

STUDENT HANDBOOK



Connect 'n' Grow[®]

A WORLD WHERE HEALTH PATHWAYS HAPPEN THROUGH QUALITY EDUCATION

RTO 40518

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OVERVIEW OF CONNECT 'N' GROW®

Code: 40518

Legal Name: CONNECT 'N' GROW PTY LTD

Trading Name: CONNECT 'N' GROW®

ABN: 89 154 844 247

ACN: 154 844 247

Registration details:

Our registration and scope of training details are listed at training.gov.au, the national register for Vocational Education and Training (VET) in Australia and managed by Australian Skills Quality Authority (ASQA): <https://training.gov.au/Organisation/Details/40518>.

Connect'n'Grow complies with the National Vocational Education and Training Regulator (Outcome Standards for NVR Training Organisations) Instrument 2025 and National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025 as required under the VET Quality Framework (VQF) and the Skills Assure Supplier requirements as determined by the Department of Trade, Employment and Training (DTET).

Legal Authority:

National Vocational Education and Training Regulator Act 2011

CEO: Matthew Rattray

Head Office: Suite 2A, Ground Floor, 313-315 Ross River Rd AITKENVALE QLD 4814

Postal Address: PO Box 120, Aitkenvale QLD 4814

Phone: 1300 283 662

Email: admin@connectngrow.edu.au

Nationally Recognised Training:

Nationally recognised training (NRT) leads to vocational qualifications and credentials that are recognised across Australia and align to the Australian Qualifications Framework (AQF) Standard. All full qualifications and units of competency delivered by Connect 'n' Grow® are delivered as NRT.

ABOUT US

Established in 2012, Connect 'n' Grow® is an award-winning Registered Training Organisation delivering high quality health training services. Our Vision is to unlock the true potential of each individual through education. We aspire to meet this vision by building a job ready health and social services workforce through optimising training and education opportunities for every individual.

Our Health and Community Service programs provide students with career pathways through strong collaborations between secondary, vocational, higher education and relevant industry institutions. Connect 'n' Grow® qualifications have been designed to provide individuals with the knowledge and skills in demand by the industry.

This handbook outlines the standard of service you can expect when you enrol in a Connect 'n' Grow® Program and your responsibilities as a student.

Connect 'n' Grow® VET in School programs are delivered as senior year subjects (Year 10, 11, & 12) in partnership with high schools. This means your training and assessment will be undertaken by the school but Connect 'n' Grow® will issue the qualifications and/or 'statements of attainment' and has the responsibility to ensure that the training and assessment meets the national registration standards and the requirements of the ASQA.

We believe our quality is evaluated by our clients - that's you! So, we welcome any suggestions or comments you may have to help us improve the way we do business. At any stage you can contact us with the details on the previous page.

VET in SCHOOLS PROGRAMS INFORMATION (Queensland only)

Certificate II Qualifications:

Qualification	Qualification Title
HLT23221	Certificate II in Health Support Services
CHC22015	Certificate II in Community Services

Additional Information:

Location:

Connect 'n' Grow® Partner School or Health Hub

Duration:

6 -12 months

Mode of Delivery:

Blended: Face to Face and Online (teacher-led)

Prerequisites:

Nil

Role of School (as Third Party):

- Delivery of training and assessment services (50% delivery of training and assessment).
- Provision of adequate human and physical resources to meet the requirements of the Program being delivered.

Materials and Equipment:

All materials/equipment will be supplied by the school. A computer with internet access is vital for completion of assessment.

Learning and Assessment:

The program can be delivered in a weekly or block mode through class-based tasks, with practical activities and practical assessment. A range of teaching/learning strategies will be used to deliver the competencies. These include:

- Multiple choice, true/false and short answer questions (online)
- Practical activities and scenarios
- Observation Report
- Assessor sign offs
- Learner Questionnaire
- Additional Activities

Assessment Process:

All students are assessed using our Learning Management System (LMS) 'Canvas', which includes a combination of theoretical assessments, knowledge checks, and interactive learning activities. In addition to online components, students are required to complete practical tasks and demonstrations under the direct observation of a qualified trainer/assessor, ensuring competency is assessed in accordance with industry standards and national training requirements. Assessments are carried out throughout all training modules.

