



Student Handbook



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Welcome to Kirana Colleges

We here at Kirana Colleges, believe that today's learners are the leaders of tomorrow. For us, it's more than just about supporting you to complete your course. It's about equipping you with the knowledge and skills needed for a successful and rewarding career in an industry that inspires and impassions you.

As a provider of choice operating nationally, we take immense pride in what we do. We're confident that with our in-demand qualifications and skill sets, the support of your dedicated teacher and our student support team, you'll have everything you need to succeed and create a future you may not have thought previously possible.

If you're new to online learning or haven't studied with us before, don't worry. We're committed to ensuring your learning journey is uncomplicated - our Student Support team is here to help "unpack" online learning and help simplify things for you. It's a partnership we're proud of and we cannot wait to coach you to success.

We are also very proud of our passionate, nurturing and highly experienced training and education team - we have hand-selected the best teachers to be your guides on everything academic who will help you to master the course content and have the skills needed to be successful on-the-job.

We recognise that every student is unique so aim to provide you with your own unique and tailored learning experience to ensure you can reach your full potential. Through our close, personalised support services and flexible online learning environment we can ensure you are on the right path to achieving your goals - and without having to put your work or other commitments on hold.

Our care for you, coupled with our desire for you to succeed, is our point of difference and is why we know you'll love studying with us.

Happy Learning!

From the team at Kirana Colleges

About this student handbook

We've created this Student handbook as your "go-to guide" to help you on your learning journey. It is important that we provide you with all the information you need for learning success during your time studying with us. This student handbook outlines what to expect from us, what we can expect from you, and how to get the most out of your course. Remember, we're here to help if you have any questions and encourage you to read through this handbook.

Starting your journey with us

Step 1: Ensuring you're in the right course

Your Course and Careers Advisor will work with you to help you choose the right course and help you on the journey to a career path that will inspire you.

They will start completing an enrolment form with you over the phone and talk you through the next steps. They will also ensure that you have:

- Met the eligibility requirements of your course,
- Provided all necessary ID documents,
- Completed your section of the enrolment form,
- Provided us with current passport with visa information (if not a permanent resident),
- Completed the Language, Literacy and Numeracy assessment,
- Received authority from your parents or guardian (if you are under 18 years old), and
- A valid Unique Student Identifier (USI) or the ID documents required to create one on your behalf.

Step 2: Get started

Once your enrolment has been finalised with your Course and Careers Advisor, you will receive the following within 48 hours:

- Welcome email from Student Support
- Your login details to our online learning portal Canvas
- A welcome message from your dedicated teacher through Canvas
- A call from our Student Support team to help get you started and to go over some key information with you - we'll also help you book your first phone call with your teacher!

We're committed to ensuring your learning journey is uncomplicated - so our Student Support team is here to make things easy and help simplify online learning for those who may be new to online, or haven't studied with us before.

This is the perfect opportunity to ask any questions you have before getting started.

Step 3: Supporting you to kick your learning goals!

For us, it's more than just about supporting you to complete your course. It's about equipping you with the knowledge and skills needed for a successful, rewarding and long-standing career in your chosen industry.

We take immense pride in what we do, and we're confident that with the support of your dedicated teacher and our student support team, you'll be set up for success.

You can refer to the **Supporting you on your learning journey** section in this handbook for more information on:

- Our student support team
- Our teachers
- The support services available to you
- How to access help - for navigation assistance you can refer to the **Your Online Campus - Canvas** section in this handbook

Student Support

Our Student Support team is a team dedicated to supporting you on your learning journey and setting you up for success from the get-go.

We're here to answer any non-academic questions you may have in relation to your course and enrolment and can assist you with the following:

- Getting started and onboarding
- Logging in to your learning portal
- One on one navigation assistance
- Updating your personal details
- Contacting your teacher
- Extension and deferral requests
- Cancellation requests
- Requests for progression letters or confirmation of enrolment
- Learning pathways and applying for Credit transfers and RPL
- Provision for special learning needs
- Study planning and study tips
- Helping you keep motivated and on-track

You can get in touch with the Student Support team by completing a [Student Support Request Form](#).

Our teachers

As a student of Kirana Colleges, you will have a dedicated teacher to assist and direct you throughout your studies. Your teacher is your first point of contact for any academic questions relating to the learning material, assessments, marking and feedback.

We take immense pride in what we do and have selected only the best teachers, as part of our Training and Education team, to help you on your individual learning journey.

Each teacher has met rigorous competency checks and maintains their industry currency (that's right, they still work in the industry!) to ensure you receive up-to-date, quality and expert guidance and ensure that you are supported in the best possible way.

We've even made it easy to contact your teacher. Through Canvas, you can message your teacher, arrange a one-on-one phone session with them through your Calendar and book into our live and interactive classes.

Our commitment to quality

Kirana Colleges operates under Quality Assurance guidelines as a Registered Training Organisation (RTO) through Maxis Solutions Pty Ltd. These guidelines are known as the [Standards for Registered Training Organisations 2015](#) they provide a framework for the policies and procedures that we follow in delivering our services. The qualifications we deliver and award are part of the Australian Qualifications Framework (AQF) and are Nationally Recognised Training (NRT) qualifications, which are recognised across Australia.

We regularly perform internal audits against these Standards to ensure we remain compliant, and that our policies and procedures are being correctly implemented. We are also subject to external audits conducted by state training authorities, the national VET regulator (Australian Skills Quality Authority) and independent financial auditors.

