Welcome

Thank you for choosing Conwal Institute for your online learning journey!

The team at Conwal is a united and focused group of talented and passionate individuals, each of whom has demonstrated gifts in their respective speciality areas. Conwal Institutes team are committed to Innovation, Excellence and compliance in all that we do.

The E-content Development Team, brings varying individual skills and strengths that contribute to a high and ever increasing team capacity in this area.

The Training Team is devoted to Excellence in Education, focusing on individual tailored service to maximise student progress, course completions and employment outcomes.

The Business Development and Sales Team operate nationally, actively listen to customer needs then strive to consistently meet and exceed expectations.

The Management and Directors lead with passion, positivity, encouragement and support across all aspects of business operations.

Welcome again and we hope your learning experience will be a great one.

Regards

The Team @ Conwal Institute
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Conwal & Associates Pty Ltd- Contact Information

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Website: www.conwalinstitute.edu.au
Postal Address: PO Box 630, Fortitude Valley, QLD, 4006
Office Hours: Monday – Thursday 08:30am – 05:00pm (EST)
            Friday 09:00am – 04:00pm (EST)

About Conwal & Associates Pty Ltd

Congratulations and Welcome to Conwal & Associates Pty Ltd!

Conwal & Associates Pty Ltd is a Registered Training Organisation, (RTO) code 31190 trading as Conwal Institute is one of the leading providers of online education.

Our qualifications are nationally recognised throughout Australia, and our delivery complies with the Standards for Registered Training Organisations (RTO’s) 2015.

Conwal Institute focuses on providing quality online education to students, across Australia, at a time that is convenient for the student.

Our Administration centre is located in Brisbane, Qld Australia.

All qualifications are reviewed and updated regularly to meet the growing demands of today’s rapidly changing world of education.

Our qualifications aim to provide a high quality and cost effective alternative in post-secondary education for anyone who is mostly concerned with developing knowledge and skills.
**Conwal Institute obligations**

Conwal Institute, has developed and maintains a commitment to high standards and employs policies and management practices, which maintain professional standards in the marketing and delivery of vocational education, and training services and which safeguard the interests and welfare of its clients and staff.

Conwal Institute maintains a learning environment that is conducive to the success of our clients/students and has the capacity to deliver the qualification/s on our scope of registration. We will ensure that the methods and materials used in the provision of training are appropriate to the outcomes to be achieved.

Conwal Institute will maintain an administration learning management system for recording and archiving student enrolments, attendance, completion, assessment outcomes, recognition of current competency, appeals, qualifications and statements of attainment and certificates issued.

Conwal Institute will ensure that training and assessment occur in accordance with the requirements of the training package and the Standards for Registered Training Organisations 2015.

Conwal Institute will ensure that all personal training records of clients and staff are treated confidentially.

**Access and Equity**

All Conwal Institute staff are responsible for ensuring that access and equity is applied to all students.

Access to Conwal Institute training qualification is open to *all persons* provided that they meet the pre-requisites set down for the particular qualification they wish to enrol in. As these pre-requisites may vary, they are detailed in the qualification information applicable to the relevant qualification.

The pre-requisites may refer to matters such as:

- Minimum age – where Government legislation sets a minimum age for licensing purposes as it applies to the type of employment relevant to the qualification.
- An absence of criminal convictions or other legal impediments within a defined period – as may be determined by Government legislation.
- Possessing minimum training qualifications - as may be determined by Government legislation or regulation.
- Possession of basic literacy/numeracy skills.

Conwal Institute has many strategies in place to ensure that we provide an accessible and equitable service to our students including those who live in remote areas.
Antidiscrimination

Conwal Institute and staff will not discriminate against applicants. Conwal Institute supports a diverse workforce and shall adopt non-discriminatory principles and practices, which affords access and equity to programs and activities offered to prospective students, enrolled students and former students.

Conwal Institute staff shall promote the principles that access and equity means ensuring that everyone has the opportunity to successfully gain skills, knowledge and experience through education and training.

Disability

Conwal Institute encourages disabled students to participate in online learning. Where possible, Conwal Institute will adapt learning resources to meet the needs of disabled students.

