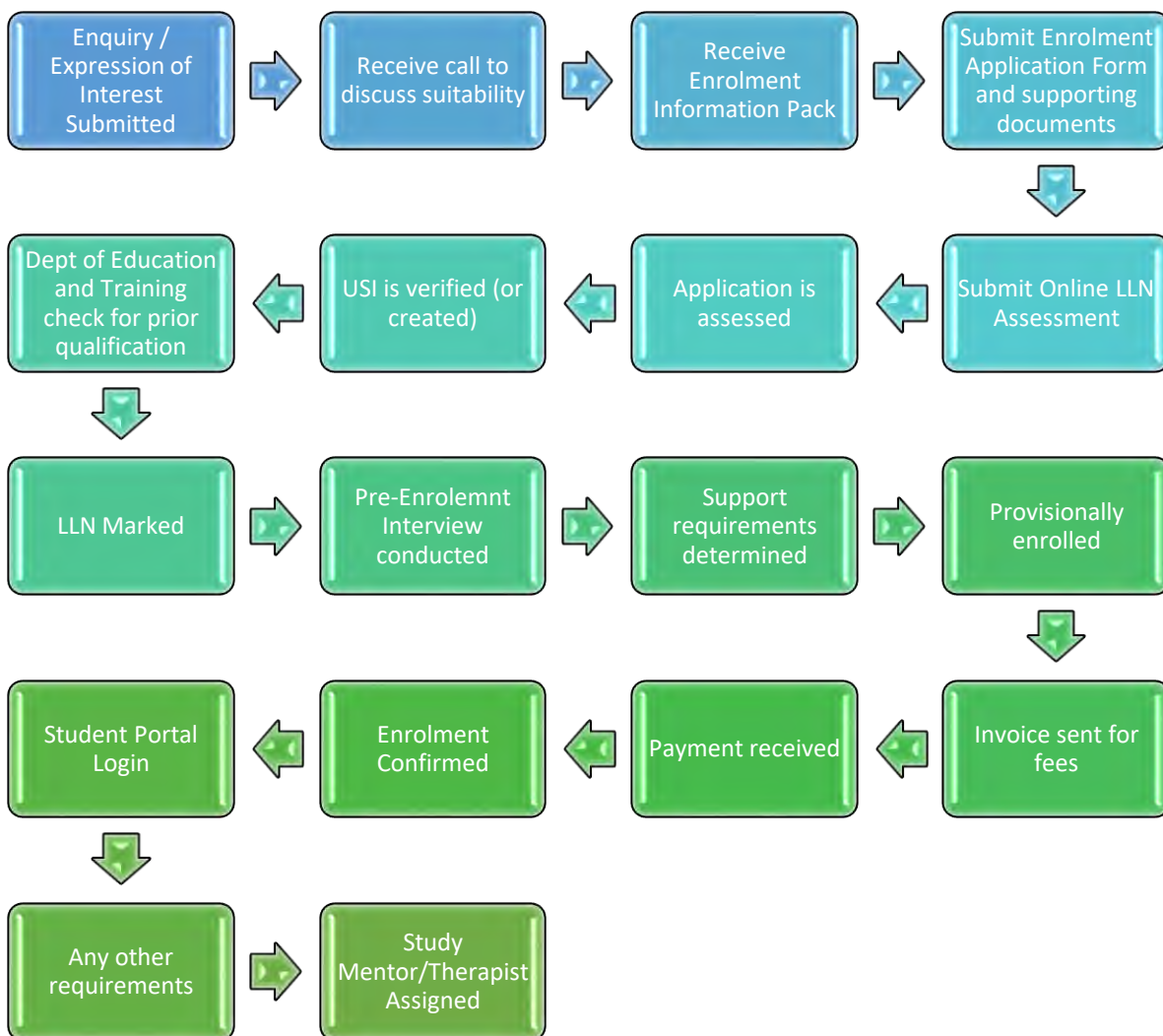


[SRTO 5.1 – 5.2 – 5.3](#) [SRTO 7.3](#)

Enrolment and Induction Policy

Propel & Elysian Institutes ensure that all applicants seeking admission will be treated fairly and equitably. It has open, fair and transparent admission procedures that are based on clearly defined entry criteria used for making decisions about the selection of students. Students are selected on merit, based on the published criteria, and on an individual case-by-case basis. Throughout the process of selection and admission, all applicants are treated courteously and expeditiously.

The Enrolment Process



Propel and Elysian Institutes follow an enrolment process that ensures you have all the information that you need to make an informed decision about your training and assessment needs.

Enrolment Information Pack

When you receive your Enrolment Information Pack it will contain the following:

- link to this Student Handbook
- course brochure

- Learner Information Sheet
- government funding fact sheet (if applicable)
- link to our Enrolment Application Form
- link to our Online Literacy, Language and Numeracy Assessment

You will need to read and understand this information prior to submitting your application.

Literacy Language and Numeracy (LLN)

Propel and Elysian Institutes understand the importance of skills in language, literacy and numeracy (LLN). We are committed to providing assistance to people seeking to undertake training with us, who may have special literacy and numeracy requirements.

You will be required to undertake a Literacy, Language and Numeracy (LLN) assessment at the time of your enrolment to enable our trainers to support and help you to participate more effectively in training.

Please be aware that this is not a test. It is a way of finding out what support you may require ensuring you have the best course experience possible. We want to support you in any way we can but need to know what support you require in order to help you.

Our Language, Literacy and Numeracy Policy contains more information regarding this. Please contact contact@elysianinstitute.com if you would like a copy of the full policy.

Identification

As part of the enrolment process you will need to supply sufficient identification to allow Propel and Elysian Institutes to confirm:

- Your full name
- Your date of birth
- Your residential address
- Your citizenship status (if applying for subsidised funding)
- Your entitlement to any concession

Unique Student Identifier (USI)

All students undertaking nationally recognised training delivered by an RTO will need to have a Unique Student Identifier (USI).

You will be required to provide your USI to Propel and Elysian Institutes. If you do not have a USI you can authorise us to obtain one on your behalf as part of your enrolment application (along with the required identification documents)



For more information on your USI please see www.usi.gov.au/students

Our Student USI Policy contains more information regarding this. Please contact contact@elysianinstitute.com if you would like a copy of the full policy.

Department of Education and Training Check for Prior Qualification

If you are applying for a government subsidised training opportunity, Propel and Elysian Institutes will need to confirm if you hold any prior qualification that may affect your eligibility. You will also need to provide copies of any Certificates/Statements of Attainment that you hold.

Pre-Enrolment Interview

Prior to acceptance of your enrolment application Propel and Elysian Institutes will conduct a Pre-

Enrolment Interview with the you either over the phone or in person (face to face or via Skype).

This will be conducted no earlier than 48 hours after we send you your Enrolment Information Pack to give you time to read and understand the information provided. During this interview we will ensure you have a clear understanding of:

- the enrolment process, entry requirements, government funding & payment plan options
- What is expected of you during the completion of your course
- Any Work-placement that may be required
- information on RPL and Mutual Recognition opportunities that you may be applicable to you

It is also a great opportunity for you to ask any questions that you may have.

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

RPL acknowledges skills, knowledge and understanding gained through formal, information and non-formal learning as a result of work and/or life experience. Propel & Elysian Institute will make this process available to you for any unit in which you feel you are competent already.

Credit Transfer applies when you have recently completed formal studies with another education provider and already been assessed as competent in a unit that is listed within your course. This is for recognition of the actual units studied through another different provider.

Propel & Elysian Institutes must recognise AQF and VET qualifications and VET Record of Results (Credit Transfer) issued by any other RTO.

If you believe you are eligible for RPL or CT, please discuss advise us prior to the commencement of your studies.

Our Recognition of Prior Learning (RPL) Policy contains more information regarding this. Please contact contact@elysianinstitute.com if you would like a copy of the full policy.

Course Fees

Course fees and student contribution amounts are advised prior to the commencement of any course of study. You can access our current Fee Schedule on our website.

You will be issued an invoice for all fees relating to your enrolment.

Fees will be payable using one of the following instalment methods:

- Paying the full course fees up front (where the course total fees are less than \$1500)
- Paying an agreed fee on a weekly, fortnightly or monthly basis via direct debit until the course fees are covered in full
- Paying Instalments at pre-determined times throughout the completion of the course

For any payment plan an agreement between Propel and Elysian Institutes nominated third party and the student will be put in place as part of the enrolment process.

Refunds

The tuition fees **will be refunded** only under the following circumstances as shown in the table below:

Enrolment Fee	Non-refundable
Withdrawal from studies prior to confirmation of enrolment being provided.	100% refund less any admin/enrolment fees
Withdrawal within 48hrs of receiving confirmation of enrolment	50% refund less any admin/enrolment fees

Withdrawal after 48hrs of receiving confirmation of enrolment 14 days of the agreed start date.	No refund
Enrolment is terminated for failure to comply with Propel or Elysian Institutes policies and procedures	No refund
A 10-day cooling off period, from the date of acceptance will apply allowing a student to receive a 100% refund only in circumstances where they (the student) were approached directly by Propel or Elysian Institutes.	

