

# YOUR PARTICIPANT HANDBOOK

INFORMATION ON OUR POLICIES,  
PROCEDURES AND HOW WE SUPPORT YOU  
DOMESTIC STUDENTS

# CONTENTS

## PARTICIPANT HANDBOOK

### SECTION 1

#### About Momentum Education

Welcome	3
Who we are	3
How we can support your learning	4
How does it work?	4

### SECTION 2

#### Your Rights and Responsibilities

What you can expect	5
Participant selection	5
Protecting the rights of our consumers	6
Making a complaint or appeal	6
Confidentiality & Privacy of personal information	7
Unique Student Identifier	8
Work Health and Safety	8
Bullying, Harassment and Discrimination	9
Deferment and Withdrawal	9
Fees	10
Refunds	11
Ceasing Operations	12
What we expect from You	12

### SECTION 3

#### Recognising your previous studies and experience

Recognition of Prior Learning (RPL)	13
Credit Transfer	13

### SECTION 4

#### Assessment

Assessment	14
------------	----

### SECTION 5

#### Graduation

Providing Feedback	15
Keeping of your records	15
Issuing your qualification	16



## WELCOME

Congratulations and welcome to Momentum Education (Momentum).

We are excited that you are taking the first step towards gaining a nationally recognised qualification.

Investing to further your education is a big step. It is not just about selecting the right program or qualification – it is also important that you select the right training provider.

This Handbook has been developed to provide you with the information needed to fully consider all your choices and confidently make the decision that is right for you.

### CONTACT INFORMATION

P 1300 564 608  
E [support@momentum.edu.au](mailto:support@momentum.edu.au)  
W [momentum.edu.au](http://momentum.edu.au)

## SECTION ONE

## Momentum Education

### WHO WE ARE

We are an RTO or Registered Training Organisation who is registered with the [Australian Skills Quality Authority \(ASQA\)](#) to deliver nationally recognised qualifications. Our innovative programs are based on learning through experience. Whether it is a completely new approach to solving our customer's capability problems or simply upskilling or motivating the team, we think outside-the-box to develop highly practical and effective training solutions.

We are committed to ensuring that whilst our processes and systems are robust, your journey is highly facilitated and simple. It is important to us that you are able to make all your hard work count!



# Momentum Education

## HOW WE CAN SUPPORT YOUR LEARNING

Momentum is committed to assisting participants complete their qualification by providing them with the support required to meet their individual learning and assessment needs. We provide services related to study support, study skills and assessment support. As participants may need to link with organisations who have a specific area of expertise outside of standard training and assessment (e.g. development of foundation skills or counselling) we have developed referral partnerships with key organisations in each Australian state.

## HOW DOES IT WORK?

### ***Enrolment and screening***

Through the completion of an enrolment form and other routine screening activities, applicants with special needs and additional support requirements are identified and supported. Where applicable, our Program Coordinator will contact the person to discuss what services are available (internally or externally) and identify whether these services would meet their needs.

What will we discuss? This may vary but could include the use of available support services, assistive technology, equipment, resources and possible adjustments to learning and assessment. Where specialised support is needed and consent has been provided, we can refer participants to the relevant specialised service.

### ***Developing an individualised learning and assessment plan***

To ensure that we provide participants who may need additional support with a program that meets their needs, we develop a plan just for them. This plan is called an 'Individualised Learning and Assessment Plan'. The plan is developed by a Facilitator in partnership with the participant.

The plan outlines how training is to be delivered and any adjustments to the assessment process. As each plan is developed for a specific person it could focus on a range of different things. For example, how documents are printed or distributed the size of font used or the colour of paper used for printed documents.

The aim of the plan is to develop practical and well thought out strategies to help the person successfully complete their program. Whilst ideally the plan is developed prior to commencement it can be adjusted at any time. To ensure the plan works we obtain feedback throughout the program and adjust the strategy where required.



