

grenadi school of **design** pty ltd

Student Handbook



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Welcome to the Grenadi School of Design Student Handbook

Please read this Student Handbook and the Course Brochure for your course carefully.

This Student Handbook contains information to help you achieve success with your course.

- Understand your rights and obligations.
- Understand the course assessments.
- Understand the Grenadi School of Design and our standards know where to access more information.

The Course Brochure contains information to help you:

- Understand the course content and delivery.
- Understand the course outcomes.
- Understand the course certification.

We hope that your training with the Grenadi School of Design will be enjoyable and productive. Please let us know if you experience any difficulties during your course, so that we can take action to assist you. Our aim is for you to achieve high levels of competency in your chosen skills and we will assist you flexibly and fairly to achieve your goals.

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1. CODE OF PRACTICE

1.1 Educational Standards

The Grenadi School of Design has developed and will maintain a commitment to high standards in the provision of vocational education and training and other student services. The Grenadi School of Design has policies and management practices to maintain high professional standards in the marketing and delivery of our services and which safeguard the interests and welfare of students.

The Grenadi School of Design maintains a learning environment that supports the success of students. We have the capacity to deliver the nominated course(s), provide adequate facilities and use appropriate methods and materials. The Grenadi School of Design ensures that the following are the minimum elements of our Code of Practice:

1.2 Sanction

The Grenadi School of Design recognises that registration as a Registered Training Organisation may be withdrawn if it does not honour the obligations of the Code of Practice.

1.3 Quality Management Focus

The Grenadi School of Design has a commitment to providing a quality service with a focus on a continuous improvement. The Grenadi School of Design values feedback from students, tutors, and industry representatives. Where possible, the Grenadi School of Design designs assessment tools specific to student needs.

1.4 Marketing and Advertising

The Grenadi School of Design markets our vocational education and training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. The information provided to students has no false or misleading comparisons with other providers or courses. The Grenadi School of Design's marketing strategies does not contravene legislation.

1.5 International Students

The Grenadi School of Design is bound by the Education Services for Overseas Students (Registration of Providers Financial Regulations) Act 1991 for courses to international students.

1.6 Guarantee

The Grenadi School of Design honours all guarantees outlined in our Code of Practice.

2. ADMISSIONS/ENROLMENT

2.1 Student Selection & Recruitment

Students are recruited responsibly and ethically at all times and recruitment is consistent with any training package/product requirements. The Grenadi School of Design is committed to non-discrimination in any form when recruiting and selecting and at all times complies with equal opportunity and anti-discrimination legislation.

There may be prerequisites before commencing a program due to health and safety or language requirements or the nature of the program. Appropriately qualified staff will assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course, based on the applicant's qualifications and proficiencies. Participation in training and receiving certification is subject to payment of all fees and charges.

2.2 Enrolment Procedure

An enrolment form may be posted, emailed or completed on the premises. A completed enrolment form is to advise all details necessary to register a student. All questions should be answered and the student's and fee payer's signature should appear under the relevant section.

When the completed enrolment form is received with fees or deposit for the course indicated, the student is allocated a permanent identification number by the enrolling officer.

The enrolling officer will open and complete a student record file form in the college database. The student is advised that this is a confidential file and will only be accessed by the student personally or the trainers connected with their course.

If the fees are received in full then the enrolment form and the funds are given to the enrolling officer for processing. If the fees received are a deposit only then arrangements for the payment of the balance will be made by the enrolling officer.

A copy of the receipted confirmed enrolment form is mailed to the student by the enrolling officer, together with the receipt. A copy of the Student Handbook is attached to the copy enrolment form and the student is advised to read the policies prior to commencement. The student is also advised about graduate certification procedures, assessment procedures, complaint and appeal procedures, facilities and equipment and student support services.