Requests for refund should be made in writing to contact@elysianinstitute.com with documented evidence of the reason for withdrawal. Eligible requests will be refunded within 28 day of receipt of the claim. A documented administrative fee of \$50 will be charged for processing refunds.

All refunds will include a statement explaining how the refund amount was calculated and will only be issued to the person who paid the tuition fees. For example, if an agent or parents paid the tuition fee, the money will only be refunded to either the agent or parents. This refund policy does not remove student's rights to take further action under the Australian Consumer Protection Laws.

Payment Default

During enrolment, you can elect to pay for you course via a repayment plan. There are two options available to Propel Institutes students:

Option 1: Direct Debit Service

To be eligible for a repayment plan, students must complete a Direct Debit Service Agreement with EziDebit Pty Ltd and pay the required deposit, confirm set of fixed weekly or fortnightly amounts and agree to pay off the course within the set timeframe.

Option 2: Student Study loans

Eligible students have the opportunity to apply for a student loan. Repaying your loan is as easy as setting up a weekly fortnightly or monthly direct debit and if you decide to pay more than the minimum, top up payments can be made using BPAY.

If you default on a payment, assessments will not be marked until the account is paid to date. This may mean making a 'catch up payment' for the missing amounts as well as any third-party fees.

No student will be eligible to participate in webinars, tutorials or other related support if their account is not paid to date.

Course fees must be paid in full for your last assignment to be marked, and for your certificate to be issued.

If your account remains unpaid, access to resources may cease until the payments are brought up to date.

Our Financial Management and Refund Policy contains more information regarding this. Please contact contact@elysianinstitute.com if you would like a copy of the full policy.

Enrolment Confirmation

You will receive a letter confirming your enrolment. It will contain the following information:

- Qualification Name
- Qualification Code
- Commencement Date
- Expected Completion Date

- Work Placement Required Hours (if applicable)

Study Mentor/Therapist Assigned

All of our training staff have extensive experience within the industry and are committed to making sure you are successful in your course and future employment.

Your Study Mentor or Study Therapist will contact you to introduce themselves and get you started.

Additional Requirements



Please see [Attachment A](#) of this handbook for Early Childhood Education students

Please see [Attachment B](#) of this handbook for Beauty, Barbering and Hairdressing students

Student Login

Visit our website and click on the Student Login button in the top right-hand corner. On this page you will be able to contact your Study Mentor/Therapist. You will also be able to submit assessments using the link to the right.

Please contact the team if you have any issues or queries.

In addition, you will also be able to contact both your trainer and other students via our live chat and student forums. This is a great way for you to have ongoing and constant communication with your trainer whenever you need and to make connections with likeminded individuals studying the same course as you.

The following policies have been referenced in this section	Access to Equality and Fair Treatment Policy Enrolment and Induction Policy Financial Management and Refunds Policy Language, Literacy and Numeracy Policy RPL Policy Student Communications Policy Student Support Services Policy Student USI Policy
Please contact contact@elysianinstitute.com if you would like a copy of the full policy/policies.	

Support and Progression



[SRTO 1.7](#)

Student Support Services Policy

Propel & Elysian Institutes endeavour to provide individualised, professional support to each student. We are committed to providing equal opportunity and promoting inclusive practices by providing inclusive education services and learning environments that are free from discrimination, harassment and victimisation.

PROPEL AND ELYSIAN INSTITUTES want to maximise your chance of successfully completing your training, so we have strategies in place to identify any support individual learners need prior to their enrolment and to provide access to that support throughout their training. This includes:

- Language, Literacy and Numeracy (LLN) support
- One dedicated trainer will be assigned to each student
- Individualised Student Learning Plans
- Flexible Training strategies
- Additional study support from your Study Mentor/Therapist
- Reasonable adjustments to assessments to ensure every student is provided with equal opportunities to successfully complete assessment tasks and achieve competency
- Special needs support for students with disabilities
- Access to other mechanisms, such as assistance in using technology
- Information for students to access regarding welfare and guidance services.

For any matter outside of PROPEL AND ELYSIAN INSTITUTES expertise or control, we will make every attempt to refer the student to the relevant agency or expert, any additional fees for these services will be incurred by the student at their sole discretion.

Information for Students regarding external Support Services

Please see [Attachment C](#) of this handbook

The following policies have been referenced in this section	Language, Literacy and Numeracy Policy Student Support Services Policy Access to Equality and Fair Treatment Policy
Please contact contact@elysianinstitute.com if you would like a copy of the full policy/policies.	

Training and Assessment



[SRTO 1.1 – 1.3, 1.8, 1.13 – 1.18, 1.20](#) [SRTO 8.2](#)

Learners, employers and industry must have confidence in the integrity, currency and value of certification documents issued by RTOs, through high-quality training and assessment practices that:

- meet the requirements of training packages and VET accredited courses;
- is responsive to industry and learner needs; and
- is delivered by appropriately qualified trainers and assessors with the right support services, facilities and equipment.

Training and Assessment Policy

This Policy has been designed to ensure that all Assessors provide a consistent high standard of service and that the rights of all candidates are protected. It is the responsibility of Propel & Elysian Institutes internal monitoring process to ensure that those involved in conducting assessments comply and keep auditable records consistent with current approved quality processes.

Training and Assessment Strategies

Propel & Elysian Institutes have developed Training and Assessment Strategies (TAS) and practices, including the amount of training provided, that are consistent with the requirements of training packages and VET accredited courses and enable each learner to meet the requirements for each unit of competency or module in which they are enrolled.

The amount of training we provide to each learner is dependent on:

- the existing skills, knowledge and the experience of the learner
- the mode of delivery; and
- where a full qualification is not being delivered, the number of units and/or modules being delivered as a proportion of the full qualification.

For each qualification that we are registered to deliver, and consistent with its training and assessment strategies, we have sufficient:

- trainers and assessors to deliver the training and assessment;
- educational and support services to meet the needs of the learner cohort/s undertaking the training and assessment;
- learning resources to enable learners to meet the requirements for each unit of competency, and which are accessible to the learner regardless of location or mode of delivery; and
- facilities, whether physical or virtual, and equipment to accommodate and support the number of learners undertaking the training and assessment.

Study Mentor/Therapists and Assessors

Propel & Elysian Institutes' training and assessment is delivered ONLY by persons who have:

- vocational competencies at least to the level being delivered and assessed;
- current industry skills directly relevant to the training and assessment being provided; and

- current knowledge and skills in vocational training and learning that informs their training and assessment.
- Current knowledge and skills in VET and ongoing professional development in VET
- TAE40110 Certificate IV in Training and Assessment or its successor or a Diploma or higher-level qualification in adult education