Conwal Institute staff will:

- Be flexible in qualification delivery and assessment

- Address the needs of all learners including
  - Cultural issues
  - Gender issues
  - Literacy and numeracy needs
  - Levels of ability/disability
  - Adult learning styles

- Implement systems and procedures to support different learner requirements

Staff must ensure that competency standards are met.

Notwithstanding the above, Conwal Institute reserves the right to enrol, teach, or terminate students according to the Policies and Procedures governing the organisation.

It is the responsibility of the RTO Manager to administer this policy.
Important Information about Your Enrolment

Here are a few helpful tips to guide you through your studies:

- **When can I study?** 24/7. You will receive your log in details as soon as you enrol so you have the flexibility to study when, where and how often it suits you.

- **How long is my enrolment?** All learning is by self-paced delivery. This means that you can study when you want for as many hours as you want! Access to most nationally recognised qualifications depends on the level of the qualification and remains valid for a minimum of 24 months. Please visit our website for specific course access periods [www.conwalinstitute.edu.au](http://www.conwalinstitute.edu.au)

- **When does my enrolment commence?** Enrolment commences once you enrol online with Conwal Institute. All qualification durations are very generous, however if you do not complete your qualification within the specified enrolment period, you can request an extension or be issued with a statement of attainment for any units you have fully completed.

**Student Identifier Scheme - USI**

Upon enrolment all students are requested to provide their Student Identifier Number (USI). Students must provide their USI within 30 days.

Students can create their own USI on the following link: [http://www.usi.gov.au/create-your-USI/Pages/default.aspx](http://www.usi.gov.au/create-your-USI/Pages/default.aspx)

Students can request an exemption from holding a USI. If this is the case the student must complete an exemption form which is available on the following link: [https://www.usi.gov.au/training-organisations/training-organisation-requirements/exemptions-individuals/how-apply](https://www.usi.gov.au/training-organisations/training-organisation-requirements/exemptions-individuals/how-apply)

The completed USI Statutory Declaration is returned to:
Student Identifiers Registrar
C/- Department of Education and Training
GPO Box 9880
Canberra ACT 2601

Conwal Institute can assist students to obtain a USI and will seek permission to apply for a USI on their behalf. Where a student gives consent for Conwal Institute to create a USI on their behalf Conwal Institute emails confirmation to the student with a copy of the Privacy Policy. In order to apply on your behalf for a USI identification documents are required. Conwal Institute uses documents supplied in the enrolment process and additional documents that are not required for student enrolment will be destroyed in accordance with the Terms and Conditions set out by the Student Identifiers Act 2014. No identifying data will be retained for USI creation. USI numbers are stored on our Learning Management System, and only accessible by authorised personnel. All software is backed and full anti-virus, anti-spyware and anti-spam filters are in place, this is done on a daily basis by dedicated IT personnel.
No certificates or statements of attainment will be issued unless receipt of USI is on file (unless exemption applies). Certificates and statements of attainment do not record your USI numbers.

Where an exemption from the USI applies, please note that the results of the training will not appear on the authenticated VET transcript accessed through the student’s USI account. If the student later wants a USI the training completed under exemption cannot be added to their USI account retrospectively.

Rules for Students – CODE OF CONDUCT

A student is defined as a person who is officially enrolled in a qualification offered by Conwal Institute.

Standards

A student must:

- Maintain a high standard of behaviour at all times whilst communicating with staff and other students via the online environment.
- Observe all rules and procedures relating to privacy of others, security and the care of Conwal Institute learning resources.

Misconduct

Misconduct by a student is any behaviour which:

- Disrupts the learning of other students
- Prevents staff members from performing their duties
- Interferes with the conduct of Conwal Institute operations
- Interrupts student study forums

Privacy

- The National Centre for Vocational Education Research (NCVER) collects information for general student administration as well as for planning, communication, research, evaluation and marketing activities under-taken by the Centre. Only authorised departmental officers have access to this information.
- Your personal information may be disclosed to Commonwealth and State Government Agencies. If you are under the age of 18 years, your personal information, attendance details and results may be disclosed to your parent/guardian.
- No further access to your enrolment information will be provided to any other organisations or persons without your consent or, unless authorised or required by law, in accordance with Conwal Institute Privacy Policy, available on our website.