## Your Rights and Responsibilities

### WHAT YOU CAN EXPECT

As a Registered Training Organisation (RTO), we are legally required to comply with the Vocational Education and Training (VET) Quality Framework.

As an education provider, we are also required to comply with various Commonwealth and State Legislation and Regulations (e.g. National Vocational Education and Training Act 2011, Data Revision Requirements 2012, the Privacy Act 1988, Fit and Proper Person Requirements 2011, Consumer Protection Legislation, WHS legislation and the Student Identifiers Act 2014).

What does this mean? We are committed to complying with all legislative and regulatory requirements, by;

- Ensuring an objective participant selection and enrolment process
- Protecting your rights as a consumer
- Ensuring the privacy and confidentiality of your personal information
- Helping you choose the right qualification/subjects to meet your goals, needs and experience level
- Delivering high quality vocational education that meets the needs of participants, clients and industry
- Providing the support, you need to complete your program
- Providing you with a safe learning environment that is free from bullying, harassment and discrimination
- Providing all consumers with an objective and fair complaints and appeals process.

### PARTICIPANT SELECTION

Our enrolment and selection process are undertaken in a manner which is fair, transparent and non-discriminatory (regardless of religion, gender, disability, sexuality, sexual preference, culture or ethnic background).

General principles that underpin this process are as follows:

- We comply with consumer protection regulation/legislation and all federal and state discrimination acts.
- Accurate and ethical marketing and advertising strategies ensure participants are fully informed prior to application/enrolment (e.g. program eligibility, pre-requisite requirements and language, literacy and numeracy skill levels).
- In accordance with Australian Privacy Principles prospective participants are informed of how their information will be collected, used, disclosed and stored.
- Enrolments are screened to ensure eligibility requirements are met, special needs are identified and opportunities for recognition are provided.

Participant selection is based on:

- The prospective participant's application being fully completed including a USI.
- Program/course eligibility and pre-requisite requirements being met.
- Fees paid in accordance with our 'Fees and Refund Policy and Procedure'
- Consent and declarations being read, understood and signed.
- Where special needs or additional support requirements are identified an Individualised Learning and Assessment Plan is developed, implemented, monitored and evaluated throughout the term of the participant's enrolment.

For more information or to obtain a copy our 'Participant Selection and Enrolment Policy and Procedure' contact us at [support@momentum.edu.au](mailto:support@momentum.edu.au)



## Your Rights and Responsibilities

### PROTECTING THE RIGHTS OF OUR CONSUMERS

We are committed to ensuring that the rights of our consumers are maintained at all times. We do this by:

- Ethical and accurate advertising and marketing.
- Providing you with sufficient information to make an informed enrolment decision.
- Protecting any participant's fees paid in advance.
- Safeguarding consumer personal information through our 'Privacy Policy and Procedure'.

If you are wanting more information on how we protect the rights of our consumers, read our 'Consumer Protection Policy and Procedure' found on our website.

### MAKING A COMPLAINT OR APPEAL

We understand that from time to time some participants may wish to make a formal complaint about an aspect of service delivery or may choose to appeal an assessment decision or process that they feel is unfair. We welcome such feedback as it provides us with valuable information that can be used to improve the delivery of our service.

#### ***Lodging an Informal complaint***

You are encouraged to raise your complaint/appeal with the relevant person or speak to your Facilitator as soon as a grievance arises. Our Facilitators are experienced in resolving issues at an informal level and ensuring that our participants have a positive experience. All complaint/appeal information is managed in accordance with the organisation's 'Privacy Policy and Procedure'.

#### ***Lodging Formal complaint***

If the complaint/appeal remains unresolved you can escalate your complaint or appeal to us by writing an email or a letter outlining the type and the cause of your grievance. You can send correspondence to our Support team

Email: confidential@momentum.edu.au or Tel: 1300 564 608. To ensure the finalisation of results participants are asked to lodge an appeal within 7 days of the unfavourable assessment decision being made.