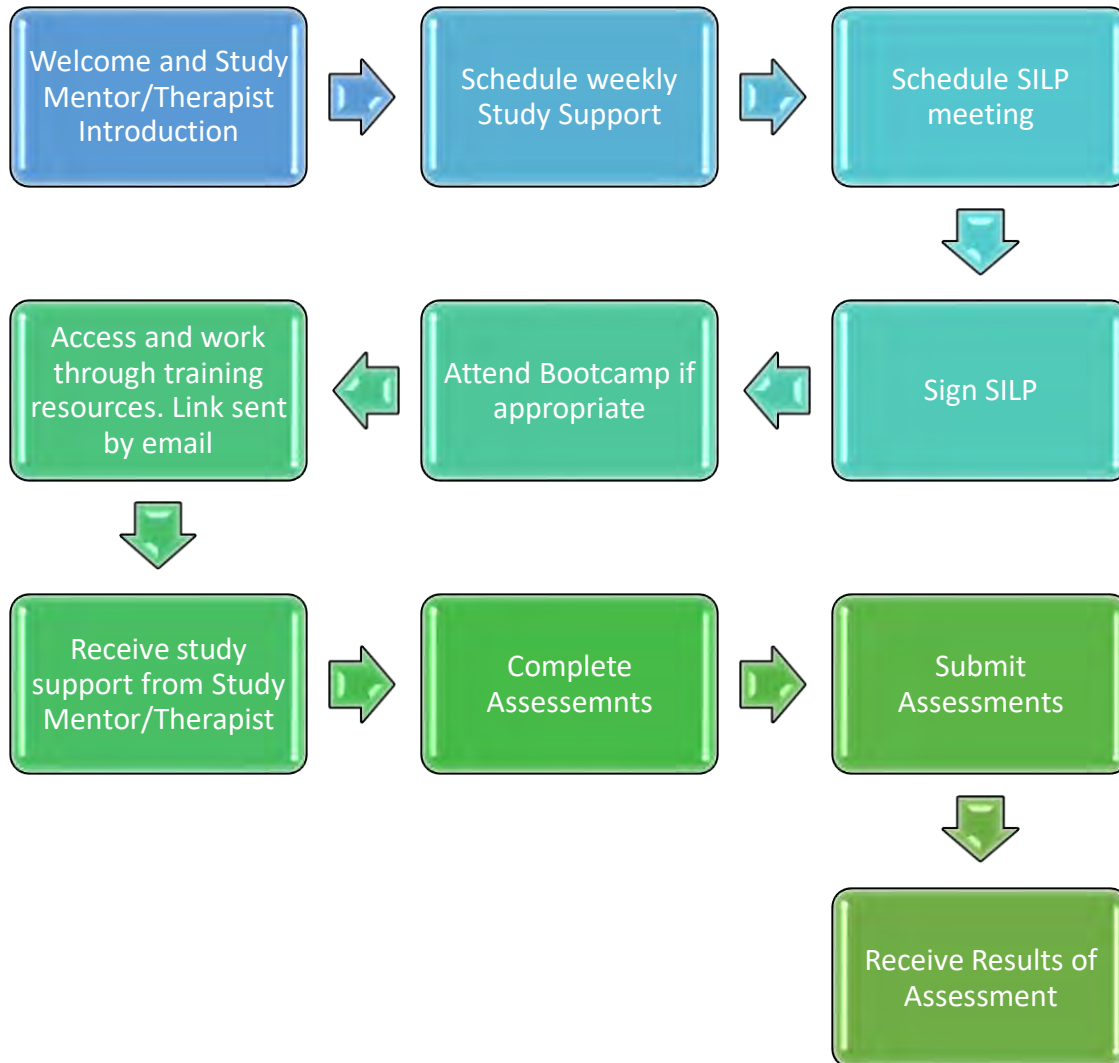
Additionally, industry experts may also be involved in the assessment judgement, working alongside the trainer and/or assessor to conduct the assessment.

Blended Learning Model

Propel & Elysian Institute uses a blended learning model, which may include you participating in:

- training provided in the classroom by our trainers
- workshops conducted by our trainers
- training and assessment conducted at your salon and/or Elysian Salon/TBA Barbershop by our trainers

The Training and Assessment Process



Welcome and Study Mentor/Therapist Introduction

Once your enrolment is complete you will be assigned your dedicated Study Mentor/Therapist who will contact you to introduce themselves and get you started on your studies. They will:

- explain that they are your Study Mentor/Therapist and that they will be able to assist you with any queries you have and will have weekly contact with you.
- explain that for the duration of the course they will be assisting you complete the theory aspect of your training and assist with any questions or issues you might encounter.
- let you know their contact information and how to contact them (chat, mobile number, email/text messages)
- explain that you will receive weekly study support sessions to assist with your theory assessments and discuss your progression, this is a requirement for the course.
- agree on the best day/time to schedule your weekly study support session.
- agree on best day/time to conduct your Student Individual Learning Plan (SILP) meeting
- ask some questions to get to know you such as:
 - have you participated in any form of studies recently and if so, what the course was?
 - are you currently working at all?

- do you have reliable access to the internet and if not, discuss what other avenues can you use to access the Internet – e.g. Library, Campus Job Services Australia etc.
- discuss Bootcamp (if appropriate) and confirm your availability for the next scheduled Bootcamp Workshop (or arrange Individual Bootcamp if required).
- Give you the opportunity to ask any questions

Student Individual Learning Plans (SILP)

Your Student Individual Learning Plans (SILP) is a very important document. It will be developed by your trainer in consultation with you at your SILP meeting. Your SILP:

- describes what training is to be undertaken and outlines who provides the training
- outlines how, when and where training will be delivered
- outlines how the assessments will occur and when you are deemed competent
- is developed and maintained by the RTO in conjunction with you (and your employer if applicable)
- is a working document to be used for the duration of your Training Contract and will be regularly updated
- is developed in conjunction with you (and your employer if applicable)
- is a living document that is intended to reflect the current status of you training

You (and your employer if applicable) will to be provided with an updated copy of the SILP by the RTO. You will have access to your own Individual learning plan during your time on your chosen course.

Managing your course in bite-size pieces will help you plan your learning without being overwhelmed. It also ensures the study mentor/therapist can monitor your progress and provide the appropriate support you need.

Your SILP documents all the Unit(s) you will be completing during the Course in the Training and Assessment Schedule in Section 4.

Your Training and Assessment Schedule identifies the following information:

- Unit Code, Unit Title and Unit Type. The unit type may be a 'C' Core (mandatory) Unit or an 'E' Elective Unit. It is a mandatory course requirement that the Student completes all Core Units.
- Unit Training Start and End dates. Expected dates are entered when the SILP is first completed (version 1). As student progress the dates will be updated with actual start and end dates (versions >1). The Training and Assessment Schedule is to be initialled by the Student and Study Mentor/Therapist to confirm training/learning commencement and completion for each updated version.
- Training Mode - training delivery method
- Responsibility for Training - is the training delivered by the RTO or by an Employer
- Assessment Methods are used to determine Student achievement and understanding. Assessments can take the form of tests, quizzes, case studies, and practical observations, written questions, eLearning, assignments and many more.
- Outcome - Result of training
- Date deemed Competent - date that all assessments have been completed for a unit.

Example SILP Training and Assessment Schedule and Key

In this example for the first unit code CHCECE009 you can see:

- It is a core unit as Unit type = 'C'
- You are due to commence training on 01/01/2017 and should have all the related assessments completed by 12/03/2017
- The unit is delivery through a Blended mode as Training Mode = '40'
- All of the training and assessment will be performed by Propel and Elysian Institutes (the RTO)
- There are 5 assessments associated with this unit consisting of:
 - Assessment 1 = WA (Written Assignment)
 - Assessment 2 = WA (Written Assignment)
 - Assessment 3 = PA (Practical Assessment (including workplace))
 - Assessment 4 = WA (Written Assignment)
 - Assessment 5 = PA (Practical Assessment (including workplace))
- The current Outcome of the unit is CE (Current Enrolment)

Training and Assessment Schedule											
Units of Competency			Formal Training				Assessment				
Unit code	Unit Title	Unit type	Unit Training Dates		Training Mode	Responsibility for training		Method	Outcome	Date deemed competent	Trainer/ Employer Signature
			Start	End		Empl	RTO				
CHCECE009	Use an approved learning framework to guide practice	C	01/01/2017	12/03/2017	40	<input type="checkbox"/>	<input checked="" type="checkbox"/>	WA, WA, PA, WA, PA	CE		
CHCLEG001	Work legally and ethically	C	01/01/2017	12/03/2017	40	<input type="checkbox"/>	<input checked="" type="checkbox"/>	WA, WA, PA, PA	CE		
CHCPRT001	Identify and respond to children and young people at risk	C	01/01/2017	12/03/2017	40	<input type="checkbox"/>	<input checked="" type="checkbox"/>	WA, WA, PA, PA	CE		
HLTAID004	Provide an emergency first aid response in an education and care setting	C	01/01/2017	12/03/2017	40	<input type="checkbox"/>	<input checked="" type="checkbox"/>	WA, PA	CE		
CHCECE002	Ensure the health and safety of children	C	13/03/2017	29/05/2017	40	<input type="checkbox"/>	<input checked="" type="checkbox"/>	WA, WA, WA, PA, PA	CE		
CHCECE004	Promote and provide healthy food and drinks	C	13/03/2017	29/05/2017	40	<input type="checkbox"/>	<input checked="" type="checkbox"/>	WA, WA, PA, PA	CE		
CHCECE016	Establish and maintain a safe and healthy environment for children	E	13/03/2017	29/05/2017	40	<input type="checkbox"/>	<input checked="" type="checkbox"/>	WA, WA, WA, WA, PA, PA	CE		
HLTWHS001	Participate in workplace health and safety	C	13/03/2017	29/05/2017	40	<input type="checkbox"/>	<input checked="" type="checkbox"/>	WA, WA, PA, PA	CE		
CHCECE006	Support behaviour of children and young people	E	30/05/2017	08/08/2017	40	<input type="checkbox"/>	<input checked="" type="checkbox"/>	WA, WA, WA, PA, PA	CE		
CHCECE007	Develop positive and respectful relationships with children	C	30/05/2017	08/08/2017	40	<input type="checkbox"/>	<input checked="" type="checkbox"/>	WA, WA, PA, PA	CE		
CHCECE010	Support the holistic development of children in early childhood	C	30/05/2017	08/08/2017	40	<input type="checkbox"/>	<input checked="" type="checkbox"/>	WA, WA, PA, PA	CE		
CHCECE011	Provide experiences to support children's play and learning	C	30/05/2017	08/08/2017	40	<input type="checkbox"/>	<input checked="" type="checkbox"/>	WA, WA, PA, PA	CE		
CHCECE013	Use information about children to inform practice	C	30/05/2017	08/08/2017	40	<input type="checkbox"/>	<input checked="" type="checkbox"/>	WA, WA, PA, PA	CE		
CHCECE003	Provide care for children	C	08/08/2017	17/10/2017	40	<input type="checkbox"/>	<input checked="" type="checkbox"/>	WA, WA, WA, PA, PA	CE		
CHCECE005	Provide care for babies and toddlers	C	08/08/2017	17/10/2017	40	<input type="checkbox"/>	<input checked="" type="checkbox"/>	WA, WA, PA, PA	CE		