Student file access
• Upon request, students can view and have access to their student file/s, results and assessment overviews. Relevant documentation pertaining to the request will be supplied to the student. All original documents are required to remain with Conwal Institute unless otherwise authorised by a delegate for Conwal Institute.

• In addition, students may access their study progress from the online learning management system by selecting specific reports that are available to them.

• Conwal Institute will take every step to ensure the privacy and protection of the training records and student files. Federal & State government bodies may require, on occasion, access to the file.

• An authorisation form must be completed by the student prior to any disclosure of information to a third party.

**Academic Integrity**

Conwal Institute is committed to providing quality learning and educational outcomes for our students. Quality education includes evidence of students developing their research and writing skills, and submitting their own work. Academic dishonesty includes, but is not limited to the following: giving or receiving assistance completing assessment questions and assignments: plagiarizing papers, assignments, book reviews: removing and/or copying test questions from online files. Any student found participating in such activities will be deemed Not Competent (for nationally recognised qualifications) and will be removed from the qualification of study.

**What is plagiarism?**

The Oxford English dictionary defines the act of plagiarism as:

“A practice of taking someone else’s work or ideas and passing them of as one’s own”

Plagiarism means copying someone else’s ideas, words or answers and presenting them as your own work without proper acknowledgement of the original source (either electronic or hard copy)

This includes:

• direct copying and or paraphrasing another person’s work

• using facts, data, information and ideas from another person’s work including websites

• submitting another person’s assignment as your own or assisting another person to commit plagiarism.

Examples of ways students can plagiarise work:

• Submitting an assignment that they did not write

• Copying words, ideas or chunks of text from someone else’s work (electronic or hard copy) without proper acknowledgment of the original source of information.
• Failing to put a quote in quotation marks for direct quotes (word for word) from articles, learning guides, additional resources and websites.

• Changing words around in a sentence without proper acknowledgment of the original source of information.

• To achieve quality learning outcomes it is important that you develop your research, analytical and evaluative skills so that you can present your findings in an ethical manner.

Consequences for acts of plagiarism by students.

Any work that is suspected of being plagiarised, may be scanned through the use of plagiarism software by a representative of Conwal Institute. A trainer may refuse to mark the work and the student maybe asked to resubmit their own original assessment item. Further breaches will be referred to the RTO Manager.

Netiquette

Netiquette (Network Etiquette) is cyberspeak for etiquette on-line and in e-mail: manners, civility, and shared rules. The rules of netiquette apply to everyone who uses the internet or any kind of network to communicate with another person. Here are some very simple rules to follow that will help you to converse more smoothly with your fellow computer users.

Treat other people in cyberspace the way you would like to be treated. Remember that without facial expressions some comments may be taken the wrong way. Review discussion threads before you enter the discussion. Be careful to write only relevant comments.

• Maintain threads by using the “Reply” button rather than starting a new topic.

• Limit abbreviations: Try to limit the amount of abbreviations that you use, such as "u" for "you" and "ne1" for "anyone". This will help make sure everyone understands the message.

• Do not assume in your writing that the other person will immediately know what you are talking about. Assume that they do not and give a little background information.

• Respect other people’s privacy.

• Writing something in all CAPS is equivalent to yelling at somebody. Try to avoid this.

• An emoticon is a text representation of an emotion. For example, :) is equivalent to a smile. Do not overuse emoticons, but they can be useful to avoid having a statement be misinterpreted.

• Do not make insulting or inflammatory comments to other members in a discussion. Be respectful of all ideas.

• Do not leave the subject field of an e-mail blank. Your e-mail provider may send it to BULK, or JUNK instead of the inbox of the receiver, or your anti-virus software may think that it is a virus of some kind. A subject also allows the receiver to tell what the email is about at a glance.
• NEVER give out personal information of any kind via email, chat, or instant message. Phishing refers to the tactic used by criminals in which they will send a legitimate sounding email to your address and ask for information to verify an account. A reputable company, such as a bank, will not ask for usernames, account numbers or passwords through e-mail.