Students may submit their assessment, and if necessary, they may re-submit their assessment 3 times. If still unsuccessful, the student will be provided additional training and guidance by their trainer. After this, the student may then re-submit a further 2 times. If still unsuccessful, the assessment in the UoC/Module will be deemed as 'competency not achieved'.

Certificate III Qualifications:

Qualification	Qualification Title
HLT33115	Certificate III in Health Services Assistance
CHC32015	Certificate III in Community Services

Additional Information:**Location:**

Connect 'n' Grow® Partner School or Health Hub

Duration:

2 years (including the Certificate II entry requirement)

Mode of Delivery:

Blended: Face to Face and Online (teacher-led)

Prerequisites:

Completion of Certificate II Program

Roll of School (as Third Party):

- Delivery of training and assessment services.
- Provision of adequate human and physical resources to meet the requirements of the Program being delivered.

Materials and Equipment:

All materials/equipment will be supplied by the school. A computer with internet access is vital for completion of assessment.

Learning and Assessment:

The program can be delivered in a weekly or block mode through class-based tasks, with practical activities and practical assessment. A range of teaching/learning strategies will be used to deliver the competencies. These include:

- Multiple choice, true/false and short answer questions (online)
- Practical activities and scenarios
- Observation Report
- Assessor sign offs
- Learner Questionnaire
- Additional Activities

Assessment Process:

All student assessments are found in our Learning Management System (LMS), Canvas, which includes a combination of theoretical assessments, knowledge checks, and interactive learning activities. In addition to online components, students are required to complete practical tasks and demonstrations under the direct observation of a qualified trainer/assessor, ensuring competency is assessed in accordance with industry standards and national training package requirements. Assessments are carried out throughout all training modules.

Students may submit their assessment, and if necessary, they may re-submit their assessment 3 times. If still unsuccessful, the student will be provided additional training and guidance by their trainer. After this, the student may then re-submit a further 2 times. If still unsuccessful, the assessment in the UoC/Module will be deemed as 'competency not achieved'.

CODE OF CONDUCT

Connect 'n' Grow® is committed to the highest ethical standards of conduct and to complying fully with all relevant legislative requirements together with adhering to the National Vocational Education and Training Regulator (Outcome Standards for NVR Training Organisations) Instrument 2025 and National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025.

The purpose of this code is to outline the values and standards of behaviour that guide the way we do business, and it requires that we comply with the policies and principles we support, adhere to the law, exercise good stewardship of our assets and the environment, and behave safely and ethically at all times.

Guidelines

In order to meet the education, training and service needs of our stakeholders, employees of Connect 'n' Grow® will:

- Provide a service to our stakeholders by consistently acting with integrity and honesty;
- Respect and support the communities on which our organisation impacts, and engage in appropriate community involvement programs;
- Provide services that are efficient and consistent through Continuous Improvement;
- Be responsible to all reasonable requests for advice by providing advice in a prompt manner;
- Comply with the letter and the spirit of all laws and regulations that apply to us;

Respect confidentiality and not misuse any information that has been entrusted to us.

LEGISLATIVE REQUIREMENTS

Connect 'n' Grow® complies with the federal legislation listed below and all relevant local, state and federal government regulations and requirements. All relevant legislative and regulatory requirements are incorporated in the Company's policies and procedures.