KEY					
Training Mode		Assessment Method		Outcome	
10	Classroom Based	WA	Written Assignment	C	Competency achieved/pass
20	Electronic based	WE	Written Exam	CNA	Competency not achieved/fail
30	Employment based	OP	Oral Presentation	W	Withdrawn
40	Other delivery/Blended	PA	Practical Assessment (including Workplace)	RPL-G	Recognition of prior learning - granted
90	Not Applicable (RPL/CT)	EL	E-Learning	RPL-NG	Recognition of prior learning - not granted
		GA	Group Assignment	CT	Credit transfer
		AV	AV Media File	SUP	Superseded subject
		SA	Self-Assessment	C-GAP	Gap Training (superseded qualification)
		RPL	RPL Evidence	CE	Continuing enrolment
		TPV	Third Party Verification		
		Q	Questioning		
		WPA	Workplace Assessment		
		OTH	Other		

Bootcamp

Propel and Elysian Institutes have developed a unique "Boot Camp" which is delivered as a starter before most of our courses. You will be introduced to the course details, learn hints, study tips and essential information about the Industry.

The Boot Camps also give you an opportunity to learn more about Propel and Elysian Institutes, Study expectations and its training and support team.

You will receive an invitation (if appropriate) to a Bootcamp workshop following your Pre-Enrolment Interview.

Training Resources – Student Portal

When you start your chosen course, you will receive one of the following:

- Textbook
- Learner guide
- An email with a link to learning Materials
- Log in details to our online training platform (if applicable)

Study Support Sessions

When you receive your welcome call from your Study Mentor/Therapist, you will agree on the best time to schedule your weekly Study Support Session.

Your Study Mentor/Therapist will contact you at the agreed time on a weekly basis either by phone, Skype, face-to-face or chat. You can also contact your Study Mentor/Therapist via phone, email or chat at any other time that you need assistance.

During your session your Study Mentor/Therapist will be able to help you with any questions you may have regarding the course materials or assessments. They will assess your progress and let you know how you are progressing in line with your SILP.

These sessions are an important part of your training and you are required to take part as a condition of your enrolment.

If you are not able to attend a scheduled study support session you must let your Study Mentor/Therapist know in advance. Failure to be in contact with your Study Mentor/Therapist for 4 consecutive sessions without prior notification will constitute a failure to maintain satisfactory contact in line with our Student Progress and Intervention Policy and you will be placed on an [Intervention Strategy](#).

Undertake Assessments

Assessment is the process of collecting evidence and making judgements as to whether competency has been achieved by each Student against the required performance criteria of a unit.

Assessment for each Learning Unit involves the use of a range of assessment methods, enabling the collection of evidence on which to assess whether a Student can perform competently and/or demonstrate the application of required knowledge after the given period of training.

To be awarded a qualification, you must satisfactorily complete all Assessments for all Units that are a mandatory part of that course.

You will be provided with full details of the assessment requirements and the process that will be used. You will be given sufficient time to enable you to prepare for and properly complete for the assessment. The number of assessment and the method of assessment for each unit/cluster are outlined in your SILP. Assessments must be completed within the agreed timeframe to ensure that you are progressing towards the completion of your qualification in a timely manner.

Assessment Methods

Assessment methods may be selected from the following range:

- Observation: Observation of someone performing a task or producing a product in accordance

with a standardised performance criteria checklist benchmarked against the endorsed national industry standards. Observation is referred to as the act of gathering 'direct' evidence.

- Practical exercise (project) or task: The participant undertakes a task or exercise that demonstrates competency performed against the specified criteria, e.g. risk assessment or safety audit.
- Simulation/Role Play/Case Study: Simulations of workplace activities to gauge performance, e.g. emergency response.
- Knowledge Based Tests (written and/or oral questioning): Should be weighted at no more than 50% of the total assessment – for checking underpinning knowledge, problem solving and ability to identify similar situations for successful skills transfer and application. This method supplements other methods of assessment and is used to supplement more creditable work-task performance assessment methods.
- Portfolio: Provision of a collection of evidence and samples that prove competence against the specified criteria. This is particularly useful in a skills recognition process.
- Report: Used on or off the job to provide evidence of understanding in a particular context. Reports should be combined with oral or written questioning to validate understanding and authenticity of each participant's work.

Submit Assessments

You are encouraged to have your assessments completed and submitted for marking in-line with the dates on your SILP.

In each unit/stage/cluster the student will complete a number of items of assessment that will be used to assess their level of achievement in this particular subject.

- In some cases, assessment items may need to be submitted in varying formats or file types (for example Word.doc, Video, MP3 format, Photos etc.), these can be attached and uploaded through the submission facility.
- Assessment submissions have been limited to 3 attempts per assessment, if your initial submission is deemed as incomplete or not yet satisfactory it will be returned to you along with your Assessment Feedback Form that outlines any areas that need further attention. If a student is not yet satisfactory in any learning outcome within the unit after 3 submissions a meeting will be arranged to discuss strategies to help you achieve competence in the areas identified.
- Hard Copy Assessments should be posted to, 2/2570 Gold Coast Hwy, Mermaid Beach QLD 4218 for the attention of your trainer or handed directly to your trainer. Students are required to obtain a receipt of postage from their preferred courier/postal service as proof of postage in case the item is not received. It is the student's responsibility to create and keep a scan/photocopy of all assessments prior to submission



All assessments will need to be submitted using our Online Student Portal submission facility. This can be found at www.propel.net.au/assessmentsubmission.

- Students are responsible for ensuring they complete all sections of the Student Assessment Submission Form ensuring that they have signed and dated the Student Declaration.
- Where multiple files / assessment pieces exist, the student will need to ensure that each assessment item being submitted is listed within or attached to a signed and dated cover sheet.
- To safeguard against accidental loss of assignments, it is recommended that Students keep a copy of each assignment either soft copy (on computer) or a hard copy. In the event of loss occurring, the Student will be required to submit a new copy of the assignment concerned.

Cheating and Plagiarism - Student Declaration

Cheating is an attempt to benefit from another person's work in order to achieve an outcome, for which the student has not produced the required work. Plagiarism is taking another person's work/idea and representing it as the student's own. This may result from deliberate and intentional copying of information.

Plagiarism may also be accidental and arise from a lack of knowledge or awareness. Sources which can be used for plagiarism include social media, books, magazines, TV, radio, newspapers, internet sites, photos, recordings, etc.

Cheating and plagiarism in any form is unacceptable and will be treated as an extremely serious matter. We have a duty to ensure that all participants in training courses understand what constitutes cheating and plagiarism, and to minimise the opportunity for this to happen

If you are found to have breached the cheating and plagiarism policy, you will be advised and provided with an opportunity to respond. You also may be asked to resubmit your work. Depending on the severity of the breach you may receive an automatic fail for that task/unit/course as relevant and may also be requested to leave the course.

Assessment Feedback

When you submit an assessment for the first time you will be sent confirmation that it has been received as well as a link to complete and Assessment Feedback Form.

As part of our best practice and continuous improvement program we would appreciate your feedback in relation to the assessment you have just submitted. Providing regular feedback ensures that we can consistently work towards improving our services and that your needs are met.

Results of Assessment

You will receive the results of your assessment with 21 days of your submission.

The possible results are:

- Satisfactory – you have met the requirements of the assessment
- Not Yet Satisfactory – you have not met the requirements of the assessment and will be asked to review and resubmit your assessment. You will be allowed 3 attempts per assessment to receive a satisfactory result.
- Not Yet Satisfactory (Competency Required) - you have not met the requirements of the assessment; however, the assessor has judged a competency questions asked by the student's trainer to be sufficient to clarify competency.
- Fail – you have not met the requirements of the assessment within the allowed attempts or timeframe

You will be sent a Student Assessment Feedback and Marking Checklist Form with information on the results of your assessment.

Resubmissions

Where additional evidence is required before your trainer can consider you as competent in an Assessment Task, you will be required to resubmit all or part of the assessment. This may include:

- Verbal questioning
- Proving additional information

- In instances where all or the majority of an assessment may need to be resubmitted you will be contacted directly by your trainer.