Source: http://en.wikipedia.org/wiki/Netiquette
Student Obligations

- Ensure all information provided to Conwal Institute is accurate
- Be responsible in an online learning environment. Online courses require self-discipline and independence with regards to studying
- Adhere to Conwal Institute policies and procedures
- Participate in chosen course of study
- Be conversant with the use of associated technology to undertake the online course of study
- Update trainer/student services support staff with personal details such as, moving house and contact telephone numbers
- Ensure all study materials and resources necessary are accessed and saved as appropriate
- Be familiar with expected time responses to questions or feedback in the online learning environment as Trainers schedules and access to student emails differ amongst qualifications and study requirements
- Advise Conwal Institute of any difficulties or problems encountered with their studies, another student or Conwal Institute staff member
- Must **NOT** submit or claim work as their own that has been completed by another person
- Make a copy of all assessment work submitted
- Supply us with your Unique Student Identifier (USI) - [http://www.usi.gov.au/create-your-USI/Pages/default.aspx](http://www.usi.gov.au/create-your-USI/Pages/default.aspx)

Course Transfer

Please contact Student Support Services for further information.

Extension of Enrolment

Please contact Student Support Services for further information.
### Deferral of Enrolment

You may defer enrolment in your qualification for up to 6 months. You will need to complete a deferral request form, found under the “my account” tab on your LMS.

During the deferral period, students will not have qualification access, any remaining census dates will be adjusted accordingly. Please contact Student Support Services for further information.

### Withdrawal from Enrolment

Students who wish to withdraw from a Qualification or Unit of Study, are able to at any time by following the steps outlined in the Withdrawal Policy available from Conwal Institute website.

For information regarding refunds, should you withdraw please refer to our Refunds Policy available from Conwal Institute website.

### Administrative Withdrawal and Deferral

Please see our administrative withdrawal and deferral policy on our website [www.conwalinstitute.edu.au](http://www.conwalinstitute.edu.au) under the policies and procedures.

### Complaints and Appeals

Please see our complaints policy on our website [www.conwalinstitute.edu.au](http://www.conwalinstitute.edu.au) under the policies and procedures.

### Our trainers

Conwal Institute is committed to a high standard of training through quality trainers.

We will ensure that all teaching staff have:

- Demonstrated competencies to the level of those units being delivered.
- Demonstrated achievement of at least Certificate IV Training and Assessment Competency Standards or recognised equivalent.
- Industry experience that is current and relevant to the particular course or unit(s) that they are involved in delivering.
Training staff will keep current with industry developments through release to industry and participation in industry training programs. Enhancement of their training and assessment skills will occur through participation on an ongoing basis in training.

**Flexible delivery and assessments**

Conwal Institute provides a range of delivery and assessment methods via the online learning environment. This includes interactive resources, videos and online workbooks. Conwal Institute will endeavour to ensure the training and assessment methods meet the needs of our students.

Completing learning activities and submitting assessments online is easy! Simply click the button!

Students studying nationally recognised qualifications with Conwal Institute will be advised of the assessment requirements on commencement of the qualification of study. All assessments must be completed by due dates to be eligible for a qualification.

Students will enrol in the training program online and will immediately receive a student number to gain access to the Learning Management System, technical information and interactive learning resources, relevant study forums and assessments.

Students will view an orientation that shows them how to study and complete the qualification. Students are guided through the online learning environment with text and accompanying example images. Additionally, they receive telephone support and assistance with their studies and technical information.

A variety of assessments will be used during the qualification to determine students learning such as:

- Online quizzes that are automatically scored
- Course projects/assignments completed
- Participation in discussion forums with other students and training staff

Assessment activities are contextualised for the qualification of study being undertaken and are designed to cover all facets of the unit/qualification requirements and include components of workplace demonstration and performance where applicable.

Students are given attempts for the submission of each assessment. If a student is deemed not competent after the third attempt on an assessment, the student is to contact Conwal Institute and their trainer so that the student can be directed back to the learning content prior to re attempting assessment.

Students are encouraged to contact their trainer when unsure of the content prior to submitting an assessment piece.
Other Study Methods

For further information, refer to the specific qualification information on our website: www.conwalinstitute.edu.au.