2.3 Induction/Orientation

By the first day of the course at the latest, students will receive induction and/or orientation which is appropriate to their course, and which ensures they:

- understand the information contained in the Student Handbook;

- understand the Rules and Regulations;
- are familiar with facilities and resources;
- have identified the key training, administration and support people;
- have necessary course materials; and know their timetables;
- know where to access more information

2.4 Deferment

Once a course has begun Grenadi School of Design can only defer or temporarily suspend the enrolment of a student on the grounds of:

- a) compassionate or compelling circumstances (e.g. illness, where a medical certificate states that the student is unable to attend classes), or
- b) misbehavior of the student.

Deferment can be made for a period of up to 12 months on condition all fees are paid up as if deferment had not taken place. That is studies can be deferred but not payments. Should the deferment be for a longer than 12 months some testing will be required to ascertain currency of skills, and a testing fee will apply. Cancellations can only be made up to 4 weeks prior to the commencement of the course. After this date refer to the cancellation/ withdrawal procedure (see above). Students can only defer their course once.

If a student does not take up their deferred place in a course any fees paid will be forfeited.

Deferment can only be made in the case of illness (in which case a doctor's certificate must be supplied) or in the case of genuine compassionate reasons. If for the latter reasonable documentary evidence must be given in writing to the college.

Where a student defers a course of study this will be recorded in the student's file at the time of deferment.

In the case of an International Student suspending or cancelling his or her course this could effect his or her student visa as the college is obliged to report to notify the secretary of DEST via PRISMS of this change within 24 hours.

2.5 Course/Program Information

Students will receive the following information prior to enrolment:

- student selection, enrolment and induction/orientation procedures;
- course information, including content and vocational outcomes;
- competencies to be achieved by students;

- certification to be issued to the student on completion or partial completion of the course;
- assessment procedures;
- arrangements for the recognition of prior learning;
- attendance requirements;
- facilities and equipment;
- fees and charges, including refund policy and exemptions (where applicable);
- provision for language, literacy and numeracy assessment;
- student support, including any external support for students;
- flexible learning and assessment procedures;
- welfare and guidance services;
- complaints and appeals procedures;
- disciplinary procedures;
- any other information specific to their course.

Course/program information, content, assessment requirements, and vocational outcomes are supplied in the Course Brochure for each course. Consult the Course Brochure or the course adviser for more information.

2.6 Vocational Outcomes: Placement Policy

The policy of the Grenadi School of Design is at all times to be fair and equitable.

On completion of a course each student will gain access to the network established for finding full or part-time employment.

The college administration staff may from time to time be advised through the network of positions outside the local area for which the student may be suitable. This information will also be passed on to the graduate who may pursue this further either directly or with the assistance of Grenadi staff. These positions may be unadvertised positions as well as advertised positions.

When graduates have completed their studies with the Grenadi School of Design, a register will be maintained as to the skills of the graduate and the positions they are seeking. The graduate may be contacted by Grenadi staff when a suitable position becomes available.

3. FEES AND CHARGES, REFUND POLICY & EXEMPTIONS

3.1 Fees & Charges

Details of fees are supplied in the course information for each course.

Please consult the Course Brochure or the course adviser.

3.2 Refund Policy

The policy of the Grenadi School of Design is at all times to be fair and equitable to registered students. Applications for refunds can be made to the Director.

Cancellation of your enrolment at any time up to four weeks from course commencement will result in you receiving a full refund for any money you have paid less an administration fee of \$250.00. Cancellation within four weeks of course commencement or after course commencement will incur a fee equal to ten weeks tuition fees and we will refund to you any fees you have paid over and above this amount. All enrolment cancellations must be in writing.

A full refund will be given in the case that a course has been cancelled by the Grenadi School of Design.

At the Grenadi School of Design, subject fees will be guaranteed by Grenadi's membership of ACPET's ASTAS and OSTAS insurance schemes.

4. LANGUAGE, LITERACY & NUMERACY SUPPORT

All students have the option to be assessed in order to ascertain if their Literacy and Numeracy skills are sufficient to successfully undertake the training program. This is usually via interview or completion of an exercise contained in the proposed training program. Those who require further assessment or remedial support will be referred to a qualified expert. Any costs incurred will be the responsibility of the student.