- *Age Discrimination Act 2004 (Commonwealth)*
- *Child Safe Organisation Act 2024 (Queensland) Effective 1st October 2025*
- *Copyright Act 1968 (Commonwealth)*
- *Disability Discrimination Act 2004 (Commonwealth)*
- *Equal Employment Opportunity (Commonwealth Authorities) Act 1987*
- *National Vocational Education and Training Regulator (Outcome Standards for VNR Training Organisations) Instrument 2025*
- *National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025*
- *Privacy Act 1988 (Commonwealth)*
- *Racial Discrimination Act 1975 (Commonwealth)*
- *Sex Discrimination Act 1984 (Commonwealth)*
- *Work Health and Safety Act 2011 (Queensland)*
- *Work Health and Safety Act 2012 (South Australia)*

WORKPLACE HEALTH AND SAFETY

Connect 'n' Grow® is committed to the proper management of workplace health and safety. Workplace health and safety will be managed by Connect 'n' Grow® and in close consultation with staff, students, contractors and visitors. Staff and students are responsible for:

- Complying with relevant Connect 'n' Grow® policies and procedures;
- Obeying any reasonable instruction aimed at protecting their health and safety;
- Using PPE equipment provided to protect their health and safety;
- Assisting in the identification and assessment of hazards and implementation of hazard control measures;
- Reporting any incidents, hazards and near misses;
- Considering and providing feedback on any matters which may affect their health and safety;
- Take all reasonable steps to safeguard others from infection by following all infection control policies and procedures.

Staff and students are not permitted to consume alcohol or non-prescribed (illicit) drugs whilst working or studying.

PRIVACY

Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us. Without this information, we are unable to enrol you as a student.

How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO. This data is stored within our Student Management System.

How we disclose your personal information

We are required by law (under the [National Vocational Education and Training Regulator Act 2011 \(Cth\)](#) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

How the NCVER and other bodies handle your personal information

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the [National VET Data Policy 2020](#), the [Privacy Act 1988 \(Cth\)](#) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education and Workplace Relations (DEWR), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- Administration of VET, including program administration, regulation, monitoring and evaluation.
- Facilitation of statistics and research relating to education, including surveys and data linkage.
- Understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

DEWR is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DEWR will handle your personal information, please refer to the DEWR VET Privacy Notice at <https://www.dewr.gov.au/national-vet-data/vet-privacy-notice>. If you are unable to access the website electronically, please contact us on the contact details below. We will then provide a downloaded or hard copy of that notice.

Surveys

You may receive a student survey which may be run by a government department or an NCVET employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

Contact information

At any time, you may contact Connect 'n' Grow® to:

- Request access to your personal information.
- Correct your personal information.
- Make a complaint about how your personal information has been handled.
- Ask a question about this Privacy Notice.

Email: admin@connectngrow.edu.au; Phone: 1300 283 662;

Website: <https://connectngrow.edu.au>

Photography Privacy

At Connect 'n' Grow® we recognise that in some circumstances there are sensitivities relating to the taking of photographs. This is particularly relevant to capturing images of children. Connect 'n' Grow® may, from time to time, wish to take photos of training activities. At the time of enrolment permission is gained from the student.

USI Privacy

Connect 'n' Grow® will verify USI's provided by learners and gain consent to store the USI in its database.

STUDENT ENROLMENT

At Connect 'n' Grow®, our approach to enrolment and induction is to provide a pathway for students to make an informed decision about their training and assessment. Connect 'n' Grow® strives to identify a student's needs during the enrolment process to ensure that our services to each individual student are appropriately adjusted to allow for their unique requirements.

To achieve this, Connect 'n' Grow®:

- Provides students with accurate and ethical information that enables them to make a confident and suitable decision.
- Conducts an induction which provides students with information about their rights and obligations, the course requirements and the career pathways upon successful completion of the course.
- Provides all information on the course, overview, fees and program on our website which is readily available for all students.
- Advises students of language, literacy and numeracy skill requirements.
- Advises students of how training programs are adapted to suit the needs of students.
- Ensures that there are no barriers for people with a disability.

Inform students about alternate pathways to training such as gaining national recognition for current competency or recognition of prior learning.

UNIQUE STUDENT IDENTIFIER

All learners enrolling in a qualification with Connect 'n' Grow® will be required to supply a Unique Student Identifier (USI). A USI account contains all your nationally recognised training records and results from 1 January 2015 onwards.

To create a USI account, you will need to go to the USI website [here](#).

FUNDED PROGRAM (QUEENSLAND ONLY)

Vocational Education and Training in Schools Program (VETiS), Funded by Queensland Government (Queensland Schools Only)

Government funding can be made available through the Vocational Education & Training in Schools Initiative. Under the Skills Assure Supplier (SAS) system, students can select to use their VETiS funding for one qualification with the SAS of their choice.