#### ***Acknowledgement of Complaint/ Appeal***

Within 3 working days of receiving a formal complaint/appeal, a Student Support representative will acknowledge in writing that they have received the complaint/appeal and will outline the next steps in the resolution process.

#### ***Investigation/moderation***

A comprehensive investigation that respects the rights and privacy of all involved, subsequently occurs. The principles of procedural fairness and natural justice are adopted at each stage of the complaint process.

In the case of an appeal your assessment task(s) is reviewed by a suitably qualified independent panel (moderation activity) to ensure that the principles of assessment and rules of evidence have been implemented. Recommendations from that activity inform the outcome of your appeal.

#### ***Continuous Improvement***

Where an investigation or moderation activity identifies opportunities for improvement these are actioned through the organisation's continuous improvement process.

#### ***Outcome Notification***

To ensure a fair and objective process the decision maker is always independent of the decision being reviewed.

Appellants have their result reviewed following the completion of a moderation activity. If the moderation activity concurs with the initial assessment decision the participant will be offered a reassessment opportunity however if the moderation activity disagrees with the initial outcome the participant's assessment result will be changed.

The complainant/appellant is notified in writing of the outcome of their complaint (outcome notification) within 10 days from the date the complaint was initially received.

Where we consider more than 60 calendar days are required to process and finalise the complaint/appeal we will inform the complainant/appellant in writing as to why this is required and will provide the complainant/appellant regular progress updates on the progress of this matters.



## Your Rights and Responsibilities

### **Independent Review**

If the complainant/appellant is dissatisfied with the outcome of their complaint/appeal they can ask for their case to be reviewed by an independent party. This review will occur within 14 working days of the date of outcome notification. In these instances, Momentum will organise for an independent party to review the complaint and where required mediate resolution. There will be no additional cost to the complainant for the review of the complaint/appeal by an independent party.

If after the independent review the complainant/appellant is still dissatisfied with the outcome of their complaint/appeal they can complain to either the Training Ombudsmen in their relevant state or the [Australian Skills Quality Authority](#).

If the cause of the complaint is around the collection, use, disclosure or storage of personal information the consumer can complain to the [Office of the Australian Information Commissioner](#).

### **Documentation and Record Keeping**

All complaints and appeals (informal and formal) are recorded in the organisation's Complaints and Appeals Register. The register and all other associated documentation are securely stored (electronically) for a period of 3 years.

### **Monitoring**

The Continuous Improvement Committee monitors the complaints and appeals process to ensure that required timeframes are met, opportunities for improvement are actioned and the process is fair, transparent and conducted in a way that protects the rights of its consumers.

The Chief Executive Officer and the Momentum Management Team are made aware of all complaints and appeals and the outcomes of those complaints/appeals.

For more information or to download a copy of our 'Complaints and Appeals Policy and Procedure' you are encouraged to visit our website.

## CONFIDENTIALITY AND PRIVACY OF PERSONAL INFORMATION

We are bound by a number of regulatory instruments relating to the collection, handling, storage and use of participant data. This includes, but is not limited to, course enrolments, course results, personal information and information required for administrative purposes. Registered Training Organisations (RTO) are required, by law, to collect personal participant data relating to enrolments and qualifications for the purposes of ensuring compliance with regulatory instruments, and for reporting to the National Vocational Education and Training Regulator.

All prospective and current consumer personal information is protected in accordance with the National Privacy Principles. The following principles are applied:

- We only collect personal information for the purposes of application/enrolment.
- Consumers are provided with information on the Unique Student Identifier and are required to sign a declaration/consent authorising Momentum to use/verify their USI for the purpose of their enrolment.
- Information is securely stored and only accessed by Staff for the purposes of the individual's enrolment.
- Consumers are provided with information on how their information will be collected, used and stored prior to enrolment.
- Participants complete a declaration stating that they consent to their personal information being collected and used by Momentum, governments and other agencies for the purpose of administration and research.
- Consumer's personal information is not disclosed to another party without the individual's written consent.
- Participants have a right to access and correct their personal information.