5. STUDENT SUPPORT & EXTERNAL SUPPORT

5.1 Student Services, Welfare and Guidance

The Grenadi School of Design has sound management practices to ensure effective student services. The Grenadi School of Design has operational standards to ensure timely issuance of training assessments, results and qualifications. These are appropriate to competence achieved and issued in accordance with National guidelines. All student records and documentation is recorded, kept confidential and securely archived. Records are kept in safe custody, with access restricted to authorised staff. Students can access their files by request, in writing with 14 days notice. All relevant organisational documents carry a version number and date. Records of updated version numbers are kept on file.

The Grenadi School of Design has student welfare and guidance services relevant to its training products. Where necessary, students requiring literacy and/or numeracy support are referred to relevant qualified experts. Any fees incurred are the responsibility of the student.

The Grenadi School of Design has access to personnel with experience in developing diagnostic assessment services for diverse student needs.

The Grenadi School of Design's student information ensures that all fees and charges are known to students prior to enrolment. Students are advised of course content, outcomes, and assessment procedures before training commences.

The Grenadi School of Design's quality focus includes – access and equity, recognition of prior learning, fair and equitable refund policy, complaint policy, appeal policy and complaint procedure. For any matter outside of the Grenadi School of Design's expertise or control, the Grenadi School of Design will make every attempt to refer the student to the relevant agency or expert.

5.2 Procedure for Student Support/Counselling

The Grenadi School of Design is at all times concerned with the welfare of our students. The staff are required to respond to and attempt to alleviate any signs of distress or discomfort by students. The staff at all times are to practise active listening with a student showing signs of distress or discomfort.

If the staff member is unaware or unsure of the reason for the distress then the staff member is to make a concerned enquiry as to the student's signs of distress or discomfort.

If the staff member feels unable to give the student assistance then the staff member can request the assistance of another staff member who may have a background which enables them to be of assistance to the student with advice or assistance to alleviate the student's feelings of distress or discomfort.

If the student has advised the staff member of a problem which requires professional assistance from an outside support or counselling service, then the staff member is to bring this to the attention of the administration who will arrange for professional counselling and pay for an initial consultation. If the student does not wish to contact a counselling service, then the staff member or administration officer is to assist with information as to what support or counselling services are available to listen and help.

6. FLEXIBLE LEARNING & ASSESSMENT

6.1 Training and Assessment Standards

The Grenadi School of Design has personnel with appropriate qualifications and experience to deliver the training and facilitate the assessment relevant to the training products offered. Assessment will meet the National Assessment Principles including recognition of prior learning and credit transfer. The Grenadi School of Design adheres rigidly to the standards contained in the international Code of Conduct for Assessors developed by The National Council for Measurement in Education.

Adequate training materials and physical resources are utilised to ensure the learning outcomes of the training product can be achieved. Appeals procedures are in place for students who are not satisfied with assessment or training. All assessment processes are valid, reliable, flexible and fair.

Students are advised of assessment requirements before training commences.

6.2 Flexible Learning

The Grenadi School of Design is committed to providing students with flexibility in their learning by taking their personal situations into consideration so as (a) to maximise learning outcomes, and (b) to optimise access to learning activities. Any flexible arrangements must at all times adhere to the course assessment standards and requirements.

Students should initially discuss possible flexible arrangements with their tutor or the relevant administration or support staff. If the desired change is feasible, authorisation should then be obtained from the Director.

6.3 Assessment

The Grenadi School of Design applies the principles of validity, reliability, fairness and flexibility in all assessments.