If you are required to provide any additional written information you will receive an Assessment Resubmission Request via email. This email will include your Assessment Feedback along with the questions that you will need to resubmit.

Appeals

If you are dissatisfied with a decision made in relation to an assessment item, you are required to notify your assessor in the first instance. Where appropriate your assessor may decide to re-assess your submission. You will receive an email with the results of the reassessment and notes from the assessor.

If you are still not satisfied you may formally lodge an appeal by contacting the administration team at contact@elysianinstitute.com and requesting an Assessment Appeal Form.

- You must lodge a completed Assessment Appeal Form within of 30 days of receiving your results.
- You will be notified of the outcome within four weeks of the appeal being submitted.

If you remain unsatisfied with the result of your formal appeal, you will be provided with the option of activating an external appeals process.

The appeal will follow the same process as a complaint and will be investigated by the CEO. The student is required to notify the RTO if they wish to proceed with the external appeals process.

Grounds for Appeal

An application for appeal will only be considered if a student:

- claims disadvantage due to the assessor/trainer unreasonably altering assessment requirements that were specified in the outline
- claims disadvantage due to the assessment requirements specified by the assessor/trainer being unreasonably applied to him or her
- claims a disadvantage due to the assessor/trainer not providing an assessment outline
- believes that an error has occurred in the document/outline of the assessment task
- claims that there is a discrepancy between assessment tasks - practical observation and the formal assessment

Unit Completion

Once the final assessment for a unit/cluster has been graded, your Study Mentor/Therapist will review all of the assessments that form part of the unit/cluster and update the unit/cluster status accordingly (recording the completion date).

You will be sent update to your SILP Training and Assessment Schedule to show the completion outcome and dates of the unit and sent a certificate of completion of unit.

Student Progress

In order to complete your qualification within the approved timeframes and in line with the dates agreed upon in your SILP schedule, you must meet progress requirements as set out in Propel and Elysian Institutes Student Progress and Intervention Policy.

Your progress will be continually monitored by your Study Mentor/Therapist and recorded in your SILP.

In order to achieve satisfactory course progress, you need to demonstrate competency in at least 50% of the first unit of study within 4 weeks of commencement of your course. Your Study Mentor/Therapist

will work with you to ensure that you achieve this.

You must also maintain satisfactory contact with your Study Mentor/Therapist, which means being available for your weekly schedule study support sessions.

If you do not meet the course progress requirements, or if your Study Mentor/Therapist is not able to contact you for a period of 4 successive weeks without prior notification you will be placed on an Intervention Strategy

Intervention Strategy

Propel and Elysian Institutes have adopted a three-stage intervention strategy:

Stage 1 - Monitoring Progress - 4 Weeks from commencement

- If student does not demonstrate competency in at least 50% of the first unit of study or they cannot be contacted for 4 successive weeks they will be provided with STAGE 1 Warning letter

Stage 2 – Review of Progress - 4 Weeks from issuance of Stage 1 Warning Letter

- If sufficient progress is made (50%) or contact has been made with the student, the intervention contract will be cancelled.
- If insufficient progress is made, or the student cannot be contacted after 8 successive weeks the Intervention strategy will proceed and a STAGE 2 Warning Action letter will be sent to the student.

Stage 3 – Ongoing Support - 4 Weeks from issuance of Stage 2 Warning Action Letter

- If sufficient progress is made (50%) or contact has been made with the student, the intervention contract will be cancelled.
- If insufficient progress, or the student cannot be contacted after 12 successive weeks a letter will be sent to the student detailing the intention to cancel the students' enrolment in the course in line with the Defer, Withdrawal or Cancellation Policy
 - Students have 20 days to respond. If no contact is made the students enrolment will be cancelled. (click here for more information regarding [Cancellation](#) of your enrolment)



The following policies have been referenced in this section	Training and Assessment Policy Assessment Appeal Policy Cheating and Plagiarism Policy Consultation with Industry Policy Continual Improvement Policy Defer, Withdrawal or Cancellation Policy RPL Policy Student Assessment Submission Policy Student Communication Policy Student Progress and Intervention Policy Validation and Moderation Policy Volume of Learning Rationale Work Placement Policy
Please contact contact@elysianinstitute.com if you would like a copy of the full policy/policies.	

Completion



[SRTO 3.1, 3.3](#)

Issuance Policy

Propel & Elysian Institutes have strict controls in place to ensure that the correct procedure is followed when issuing and recognising student's completion (or part thereof) of qualifications and the issuing of Certificates, Record of Results and Statements of Attainment.

Propel and Elysian Institutes issue their qualifications in line with the [AQF certification Documentation](#) and the [AQF Issuance Policy](#).

Course Completion

Congratulations! You have made it to the end of your course!

Once you have completed all of the units/clusters in your qualification you will be issued with your Certificate and Record of Results.

- You will receive your Certificate/Record of Results within 30 days of the completion of your final unit/cluster.
- An electronic version of your Certificate/Record of Results will be emailed to you and the official Certificate/Record of Results will be posted to you.

If you withdraw from your course (or your enrolment is cancelled) before you have successfully completed all of the mandatory units/cluster, the course is considered incomplete and a qualification will NOT be issued. Instead you will be provided with a Statement of Attainment listing the units/cluster and their outcomes that you achieved up to the last day of your enrolment.

If you misplace your Certificate/Record of Results or Statement of Attainment you can request a replacement qualification which will incur a fee of \$50.00.

Surveys

Learner Questionnaire

Propel and Elysian Institutes are committed to continually reviewing and improving the way we operate in order to achieve the best outcomes first and foremost for our students. One of the ways we achieve this is by asking that you complete a Learner Questionnaire.

This will be sent to you on completion of your course (including withdrawal and cancellation)

We ask that you complete this at your earliest convenience and return it to us at contact@elysianinstitute.com

Student Employment Survey

It is also a requirement of the Department of Education and Training as a part of our Pre-Qualified Supplier agreement that within 3 months of completing or discontinuing your studies you must complete and return a Student Employment Survey.

This will be sent to you approximately 2 months following the completion of your course (including withdrawal and cancellation)

We ask that you complete this at your earliest convenience and return it to us at

contact@elysianinstitute.com

The following policies have been referenced in this section	Training and Assessment Policy Continual Improvement Policy Issuance Policy PQS Student Training and Employment Survey Policy Student Communication Policy
Please contact contact@elysianinstitute.com if you would like a copy of the full policy/policies.	

STUDENT RESPONSIBILITIES AND CODE OF CONDUCT

Standards of Conduct

This policy outlines the rights, responsibilities and expected standard of behaviour for Propel & Elysian Institutes students.

In general, it is expected that as a student you will:

- Be responsible for your learning program to achieve satisfactory progress
- Treat staff and fellow students courteously and with consideration at all times
- Maintain a reasonable standard of grooming, including appropriate standards of hygiene and clothing
- Take reasonable care of Propel and Elysian Institutes property, equipment, and facilities
- Give accurate enrolment details
- Notify of any change in contact details
- Advise Propel and Elysian Institutes of any difficulties in enrolment and/or training
- Submit their own work
- Keep a copy of all work submitted

If you are unsure about the right thing to do in a given situation you are encouraged to seek advice from a staff member.

Penalties such as expulsion from the training course may be applied where students fail to conduct themselves in an appropriate manner.

Students' Rights

The RTO recognise that students have the right to:

- Expect the RTO to provide training of a high quality that recognises and appreciates their individual learning styles and needs
- Have access to all the RTO's services regardless of educational background, gender, marital status, sexual preference, race, colour, pregnancy, national origin, ethnic or socio-economic background, physical or intellectual impairment, and religious or political affiliation;
- Have their prior learning, acquired competencies, and experience appropriately recognised in determining their requirements for training and assessment;
- Be advised of the learning outcomes and prescribed assessment tasks for the training program of their choice prior to its commencement;
- Appeal for a review of the results of an assessment;
- Expect to achieve the published learning outcomes from their training program, if they, in turn, devote the necessary time and diligence to it;
- Learn from fully qualified, competent and diligent trainers who observe their responsibility to address students' learning needs, assist them to achieve the course outcomes, and assess their

students' work fairly;

- Learn in an appropriately appointed, safe and clean learning environment, free of all forms of harassment and discrimination;
- Be treated with dignity and fairness;
- Expect the RTO to be ethical and open in their dealings, their communications and their advertising;
- Expect the RTO to observe their duty of care to them;
- Efficient handling of administrative matters including the processing of fees, concessions, refunds etc;
- Privacy and confidentiality, and secure storage of student records in accordance with the RTO's policies, to the extent permitted by law.