Vocational Education & Training in Schools (VETiS) funded by the VET investment budget is fee-free for students. The VET investment budget will only fund one employment stream qualification. This means if a student has previously enrolled in Vocational Education & Training in Schools funded qualification prior to enrolling in a Connect 'n' Grow® Vocational Education & Training in Schools funded qualification, then this student would only be able to enrol as a 'fee for service' student.

FEES AND CHARGES

VET in Schools – VETiS (Queensland ONLY):

Connect'n'Grow is approved as a Skills Assure Supplier (SAS) to deliver training under the Vocational Education and Training in Schools (VETiS) Initiative, funded by the Queensland Government.

Students may choose to use their funding to complete one of these two qualifications:

- HLT23221 Certificate II in Health Services Assistance
- CHC22015 Certificate II in Community Services

Please note: Students choosing to complete a VETiS qualification may still be eligible to access further Queensland Government subsidised post-school training.

To be eligible to access our VETiS-funded qualifications, the student must:

- be currently enrolled in a secondary school (Year 10, 11 and 12), and
- have **not** previously utilised their entitlement by **completing** another VETiS-funded qualification; and
- permanently reside in Queensland; and
- be an Australian citizen, Australian permanent resident (includes humanitarian entrant), temporary resident with the necessary visa and work permits on the pathway to permanent residence, or a New Zealand citizen.

Each student has the option to choose to access their VETiS funding for one of these qualifications or to rather choose to pay a Fee for Service price. Please contact your school VET Coordinator to confirm your Fee for Service price.

VET for School Students (VSS) (South Australia ONLY)

Connect'n'Grow is approved provider for delivering subsidised training in South Australia.

The qualifications that Connect 'n' Grow offer and deliver in South Australia are:

- CHC22015 Certificate II in Community Services
- HLT33115 Certificate III in Health Services Assistance

To be eligible for access to a subsidised training place in an approved course, a school student must meet the following criteria. They must be:

- An Australian citizen or New Zealand citizen or,
- A permanent Australian resident or,
- An eligible visa holder
- Reside in South Australia

AND ARE:

- Enrolled in Year 10, 11 or 12 and employed in a Training Contract that combines VET and school-based curriculum including SACE

OR ARE:

- Enrolled in Year 11, 12 or 13 and are 16 years of age or turning 16 years of age in the current year of that enrolment, and
- Are undertaking SACE or equivalent and,
- Have completed a preparatory VET pathway

User Choice (Queensland Only):

Connect 'n' Grow® is a Skills Assure Supplier for the User Choice Program funded by the

Queensland Government. The User Choice Program provides a funding contribution towards the cost of training and assessment for eligible Queensland apprentices and trainees.

In accordance with the Queensland Government – [User Choice 2021-2024 Policy](#), as a Skills Assure Supplier, Connect 'n' Grow® is required to charge students a co-contribution fee.

However, co-contribution fees are not charged when:

- The student is a school-based trainee.
- The fee would cause extreme financial hardship.
- A Credit Transfer is awarded for a unit.
- The student is undertaking a qualification as part of the Skilling Queenslanders for Work –Work Skills Traineeship Program.

A reduced Student Contribution Fee of 40% of the normal contribution fee is charged if a student:

- Is under 17 years of age at the end of February in the year in which the SAS provides training, and the student is not at school and has not completed year 12.
- Holds a Health Care Card or Pensioner Concession Card issued under Commonwealth law, or
is the partner of a dependant of a person who holds a Health Care Card or Pensioner Concession Card.
- Is an Aboriginal or Torres Strait Islander person.

A co-contribution fee otherwise applies to all traineeships in Queensland. The fees vary based on the traineeship and currently is calculated at \$1.60 per nominal hour. The total will be calculated and quoted at enrolment.

Fee for Service

Fees and charges associated with post-secondary student participation in a Connect 'n' Grow® qualification or course.

