



Qualifications
conferred by Australasian Leadership Academy Pty Ltd
Registered Training Organisation ID 41012

Groei Education

Participant Handbook

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Introduction

Groei Education offers training in partnership with Australasian Leadership Academy. Groei Education supports young people in achieving their learning goals and in preparing them for industry or further education. At Groei Education, students will receive training from passionate, qualified trainers with extensive experience in innovation and entrepreneurship as well as industry. The substantial experience of our trainers ensures that the training delivered is industry relevant and engaging for students.

The participant handbook is designed to inform students of the policies and procedures that Groei Education abides by and that we ask participants to follow.

The Groei Education and Australasian Leadership Academy are required to ensure you:

- Receive accurate advice about a course to ensure it meets the participants needs before enrolling
- Understand details about the program—such as how long the course will take, the study requirements and assessment methods
- Costs, payment terms and conditions (including refund policies)

Groei Education Contact

Address - Level 2, Unit 1, 259 Cullen Ave, East Eagle Farm QLD 4009

Phone – 0461 539 837

Email – hello@groei.com.au

Website – www.knoei.com.au www.groieiducaiton.com.au

Groei Education aims to:

We aim to transform education through peer-based learning, preparing future leaders with practical, future ready skills.

Course Information

Duration

The Cert IV course is designed to be completed in 12 months. Successfully completing the course in this time frame is dependent upon the participants efforts and commitment to submitting Assessments within the prescribed time frame.

If units are eligible for credit transfer, an application should be made prior to commencing in the qualification. If approved, Credit Transfer may reduce the participants study load but may not reduce the duration of study.

Further, the level of the Qualification being undertaken will impact course duration. The Australian Qualifications Framework (AQF) summarises the criteria of different Qualification levels. It indicates the complexity, depth of achievement, knowledge, skills, and levels of autonomy required to achieve a

qualification at that level. In addition, the AQF expresses the expected time equivalent to full-time years, known as the 'Volume of Learning'.

Volume of Learning

The Volume of Learning statements indicates the amount of time it is expected that a student would need as a fulltime student to achieve the Qualification. The Volume of Learning figures assumes none of the competencies identified in the Qualification is currently held.

The listed time frames account for all activities a student would undertake, including online modules, facilitator led tutorial sessions, lab day activities, individual study and learning.

The Volume of Learning for Qualifications in the VET sector are:

AQF Qualification Level	Typical Volume of Learning
Certificate I	0.5 - 1 year
Certificate II	0.5 - 1 year
Certificate III	1 - 2 years (up to 4 years for some Apprenticeship/Traineeship agreements)
Certificate IV	0.5 - 2 years
Diploma	1 - 2 years
Advanced Diploma	1.5 - 2 years

(Taken from: <http://www.aqf.edu.au/aqf/in-detail/aqf-qualifications/>)

To access more information on Volume of Learning, go to:

<http://www.aqf.edu.au/wp-content/uploads/2013/06/Volume-of-learning-explanation-v2-2014.pdf>

Participant Rights and Responsibilities

Knoei students have a responsibility to:

- Respond to and complete all documentation required at time of enrolment for Groei Education,
- Meet cohort expectations include using courtesy, respect and fairness,
- Show respect of others time, safety and well-being,
- Refrain from behaviour that may be perceived as unsafe, intimidating, discriminating, harassing, bullying or disruptive to others,
- Use computing and online resources appropriately,
- Participate actively and positively in learning and assessment activities,
- Communicate relevant information to enable Knoei to assist you to undertake study,
- Proactively seek assistance from the Knoei team when needed.

Knoei staff have a responsibility to:

- Provide students with accurate information about your program and the requirements,

- Treat people with courtesy, respect and fairness regardless of age, gender, ethnicity, sexuality, religion or disability,
- Make every effort to provide a safe learning environment as far as is reasonably practicable,
- Provide the necessary resources to support students in completing your education and training.

Student Academic & Progression Expectations

Knoei students have the responsibility:

- Make every effort to attend your weekly scheduled tutorials with the understanding that this contributes towards your success in the qualification.
- Maintain satisfactory progress to ensure successful outcomes in your studies
- Proactively seek assistance from the Knoei team when needed.
- Cohort expectations include planning how you will maintain your progression in the Knoei weekly course work and assessments.
- Make every effort to meet assessment requirements and submit work on time,
- Keep up to date with your academic progression and completion of learning,
- Make every effort to ensure that your work is not plagiarised or copied — all work is to be your own.