Student Responsibilities

- Be respectful, courteous, honest, cooperative and prompt in your dealings with us
- Behave in an ethical and honest manner and not engage in any form of cheating
- Work with us to maintain an atmosphere and physical environment that encourages learning by treating other students, staff and the facilities with respect and consideration
- Behave in a way that does not impact on the ability of others to learn or feel safe in their learning environment or workplace
- Not smoke or be under the influence of alcohol or illegal drugs when on work placement or when undertaking any learning related activities
- Behave in a way that maintains a clean and attractive environment for other students, staff, and visitors
- Be proactive in sourcing and reading the learning information available
- Respect the privacy of others
- Treat workplace learning opportunities and employers with respect, complying with all workplace requirements
- Take your learning seriously and strive to fulfil all course requirements
- Respect the intellectual property associated with learning materials and comply with all copyright requirements
- Pay all fees within the required timeframe
- Refrain from using mobile phones and other electronic devices that may disrupt a class
- Regularly attend all scheduled sessions as required
- To advise Propel and Elysian Institutes of any changes to your details or circumstances in a timely manner

Breach of Conduct

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

- Assaults, attempts to assault or threatens a person on the institute's premises
- Acts contrary to equal opportunity practices of the institute which is committed to the prevention and elimination of discrimination

- Disobeys or disregards any lawful direction given by a staff member of the institute
- Acts dishonestly or unfairly in connection with an examination, test, assignment or other means of assessment conducted by the institute
- Engages in any conduct or activity prejudicial to the management and good governance of the Institute
- Deliberately obstructs or attempts to deter any officer or employee of the institute in the performance of their duties
- Wilfully damages or wrongfully deals with any institute property
- Attends the institute whilst under the influence of alcohol or affected by drugs or possesses, uses or traffics a drug of addiction or dependence
- Carries or uses items such as firearms, knives, syringes etc. as a weapon
- Fails by or within the agreed required date or period to pay any fee or charge payable to the institute
- Fails to comply with OH&S regulations or wilfully places another person in a position of risk or danger
- Fails to consistently and regularly attend scheduled training or support activities
- Constantly interrupts training or support time through the use or presence of mobile phones and pagers or other electronic devices
- Uses abusive language
- Fails to attend meetings called to discuss academic or course progress
- Fails to carry out actions or engage in activities agreed with the institute to maintain course or academic progress
- Fails to formally notify the institute of any prolonged absence

Principles to Be Applied in Dealing with Breaches of Conduct

The following Principles of Natural Justice will apply:

- All parties to a grievance should have the opportunity to put their case forward and have it considered
- Any allegation made against a student of the Institute should be made known to the individual concerned
- All investigations and decisions should be made impartially
- Confidentiality is to be strictly maintained
- A student or friend/advocate of that student who is involved in disciplinary procedures is not to be victimised or discriminated against because of that involvement
- Resolution of behavioural problems is in the first instance to be attempted through discussion and mediation

Procedures Applied to A Breach of Conduct

If the matter is of a criminal nature or the conduct places the personal safety of other students or staff in a position of risk or danger or there is a real concern regarding wilful damage or wrongful dealings of institute property, the police will be notified immediately.

In all other matters:

- Institute staff may use their own discretion as to when they deem it necessary to put the Student Code of Conduct in place
- Institute staff may direct a student to leave a classroom, activity or area of the institute for a breach of discipline which impacts on class learning or the performance of their duties
- An incident report must be written regarding the event, forwarded to the Director, and placed on the student's file
- The student will be given a copy of the Student Code of Conduct

Disciplinary Procedures

Behaviour contrary to the student code of conduct may result in a number of sanctions (penalties) that can be imposed on students including suspension, expulsion or other exclusions, and withholding results.

The following policies have been referenced in this section	Student Responsibilities and Code of Conduct
Please contact contact@elysianinstitute.com if you would like a copy of the full policy/policies.	

OTHER IMPORTANT POLICIES and INFORMATION YOU NEED TO KNOW

Deferment, Withdrawal and Cancellation

We understand that there may be times where a student will need to defer or withdraw from their course enrolment. There are also occasions where Propel and Elysian Institutes will cancel a student's enrolment in line with our Student Progress and Intervention Policy. Propel and Elysian Institutes

- Deferment - means to delay or put on hold the course.
- Withdrawal - means the student has applied to end their enrolment during a course.
- Cancellation - means termination of enrolment in a course by Propel and Elysian Institutes.

Request to Defer

If you wish to defer your enrolment for a period of time you should first discuss your request and reasons with your Study Mentor/Therapist.

You must complete a Request to Defer or Withdraw Form which can be obtained from your Study Mentor/Therapist or contact@elysianinstitute.com

Deferment requests must have a set timeframe and a return to study date and will only be granted on the grounds of compassionate or compelling circumstances such as:

- Serious injury or illness, supported by a medical certificate which states that the student was or will be unable to attend training (and for how long)
- Bereavement of close family members such as parents or grandparents
- Traumatic experiences such as the being a victim of, being involved in, or witnessing, a serious crime
- Unexpected severe illness or death of a family member (supported by medical certificate which states the student was unable to attend classes)
- The student is involved in custody proceedings for their child (statutory declaration witnessed by a Justice of the Peace required)
- The student or accompanying family member has an acute medical condition requiring treatment (supporting documentation required)
- The student has been involved in legal proceedings where the timing is beyond the student's control (supporting documentation required)
- The student is pregnant (supported by relevant documentation)
- Witnessing or being the victim of a serious crime (supported by police or psychologists' reports)

You will be advised of the outcome of your request and if granted provided with an updated SILP with an extended Training and Assessment Schedule.

Your Study Mentor/Therapist will contact you on your scheduled return to study date to recommence your training.

Request to Withdraw

If you wish to defer your withdraw from your enrolment in your qualification you should first discuss your request and reasons with your Study Mentor/Therapist.

You must complete a Request to Defer or Withdraw Form which can be obtained from your Study Mentor/Therapist or contact@elysianinstitute.com

You will need to return any Propel and Elysian Institutes resources including any learner guides, reference materials, text books or other items that you may have before your request can be approved.

Once you have completed and returned your Request to Defer or Withdraw Form and any resources you will be withdrawn from your course.

If you withdraw from your course before you have successfully completed all of the mandatory units/cluster, the course is considered incomplete and a qualification will NOT be issued. Instead you will be provided with a Statement of Attainment listing the units/cluster and their outcomes that you achieved up to the last day of your enrolment.

You will also receive a letter confirming your withdrawal from the qualification.

Cancellation

Propel and Elysian Institutes may cancel the enrolment of a student if the student:

- Is in breach of a condition of ongoing enrolment
- Has been in breach of the Institute's Code of Conduct
- Is assessed by the Trainer or CEO as providing a threat to the well-being of other students or staff
- Is assessed as behaving in a way such as to constitute serious misconduct
- Fails to meet the requirements of the Student Progress and Intervention Policy

If the cancellation is a result of your failure to meet the requirements of the [Student Progress and Intervention Policy](#) please click the link to view the process.

If the cancellation is related to a breach or serious misconduct you will be contacted directly by a Director of Propel and Elysian Institutes and advised.

Right to Appeal

All students have the right to access our Complaints Policy. Student will be given 20 working days to access internal complaints and appeals process. The 20 working days begins from the date specified in any letters that are sent to students.

If an appeal is lodged, Propel and Elysian Institutes will maintain the student's enrolment until the internal appeals process is complete.

Complaints Procedure

Propel and Elysian Institutes are responsible for ensuring that any students who are concerned about the conduct of the RTO and/or any of its Study Mentor/Therapists or staff are encouraged to attempt to resolve their concerns using this complaints procedure.

Informal Complaint

- The Student should first approach a team member and attempt to resolve the issue. The team

member approached is to record this on your record.

- If the issue cannot be resolved successfully for all parties involved, the complaint will be raised to a formal complaint.

Formal Complaint

- You must present your concern in writing using the Compliments, Complaints & Concerns Form from the website or on request.
- Your complaint will be reviewed by Propel and Elysian Institutes Directors at an internal panel and if necessary, a meeting will be held with you and an optional support person.
- You will be advised of the outcome of the review, usually within 30 days.
- If you are not satisfied with the decision of the Directors, you may request that the matter be dealt with through an external dispute resolution process by the person/body appointed by Propel and Elysian Institutes for that purpose.

External Complaints

If no mutually acceptable resolution can be found or a student is still dissatisfied with the decision made, they may wish to escalate the matter by contacting the Australian Skills Quality Authority (ASQA) by completing the online complaint form.

Alternatively, the complainant may wish to lodge a complaint or seek further advice by contacting the National Training Complaints Hotline on 13 38 73.