Fees and charges are paid upfront at the point of enrolment with the exception of full Fee For Service students where the cost of their course is greater than \$1,500.

In these instances, 50% of course fees are payable upon enrolment into the program, with the balance of the course cost payable at the 50% completion point of their qualification.

For example, if a student enrolled in a 52-week program where the full Fee For Service cost is \$2,950 the student would be invoiced \$1,475 payable prior to enrolment. The balance of the course cost would be payable in week 27 of their training.

Fees (or Co-Contributions) are set by Connect 'n' Grow® and are payable on all courses prior to commencement.

Full information on our Fees & Charges can be found on our website [here](#).

REFUNDS

We have a Refund Information document available on our website.

Refunds are available upon request by completing a refund application form available on our website and emailing it to admin@connectngrow.edu.au for processing. This form must be lodged to Connect 'n' Grow® within the time frames relevant to the refund request as outlined in the Refund Information document.

The Refund Form will allow you to request to apply for a refund of fees in part or full.

Each refund request is looked at on an independent basis. A response will be issued to you within 10 business days and if successful a refund will be made as per the refund policy.

VET in Schools:

All fees related to Connect 'n' Grow® Programs delivered in secondary schools are invoiced directly to the school. Therefore, any related refund requests would come from the partner school.

ACCESS AND EQUITY

Connect 'n' Grow® is committed to integrating Access and Equity principles within all the services provided. All staff recognise the rights of learners and provide information, advice and support that is consistent with our Code of Conduct.

This policy is aimed at ensuring that VET is responsive to the individual needs of clients whose age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment or remote location may present a barrier to access, participation and the achievement of suitable outcomes.

The policy is designed to remove barriers and to open up developmental opportunities for all students by creating a workplace and training environment that is free from discrimination, harassment, bigotry, prejudice, racism and offensive behaviour.

LEARNER SUPPORT

The Connect 'n' Grow® Language, Literacy and Numeracy (LLN) policy is used to assess and support students during their study with training and assessment materials and strategies that are easily understood and suitable to the level of the workplace skills being delivered.

Language, literacy and numeracy support is accessible to all students:

- **VET in Schools:** LLN support can be organised by the students' schools throughout the program. Each school has processes in place to identify and support students with LLN needs.

All assessment instruments and resources have been developed and adjusted to meet learner needs. Where it is determined that a student does have deficiencies with language, literacy or numeracy skills, Connect 'n' Grow® will make necessary reasonable adjustments. Basic skills in communication, literacy and numeracy include:

- Using digital technology to access online WHS resources, environmental legislation, codes and regulations.
- Preparing incident reports, hazard reports and risk assessment tables and other work forms.
- Interpreting work schedules and identifying strategies to respond to workplace problems.
- Documenting work diary records.
- Using basic strategies for work-related learning.
- Writing reports that include photos, charts and tables.
- Using numeracy skills to comprehend charts, plans and to conduct health assessments.

These have been included in the qualifications to compliment learning and strengthen core skills of reading, writing and numeracy.

Connect 'n' Grow® is committed to ensuring all trainers and assessors delivering Connect 'n' Grow® programs meet and maintain relevant qualifications to address LLN needs.

STUDENT SUPPORT STRATEGY

Connect 'n' Grow® is committed to ensuring all learning styles are accommodated and that where possible students with a particular learning disability are able to participate effectively.

Reasonable Adjustment is the term used to describe actions or changes, which may be reasonably required to enable student participation on the same basis as other students, ensuring that the student is not presented with artificial barriers to demonstrating achievement in the program of study. Reasonable adjustments may include the use of adaptive technology, educational support and alternative methods of assessment such as oral assessment. Specific strategies may include:

- Modifying or providing equipment.
- Adapting assessment methods while maintaining the integrity of the unit requirements.
- Adapting course delivery.
- Seeking advice from support organisations.

Each situation will be considered in its own circumstances and on its own merits. All evidence will be gathered within a culturally respectful learning environment. Whilst acceptance of the reasonable adjustment supports the student in their learning, it does not in any way guarantee successful completion of the qualification.