In the interest of continually seeking to improve the quality of our service, you may be asked to complete an Evaluation Survey. This may occur during and at the end of your course. Please be assured that completed Evaluation Surveys remain confidential and used only for the purpose of improving the quality of our service. Your employer may also be sent an Evaluation Survey to complete.

Feedback from students and clients is an important part of our quality review process, and we welcome feedback which might help us to improve our services, products and processes at any time.

Student Assistance Program (SAP)

We are excited to announce our joint initiative with Access EAP and launch of our Student Assistance Program (SAP). This is a program dedicated to providing our students with access to a free and confidential counselling hotline, available 24 hours a day, 365 days a year and 3 complimentary face-to-face counselling sessions.

We understand that life brings its own challenges, and we want to make sure that all our student's mental health and well-being needs are being met. Through this program, we demonstrate our commitment to helping you and our students grow, and be the best they can be when studying with us.

This service can assist you with the following:

- Personal issues
- Work/Life effectiveness
- Relationship issues
- Interpersonal conflict
- Working relationships
- Substance abuse
- Gambling
- Trauma
- Depression
- Grief and loss
- Financial concerns
- Anxiety
- Parenting
- Legal concerns
- Perinatal counselling

All new and current students undertaking a course at Kirana Colleges will have full access to SAP services. The services provided are completely confidential where students will not have to reveal their identity and will remain anonymous.

For further information, please contact our [Student Support team](#) who are committed to ensuring the welfare of all students, and can provide more information on the support services available to you.

Deferrals and extensions

We here, at Kirana Colleges, are committed to seeing you reach your goal and help you take that next step in your journey through the completion of your course.

If you are experiencing personal difficulties with completing your course or require additional time beyond the maximum course duration for your enrolment, we can explore a course extension (fees applicable) or deferral for you.

Please contact our [Student Support team](#) before your course end date, and refer to the terms and conditions of your enrolment for more information.

Confirmation of Enrolment

If you require a Confirmation of enrolment for Centrelink or your employer, you can contact our Student Support team who can organise this for you within 2-5 business days.

You must ensure you are actively participating and engaging with your course to ensure you are meeting the course requirements, and ensure you are eligible to receive a letter from us.

We may, at our discretion, withhold a letter if you are unable to demonstrate that you have actively participated in your course. This extends beyond just logging in and reading the material - we will be making a decision based on engagement we can see with your assessments, your teacher and attendance of live classes and phone sessions.

The Unique Student Identifier (USI)

If you are studying nationally recognised training in Australia from 1 January 2015, you are required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results that you have completed from 1 January 2015 onwards.

When applying for a job or enrolling in further study, you will often need to provide your training records and results. One of the main benefits of the USI is the ability to provide students with easy access to their training records and results throughout their life.

You can access your USI account online from your computer, tablet or smartphone any time. Student Information for the USI Fact Sheets are available to download from <https://www.usi.gov.au/students> . It is free and easy to create, and will only take a few minutes of your time.

Alternatively, we can assist you with this. To do this, we will need some additional identification information from you such as your driver's licence number. Our Student Support team can assist you if you're having trouble with this.

Financial assistance

If you are on a payment plan, your account is managed by Debitsuccess and their [terms and conditions apply](#). Debitsuccess can assist with:

- Updating your account details
- Changes to your payment plan (i.e. Change of frequency, change of date, voluntary increase of payments)
- Organise catch-up payments
- Dishonour fees
- Temporary suspension of payments of up to one month (no more than 2 fortnightly payments or 4 weeks payments)

They can be contacted on 1800 148 848 or by email customerservice@debitsuccess.com.

Financial hardship

If you are experiencing financial hardship and require assistance outside of what Debitsuccess can assist you with, you are required to contact our Student Support team.

If funds are not available in your nominated account to meet the direct debit arrangement, Debitsuccess may apply a dishonour fee. If these fees remain unpaid and if Debitsuccess are unable to arrange payment with you, your balance may be referred to an external collections company for recovery. Additional recovery fees and charges may apply.

As such, we encourage you to notify Kirana Colleges as soon as you become aware of any circumstances that will impact your ability to make payments so that we can assist you before this occurs.

Pathways, credit transfers and recognition of prior learning (RPL)

Credit Transfer

Kirana Colleges recognises Qualifications and Statements of Attainment issued by other RTOs under the Australian Qualifications Framework (AQF).

Kirana Colleges can only officially grant a Credit Transfer once a student has supplied certified evidence that shows identified equivalence in content and learning outcomes between matched qualifications. Certification can include:

- QR verification code included on Transcript or Statement of Attainment.
- Certification from an authorised witness for statutory declarations under Statutory Declarations Regulations 1993– Schedule 2 provided on a copy of the Transcript or Statement of Attainment.
- On occasion, Kirana Colleges may contact the issuing RTO/s and request in writing their verification of achieved units. Students may be required to complete a 'release of information form' prior to this occurring.

Recognition of Prior Learning (RPL)

We are advocates of life-long learning and appreciate you may have existing vocational skills from various sources, like formal, non-formal and informal learning (life experience).

In accordance with the RTO Standards, and to ensure there is no reduction in the quality or integrity of the qualification, we have a formal assessment process in place called Recognition of Prior Learning (RPL). This process is to assess your knowledge, skills, and evidence to determine the extent to which the required learning and competency outcomes have been met. This can go towards a partial credit or completion of a VET qualification.