Feedback on our compliance with the 'Privacy Policy and Procedure' can be provided to our support team or by making a complaint. Attention: Support Team | Tel: 1300 564 608; or Email: [support@momomentum.edu.au](mailto:support@momomentum.edu.au)

For more information, see our 'Privacy Policy and Procedure' on our website or visit the [Office of the Australian Information Commissioner](#).



## Your Rights and Responsibilities

### UNIQUE STUDENT IDENTIFIER

Your Unique Student Identifier (USI) is a reference number which creates an online record of all qualifications or nationally recognised training that you have completed in Australia.

Your USI will give you access to an online USI account which is made up of ten numbers and letters. It will look something like this: 3AW88YH9U5.

Your USI will enable you to access your records and results achieved after 2015 online, anytime and anywhere.

All participants enrolling in a nationally recognised qualification or course must provide a copy of their USI as part of the enrolment process.

Getting a USI is free and easy and can be done in under 15 minutes.

You can apply directly at <http://www.usi.gov.au/create-your-usi/> or if you do not have a USI and are unable to go online to apply for one we can do this on your behalf.

If you would like us to apply for a USI on your behalf, tick this option on the enrolment form and read the [Australian Government Privacy Notice](#).

We are not able to issue your certificate, record of results or statement of attainment without a verified USI. You will need to provide consent on your enrolment form so that we can verify your USI as part of your enrolment process.

For more information, please visit: [usi.gov.au](http://usi.gov.au) or contact us to obtain a copy of [Participants and the USI – A Fact Sheet for Participants](#) or alternatively you can speak to one team on 1300 564 608 email us on [support@momentum.edu.au](mailto:support@momentum.edu.au).

### UPDATING YOUR PERSONAL INFORMATION

As your personal information changes such as your name, banking details (if a direct debit arrangement is in place), address or contact details it is important to let us know as soon as possible. To advise us of a change to your personal information you can speak to one of our team on 1300 564 608 or email us on [support@momentum.edu.au](mailto:support@momentum.edu.au)

### WORK HEALTH AND SAFETY

We are committed to ensuring the safety and well-being of staff, participants and visitors. By actively following the Workplace Health and Safety Act 2011 the organisation takes all reasonable measures to identify, control and eliminate potential hazards and risks. To do this we have processes and systems in place to ensure:

- A safe and clean working environment.
- Adequately trained staff who know how to effectively manage emergency situations and identify, control and eliminate potential risk/hazards.
- The identification of potential risk in the completion of assessment tasks and strategies to control and eliminate these risks.
- Sufficient equipment (including Personal Protective Equipment) is available and in good working order.
- Transparent reporting and documentation of risks, hazards, incidents and accidents.
- Robust governance and monitoring.

You also have a role to play in ensuring our environment remains safe and free of hazards.

Some of the ways you can contribute to workplace safety are:

- Ensuring work areas and training location are free from clutter and obstructions that would cause a trip, slip or a fall.
- Complying with smoking laws under the Smoke-free Environment Act 2000.
- Knowing the emergency and evacuation procedures of your work and training location.
- Applying the WHS knowledge acquired during your training to keep your environment safe.

If you would like to raise a WHS concern you can either speak to your Facilitator or email us on [Support@momentum.edu.au](mailto:Support@momentum.edu.au)





## Your Rights and Responsibilities

### BULLYING, HARASSMENT AND DISCRIMINATION

We are committed to ensuring that all participants are able to study and complete the requirements of their qualification in an environment that is free from bullying, harassment and discrimination. The organisation takes a no tolerance approach to any form of discrimination, bullying and harassment with severe disciplinary measures for participants or staff who breach the organisation's policy and procedure.

If participants feel that they are being bullied, harassed or discriminated against they are encouraged to do the following:

- Speak with the person's whose behaviour is making you distressed or uncomfortable and ask them to stop
- Tell your Facilitators what is/has happened
- Make a formal complaint to the Consumer Protection Officer

### DEFERMENT AND WITHDRAWAL

Momentum understands that throughout your enrolment, problems or issues may arise that may impact on your ability to keep up with the workload of your program, attend class or complete your assessment tasks on time. If this is the case, we are committed to helping you explore and find possible solutions that may help you complete your program.