Vocational Placement

As part of your course you may be required to undertake practical placement, this is listed on each of the qualification pages on our website www.conwalinstitute.edu.au or you may wish to contact us.

Conwal Institute can assist you where possible to find a suitable work placement.

If you wish to carry out your placement in a family or children based service you may require a “working with children suitability check”.

Expected behaviour on vocational placement

Disciplinary procedure

Students are expected to display a high level of personal responsibility for their learning process and for their interaction with other students and staff members, as well as the children in their care. Anyone displaying inappropriate or dangerous behaviour, (e.g. disruptive placement behaviour, refusal to follow workplace health and safety (WH&S) procedures, absence from practical placement or plagiarism) will be required to undertake a disciplinary discussion to determine the necessary changes needed. The student and trainer will negotiate an agreed plan of action and time frame for reviewing the necessary behaviour changes. If the agreed changes are not implemented, the student may be dismissed from the course without fees refunded.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning is the process that recognises a student’s current skills and experience regardless of where and when the learning occurred. Students can base their application on any combination of formal or informal training and education, work experience or general life experience.

In order to grant recognition of prior learning the assessor must be confident that the candidate is currently competent against the endorsed industry or enterprise competency standards or outcomes specified in Australian Qualification Framework (AQF) accredited courses.

Persons who have completed appropriate training or who, through prior learning and experience have gained the required skills/competencies stipulated for the unit/s of the qualification, may be granted RPL upon substantiation of that claim.

To apply for Recognition of Prior Learning students will need to read the RPL information handbook and complete the RPL form and attach their supporting evidence. Unsuccessful applicants have a right to formally appeal the RPL assessment, through the appeals process.
National recognition – Credit Transfer

National recognition is the process that recognises qualifications or Statements of Attainment issued by another Registered Training Organisation that are the same as the competencies in the qualification the student is enrolled in.

To receive credit for previous study, students need to be enrolled in the qualification and provide certified copies of their qualifications, Statement of Attainment or Statement of Results to Conwal Institute. Students cannot receive credit for their whole program of study; at least one competency must be achieved through normal enrolment or Recognition of Prior Learning.

Conwal Institute students can earn credit towards qualifications such as Certificates, Diplomas, and Advanced Diplomas by completing units of competence online. Additionally, students can achieve credits towards Degree qualifications with Flinders University.

Students need to complete an ‘Application for Credit Transfer’ form to apply for credit transfer.

Unsuccessful applicants have the right to formally appeal the result through the appeals process.

Because of the requirement for skills to be current, as a general rule, credit transfer may not be granted for competency results, which were obtained more than five years earlier, irrespective of perceived equivalency.

Student Feedback

The student survey information is gathered through a variety of sources including our Learning Management System, surveys and testimonials. Reports, analysis and review of feedback are to be made yearly. Continuous Improvement will occur as part of our systematic monitoring process.

However, for immediate feedback, students are encouraged to contact Conwal Institute.

Certificates & Statements of Attainment

Conwal Institute will issue AQF certification documentation to students as per the Standards of RTO’s 2015, who satisfactorily achieve the competency requirements of the qualification listed on the Scope of Registration.

The Certificate for qualifications will include Conwal Institute’s name, the name of the person receiving the certificate, the qualification name, title and code of the qualification, the credential number, the date issued and the signature of the person authorised to issue and a list of units of competency completed.

Where a student only completes one or more units and not the complete qualification, a Statement of Attainment will be issued for the unit/s successfully completed.

Certificates and statements of attainment will be issued following the completion of the qualification or at withdrawal for the units of competency, as well as receipt of your Unique Student Identifier (USI) has been received. On completion of these factors certificates and statements of attainment will be issued within 30 days.
Student results will be recorded in the Learning Management System (LMS), and on the relevant e-file. When a student has completed their nominated qualification, and a credential has been issued, then the student’s confidential e-file is archived.

**Student Support Services**

Conwal Institute has sound management practices to ensure a quality service for our students. One of our standards ensures the timely issue of certificates and/or statement of attainments. Other standards include RPL policies, refund policy, complaints and appeals policy, access and equity and student guidance policy. Our student and qualification information is available to all applicants prior to enrolment in a qualification of study.