The objective of assessment is for the student to show that they have achieved the unit's competencies. Students may be assessed by one or more of the following methods:

- **Observation** – the completion of a specified task or set of procedures, normally performed under close supervision, using a detailed checklist.
- **Folio** – the completion of all set pieces which answer individual briefs, normally performed without supervision.
- **Oral questioning** – a response is provided to a series of questions presented in order to demonstrate understanding of principles or reasoning behind the action taken.
- **Case study** – an opportunity to display problem solving and decision making skills is provided in a simulated context.
- **Multiple choice** – a question or incomplete statement followed by several options [usually 4 – 5] from which the student selects the appropriate answer/s.
- **Written short answer** – a written response item consisting of a question/s with answers of a single word, a few words, a sentence, or a paragraph.
- **Project** – an exercise or investigation based on a real life situation, generally requiring a significant part of the work being carried out without supervision, and involving the completion of a project report.

- Or any other method outlined in the course information.

Students will be advised of the assessment methodology before training commences.

6.4 Attendance

It is a requirement that all students attend a minimum of 80% of all classes. Attendance is monitored in each session and logged onto the student database. If a student misses 10% of classes for the semester they are sent an advisory letter. A further letter is mailed to them if they miss 15% of classes and if they miss 20% of classes they are then sent a letter requesting them to meet with the director to discuss their withdrawal. This will not in any way absolve them from paying any course fees.

6.5 Academic Progress

The Grenadi School of Design monitors, records and assesses the course progress of each student.

We assess each Student's progress at the end of each semester (or course if it has a duration of less than 17 weeks).

Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 70% or more of the course requirement with a participation (attendance) rate of at least 80% or more.

If a student's attendance drops below 90% for the current semester they will be sent a letter advising them of this, pointing out the possible consequences if this absenteeism continues and invited to meet with the director of the college to discuss any problems or issues that might be effecting their attendance.

If a student's attendance then drops below 85% for the current semester they will again be sent a letter advising them of this, pointing out the possible consequences if this absenteeism continues and requested to meet with the director of the college to discuss any problems or issues that might be effecting their attendance. They are reminded of the minimum attendance requirement of 80%.

If a student's attendance then drops to 80% for the current semester they will be sent a letter requesting them to meet with the director of the college to discuss withdrawal from the course.

If a student does not pass any subject at the end of any given semester, the tutor of that subject will meet with them to discuss possible strategies to improve the performance when repeating the subject. If this is proving difficult the director of the college will be called in to assist.

If the student is an International Student they would also be advised at this time that unsatisfactory course progress in 2 successive semesters this could lead to the student being reported to DIAC and risk losing his/her visa depending the outcome of any appeals process.

In the case of International Students not making satisfactory course progress in a second consecutive semester, the Grenadi School of Design will notify them in writing of its intention to report that student to DIAC for unsatisfactory progress.

Should this happen the student can access Grenadi's complaints and appeals policy within 20 working days. A student may appeal on the following grounds:

- a) Grenadi's failure to record or calculate your marks accurately,
- b) compassionate or compelling circumstances,
- c) you believe that Grenadi has not implemented our intervention strategy and other policies according to our documented policies and procedures that have been made available to you.

Where your appeal is successful, the outcomes may vary according to the findings of the appeal process.

- a) If the appeal shows that there was an error in calculation and you did actually make satisfactory course progress we will not report you so there is no requirement for intervention.
- b) If the appeals process shows that you have not made satisfactory progress, but there are compassionate or compelling grounds for the lack of progress, we will give you ongoing support through additional lessons and/or counselling and we will not report you to DIAC.

Where:

- a) You have chosen not to access the complaints and appeals process within the 20 day working period,
- b) You withdraw from the process, or
- c) The process is completed and results in a decision supporting the Grenadi School of Design.

The Director of the College will notify the Secretary of DEST through PRISMS within 48 hours of you not achieving satisfactory course progress.

7. COMPLAINTS & APPEALS

7.1 Complaints

In the event of a complaint students should:

- try to resolve the problem with the person concerned;
- seek the assistance of their tutor;
- consult administration staff;
- consult the director;
- seek arbitration by a third party acceptable to all parties to the complaint.