Competency is demonstrated through a portfolio of evidence mapped against the unit of competency or the qualification which can include: your CV, job description, work documents you have developed (policies, procedures, communications, projects) and samples of work, supervisor (third party) reports, performance review reports, referee letters, oral questioning, practical tasks, etc.

If you would like us to assess your eligibility for RPL, you are encouraged to apply before commencing your course to have your skills and knowledge assessed. However, you can apply for RPL at any stage of your course by following the process below.

Process

1. Enquire through your teacher or Course and Careers Advisor (upon enrolment)
2. You will be provided with the relevant information relating to the qualification you're interested in and the recognition process
3. You will then be required to undertake a self-evaluation and decide if you wish to proceed
4. Work with your assigned teacher to prepare a portfolio of evidence
5. Pay the applicable RPL assessment fee
6. Submit the portfolio for assessment
7. Interview with your teacher
8. Assessment and written report to student by teacher
9. Award of Qualification/Statement of Attainment (SOA) for partial credit, or resubmission of evidence to your teacher

Pathways

Kirana Colleges encourages life-long learning and actively supports students who wish to take their studies further. We have a broad range of qualifications from Certificate III to Diploma level, double qualifications where you can gain two nationally recognised qualifications, and a number of accredited skill sets to help complement your existing skills and qualifications.

Access and Equity

At Kirana Colleges, we pride ourselves on providing equal opportunity and affirmative action in employment and education. We recognise the principles of access and equity and the rights of all people to be treated in a fair and equitable manner and have a responsibility to uphold and maintain the highest possible standards for all students.

We continually strive to create a learning and working environment that values diversity, encourages acceptance, and is free of discrimination and harassment. All staff are required to act in accordance with our Code of Practice and students are made aware of their rights and responsibilities throughout this student handbook.

Kirana Colleges also ensures that students who make complaints are not victimised in any way.

Reasonable adjustment

We are an inclusive workplace and training provider, and we are committed to ensuring our online learning environment and teaching practices reflect this.

Our teachers use a range of teaching strategies and methodologies to meet your needs and provide a safe learning experience. This ensures that each student can participate fully and not be excluded, and that we can accommodate for various learning styles, support needs and individual preferences.

We are able to achieve this through encouraging learner disclosure of a disability or disabilities at each stage of the student journey. By closely working with, and consulting our students and gathering relevant supporting documentation to determine if there is evidence of a need not previously identified.

Provisions like additional support, modifications to the tasks, teaching, tools, learning and assessments can then be made where reasonable and appropriate, to ensure the participation of all learners.

Language, Literacy and Numeracy Assessment

During enrolment, an assessment of your Language, Literacy and Numeracy skills will be conducted to assess your ability in the core skills of learning, writing, reading, oral communication and numeracy.

Your enrolment will not be finalised until this has been completed. This is because we are committed to ensuring you are suitable for your chosen course and so we can identify any additional support needs in these areas.

The process is as follows:

1. Once your enrolment has been finalised, you will receive an email from our Student Support team with a link to your LLN assessment
2. Once you have completed the assessment, your results will be saved to your file and sent to your teacher.
3. Your teacher will then determine if there are any areas in which you require assistance. If you and your teacher determine you require extra support, you may be provided contact details of an external organisation in order to improve your Language, Literacy and Numeracy Skills, where required.

Based on the level of support identified in the assessment, students may be provided with additional support by the teacher during their course or be referred to a Government agency or a specialist Registered Training Organisations who can assist in the delivery of Workplace English Language and Literacy (WELL) programs and Adult Migrant English Programs (AMEP).

Below are the links to some of the relevant Government agencies:

- Department of Education and Training www.education.gov.au
- Centrelink www.humanservices.gov.au
- Department of Immigration and Citizenship www.immi.gov.au/amep/
- Reading and Writing Hotline Telephone: 1300 655 506 Website: <http://www.literacyline.edu.au/index.html>

Privacy of Student Information

We here at Kirana Colleges, are fully committed to ensuring your privacy is protected. Should we ask you to provide information by which you can be identified, you can be assured it will only be used in accordance with our [privacy policy](#).

Access to Personal Records

Kirana Colleges ensures that all information and documents related to you are kept private and confidential. Before allowing access to personal records, Kirana Colleges will confirm your identity by ensuring you have submitted:

- The access to personal information form has been signed and submitted.
- A current copy of your photo ID

If a third party is requesting information in regards to your studies, Kirana Colleges will ensure:

- The third party provides a signed release of personal information form. This form is provided from the organisation that acts as an agreement between the organisation and the student allowing the organisation to access their records.

All forms will be saved to your file to ensure that only verified and approved documents and information is released. If you require access to your information in regards to your studies, please contact our Student Support team.

Withdrawing from your course

Within the cooling off period

Students may cancel their enrolment for any reason within the cooling off period, but must notify us in writing. You can do this by contacting our [Student Support team](#). Please note, a non-refundable administration fee of \$250 will apply in line with our terms and conditions.

Outside of the cooling off period

Subject to the cooling off period in the terms and conditions, you will not be entitled to any refund of any of the fees and will remain liable for your outstanding balance.

For information on fees and refunds, please refer to our full [policy](#).

Special considerations

We understand there may be exceptional circumstances beyond a student's control that could affect their ability to complete their course and meet their existing financial obligations. In such circumstances, we have a process in place to support our students and provide assistance through our Special Considerations process.

