

RESPONSIBILITIES POLICY

Introduction

This Responsibilities Policy (the Policy) details Group 314's obligations to students, and student obligations to Group 314.

All parties need to be aware of these obligations, which become conditions of the enrolment contract and are expected to be adhered to throughout the training and assessment process.

Responsibilities - Group 314

Group 314, or any third-party providing training and assessment services on behalf of Group 314, is expected to be responsible for the following:

- Provide training and assessment services that comply with the Australian Consumer Guarantee. Services must be:
 - Provided with acceptable care, skill and technical knowledge.
 - Fit for purpose or give the results that the consumer and the business had agreed to.
 - Delivered within a reasonable time when there is no agreed end date.
- Provide quality training and assessment in accordance with the requirements of the *Standards for Registered Training Organisations (RTOs) 2015 V6* (RTO Standards) and relevant legislation.
- Provide reasonable adjustment to cater for the individual needs of students and to ensure enrolments, training and assessment are suitable for each individual student.
- Provide suitable educational and support services.
- Provide timely feedback to students.
- Issue Australian Quality Framework (AQF) certification documentation.
- Provide a safe and non-discriminatory training environment.
- Protect the privacy of personal information provided to Group 314 by students.
- Maintain student records for the required time periods (six months for training and assessment materials and 30 years for AQF certification documentation).
- Practice continuous improvement.

Responsibilities - Students

All students are expected to be responsible for the following:

Confidentiality

All training and assessment material provided to you is commercial in confidence. The intellectual property contained within these documents belongs to Group 314 and must not be shared, given or sold to any other person or entity.

Behaviour

- Treat all fellow students and trainers and/or assessors with respect regardless of gender, race, culture, sexuality, disability or age.
- Listen to and cooperate with fellow students and trainers and/or assessors.
- Always use appropriate language and behaviour.
- Obey all safety protocols and report any potential health or safety risk to the trainer and/or assessor.
- Where training is provided by a third party, comply with the third party requirements governing behaviour in addition to the responsibilities included in this policy.

Training and Assessment

- Inform Group 314 of any learning difficulties or special learning needs on enrolment.
- Engage in the training and assessment process.
- Read all materials provided by Group 314.
- Attend all scheduled training sessions. Arrive on time and unimpaired by drugs or alcohol.
- Wear appropriate attire for training sessions including personal protective equipment (PPE) if required (required PPE will be identified in the course entry requirements or will be provided for you).
- Liaise as required with trainers and assessors to complete the course. This includes responding to communications in any form from trainers and /or assessors.
- Complete assessment tasks to the highest standard possible.
- Provide evidence in accordance with the requirements of the Assessment Plan for each unit of competency.
- Do not commit academic misconduct¹. Group 314 expects all students to demonstrate high standards of honesty and integrity at all times and views academic misconduct very seriously. Academic misconduct committed by students is handled initially by the relevant trainer and/or assessor. If unable to be resolved, the matter is escalated to the Group 314 Chief Executive for resolution. Corrective action that may be imposed includes but is not limited to:
 - A fee for reassessment of the compromised competency.
 - Cancellation of the course.
 - Termination of enrolment with Group 314.
 - Reporting of the misconduct to the relevant authority.

Progression and Completion of Training

- Complete training and assessment at a reasonable rate and within the specified duration. Any student who is not progressing and who fails to respond to normal contacts, may have their enrolment suspended. Any student who is not progressing and who fails to respond to normal contacts for six months, will have their enrolment terminated.
- Advise Group 314 promptly of any change into circumstances that may impact the progression of training and assessment.

Evaluations

- Complete and return an Evaluation Survey on completion of each unit.
- Complete and return a Student Questionnaire at the completion of the course.
- Complete and return any other surveys, questionnaires and evaluations requested by Group 314.

Administration

- Act in accordance with Group 314 policy and procedures.
- Advise Group 314 promptly of any change in contact details such as address, phone numbers, email address.

Breach of Responsibilities

If Group 314 breaches its' responsibilities, students may make a complaint in accordance with the Group 314 Complaints and Appeals Policy. Group 314 will make all reasonable effort to rectify the breach as soon as practicable.

If a student breaches their responsibilities, Group 314 will discuss this with the student in the first instance and seek resolution. If resolution cannot be achieved, corrective action will be taken at the discretion of Group 314. At worst case, this would result in the cancellation of the enrolment without refund, or in the case of academic misconduct, reporting of the misconduct to the relevant authority.

¹ Academic misconduct is any action or attempted action that may create an unfair academic advantage for oneself or an unfair academic advantage or disadvantage to another student. This includes a wide variety of behaviours including but not limited to:

- a. Cheating - fraud, deceit or dishonesty in an academic exam or assignment such as:
 - (i) Copying the work of others.
 - (ii) Communicating answers with another person during an exam
 - (iii) Using hidden and unauthorised information during an exam.
 - (iv) Allowing another person to do an exam or assignment (in full or in part) for you, or doing the same for another student.
 - (v) Collaborating with another person on an exam or assignment without prior approval of the trainer and/or assessor.
- b. Plagiarism – use of intellectual material produced by another person without acknowledging its source such as:
 - (i) Copying text from works of others for inclusion in works of your own.
 - (ii) Adopting views or opinions of others as your own.
- c. Fabrication – fraud, deception and untruthfulness such as:
 - (i) Providing false or misleading information.
 - (ii) Altering certificates or transcripts and presenting them as legitimate.
 - (iii) Impersonation or failing to identify yourself honestly.
 - (iv) Forgery of signatures on any documentation.

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- d. Theft or damage of intellectual property such as:
 - (i) Selling, distributing, website posting, or training and assessment materials or other information provided by an instructor, or using them for any commercial purpose without the express permission of Group 314.
 - (ii) Improper access to or electronically interfering with the property of another person or Group 314 via computer or other means.
 - e. Disturbance
 - (i) Causing disruption to courses to the detriment of others.
 - (ii) Failing to comply with instructions from the trainer and/or assessor.
 - f. Bribery - the offering, giving, soliciting, or receiving of any item of value as a means of influencing the actions of a trainer and/or assessor in your academic favour.

(Definition Source: Berkley University of California <https://sa.berkeley.edu/conduct/integrity/definition> 2/2/19)