If the complaint is still unresolved, the Grenadi School of Design will advise students of external organisations to which they can appeal.

7.2 Appeals

The Grenadi School of Design seeks to prevent appeals by ensuring that students are satisfied with their training product and its outcomes. Personnel are expected to be fair, courteous and helpful in all dealings with students.

Any complaint about any assessment will be treated seriously, investigated thoroughly, and dealt with according to the merit of the complaint. The circumstances and results of any appeal are analysed by the Director, and appropriate improvements made to prevent recurrence of the problem. Appeals must be made within 20 days of receipt of assessment. All records of any appeals are kept on file.

Appeal Procedure:

- Notify trainer within 20 days.
- Trainer and/or manager provide a written statement of outcome within a further 20 days.
- Seek reassessment or arbitration by a 3rd party/panel acceptable to all parties to the appeal.
- If the appeal is still unresolved, the student will be notified in writing within 14 days and advised of external organisations, eg Consumer Affairs or relevant Government Departments that may be able to assist.

7.3 External Appeal & Complaint Procedure

There is an external complaint process available to students if they have exhausted the above procedures and still feel unsatisfied. This service is offered by the Australian Council for Private Education and Training. If the internal complaint process is unable to resolve the dispute, students will be referred to ACPET by the Director. The student should lodge a written appeal to the Director within 14 days of receiving notice of the outcome of the internal complaint process. All costs for this process will be shared between the Grenadi School of Design and the student.

Students may also seek legal redress through the usual court processes if they feel unsatisfied.

8. DISCIPLINARY PROCEDURES

8.1 Discipline Policy

Students at all times must maintain appropriate behavior and follow the Grenadi School of Design's rules. Penalties for breaches of rules or unsuitable or disruptive behavior will be imposed depending on the nature and severity of the breach. In the case of minor breaches, a warning will be given and penalties imposed for subsequent breaches. In the case of major or repeated breaches, penalties may be imposed immediately and the student may be requested to leave the course.

All disciplinary matters will be handled by the Director.

If Grenadi School of Design intends to suspend or cancel the student's enrolment, the college will notify the student in writing. In such a case the student will have 20 working days in which to access the college's internal complaints and appeals process. If the student accesses the college's internal complaints process the suspension or cancellation of enrolment will not take effect until the process is completed, unless extenuating circumstances relating to the welfare of that student apply.

8.2 Rules & Regulations

The following apply to all persons, staff and students:

- An individual's property is to be respected and not interfered with without prior consent. Look after your own possessions, Grenadi School of Design accepts no responsibility for personal property lost or stolen at training sessions.
- Nobody has the right to interfere with another's ability to learn through disruption of classes or harassment of any kind.
- No aggressive physical contact or verbal abuse is to occur between any persons.
- Smoking is not permitted inside the college.
- Drinking alcohol is not permitted inside the college.
- Eating or drinking is not permitted in any space other than the designated areas.
- Clothing and behavior should be appropriate and not cause offence to anyone.
- Mobile phones are to be turned off during classes and in study areas.

9. ACCESS AND EQUITY

9.1 Access and Equity Principles

The Grenadi School of Design will meet the needs of individuals and the community through the integration of access and equity guidelines. The Grenadi School of Design ensures that equity principles for all people are implemented through the fair allocation of resources and the right to equality of opportunity without discrimination. The Grenadi School of Design increases opportunities for people to participate in the vocational education and training system, and in associated decisions, which affect their lives.

The Grenadi School of Design prohibits discrimination towards any group or individuals in any form, including:

- Gender.
- Pregnancy.
- Race, colour, nationality, ethnic or ethno-religious background.
- Marital status.
- Sexual preference (male or female, actual or presumed).
- Age (in relation to compulsory retirement).

9.2 Staff Responsibilities for Access and Equity

The Grenadi School of Design applies access and equity principles to all programs and provides timely and appropriate information, advice and support services to assist students to identify and achieve their desired outcomes.