All students of Propel and Elysian Institutes or those seeking to enrol in a VET course of study with Propel and Elysian Institutes are entitled to access the complaint procedures set out in the Complaints Policy, regardless of the student's place of residence or the mode of study. This policy is published in full on our websites at <https://propellearning.com.au/> www.thebarberacademy.com.au and www.elysianinstitute.com along with our Compliments, Complaints and Concerns Form

Privacy Policy

Propel and Elysian Institute and all of its employees abide by the Privacy Act 1988 (Commonwealth) and keep all student information private. Propel and Elysian Institutes only collect relevant personal information that relates to a student's training and takes all reasonable steps to protect private information from misuse, loss, unauthorised access, modification or disclosure including restricted access to electronic files, secure storage of paper files and back up of data. This policy is published in full on our websites at <https://propellearning.com.au/> www.thebarberacademy.com.au and www.elysianinstitute.com.

Change of RTO ownership

Where there is a change of RTO ownership, Propel and Elysian Institutes will ensure that the new organisation is provided with student results and other records in such a format that qualifications and statements of attainment can be retained, retrieved and reproduced as appropriate.

You will be advised of any change and what, if any, impact this will have on the student experience.

The following policies have been referenced in this section	Complaints Policy Privacy Policy Student Progress and Intervention Policy
Please contact contact@elysianinstitute.com if you would like a copy of the full policy/policies.	

Attachment A - Additional Requirements for Early Childhood Education Students

Blue Card / Other Suitability Checks

The Commission for Children and Young People and Child Guardian Act 2000 requires that students volunteers and trainee students who work with children and young people must hold a blue card.

All students enrolling in Early Childhood and Care studies with Propel Institute are required to apply for their Blue Card. In any instance where a student is unable to obtain a Blue Card (or WWC Check for your state) your enrolment will be cancelled and in line with our Enrolments and Induction Policy.

A volunteer or trainee student must not commence regulated child-related work (including their practical placement) until they hold a valid blue card. It is also the responsibility of the student to notify the Commission if you engage in paid employment to change your card to a paid employee Blue Card.

You will be sent an application for a Blue Card as part of the enrolment process, complete this form as return it to us as soon as possible so that it does not delay you commencing your work placement. As a guide you should allow at least 28 business days for your application to be processed.

Helpful Tips when Completing your Blue Card Application Form:

- Ensure that you select “Student” in “PART A- Child-related Activity Details”
- Remember to write your name in the field provided at the bottom of every page
- Applications will take longer to process if:
 - forms are incomplete or are not filled in correctly
 - If there is Police or disciplinary information about an applicant that must be retrieved and considered before determining a person's eligibility to work with children

To find out more about Blue Cards contact the Commission for Children and Young People and Child Guardian on 1800 113 611 or visit the website: www.bluecard.qld.gov.au



For Students living outside of QLD please speak directly with your Study Mentor/Therapist / Assessor to find out the correct suitability card required for your state.

It is against the law for a training institute to allow students to attend their work placement without this card.

First Aid

Prior to starting your work placement, you must obtain a First Aid Certificate. This forms part of your qualification being Unit HLTAID004 - Provide an Emergency First Aid Response in an Education and Care Setting.

If you already hold a First Aid Certificate (HLTAID004) you must provide a copy of your Certificate to us on enrolment.

Work Placement

A compulsory component of your chosen Early Childhood Qualification course requires you to complete practical work experience within a registered Early Education & Care facility to assist in gaining the hands-on knowledge required to be effective in a normal work setting.

As the majority of competency units in the Certificate III in Early Childhood Education and Diploma qualifications require on-the-job assessment components all students must have access to a licensed child care service on a regular basis. This practical experience allows students to gain essential work

experience which will complement their learning.

Work placements arrangements are flexible so that they can be completed at different times throughout the qualification or in one block, however students are encouraged to complete their placement progressively rather than after the completion of the written assessments.

Your Skills Workplace Portfolio contains numerous activities and that need to be completed whilst on your Vocational Placement, along with a Log book for keeping track of your hours. Before a student starts a vocational Placement, the work placement supervisor from Propel Institute will conduct a Work placement suitability check and ensure that a vocational Placement agreement in the approved form is signed by all parties for insurance purposes.

Work placement Nominal/Required Hours:

- 120 hours for Certificate III in Early Childhood Education and Care
- 240 hours for Diploma in Early Childhood Education and Care

It is the student's responsibility to initiate contact with their preferred child care centre and Propel Institute will then complete a placement suitability check on the service & work with you to secure your placement including completing a Work Placement Agreement prior to commencing at the service.

Some of the many benefits of actively participating in your work placement are:

- Applying in real world scenarios the theoretical knowledge learned in your course
- Gaining confidence working with children & their parents in a live setting
- Gaining essential skills and experience that are recognised by the industry
- Developing and refining skills that will assist you in seeking employment
- Gaining valuable knowledge of the working environment and expectations of the industry
- Building relationships and contacts with industry employers

While on placement

Students are to perform all work placement duties under the instruction of their workplace supervisor. Including maintaining confidentiality at all times and seeking permission to observe children in the centre to complete assessment tasks.

It is your responsibility to ensure that you are completing the activities that make up your skills workbook whilst on placement. This includes completing having your workplace supervisor you're your third party reports where needed.

Workplace Supervisor's Role

Your workplace supervisor is someone who is employed by the licensed child care service. The role of your workplace supervisor is to provide you with support, advice and encouragement while you are on placement. They are not responsible for assessing your competence. Your workplace supervisor may also be asked to verify that any work (written or practical) undertaken by you during your work placement was completed.

Study Mentor/Therapist/Assessor's Role

Propel and Elysian Institutes will ensure that you are in a safe workplace and that they have an appropriately qualified workplace supervisor. The workplace supervisor should hold at minimum the same qualification that you are currently studying. The trainer will also ensure that all parties are satisfied with the placement and are abiding by their roles and responsibilities.

A trainer/assessor will visit the you during your work placement to assess any practical tasks and to determine competence to meet the assessment requirements. This will be arranged by Propel Education and Training in consultation with the workplace supervisor. The trainer/assessor will observe the student participating in workplace duties and observe the implementation of any specific tasks as needed. They may also question the workplace supervisor or other staff members to gain feedback on the student's workplace Training performance.

The trainers at Propel and Elysian Institutes will also conduct regular face to face training sessions and online webinars. Reasonable adjustments will be made to ensure that every student is provided with equal opportunities to successfully complete assessment tasks and achieve competency.

Our Work Placement Policy contains more information regarding this. Please contact contact@elysianinstitute.com if you would like a copy of the full policy.

Attachment B - Additional Requirements for Beauty Services, Barbering and Hairdressing Students

Practical Placement

Practical aspects of the Beauty Services, Barbering and Hairdressing courses will be delivered in salons. In the case of Apprenticeships, these salons will have a working relationship with Propel and Elysian Institutes which will ensure the practical training completed by the students will meet not only the needs of the individual student, the salon supervisor, but the training package. Propel and Elysian Institutes trainers will visit the salons regularly to train students which includes supervised hands-on practice with real clients. All other courses will use the Elysian Salon and The Barber Academy Barbershop

Students are to perform all salon duties under the instruction of their salon supervisor.

It is your responsibility to ensure that you are completing the activities required of you whilst in the salon.

Salon Supervisor's Role (Apprenticeship route)

The role of your salon supervisor is to provide you with support, advice and encouragement. They are not responsible for assessing your competence. Your salon supervisor may also be asked to verify that any work (written or practical) undertaken by you was completed.

Study Mentor/Therapist/Assessor's Role (Apprenticeship route)

Propel and Elysian Institutes will ensure that you have an appropriately qualified salon supervisor. The salon supervisor should hold at minimum the same qualification that you are currently studying. The Study Therapist will also ensure that all parties are abiding by their roles and responsibilities.

The Study Therapist will visit the you in your salon to assess practical tasks and to determine competence to meet the assessment requirements. This will be arranged by Elysian Institute in consultation with the salon supervisor. The Study Therapist will observe the student participating in salon duties and observe the implementation of any specific tasks as needed. They may also question the salon supervisor or other staff members to gain feedback on the student's training performance.

The trainers at Propel and Elysian Institutes will also conduct regular face to face training sessions. Reasonable adjustments will be made to ensure that every student is provided with equal opportunities to successfully complete assessment tasks and achieve competency.