Please note, it is the responsibility of the student to notify Kirana Colleges as soon as they become aware of any circumstances that may impact on their ability to complete the course.

Dependent on the circumstances, Kirana Colleges may grant at its sole discretion one of the following as an outcome to the Special Consideration application:

- Extension of the course duration by a maximum of 3 months, and may waive the extension fee ordinarily payable
- Defer the student's studies for a maximum of 3 months
- Provide the student additional support
- Agree an alternative payment plan (where the student is paying by instalments) for a fixed period of time
- Defer the student's payments (where the student is paying by instalment) for a fixed period of time.

In exceptional circumstances, Kirana Colleges may decide that it's in the best interest to withdraw the student's enrolment, taking into account the portion of the course that the student has completed, time since enrolment and the costs incurred by Kirana Colleges in providing the learning materials, and:

- Where the student is paying by instalment, releasing the student (in part or full) from the payment of future instalments of the course fees; or
- Where the student paid in full upfront, providing a pro-rata refund of the course fees paid.

A refund of course fees paid will not be provided as an outcome to a Special Consideration application on the grounds of financial hardship, as the Special Consideration process relates to future financial obligations to Kirana Colleges only.

Please refer to our full policy for more information on this process and ensure you meet the eligibility requirements before contacting our [Student Support team](#) to apply.

Complaints and appeals

A complaint is made when you are dissatisfied with a service offered or treatment received at Kirana Colleges. An appeal is made when you disagree with a decision made by Kirana Colleges. If you make a complaint or appeal:

- The complaint or appeal will be dealt with promptly; the actual length of time involved may vary in accordance with the complexities of the case. Under normal circumstances, you can expect a written response from our Special considerations committee within 14 working days.
- You will have the opportunity to present your case and any supporting documentation at each stage of the process.
- You have the option of being accompanied/ assisted by a third person (such as a family member, friend or counsellor).
- You will not be discriminated against or victimised.

Making a complaint

If you have a complaint, you are encouraged to resolve the complaint informally with the person or department concerned where possible. There are staff available to assist the resolution of issues at this level. If you are not satisfied with the outcome provided at this level, we have the following formal complaints management process:

1. Formal complaints and appeals are required to be submitted to the [Student Support team](#).
2. Once submitted, your complaint will be recorded on a Complaints/Appeals Register and submitted to the Special Considerations Committee
3. Receipt of formal complaints and appeals will be acknowledged in writing within 2 working days of receipt
4. The Special Consideration Committee will then assess the complaint and advise the complainant in writing of their decision within 14 working days. If the complaint cannot be solved within this time, the complainant will be informed in writing of the reasons within 14 working days and kept up to date on progress
5. Where Kirana Colleges considers more than 60 calendar days are required to process and finalise the complaint or appeal, we will inform the complainant in writing, including why more than 60 days are required, and maintain regular contact with the complainant on progress.
6. The complainant has the right to access stage two of this procedure if they are not satisfied with the outcome of stage one.

Consumer Protection

Students as consumers play an important role in promoting quality training. This is why it is important for you as a student to understand your rights when undertaking training, and know how to provide us with feedback or make a complaint.

We are committed to safeguarding your interests and rights, and our complaints management process enables us to perform due diligence and provide you with a prompt review and an appropriate outcome.

Your Online Campus - Canvas

Through Canvas, we can provide you with a dynamic and engaging learning experience. Not only is it simple to use and easy to navigate, but it is designed to set you up for success with all of your materials and resources in one place.

Through Canvas you can:

- Access your Canvas Student Orientation course which will show you how to get started and navigate Canvas
- Access your Course Overview which will contain key information about your course and what you can expect
- Access your learning materials
- Submit your assessments (quizzes, short answer questions, case studies and upload questions)
- View your assessment feedback and grades
- Contact your teacher through the inbox feature and book into one-on-one phone sessions
- Book into our interactive live classes
- Access discussions in our student forums
- Submit an enquiry with our Student Support team through a request form
- Personalise your profile and notification settings
- Change your password

Minimum technology requirements

In order to complete studies at Kirana, you must have access to technology that meets minimum requirements, and a certain skill level with technology.

It is recommended that students:

- Are able to access a modern computer with high-speed internet
- Are currently using or able to download one of the recommended browsers for Canvas (either Google Chrome, Mozilla Firefox or Safari)
- Have basic computing skills (i.e. saving and editing Microsoft Office documents, downloading documents from websites)
- Are able to perform internet searches where additional research is required
- Are able to make an audio recording or video using a smartphone, tablet or computer
- Are able to participate in online forum discussions
- Meet the required language, literacy and numeracy requirements. This is to ensure they can read and communicate effectively (this assessment takes place pre-enrolment where there are concerns in this area)

Netiquette

Students have the responsibility to respect the rights and show sensitivity towards one another, and all Kirana Colleges staff, and act in accordance with our policies, procedures and code of conduct.

Students must always remain aware that discrimination of any nature including sexual, religious and cultural harassment, and bullying of any nature and on any level or by any medium, are all unacceptable and will not be permitted or tolerated.

For more information on your responsibilities and disciplinary actions, please refer to [Rights, responsibilities and code of conduct](#).