Knoei staff has a responsibility to:

- Identify students at risk of not meeting progress requirements and providing appropriate support and guidance,
- Provide the necessary resources to support students in completing your education and training,
- Show commitment to supporting students in achieving their learning goals and completing their module work within the specified time frame.

Actions:

Attendance in tutorials is considered a requirement towards your competency in the qualification. If you are unable to attend a tutorial, email your facilitator at facilitator@groei.com.au to advise as soon as possible or at least 2 hours prior to class commencing.

- If you have an unexplained absence, you will receive an email asking you to confirm why you were unable to attend & to remind you to catch up via the recording.
- If you have two or more unexplained absences, your parents/guardian's will be included in your follow up email.
- If you have ongoing explained/unexplained absences, your parents/guardian's will be included in your follow up email as attendance in your classes contributes to your completion.
- If you have ongoing unexplained absences, you will be referred to the Program Director for review.

Progression in your course work is key to getting the most out of the program.

All students have to complete a portfolio project, therefore it is important for the Knoei LMS work to be up to date. The Knoei LMS course work directly speaks to the work required in the portfolio project.

Progression will be monitored regularly and students can expect the following action and support where they fall behind:

- Student who are a week behind in the LMS and other work will be emailed and receive a phone call. Students are free to attend one of the drop-in virtual tutorials for opportunity to catch-up, with support. Please note, a member of our team may book students into the next available drop-in session as a requirement of their catch-up plan if needed.
- Students who are more than a week behind without explanation or an agreed plan to catch up will receive an email that includes their parent or guardian and/or school. Please note, a member of our team will automatically book students into the next available drop-in session as a requirement of their catch-up plan.
- Students who are showing ongoing disengagement from the course will be referred to their school and the Program Director for review.

Students who are up to date in the Certificate IV will be considered for the **Mentor and project funding program**. Being up to date includes your work in the Knoei LMS, project work and Monarch assessments.

Knoei has a great team who are here to support and if students are struggling with any part of their course work or need suggestions on how to manage their coursework, they are encouraged to contact their facilitator or one of our friendly team via hello@groei.com.au .

Enrolment Process

Enrolment into a qualification, is via an electronic form on the Knoei website. The enrolment process includes collecting information on your details, your USI and if additional support is required, taking into account access, equity, and privacy.

Fee Information

Fees information – cost of the program varies depending on course option chosen (refer to the invitation to enrol site for pricing)

Payment methods – upfront payment or payment plans.

Groei Education's refund policy – refer Appendix 1

Assessment

Competency Based Training (CBT) is an approach to teaching that allows a student to demonstrate their ability to know something and to do something in or based on the workplace. CBT is used in the Vocational Education and Training (VET) sector to develop concrete skills against a standard of performance expected in the workplace and industry.

How Does Assessment Work?

Our assessments determine if participants have met the required skills and knowledge outlined in the national standard. Qualifications are made up of units of competency. Each unit defines the skills and knowledge necessary to successfully complete the qualification. Groei education have structured assessments, observations and quizzes which evidence judgements of competency.

In order to be assessed as competent (C), participants need to demonstrate that they have the essential knowledge and skills to successfully complete the relevant unit to the required standard. Competency is simply about demonstrating that you can do the task with confidence to the required industry standard as endorsed by the Training Package or VET accredited Course.

An assessment of 'Not Yet Competent' (NYC) is not a fail. It is simply a request for more information or further confirmation of the knowledge and skills required. Our assessors will provide feedback to guide your resubmission and are available for contact if required. The participant will be required to successfully resubmit the assessment with the required rectifications to achieve a competent result. The participant will be allowed a limit of three submissions per unit of the course. To be eligible for the qualification, the student must receive a competent result for all units of the qualification.

Assessment, within competency-based approaches to learning, is criterion referenced. This means it identifies an individual's achievements of defined outcomes, rather than relating their performance to that of other participants. The ways to demonstrate to a qualified assessor that you can perform to the required standard and be deemed as 'Competent' include:

Facilitators will assess competence through the following tools:

- Responses to quizzes
- Observations
- Written answers to theory questions
- Oral presentations
- Submitting a written report
- Compiling a portfolio of work samples
- A combination of the above

Appeals

You can appeal if you disagree with a decision regarding an assessment outcome. You are encouraged to speak with your Assessor in the first instance. If you are not satisfied with the outcome of that discussion, you may request a normal review of the assessment decision. Follow Groei Education & Australasian Leadership Academy (ALA) procedure for lodging an appeal no longer than three (3) months following the assessment decision.