Access and equity issues are considered during training package/product development, and in training delivery and assessment.

The Grenadi School of Design advises relevant personnel of instruments/strategies implemented to support access and equity requirements. These strategies must be adhered to at all times.

10. RECOGNITION OF PRIOR LEARNING (RPL)

10.1 Recognised Prior Learning (RPL) & Recognised Current Competence

Learners who have completed appropriate training or who through prior learning and experience have gained the required skills/competencies stipulated for the modules of the course may be granted credit upon substantiation of that claim.

The Grenadi School of Design advises all applicants of RPL opportunities and procedures on enrolment. RPL is available for all subject units. The performance criteria set the RPL benchmarks. Students may make an application on request.

Evidence for credit of prior learning may include:

- evidence of current competence;
- performance, demonstration, or skills test;
- workplace or other pertinent observation;
- oral presentation;
- portfolio, logbook, task book, projects or assignments;
- written presentation;
- interview;
- simulations.

RPL is managed by trained staff as a normal part of the process of determining an appropriate course. It is the starting point for a student. RPL is available for all subject modules. A candidate may receive recognition for all competencies required for the course module applied for or recognition of high standing for the course module. High standing recognition indicates that some but not all competencies for the course module have been attained. The benchmarks for RPL are the learning outcomes of each module.

Candidates are charged a fee of \$50.00 per module when making application for RPL assessment.

Evidence considered for assessment is the Application Form plus a wide range of supporting evidence. Initial assessments are conducted with candidates self assessing against the learning outcomes of the modules. Assessments are evaluated by a panel consisting of the course/subject trainer and the Director.

If further evidence is required then this is negotiated with the candidate. The process may take any practical form consistent with the assessment criteria for the claimed competencies and the principles of validity, reliability, fairness and flexibility, including a further interview, written assignment, workplace assessment or collection of other material. Assessment must be conducted by a qualified assessor.

The RPL applicant is advised promptly of the RPL outcome. Official notification from the Grenadi School of Design then follows. If the application is not successful, the reasons are given and an interview is suggested. Unsuccessful applicants are advised of the appeal mechanisms. "Top Up" learning options prior to a second assessment will be suggested. "Competent" is recorded on the student's record if recognition is granted.

10.2 Credit Transfer

Students may be entitled to a credit transfer in the following circumstances:

- Successful RPL application.
- Completed units of competency from a relevant National Training Package.
- Approved units of competency from a National Training Product.

The Grenadi School of Design recognises Australian Qualification Framework qualifications and Statements of Attainment which are issued by any other Registered Training Organisation.

11. HUMAN AND PHYSICAL RESOURCES

11.1 Human Resources

The Grenadi School of Design is committed to a high standard of training through high quality trainers. All trainers have:

- a thorough knowledge of the content of their subjects through formal study and practical on-the-job learning;
- extensive experience in industry in their field; and
- qualifications in training and assessment.

Tutors keep current with industry developments through study and participation in industry training programs. In addition they participate in an ongoing basis in training to enhance their training and assessment skills.

11.2 Physical Resources

Students have access to or provision of necessary facilities/materials/equipment. These include:

1. Training Room Facilities:

- adequate ventilation, heating/cooling to maintain a temperature at which people can work for sustained periods;
- adequate equipment to perform all tasks required of them;
- adequate lighting for normal viewing, writing and reading but avoidance of glare, brightness and competing visual stimuli;
- tables that are suitable for writing, and which do not cramp students for space;
- clear sight and hearing from all points and to the point of presentation;
- audio visual equipment that is not intrusive;
- strategically placed power points;
- clearly accessible amenities such as toilets and drink stations;
- telephones placed away from training rooms;

- pleasing overall aesthetics; and
 - shape and size of the room(s) and the type of furniture conducive to varied layouts.
2. Library and Reference Materials.
 3. Refreshment Facilities.