Attachment C - Local Support Services

Community Relief Services

Who	Information	Where	Contact	Hours	Other Information
Burleigh Pregnancy and Family	After hours appointments, material relief, crisis accommodation	Burleigh	5535 0444	Monday, Wednesday and Thursday 9am, 5pm	Anyone can access
Blair Athol	Short and medium term accommodation	Coolangatta/Tugun	5536 2173	24 hours a day	
Salvation Army – Palm Beach Elanora	Community Service to help people in need as assessed	Corner KP McGrath Drive/Kalamunda Close Elanora	5521 0997	Monday/Tuesday/Thursday 9am-1pm	Centrelink referral required
Salvation Army Southport	Community Service to help people in need as assessed	3/80 Davenport St, Southport 4215	5591 2729	Monday, Tuesday, Thursday 9am-1pm	Centrelink referral required
St Vincent De Paul Help Line	Contact for emergency welfare assistance for provision of support to people and families in need	PO Box 418, Labrador 4215	5594 7044	Monday-Friday 9am-4pm	Phone for appointment
Set Free Care	Provide emergency food assistance	Cnr Garden and Lawson Street, Southport 4215	5591 3700	Monday-Friday 9am-4pm	Phone for assistance with food
Community Care – Uniting Church Mudgeeraba	Op-Shop Drop-In Centre Food available for local residents	89 Franklin Drive Mudgeeraba	5530 7298	Monday-Friday 9am-4pm	Phone for an appointment
Community Support Agency	Frozen meals for family, food boxes to take away	56 Gemvale Road, Reedy Creek	5522 0802	Monday-Friday 9am-4pm	Centrelink referral required
Dream Centre Foodmarket	Food Parcels \$30 for over \$100 worth of food. For food parcels in Tweed call to book.	Cnr Nerang Broadbeach Road and Chisholm Drive Also available at Tweed Heads	5596 9999	Wednesday 12pm-5pm Friday 1pm-6pm	Anyone can use this service
Food Aid	Bread, fruit, vegetables once a month for those in crisis	Mal Burk Car Park – off Hicks Street, Southport	5532 9527 5563 9777	Monday – Friday 10:30am-1pm	Health Care Card or Pension Card, donation required (\$5.00)
New Life Foodbank	Food Parcels	Arundel	5571 6115	Tuesday – Saturday 9am-11:30am	Health Care, Pension or Concession Card of letter of hardship.
Surfers Paradise Anglican Crisis Care	Contact for emergency welfare	36 Hamilton Ave, Surfers Paradise 4217	5531 6013	Monday-Thursday 9am-2pm	Phone for appointment

Housing Information

Who	Information	Where	Contact	Other Information	Cost/Repayments
Dept. of Housing	Dept. of Housing Public Housing homes and units	Robina Town Centre Robina 11 Station Road Woodridge	Ph. 5583 2200 www.housing.qld.gov.au 07 3884 9800	Must advise of change of address or circumstances if on waiting list	Aimed at low and middle income earners, Ezipay deductions available for rent.
RTA inc.	Tenancy advice/advocacy	Southport Palm Beach Logan	5591 1102 5598 3230 3208 8736	Ring for an appointment (Including North Albert and Beaudesert)	Free of Charge
Dept. of Housing	Bond Loan An interest free loan to pay the bond for rental accommodation	Robina Town Centre Robina	Ph. 5583 2200 www.housing.qld.gov.au	Contact the Robina Office. Income limits apply	Income limits apply, repay by Centrepay
TICA default tenancy control system	Default tenancy database	Phone or mail access P.O Box 120, Concord NSW 2137	1902 220 346 www.tica.com.au	Requires full name, date of birth, driver's license number and current address to get information	Cost \$6 per min by phone or mail a self-addressed envelope. Payment of \$14.30 required (Bank cheque, money order only). You can access a form from the internet to receive info free

Financial/Legal Information

Who	Information	Where	Contact	Hours	Other Information
Department of Human Services (including Centrelink)	You may be eligible for funding assistance if you receive one of the following: <ul style="list-style-type: none"> • Pensioner Supplement Allowance • ABSTUDY (course dependent) • AUSTUDY Youth Allowance 	Australia Wide	http://www.humanservices.gov.au Phone: please refer to https://www.humanservices.gov.au/customer/contact-us/phone-us for all a listing of all Department contact numbers.		
Fair Work Commission	Fair Work Commission (formerly Fair Work Australia) is the national workplace relations tribunal	Australia Wide	https://www.fwc.gov.au Phone: 1300 799 675		
Lifeline	Confidential Finance Counselling	Springwood (provides outreach services to other regions)	131 114 1300 370 255 Financial First Aid	Monday-Friday 10am-6pm	By appointment only
Citizens Advice Bureau	Confidential Financial Counselling Tax Help (August-October) for low income earners under \$44K	18A Rawlins Street Southport (next to Officeworks)	5532 9611 www.advicebureau.org.au	Monday-Friday 8:30am-4pm Monday-Friday 9am-3:30pm	By appointment only – 1 consultation free of charge By appointment only
Palm Beach Neighbourhood Centre Inc.	Confidential Financial counselling (Tax Returns Aug-Oct)	16 Third Avenue Palm Beach	5598 1505	Monday-Friday 9am-4pm	By appointment only
Studio Village Community Centre Coolangatta	Confidential Financial Counselling	87 Village Way Studio Village Griffith Street	Call Palm Beach Neighbourhood Centre for bookings 5598 1505	Mondays	By appointment only
Highway Legal Service Legal Aid QLD	Legal advice in criminal, civil and family law matters		1300 651 188 http://www.legalaid.qld.gov.au/pages/home.aspx	Monday-Friday 8:30am-5pm	Information and advice is free. Representation is means tested
Aboriginal and Torres Strait Islander (QLD South)	Indigenous Legal advice and representation for criminal matters	4/25-27 Davenport Street, Southport	5532 6988	Monday-Friday 8:30am-4:30pm	
Legal Aid Woodridge	Women's Legal Information, advice, representation/ specialist social work support for women	Woodridge Legal Aid Office	1300 651 188	Thursday	Call for appointment. Information and Advice is Free
Aboriginal and Torres Strait Islander (QLD South)	Indigenous Legal advice and representation for criminal matters	11B Main Street Beenleigh	3804 5033 1800 012 255 24 hour emergency assistance	Monday-Friday 8:30am-4:30pm	
Legal Aid QLD	Information in Legal Aid services, legal information	1 st floor, 100 Scarborough Street, Southport	1300 651 188 www.legalaid.qld.gov.au or 5583 5488	Monday-Friday 9am-5pm	Information and referrals to other community services
Court Support Group	Court Support Group Any person appearing in Southport Court. Accompany the person and explain the court procedure	Southport Court	No phone contact		If volunteer assistance is needed report to the Magistrates Court on date of hearing from 8:30am
Justice of the Peace	JP's rostered at some shopping centres on Gold Coast.	Magistrates Court, Southport, Coolangatta, Tweed and Beenleigh	1300 301 147 www.justice.qld.gov.au		
Dispute Resolution Centre	Free confidential and impartial mediation service to community to prevent court hearings	Brisbane	1800 017 288 www.justice.qld.gov.au		

Counselling Information

Who	Information	Where	Contact	Hours	Other Information
Lifeline Gold Coast Crisis Line	Telephone Counselling Services		Ph. 131114 www.lifeline.com.au	24 hours any day	
Parents Help Line	Telephone Counselling for Parents and Caregivers		Ph. 1300 301 300 www.parentline.com.au	7 days 8am-10pm	
Sexual Assault	Sexual Assault		Ph. 1800 010 120	24 hours any day	

Helpline	Telephone Counselling				
Kids Help Line	Counselling Service for Children		Ph. 1800 551 800 www.kidshelp.com.au	24 hours any day	For 5-18 year olds
Alcohol and Drug Information Service	Telephone Counselling and Information Service		Ph. 1800 177 833	24 hours any day	
DV Connect	Domestic Violence (Men)Phone Counselling and referrals to other services		Ph. 1800 600 636 www.domesticviolence.com.au	Monday-Friday 9am-5pm	Men Only
DV Connect	Domestic Violence (Women)Phone Counselling and referrals		Ph. 1800 811 811 www.domesticviolence.com.au	24 hours any day	Women Only
Relationships Australia	Gambling Support For families and individuals looking for ways to deal with the impact of gambling	Mermaid Beach/Southport	Ph. 1300 364 277 www.relationships.com		Free
Gambling Helpline	Gambling Support Telephone Counselling		Ph. 1800 002 210 www.gamblersanonymous.org.au	24 hours any day	
Brave Hearts	Child Sexual Assault Counselling for children up to 17 years, free support for non offending family members	Ashmore	Ph. 5564 8981 1800 114 474 www.bravehearts.org.au	Monday-Friday 9am-4pm	Small cost on sliding scale for counselling
YHES House	Youth Counselling Service	Southport	Ph. 5528 5333 www.yhes.org.au		12-25 years
ACT for Kids	Counselling for Parents, caregivers and children	Labrador	Ph. 5537 5040 www.actforkids.com.au		
Reach Out	web-based service that inspires young people to help themselves through tough times and find ways to boost their own mental health and wellbeing		http://au.reachout.com/		

Version Control

Version	Date Approved	Authorised by	Sections	Brief Description
V3.00	31/03/2017	Directors	ALL	Full review and replacement of previous versions to reflect new business partnership and to update in line with the new partnership processes.
V4.00	03/05/2019	Directors	ALL	Minor changes made to update to 2019