Credit Transfer

Groei Education & ALA recognises AQF Qualifications and Statements of Attainment that other RTOs (Registered Training Organisation) have issued. Therefore, credit transfer may be applied to Units of Competency and related qualifications studied in the past.

To apply for a direct credit transfer, you must supply a certified copy of your documentation (Certificates and or Statements of Attainment).

Recognition of Current Competencies

Recognition of Current Competencies is a recognition process like RPL. It applies if a student has "...previously successfully completed the requirements for a unit of competency...and is now required to be reassessed to ensure the competence is being maintained."

Access and Equity

Groei Education seeks to ensure all students have the required resources to complete the course requirements. Including flexible delivery and assessment arrangements and language, literacy, and numeracy (LLN) support where necessary.

Support Services

Students who are experiencing difficulties and require counselling or personal support are encouraged to contact a professional Organisation for help and support.

Kids Help Line: 1800 55 1800 or www.kidshelpline.com.au

Lifeline: 13 11 14 or www.lifeline.org.au

Beyond Blue: 1300 22 4636 or www.beyondblue.org.au

Complaints and appeals

Groei Education and Australasian Leadership Academy maintain records of all complaints and appeals and their outcomes, identifying potential causes of complaints and appeals and taking appropriate corrective actions to eliminate or mitigate the likelihood of reoccurrence. In addition, all informal, formal complaints and appeals will be recorded, and all written complaints will be retrievable through the Student Management System.

Upon formal receipt of a complaint, Groei Education will contact the participant within 48 hours to confirm receipt of the email. The matter will be discussed by the relevant staff and a written response will be provided back to the participant within 10 working days from receipt of Notice of Complaint form. If the

participant is dissatisfied with result, they may contact ALA or access external appeals at little or no cost to them or seek an independent third party.

Health and Safety

Virtual Health and Safety

Maintaining Good Posture:

- Sit up straight with your back against the chair and feet flat on the floor.
- Position your computer screen at eye level to avoid straining your neck.
- Keep your shoulders relaxed and elbows close to your body.
- Use an ergonomic chair or add cushions for lumbar support if needed.
- Avoid slouching or leaning forward for extended periods.

Taking Regular Breaks:

- To reduce eye strain, every 20 minutes look at something approx. six metres away for at least 20 seconds.
- Plan short breaks every hour to walk around, stand up and stretch or to do simple exercises.
- Ensure you stop for recommended breaks eg. Lunch. Drink plenty of water, snack on health foods and engage in screen free relaxation techniques.

Preventing Eye Strain:

- Adjust screen brightness and contrast to comfortable levels.
- Ensure your workspace has adequate lighting, avoiding glare or reflections on the screen.
- Blink frequently to reduce the likelihood of dry eyes. Use eye drops if your eyes feel dry or irritated.
- Consider using blue light filter glasses to reduce exposure to harmful blue light emitted by screens.

Setting up an Ergonomic Workspace:

- Position your keyboard and mouse within easy reach to avoid straining.
- Position reference materials at eye level without straining your neck.
- Adjust the height of your chair so that your knees are at a 90-degree angle and your thighs are parallel to the floor.

Partner Schools - on site tutorials

- Please refer to the School's Emergency evacuation procedures and contact information and follow the on-site requirements.

Privacy and Confidentiality

Groei Education supports the privacy and confidentiality of its students through adherence to the Privacy Act as governed by the Australian Commonwealth and State Governments.

We will not disclose your information to any third party without your permission unless we are required to do so by law.

Students have the right to access their file, subject to certain exceptions provided for in the Privacy Act. Please direct your enquiry to hello@groei.com.au

Groei Education may also provide information to the participant's school and or parent or guardian, where applicable.

Behaviour and Conduct

Knoei students have a responsibility to:

- Respond to and complete all documentation required at time of enrolment for Groei Education
- Cohort expectations include using courtesy, respect and fairness,
- Show respect of others time, safety and well-being,
- Refrain from behaviour that may be perceived as unsafe, intimidating, discriminating, harassing, bullying or disruptive to others,
- Use computing and online resources appropriately,
- Participate actively and positively in learning and assessment activities,
- Communicate relevant information to enable Knoei to assist you to undertake study,
- Proactively seek assistance from the Knoei team when needed.