Tips for getting the most out of your course

Online learning requires you to practice effective time management, self-discipline, will power and strong motivation. To be successful in your studies and to get the most out of your course, we suggest you:

- **Prepare your study space** – make sure the space is clean and free of distractions.
- **Create a weekly study schedule** – schedule time throughout the week to complete readings, learning activities and assessment. Create a study calendar that will help you remember important dates, like when to submit assessments.
- **Use the materials provided** – the learning materials are provided to enhance your learning.
- **Learn actively** – write notes in your own words, apply concepts by completing learning activities and when given the option, share your ideas and thoughts with other students in the course. This will help you understand different perspectives and points of views.
- **Stay motivated** – keep reminding yourself why you are doing the course.
- **Ask for help when needed** – teachers are available to help you throughout the course. Never hesitate to contact your teacher whenever you are feeling stuck.

How to access help

Frequently Asked Questions (FAQS)

If you're feeling a little stuck, don't worry - we're here to support you. We encourage you to read through our FAQS in the Canvas Student Orientation Course.

This section has been designed to help answer your questions in a simple and easy to understand way. Here, you'll also find helpful links to videos to assist you, and the key information you'll need to succeed early on.

How to get in contact with your teacher?

Send a message directly to your teacher:

1. Select "Inbox" in the global navigation menu on the left-hand side of your screen.
2. You can reply to an email your teacher has sent you previously or compose a new email using the icons on the top right-hand side.
3. When composing a message, select the unit you are enquiring about and type the name of your teacher (it will appear as an option to click) and write and send your message.
4. You teacher will respond within 2 business days.

You can refer to the Inbox and student support tutorial for more information.

Book into a phone session with your teacher:

1. Go to your Calendar in the global navigation and click "Find Appointments".
2. Select "Canvas Orientation Course" in the dropdown menu and click "Submit".
3. You can now view the Canvas Orientation Calendar where the one-to-one phone sessions can be found.
4. Click on the time you want and then hit "Reserve" at the bottom of the schedule details.
5. Your teacher will call you at the scheduled time.

You can refer to the Calendar and appointments tutorial in the Canvas Student Orientation Course for more information

How to get in contact with Student Support

Submit a request form from Canvas:

1. Select "Help" in the global navigation menu on the left-hand side of your screen.
2. Click on "Student Support Request Form" in the dropdown menu.
3. You can now view the request form which will open in a new tab for you (you should see a new tab pop up in your browser at the top of your screen).
4. Enter your details into the form and provide a description of your enquiry. This will help the team identify what you are enquiring about and determine how to best support you.
5. Click on submit.
6. Once submitted, please allow up to 2-5 business days for a response from our Student Support team.

Assessments

Each unit of competency requires the completion of different assessments. Assessment types can include:

Online quizzes

- True/ False questions – where you determine whether a statement is correct or incorrect.
- Multiple choice questions – where you select a correct answer from a range of options.
- Multiple answer questions – where you select multiple correct answers from a range of options.
- Matching questions – where you match a variety of definitions, descriptions, or scenarios to the correct words or answers for each one.

Other assessment types

- Online short answers questions – where you complete a range of questions typically using one to four sentences.
- Case studies – where you complete a range of scenario-based questions that depict real-life situations.
- Written reports – where you provide a written account of a particular task or activity.
- Demonstrations/presentations – where you give a structured presentation or demonstration on a particular topic or activity.
- Projects – where you may be required to research a particular topic, discuss industry best practice or complete a particular task.

How much time should I spend on my assessments?

Depending on the level of the qualification you are studying, your teacher will use different criteria to assess your work.

Generally, the higher your qualification is, the more time will be required to complete your course. You can find more information on the recommended hours and course duration in the Course overview tile in your learning portal.

Please note, these are guidelines only and you may find you spend more or less time on an assessment depending on your experience and your exposure to or involvement with the subject matter in the workplace.

Submitting an assessment

At the end of each unit, you will come across a section called ‘Final assessments’ which will be a combination of the different assessment types listed above (i.e. quizzes, case studies ect). To get started, click on Quiz 1 under ‘Final assessments’ and you will be provided with some helpful instructions.

You will be required to attempt all assessment questions. When you have finished completing all questions, click the ‘Submit all and finish’ button, which is displayed on the final page. At the completion of your attempt, you will be shown a list of incorrect and correct answers.

If you do not pass, you will be able to attempt the quiz again. If you do not pass this quiz after a second attempt, we encourage you to contact your teacher to discuss your understanding of the topic.

You will need to achieve a grade of 100% to pass these assessments.

Resubmitting an assessment

You are allowed two (2) resubmissions. If you’re unsure or have any questions, please contact your teacher who can assist you. Please ensure that you read all of the comments and feedback provided by your teacher before resubmitting. This will help you identify which questions you need to re-attempt. Here’s how:

1. Click on a tile
2. Select ‘Marks’ on the left-hand side of your screen - this will allow you to view all of your marks for this unit
3. Click on the name of the assessment (e.g. ‘Case study questions’)
4. You will then be able to view your attempt
5. View your teacher’s overall feedback in the “comments” box on the right-hand side of the screen. Here you’ll see the questions you will need to re-attempt (if any)
6. For quizzes and case study questions, click on the attempt that you wish to view feedback for. You will need to scroll down to see feedback against each question
7. Once you have viewed all feedback, select ‘Take the Quiz Again’ at the top of your screen to re-attempt

Appealing an assessment decision

If you have received an assessment result that you disagree with, you can appeal the assessment decision within 14 days of the assessment decision being made. Before lodging an appeal, we encourage you to contact your teacher to seek clarification and discuss why this result was given. If you still wish to lodge an appeal, you will be required to follow the process below:

1. Complete a request form for our Student Support team. As part of your appeal, you will need to provide us with information on the result you wish to appeal (unit code, unit title, and assessment number) and provide a detailed reason as to why you disagree with the decision
2. Our Student support team will confirm receipt of your request within 24 hours and will forward your appeal onto our Head of Faculty, for review.
3. The Head of Faculty will review your appeal including reviewing your assessment(s) and the feedback provided
4. You will be provided with a formal written response within 14 business days
5. If, after review, you are still dissatisfied with the assessment task result, you can escalate the appeal to the Training and Education Manager.
6. Please note, their decision will be final, and we will record the result or amend (as appropriate) in our system.