To make a request for reasonable adjustment, please ensure you meet with your Trainer so that an Individual Support Plan can be filled out and implemented.

If, upon being approached by a student, the contact person can easily and informally meet the request to the satisfaction of both parties, he/she will do so and the procedure will end. If not, the completed Individual Support Plan will be referred to the Head of Teaching, Learning & personal Development for review.

RECOGNITION OF PRIOR LEARNING

Recognition of Prior Learning (RPL) is an assessment process that assesses the individual's formal and informal learning to determine the extent to which that individual has achieved the required competency outcomes. RPL assessment methods include providing a portfolio of evidence, possibly including third party reports, and participating in an interview process. A practical demonstration may also be involved to determine currency and confirmation of skills.

RPL is available for each training program (qualifications and their associated units of competency). The required outcomes of each unit of competency provide the RPL benchmarks. Students may receive recognition for some or all of the competencies required for a training program. If you believe you may be eligible for RPL, please contact your Trainer.

The Program Deliverer advises and assists participants to prepare documentation to support their application for RPL. If there is sufficient evidence in the application and supporting documentation, no further assessment may be necessary. If further assessment is required, it may take any practical form consistent with the assessment criteria for the claimed competencies and the principles of validity, reliability, fairness and flexibility.

The form of assessment may be negotiated with the participant and may consist of an interview, observation, role play, quiz or other method. Assessment must be conducted by a qualified Assessor approved by Connect 'n' Grow®.

Successful candidates are notified promptly of the RPL outcome. The Assessor advises unsuccessful candidates of reasons for non-recognition and steps they can take, including gap training and appeal mechanisms.

CREDIT TRANSFER

Credit transfer is recognition of formal training for a unit of competency previously completed by a student, issued by another RTO. Evidence required includes a statement of attainment or test amur and transcript. It is also possible to access the students' USI transcript with their permission to obtain evidence of completed national recognised training.

To apply for a credit transfer, please complete a Credit Transfer Form which can be obtained from your Trainer.

ASSESSMENT INFORMATION & COMPETENCY BASED ASSESSMENT

Competency based assessment is a system for assessing a person's knowledge and skills. Assessment is based on actual skills and knowledge a person can demonstrate in the workplace or in other relevant contexts. This is different from some other assessment systems which only measure knowledge and not the application of that knowledge. Competency based assessment is also a system for providing portable qualifications and statements of attainment against nationally recognised competency standards. In a competency based assessment system, it is recognised that learning can come from a variety of sources, both on-the-job and off-the-job, formal and informal. Recognition is given for prior learning and for skills and knowledge which can already be shown.

You are supported by your Trainer to compile a portfolio of evidence through a variety of assessment methods including:

- Multiple choice questions
- Short written responses
- Simulations and scenarios
- Practical activities
- Observations
- Additional activities are provided at the end of each module.

Simulations and scenarios will be used when a full range of context and situations cannot be provided in the workplace. These are often supported by Third Party Observation forms.

Assessment is completed online, with practical assessments completed using printed templates and then submitted online to be assessed.

Additional activities are provided at the end of a Module which are not compulsory, however can assist with additional learning.

You will have access to PowerPoint presentations within the LMS. Additional electronic and print resources may be provided by your Trainer. Guest speakers may assist with your learning and opportunities may be arranged to visit a local health or community facility.

Individual learning styles and needs are accommodated including making reasonable adjustments to tasks to ensure equity in assessment for students with disabilities and ensuring culturally appropriate processes and techniques are used.

ACCESSING THE CONNECT 'N' GROW HUB LEARNING ENVIRONMENT

Your access to the CnG Hub learning environment can only be accessed using your registered email address (unique identifier) and your confidential personal password. It is your responsibility to ensure that your login details are kept safe and confidential (do not share with others) and that all activity and assessment work submitted is your own work.

COMPLAINTS & APPEALS

Connect 'n' Grow® is committed to providing fair complaints and appeals processes.

What is a complaint?