Knoei staff have a responsibility to:

- Provide students with accurate information about your program and the requirements,
- Treat people with courtesy, respect and fairness regardless of age, gender, ethnicity, sexuality, religion or disability,
- Make every effort to provide a safe learning environment as far as is reasonably practicable,
- Provide the necessary resources to support students in completing your education and training.

Actions

Students who repeatedly breach behaviour expectations as outlined above should expect the following:

- Warning 1 – Verbal via in person or phone call
- Warning 2 – Email to student & school
- Warning 3 – Email to student & parent
- Final warning – Program Director to review student enrolment in qualification due to breach of behaviour expectations.

Contact Information

Groei Education

Program Director - Tara Jacobsen

P – 0461 539 837

E – tara@groei.com.au

Appendix 1 – Fees, Charges and Refunds Policy

This policy frames how Groei Education applies refunds, fees and charges. Refunds payable are subject to the following guidelines. In accordance with applicable legislation, Groei Education is entitled to charge fees for services provided to students undertaking a course of study. These charges are generally for training and assessment services.

The following refund policy will apply:

Once participants have enrolled and begun their training, participants are not normally entitled to a refund of fees unless extenuating circumstances exist.

Discretion may be exercised by the Program Director in all situations, if participants can demonstrate extenuating or significant personal circumstances have led to their withdrawal from a course. In these cases, participants should be offered a full credit toward the tuition fee in another scheduled program in-lieu of a refund. The Program Director may also authorise a refund of tuition fees if the circumstances require it.

Where refunds are approved, the refund payment must be paid to participants within 14 days from the time participants gave written notice to cancel their enrolment. Tuition refunds are to be paid via electronic funds transfer using the authorised bank account nominated by you.

Implementation

Total Refund

In the event that an offer of a place is withdrawn or Groei Education is unable to provide the program, all fees are refundable. If the offer was made on the basis of incorrect or incomplete information supplied by the client or participant, Groei Education reserves the right to retain the non-refundable deposit of AUD\$395 per participant.

Partial Refund

Where a participant, after accepting an offer of a place, gives more than two weeks' notice before commencement of the program of an inability to undertake the program, all tuition fees paid in advance are refundable less the non-refundable deposit of AUD\$395, per participant.

An offer of a place in an alternate program may be negotiated where possible.

No Refund

A participant who withdraws from the Knoei Colab program two weeks after commencement of the program may be eligible for a refund of the balance paid (less the non-refundable deposit of AUD\$395). An offer of a place in an alternate program may be negotiated where possible. In circumstances of severe financial hardship or where a valid medical certificate can be produced, alternative arrangements may be negotiated.

N.B. For the purposes of refund schedules, a participant relates to an individual student, not to the client organisation enrolling participants on their behalf.

The information provided to each student prior to payment will include:

- The total amount of all fees including course fees, administration fees, and any other charges.
- Payment terms
- Groei Education refund terms.

It is the responsibility of persons seeking to enrol with Groei Education to read and understand the Fees, Charges and Refunds terms.

What course fees cover

Unless otherwise specified, course fees include the cost of all required training and assessment resources. Course fees are available on the website or by calling Groei Education.

Terms & methods of payment

Groei Education accepts the following methods of payment – cheque, debit/credit card, and direct bank transfer.

Students are provided with a Tax Receipt for their course fees and any additional charges they incur. The student management system is updated accordingly, and a copy of the payment transaction report is retained (for debit/credit card payments).

Debit/Credit card payments

Debit / Credit card payments can be made in several ways: The student can complete the relevant details in the enrolment application form, ensuring it is electronically signed and dated.

For payments other than the initial payment, the student can nominate the same or different payment details.

Late payment

Where a student is more than fourteen (14) days overdue with payments, Groei Education reserves the right to suspend training services until payment is made to bring fees up to date.

Students who are experiencing difficulty in paying their fees are invited to call our office on 0461 539 837 to make alternative arrangements for payment during their period of difficulty.

For long-term outstanding amounts, Groei Education reserves the right to utilise the services of a debt recovery agency to ensure the collection of all fees.

Course refunds

If a student believes they are entitled to a refund after referring to the above refund policy, they must lodge a written request for a refund to Groei Education within 10 business days of the date of termination of enrolment. Requests for refunds will be processed and written notice of the outcome given to the student within 14 business days. If a refund amount is due, this will be paid within 4 weeks of the notice.

All requests for refunds should be made in writing to hello@groei.com.au to the attention of the Program Director.