Helpful information

What am I being asked to do?

The table below provides a description of key assessment terms:

Term	Description
Analyse	Break the subject down into its parts and then consider each individually and/or the inter-relationships which exist between all or each of those parts
Choose	Carefully consider then pick one
Comment	Make sound, logical and considered critical observations or comments about the subject
Describe	Provide a description of facts, processes and events. Do not attempt to explain, interpret or analyse them, be objective
Discuss	Examine both sides of the concept or theory; for and against. Back it up with examples of what happens in your workplace. Or use the “strengths and weaknesses” format to do so
Explain	In your own words, clearly describe the details / facts of the scenario or concept by using relevant workplace examples
List	Make a dot point list of items, one after another (like a shopping list or footy ladder)
Outline	A snapshot or an overview which covers the broad points but without going into too much detail
Review	Re-examine, analyse and comment briefly, in an organised sequence and in an objective manner, on the major points of an issue
State	To express something clearly

Certificates and documentation

Once you have completed all requirements of your course, including the theory and work placement, you will be eligible to receive a Certificate and academic transcript, which will list the units you have been deemed competent in. You will receive an electronic copy and a hard copy. Requirements will differ depending on the course you have chosen.

Please note, if you have an outstanding balance and/or do not have a Unique Student Identifier (USI) we are unable to issue any documents to you. For more information on your USI, please refer to the Important Information section in this handbook.

What if I haven't completed the course in full?

A Statement of Attainment can be issued to students who have demonstrated competency in one or more units, but have not achieved competency in all units required for completion. This statement will list the units you have been deemed competent in. You will receive an electronic copy and a hard copy.

What if I still have fees outstanding?

If you have outstanding fees, these will need to be paid before your certificate can be issued. If you are on a payment plan you can contact Debit success on 1800 148 848 to pay your outstanding balance.

When can I expect to receive my certificate?

You will receive your Certificate and results or Statement of Attainment within 30 calendar days from the date your last unit was deemed competent. Your teacher will let you know once you have met the requirements. Please wait 30 days before contacting us to follow up on your certificate.

I've lost/ misplaced my certificate, can I ask for a replacement?

You may request a reprint of your Certificate and transcript or Statement of Attainment any time after completing your course. Our student support team can organise payment over the phone with you which is \$50 (includes postage fee). Please note, proof of identity is required when requesting a reprint.

Work Placement

Work Placement is a compulsory requirement of all of our qualifications. It provides students with the opportunity to undertake tasks and develop their skills in a structured workplace environment that directly relates to their course of study. This component of the course will include on-the-job learning and will allow you to put into practice what you have learned in the theory component of your course.

Students are encouraged to find their own work placement. If you are experiencing difficulty with this, your teacher and Industry Pathways Coordinator will work closely with you and support you with this process.

Pre-work placement checklist

It is your responsibility to ensure all pre-work placement requirements are met. You will be provided with a checklist to assist you to meet the pre-placement requirements. This will be available to you in the work placement course.

Once all of these requirements are met, you can proceed with placement.

Forms and documents

You can find more information about the different types of documents required in your Work Placement course.

Vaccination requirements

Prior to commencing placement, you may be required to have had the most recent influenza vaccination and, in addition, show evidence of protection against infectious diseases such as:

- COVID-19
- Diphtheria, Tetanus, Pertussis (Whooping Cough)
- Measles, Mumps, Rubella.
- Varicella (Chicken Pox)
- Hepatitis B
- Hepatitis A

You are encouraged to discuss the vaccination requirements of your Host Organisation with your Workplace Supervisor. The organisation's immunisation policy will set out what is mandatory for you to be able to start placement.

You can upload evidence of your immunisation history in Canvas. This can include a certified copy of your vaccine record book, an Immunisation History Statement that lists all of your vaccinations recorded on the Australian Immunisation Register (AIR) or a letter from your doctor or vaccine service provider with vaccination details. If you have a medical condition and cannot be vaccinated, you should discuss this with your doctor and submit a letter describing the risk along with your other immunisation evidence.

Please note: It can take a few months to complete the immunisation process if you are not up-to-date.

Legal checks to be undertaken

Depending on what course you have chosen, there are certain checks and clearances you will need to complete before you can undertake placement.

Evidence of each of the completed checks can be uploaded using the Work Placement Prerequisite Upload section in your Work Placement tile in Canvas.

National Police Check

You must obtain a National Police Check (NPC), also known as a police certificate, police clearance certificate, criminal history check or criminal record check, before placement.

To assist you, Kirana Colleges has partnered with National Crime Check and through this partnership, we are pleased to advise that we can offer our students an easy and free way to apply through our own application link which will be made accessible to you.

Please note: Most police checks are verified and dispatched within 24-48 hrs. As part of this process, you are consenting for the police check to be sent directly to us.