Conwal Institute has the following support or counselling services available to students.

**Online support**

Online support is offered to students via their LMS on the “Support Tab”.

Also available is:

- Access to online toolbox (for relevant area of study)
- Email facility
- Qualification forums for nationally recognised qualification
- Technical support
- Trainer support
- Phone support
- Live chat – tutor support

**Disability Support**

Once the student completes the enrolment survey and where they have identified they have a disability or specific learning needs this will be flagged with student support who will contact the student to discuss their qualification requirements and specific need. This will ensure that preparation for the student is undertaken prior to commencement.

Students who require special arrangements such as alternative assessment formats and special examination arrangements because of the effects of their disability should discuss the matter with the student support prior to enrolling on a course of study.
Counselling Services

Conwal Institute can assist you with names of counselling services in exploring career and training pathways. Whether a student needs qualification and career guidance, personal counselling, or just someone to talk to in a confidential setting, please contact student support who will assist you in contacting a service.

Indigenous student support

Indigenous student support is available to manage issues such as Abstudy, career counselling, welfare, and managing study programs for Indigenous students. Conwal Institute are happy to refer students requiring such assistance to The Healing Centre [www.atsichsbrisbane.org.au/healing-centre](http://www.atsichsbrisbane.org.au/healing-centre) for specialised counselling and/or support.

Legislative requirements

Conwal Institute adheres to all legislation requirements for Australian, state and territory laws that governs Vocational Education and Training. We also meet all legislation requirements for Federal, State and Territories:

Commonwealth

- National Vocational Education and Training Regulator Act 2011
- Standards for Registered Training Organisations (RTOs) 2015
- Australian Qualifications Framework (AQF)
- Copyright Act 1968 (2016)
- Disability Services Act 1986
- Australian Consumer Law (ACL) 2011
- Privacy Act 1988
- Higher Education Support Act 2003
- Australian Human Rights and Commission Act 1986
- Fair Work Act 2009

State

- Education (Work Experience) Act 1996 (Qld)
- Work Health and Safety Act 2011 (ACT) (NSW) (QLD)
- Work Health and Safety (National Uniform Legislation) Act 2011 (NT)
- Work Health and Safety Act 2012 (SA) (TAS)
- Occupational Health and Safety Act 2004 (VIC) 1984 (WA)
- Children and Young People Act 2008 (ACT)
- Children and Young Persons (Care and Protection) Act 1998 (NSW)
- Care and Protection of Children Act 2007 (NT)
- Child Protection Act 1999 (QLD) 1993 (SA)
- Children, young Persons and their Families Act 1997 (TAS)
- Children, Young and Families Act 2005 (VIC)
- Children and Community Services Act 2004 (WA)
Conwal Institute graduates achieve the positive learning outcomes and employment-related attributes shown above. Results of the most recent survey indicate a high percentage of students being offered employment as a result of their training and qualification outcomes.

To assist the student achieve their desired job outcome we developed our Job Squad division which offers a career consulting program FREE to all students enrolled in an nationally recognised qualification.

The Job Squad program takes students through the 5 steps to success:

**Step 1 – Career Planning**

During a one on one telephone meeting with a Career Coach, career goals are firmly identified from which we agree a personal coaching plan to ensure they become a confident, prepared expert in how to get the job of their dreams.

**Step 2 – Resume and Cover Letter**

The resume is one of the most important documents our students will ever write as it creates opportunity to attend interview and impress. Taking into account the desired job outcome, we review and edit the resume until it presents at professional industry standard.

**Step 3 – Interview Skills**

We teach our students all about the Do’s and Don’ts of interviews. Our interview coaching ensures our students gain the competitive edge, land a great job and improve their career and financial future for years to come.

**Step 4 – Online Image and Linkedin Profile**

Students enjoy our expert advice and pick up the tips and tricks of planning a successful job search. We teach why and how to manage their personal online brand.

**Step 5 – Introduction**

Interviews are arranged with employer partners. (where vacancies are identified)

Students can connect with Job Squad at any time during their studies however, the ideal time is considered to be immediately following enrolment.

Further details can be found on our website [www.conwalinstitute.edu.au](http://www.conwalinstitute.edu.au)