A complaint is generally negative feedback about services or staff, which has not been resolved. A complaint may be received by Connect 'n' Grow® at any time and does not need to be formally documented by the complainant in order to be acted upon. Complaints may be made by any person but are generally made by students. The Complaints Form is accessible from our [website](#).

What is an appeal?

An appeal is an application process by a student for reconsideration of an unfavourable decision or finding during training and/or assessment. Before lodging an appeal, students should make an informal approach or appointment to discuss the matter with their trainer. If you are not satisfied that the matter has been resolved, please complete an Assessment Appeals Form. This form is accessible from our [website](#).

Responsibility and Procedural Fairness

All complaints/appeals in the first instance will be directed to the Training and Quality Manager. Should a complaint be against the Training and Quality Manager, the complaint will be directed to the RTO's General Manager.

Connect 'n' Grow® will manage all complaints and appeals through a fair, unbiased, equitable and efficient process. The Complaints Policy and the Appeals Procedure are accessible from our [website](#), outlining and the steps and timelines of each processes.

Secure Storage of Records

All documentation relating to complaints or appeals will be electronically stored (scanned and saved where required) for audit purposes.

STUDENT MISCONDUCT

Student misconduct includes:

- Cheating or plagiarising material.
- Impairing others freedom to pursue their study.
- Conduct that brings Connect 'n' Grow® into disrepute or slander of Connect 'n' Grow®, participants or staff.
- Failure to comply with reasonable instruction or supervision.
- Conduct that places another at risk.
- Assault to any member of our staff or participants including verbal, physical or threatening comments or gestures.
- Discrimination, harassment, disorderly conduct, disruptive, abusive or anti-social behaviour.
- Stealing any property or equipment belonging to a student to Connect 'n' Grow®.
- Behaviour that breaches Privacy legislation.
- Criminal or antisocial behaviour.

Connect 'n' Grow® requires students to:

- Submit work that is their own, and considers that plagiarism, collusion and cheating constitute misconduct for which penalties may be applied; and comply with relevant State or Territory laws and legislation.

ISSUANCE OF QUALIFICATIONS

By the end of your training program, Connect 'n' Grow® will have been provided with all assessment records and outcomes relating to your achievement. This information will then be reviewed by Connect 'n' Grow® who will issue a qualification or Statement of Attainment. Connect 'n' Grow® will verify that code, course or qualification descriptions and other information is correct for issuing.

A full Qualification Certificate is issued when a student has achieved competency in all units which satisfy the qualification. A Statement of Attainment is issued if a student completes all units in the skillset they are enrolled in or does not fully complete the qualification.

Statements of Attainment will be issued within 14 days of notification of cancellation. This period shall also apply for statement requests. Qualifications will be issued within 21 days from date of completion. It is noted that these timeframes are maximums and every effort shall be taken to issue certification and statements in the shortest possible time frame.

Connect 'n' Grow®, as an RTO, will collect information on learner enrolments and results. The final assessment outcome for each unit of competency will be retained by Connect 'n' Grow® for a period of 30 years. Where required, we will forward this information to the relevant state/national body for use in national data collection processes as well as to bank learner results for secondary students undertaking their Queensland Certificate of Education.

DISCRIMINATION & HARASSMENT

At Connect 'n' Grow® we are committed to ensuring that the training and assessment environment and workplace are free from discrimination and harassment. Connect 'n' Grow® views all discrimination and harassment, in whatever form, as unacceptable and wrongful. All staff, student, contractors and clients are made aware that discrimination will not be tolerated under any circumstances. In the event that discrimination and harassment is found to have occurred disciplinary action will be taken against any person who breaches this policy. Suspected criminal behaviour will be reported to police authorities immediately.

By implementing this policy, we strive to ensure a work environment that:

- Is free from discrimination, bullying and sexual harassment.
- Has recruitment and selection decisions based on merit and not affected by irrelevant personal characteristics.
- Allows people the right to raise issues or to make an enquiry or complaint in a reasonable and respectful manner without being victimised.
- Allows reasonable flexibility in working arrangements, especially where needed to accommodate their family responsibilities, disability, religious beliefs or culture.

Who Can Make A Complaint? When?