Child-related employment screening

In addition to a police check, you may be asked to obtain a clearance to work with children. This type of check will provide you with certification to engage in child-related work and is asked when an organisation provides services to children and youth. All states and territories have their own child-safety screening programs.

You must pass the check before starting placement and upload the clearance certificate in the Work Placement Prerequisites Upload section found in your Work Placement tile in Canvas. You will also need to provide a copy to your Workplace Supervisor.

Please note: Checks are not transferable between states and territories. If you are completing your placement across state or territory boundaries you need to ensure you have obtained appropriate clearance checks and screenings for each separate jurisdiction.

NDIS Worker Screening Check

Certain workers delivering support or services under the National Disability Insurance Scheme (NDIS) are required to have the NDIS Worker Screening Check. The assessment determines whether a person, including yourself as a student, is cleared or excluded from working in certain roles with people with disability. Host Organisations may require this clearance in addition to the NPC and the child-related employment screening in your state or territory. Should you require this, you can apply through the Worker Screening Unit in the state or territory where you live.

You will need to upload your clearance certificate into the Work Placement Prerequisites Upload section found in your Work Placement tile in Canvas, before placement and provide a copy to your Workplace Supervisor.

Please note: if you have been required to obtain this clearance, Kirana will reimburse the costs to you. To be eligible for a reimbursement ensure that you have:

- obtained the clearance within your enrolment period
- paid your course fees in full
- uploaded your clearance certificate.

Your eligibility for the reimbursement will be checked against the above criteria. Please note, if the criteria has not been met, your request will be unsuccessful.

To apply or for more information, simply complete a [Student Support Request form](#). If you are applying for a reimbursement, you will need to attach the payment receipt to the form.

Please refer to the below table and note the reimbursement amount for your respective state or territory, as application fees vary.

Qld	NSW	Vic	Tas	ACT	SA	WA
\$117.00	\$80.00	\$119.40	\$113.40	\$135.00	\$115.50	\$145.00

Courses requiring completion prior to placement

As part of your course you may be required to complete the below courses before commencing placement, please refer to your Work Placement course for more information on what is required:

- Hand Hygiene Australia (HHA) Hand Hygiene
- Department of Health COVID-19 infection control training
- Manual Handling and Infection Control Training

For each of the above courses, you will receive a certificate of completion at the end of the training and must retain this to submit to Kirana Colleges and to provide to your Workplace Supervisor.

First aid and cardiopulmonary resuscitation (CPR)

Some Host Organisations may require you to complete first aid training before the placement can proceed. If this is a requirement of the organisation, please contact your teacher. You will also need to provide copies of your completed first aid training to Kirana Colleges and your Workplace Supervisor.

Please note: if you are required to obtain this clearance, Kirana will reimburse you up to \$120. In order for us to reimburse you, you must meet **all** of the below criteria otherwise your request will be automatically unsuccessful:

- You must have paid all of your course fees (no outstanding balance),
- You must reside more than a 50km radius of one of our campuses,
- You must provide us with a copy of your First Aid Certificate, **and**
- You must provide us with a copy of the paid invoice.

To apply or for more information, simply complete a [Student Support Request form](#).

Work placement shirt and badge

As a student and ambassador of Kirana Colleges, you may be required to wear the official Kirana Colleges Work Placement shirt and name badge while on placement.

When you have fulfilled all pre-placement requirements, you are ready to order a shirt and name badge. The request form can be found in your Work Placement course.

Resume requirements

We here at Kirana Colleges are committed to ensuring you are industry-ready. As part of your course, you are required to create a resume and upload it into your Work Placement tile. To assist you, we have included some helpful tips, links and resources for you to help you stand out from the crowd.

We encourage you to provide a resume to your Workplace Supervisor. Not only does it provide them with a summary of your relevant skills and experience, it tells them a lot about your professionalism and can enhance your job prospects with the organisation.

If you're not sure how to write a resume or where to begin, we're here to help. We also have a suite of recruitment classes available to help you write a resume and cover letter to ensure you are set up for success.

Responsibilities on work placement

Successful work placement requires the cooperation and support of the Kirana Colleges student, the teacher, the student support team, the workplace supervisor and the workplace or host organisation. Before commencing placement, we encourage you to refer to our Code of Conduct and your Workplace Assessment Guide, which contains key information about placement, your responsibilities and our assessment process.

Rights, responsibilities and code of conduct

Students have the responsibility to respect the rights and show sensitivity towards one another, and all Kirana Colleges staff, and act in accordance with our policies, procedures and code of conduct.

Students will not be placed in a position that compromises their personal dignity or personal safety. All activities and assessment processes which students are required to undertake, have been developed using clear educational rationale, established procedures and protocols.

Students must always remain aware that discrimination of any nature including sexual, religious and cultural harassment, and bullying of any nature and on any level or by any medium, are all unacceptable and will not be permitted or tolerated. This is likely to create an offensive, intimidating or hostile environment, and are contrary to the educational and operational policies of Kirana Colleges.

Your responsibilities

As a student of Kirana Colleges, it is your responsibility to:

- Conduct yourself in compliance with our policies and procedures
- Respect all Kirana Colleges personnel including administrative and teaching staff
- Provide complete, true and accurate information to us in relation to their ability to study and complete the course (i.e. pre-existing conditions, disabilities or any other circumstances that may affect their studies must be disclosed)
- Ensure you are meeting all of your financial obligations as per your contractual agreement with us
- Not engage in behaviour that is unlawful and discriminatory (i.e. harassment and bullying)
- Not engage in improper or inappropriate behaviour (i.e. persistent disruptive behaviour, abusive or hostile behaviour, or any behaviour which is perceived to be threatening)
- Familiarise yourself with our support services to assist you in completing your course
- Behave in a safe, responsible and ethical manner
- Not engaging in plagiarism or cheating

More information can be found in our [Student Code of Conduct](#).