12. PROCEDURE FOR ISSUING CERTIFICATES

The student on completion of a course will be issued with a certificate once all fees have been paid. If the student completes only one or more modules (not the complete course) of a Nationally Recognised course or Training Package a Statement of Attainment will be issued. A Statement of Attendance may be issued where appropriate.

The student may request a copy in writing.

The completed form is forwarded to an administration officer.

The administration officer will locate the student's confidential file and will verify that the subjects completed on the request to issue a certificate have actually been completed and what assessments have been given on those subjects. If not all subject assessments have been received within a reasonable time frame, the receptionist will be contacted and confirmation requested regarding the subjects on the student's enrolment form (noting any additions or deletions of subjects). Upon confirmation of the subjects enrolled, enquiries are to be made with the subject trainer and a date requested when the assessment will be available. This date can then be advised to the student to provide a time frame as to when the certificate will be available.

The administration officer will then issue the certificate and arrange for the posting of same to the student. If the student is a member of a group having undertaken a course of at least 4 month's duration the certificate will be given at a presentation ceremony generally held towards the end of January of the year following completion of the course.

When a student has completed their nominated course and a certificate has been issued then the student's confidential file is updated in the college's data base. A reference is made of the student name, student number and certificate number in the archive filing register.

13. LEGISLATION

The Grenadi School of Design identifies and complies with relevant State or Territory laws including Commonwealth or State legislation:

- Occupational Health and Safety Act 1991.
- Workplace Injury Management and Workers' Compensation Act 1998.
- Anti-Discrimination Act 1991.
- Disability Discrimination Act 1992.
- Equal Employment Opportunity 1987.
- Vocational Education, Training and Employment Act 2000.
- Workplace Health and Safety Act 1995.
- Health Rights Commission Act 1991.
- Building Fire Safety Regulation Act 1991.
- Commission for Children and Young People Act 2000.
- Aged Care Act 1997 (including Aged Care Accreditation Standards).
- Home and Community Care Act 1985.
- Health (Drugs & Poisons) Regulations 1996.
- Nursing Act 1992.
- National Code 2007.
- Occupational licensing requirements.
- Relevant local council regulations (e.g. physical access, hours of operation).
- Apprenticeship and studentship requirements where appropriate.

The various acts are accessible on the Internet at www.legislation.qld.gov.au or at the Australian Legal Information Institute web site: www.austlii.edu.au. Staff and students should keep aware of the above requirements through such means as orientation, weekly staff meetings, student meetings, handbooks, bulletins and noticeboards.

14. PRIVACY POLICY

The Grenadi School of Design complies with the Privacy Act 2001. Information collected on students is only used for the purpose of delivery of our services and to comply with Government requirements.

The information will not be released to a third party without the written consent of the student. Students can request a copy of the information held about them by a written request to the Director.

Use and disclosure of personal information.

Sensitive personal information will only be collected as required from students, is treated as confidential within the Grenadi School of Design and is used for the purpose for which it was collected or for a related purpose. This includes:

- providing the training services;
- informing students about additional or upcoming courses available;
- gathering feedback from students regarding training for the Grenadi School of Design's market analysis and course development.

The Grenadi School of Design does not disclose sensitive personal information to other third parties without permission or instruction from the student unless required by Law to do so. If you wish to authorise a third party to access your records please contact the Director.

Information about students from third parties

The Grenadi School of Design may need to source or verify information about students from a third party. Wherever possible this will be done with the student's authorisation, or if not possible, the Grenadi School of Design will inform the student when such information is collected.

Receiving marketing information

With students' consent, the Grenadi School of Design may provide them with information from time to time about new courses available to them.

Students' consent to this will be implied unless they notify the Grenadi School of Design that they do not wish to receive this information. You may do this by advising the Director that you do not wish to receive marketing information.