Any person who is, or has been, a staff member or student may submit a complaint at any time in relation to an incident of discrimination and/or harassment. This time lapse may be extended at the discretion of the CEO. Please refer to the Connect 'n' Grow® Complaints and Appeals section of this Student Handbook.

Rights of Complainant and Respondent

These include:

- The right to be accompanied by a support person.
- The right to be informed of the nature and extent of the complaint.
- The right to respond to all relevant evidence.
- The right to have all contributing factors taken into account.

The right to be heard before any decision is made about the respondent and before any person's identity is known to anyone outside the complaint's procedure.

TRAINING/ASSESSMENT GUARANTEE

Connect 'n' Grow® provides a guarantee that all training and assessment will be provided once a student enrolls and commences in their nominated training program.

If Connect'n'Grow, or any party delivering training and assessment on its behalf, closes or ceases to be able to provide the training and assessment, resulting in default to deliver any part of the training product the learner is enrolled in, Connect'n'Grow will:

- Provide a Statement of Attainment for the units of competency successfully completed, and
- identify/arrange an alternative provider for the learner, and
- provide a refund for any fees collected relating to units not yet completed.

STUDENT ACCESS TO RECORDS

At Connect 'n' Grow® we acknowledge that learners need access to their records in order to monitor their progress. Connect 'n' Grow® will facilitate students' access to records on request and is committed to maintaining a transparent and equitable training environment. In addition, Connect 'n' Grow® is committed to maintaining a well-structured records retention system that supports the continuous improvement of our operations and provides a basis for compliance with legal and quality assurance requirements.

Requesting access

Students who are unable to access their online records directly will need to contact Connect 'n' Grow® to access them. An appointment will be scheduled for the student at the Connect 'n' Grow® office at the earliest and most convenient opportunity for both parties. Photo ID will be required and following identification, access will be provided to the student.

What records can be accessed?

If applicable, hard copy records from your student file which include administrative records and assessment evidence.

Activity data contained within the student management system, including details of awarded units of competency.

STUDENT and PUBLIC FEEDBACK

Connect 'n' Grow® is dedicated to ensuring its practices are constantly reviewed to ensure best possible outcomes. This approach to continuous improvement relies on input from students regarding their experiences whilst enrolled in their course. We welcome feedback via our [Public Feedback Form](#) at any time but will also specifically ask for the completion of a short survey at the end of each module and a learner engagement survey at the completion of the Program.

Version Control			
Version	Date	Author	Rational
5.0	4 December 2017	Nikki Bowes	New branding; Updated with Certificate III qualifications
6.0	31 January 2018	Nikki Bowes	Privacy clause updated
7.0	11 April 2019	Nikki Bowes	To include Skill Set and Cert III in Basic Health Care. Updated Privacy Policy to meet new requirements 1 July 2019.
8.0	12 December 2019	Matthew Sibley	General update and inclusion of Skill Sets/Short Course variances.
9.0		Lyn McKay	Reviewed
10.0	15 December 2021	Nikki Bowes	Legislation updated. Adult Program Attendance, Withdrawals and Cancellations added
11.00	1 June 2023	Vanessa Harris	Reviewed and changed to Schools Only sections so that QLD & SA students can be incorporated within the Version
12.00	5 September 2023	Vanessa Harris	Addition of Fees and Charges section changes.
13.00	14 September 2023	Vanessa Harris	Changes to Guarantee of Service information.
14.00	15 August 2024	Vanessa Harris	Update format to new branding.
15.00	2 October 2024	Carol Grant	Improved to include recommendations from internal auditor.
16.00	28 August 2025	Vanessa Harris Carol Grant Jacinta Wolens	Changes to Funding Requirements and New Training Organisations Standards updated, adding assessment submission requirements.



Connect 'n' Grow[®]

A WORLD WHERE HEALTH PATHWAYS HAPPEN THROUGH QUALITY EDUCATION

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Support

Connect 'n' Grow[®] has a friendly team of staff who are always there to assist you if you need anything, please contact them on:

1300 283 662

admin@connectngrow.edu.au