Your rights

As a student of Kirana Colleges, your rights are:

- Expect the education and training they receive will be of a quality consistent with the Standards for Registered Training Organisations 2015, and contractual requirements by relevant state guidelines
- Be informed about personal information that is collected about you and the right to review and correct that information
- Access to our consumer protection complaint system

Our responsibilities to you

- Provide the training and support necessary to allow students to complete their course
- Uphold and maintain the highest possible standards of access and equity for all students
- Provide a quality training and assessment experience for all students
- Provide a clear and accessible feedback and consumer protection system

- Maintain information

Disciplinary proceedings

We actively promote an environment in which students develop a positive and responsible attitude toward training, members of staff and their peers. To preserve and maintain this environment, students found to be in breach of our Code of Conduct may be subject to various disciplinary actions depending on the severity of the offence.

If there is a suspected breach, we will investigate the allegation and will inform the student in writing and provide any evidence, where available and appropriate. The student will be provided 7 business days to respond to ensure fairness and objectivity.

Following this, if it is determined that the student has breached the Student Code of Conduct, then we may, at our absolute discretion:

- Issue a verbal warning or written warning.
- Restrict access to online learning and/ or discussion forums.
- Suspend their course for a defined period.
- Cancel work placement arrangements.
- Cancel their course. In such situation, the student will remain liable for the full course fees and will not be accepted in another course Kirana Colleges.
- Where the alleged breach may involve criminal behaviour such as fraud, we are obliged to refer the matter to the appropriate authorities such as the Police.
- Any other action or sanction deemed appropriate.

This process has been designed not as a form of punishment but as a means of providing students with the opportunity to correct or modify their behaviour through fair and objective means.

Copyright infringement

Students should be aware that the reproduction or sharing of any copyrighted materials without the prior written consent of Kirana Colleges is a breach of Copyright Laws.

Where an infringement has been made, Kirana Colleges under the Copyright Act 1968 will pursue the remedies available to us to protect our rights and entitlements.

To respect the copyright of owners, another person's work should not be used without acknowledgement (refer to plagiarism).

Plagiarism

Referencing is important to ensure you are not attempting to pass off another person's work as your own and to properly acknowledge the original owner. Your teacher will inform you of expectations around referencing to ensure you understand what is required before submitting.

Kirana Colleges use a number of plagiarism detection tools to identify where a student has plagiarised. If you are found to be in breach, Kirana Colleges will inform you in writing and provide any evidence, where available and appropriate. You will then be provided with an attempt to re-submit the plagiarised assessment.

If you are found to be in breach a second time, please refer to the disciplinary proceedings for the next steps we may enforce at our discretion.

Referencing your work

Some of your assessments may require you to reference. If required, there will be clear instructions on how to reference and your teacher will be able to assist you with any questions around this.

Contact

Student support team

Click [here](#) to get in touch with our Student Support team.

Hours: 9am – 6:30pm AEST weekdays (excluding public holidays).

Your teacher

Your teacher can be contacted through Canvas or by contacting Student Support (hours vary dependent on teacher).

Financial enquiries

Debitsuccess can be contacted on 1800 148 848 for any payment plan enquiries.

Office location

National Head Office

Level 3, 11 Murray Rose Avenue

Sydney Olympic Park, NSW 2127

P: 1800 885 791

www.kiranacolleges.edu.au

Please do not post in assessments or your work placement portfolio as these need to be submitted via Canvas

Glossary of Terms

Assessment - is a process to determine a student's achievement of expected learning outcomes and may include a range of written and oral methods and practice or demonstration.

Australian Qualifications Framework (AQF) provides the hierarchy of educational qualifications in Australia. It is administered nationally by the [Australian Government Department of Education, Employment and Workplace Relations](#).

Competency - is the ability of an individual to do a job properly. Competency is a set of defined behaviours that provide a structured guide enabling the identification, evaluation and development of the behaviours in individual employees.

Course - program of learning, accredited unit and accredited short course.

Credit Transfer (CT) - is a process that provides students with agreed and consistent credit outcomes for components of a qualification based on identified equivalence in content and learning outcomes between matched qualifications.

Extensions – is a process where students negotiate their assessment timeframes with their VET Teacher or our student support team.

Recognition of Prior Learning (RPL) - is an assessment process that involves assessment of an individual's relevant prior learning (including formal, informal and non-formal learning) to determine the credit outcomes of an individual application for credit (National Quality Council Training Packages glossary).

Registered Training Organisation (RTO) - A registered training organisation is a vocational education and training organisation registered by a state or territory registering body in accordance with the Australian Quality Training Framework (AQTF) Essential Standards for Registration within a defined scope of registration.

Re-submissions – is a process to reassess a student's assessment work against expected learning outcomes.

Units of Competency (UOC) – are components of a qualification that include modules, subjects, units of competency or units, the completion of which leads to an AQF qualification.

Vocational Education and Training (VET) is a form of education that is designed specifically to get students industry-ready by giving them the relevant knowledge and skills required for the role.