Security of personal information

In line with new technology, the Grenadi School of Design continually improves the security of personal information collected. The Grenadi School of Design takes all reasonable steps to protect the personal information of persons by:

- securing all files with personal information in locked cabinets;
- only providing staff with access to personal information;
- destroying information after the required retention period;
- ensuring computer security at all times by the use of firewalls and up to date virus software;
- password access to the computer system;
- audits of the computer systems;
- not releasing information to third parties without prior written authorisation.

Rights to access information

Under the Privacy Act, students have the right to access personal information held about them. If the information is incorrect, they have the right to require the Grenadi School of Design to amend the information.

To access this information students are required to contact the Director and request the information in writing. The Director must verify the student's identity through either presentation of appropriate identification or answering a series of specific targeted questions. The request must be signed by both the student and the Director as an official record of the access and identity verification.

Further information

To obtain further information about the Privacy Policy or access to personal information, please contact the Director.

Staff Confidentiality

The Grenadi School of Design complies with the Privacy Act 2001. Information collected on students is only used for the purpose of delivery of our services. Staff must be aware of this act and its requirements and must at all times ensure student information remains confidential.

Student Information Requests

The Director is responsible for the processing of all requests for student information from students.

These requests require the request to be in writing and the verification of the students identity through either sighting of appropriate photo ID or the correct answering of a checklist of questions derived from the student's personal details.

These questions are:

- Full Name.
- Student Number.
- Date of Birth.
- Address (home and semester).
- Phone Number (home and semester).

The Director and the student must both sign the request as an official record of identification. The Director may also, if deemed necessary, further ensure the student's identification through a signature comparison with their enrolment form.

The Director is to notify the student when access is available. The Director and the student must both again sign the request upon access as a record of such access. This form is then to be placed in the student's file for future reference.

Third Party Information Requests

No staff member is to release any information about students to any third party unless prior written authorisation is obtained from the student or disclosure is required by law.

Authorised Third Parties:

Students may nominate third parties they wish to access their records. This process is conducted by the Director who ensures that this is in writing and the security details for the third party obtained. These details will be entered into the student's file.

Any staff member who receives a request for information from a person claiming to be authorised must verify this authorisation and any related conditions through either a password or question list check prior to releasing any information.

Other Third Parties

Staff must not release any information to any other third party requesting student information. In this situation the request should be transferred to the Director who will obtain details of the request and detail these to the student to determine whether they wish to authorise access through a written consent form.

15. INTERNATIONAL STUDENT TRANSFER REQUEST POLICY

International students are restricted from transferring from their principal course of study for a period of six months. This restriction also applies to any course(s) packaged with their principal course of study.

Students can apply for a letter of release to enable them to transfer to another education provider.

Grenadi School of Design will only provide a letter of release to students in the first six months of their principal course in the following circumstances:

The student has changed welfare and accommodation arrangements and is no longer within a reasonable travelling time of the school.

It has been agreed by the school the student would be better placed in a course that is not available at Grenadi School of Design.

Any other reason stated in the policies of Grenadi School of Design.

Grenadi School of Design will NOT provide a letter of release to students in the first six months of their principal course in the following circumstances:

The student's progress is likely to be academically disadvantaged.

Grenadi School of Design is concerned that the student's application to transfer is a consequence of the adverse influence of another party.

Students under 18 years of age MUST have;

Written evidence that the student's parent(s)/legal guardian supports the transfer.

Written confirmation that the new provider will accept responsibility for approving the student's accommodation, support, and general welfare arrangements where the student is not living with a parent(s)/legal guardian or a suitable nominated relative.

Evidence that the student is always in DIAC approved welfare and accommodation arrangements.

All applications for transfer will be considered within 14 working days and the applicant notified of the decision.

Where a letter of release is granted this will be issued at no charge to the student.

In the event that the student's application for transfer is not accepted, they will be provided with a letter stating the reasons for refusing the request. In such a case a student has the right to appeal this process in accordance with Grenadi School of Design's complaints and appeals policy, All requests for transfer and resulting assessment will be recorded in the student's file.



Good luck with your course



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