If you find that you have an issue or a problem that is impacting on your ability to complete your program, we strongly encourage you to speak to your Facilitators or one of our friendly and supportive staff before you decide to disengage from your studies.

Where an immediate solution cannot be found, you may wish to defer your studies. Deferment may be granted on your request for a period of 12 months (from the date of deferment). Where you wish to defer your enrolment greater than the 12-month period you will be required to pay additional fees and undergo a further review process (this is because some qualifications may not be able to be offered after a certain period). Refunds are not granted unless extenuating circumstances exist.

Participants can write a letter or email the Support team on [support@momentum.edu.au](mailto:support@momentum.edu.au) to request a deferment of their enrolment. We will notify you in writing of the outcome within 3 days of receipt. All related correspondence will be stored in the organisation's participant management system.

Where you wish to cancel your enrolment or withdraw from a course you are encouraged to let us know as soon as possible so that we can finalise your enrolment, send out a Statement of Attainment (where units of competence have been assessed as competent) and where applicable refund fees.

If you would like to further information on deferment or withdrawal, please speak to one of team on 1300 564 608 or email us on [support@momentum.edu.au](mailto:support@momentum.edu.au) To download a copy of the 'Fees and Refund Policy and Procedure' visit our website.



## Your Rights and Responsibilities

### FEES

We charge fees in accordance with comparable market prices for all courses on our scope of registration. Commercial course fees are determined based on the program's duration, delivery method, resource requirements and commercial viability. The Chief Executive Officer is responsible for determining all commercial fees and charges, which are reviewed annually. Where Government Funding is sourced fees are charged in accordance with contractual requirements.

Course fees are inclusive of contribution fees, tuition, learning resources, administration and enrolment processing fees. Additional fees are charged for:

- The replacement of any learning resources that is lost or misplaced. As these vary from program to program, participants are required to view course information for more detailed costings prior to their enrolment.
- A fee of \$50 is charged for each certificate (Testamur, Record of Results and/or Statement of Attainment) that a participant requests in hard copy.
- Participants who require reassessment of a task (i.e. following 2 previous unsuccessful submissions) may be charged a fee of up to \$300 for a third submission.
- Where the deferment of enrolment for greater than 12 months has been approved, applicable Student Contribution Fees may be charged for each unit of competency that is deferred.

Fees are advertised on our website.

Fees can be paid in full prior to the commencement of training where the total amount invoiced to an individual does not exceed \$1,500. If the total fees exceed \$1,500, the remainder of fees are divided up into the duration of the course and the participant is required to pay an amount weekly, fortnightly, or monthly. For example, a participant who is enrolled in a 10-week program may pay \$200.00 per week over the 10-week period until they have paid the total fee of \$2,000.00. Alternatively, the same participant could pay \$1,500.00 upfront and pay the remaining \$500 over the 10-week course in \$50.00 increments. Where an employer is paying the fee on behalf of a participant, the employer Organisation will be

issued with a service proposal and a tax invoice. Employers can pay all fees in advance (the \$1,500 payment limit is not applied to organisations or employers).

A fee amount is to be paid in accordance with the fee schedule or repayment plan prior to course commencement. Fees can be paid in cash, credit card, or EFT into our nominated bank account.

Payment terms are agreed upon prior to course commencement and are outlined in the participants tax invoice. The tax invoice identifies the fees to be paid and the dates where payments are scheduled.

Participants are required to pay all fees and charges by the dates listed on tax invoice. Failure to pay scheduled fees may lead to a discontinuation of training or the delay in the issuance of an award until the outstanding fees have been paid. We use the assistance of debt collection agencies to retrieve outstanding fees greater than 90 days. Where training discontinuation or a delay in the issuing of an award is likely, participants will be informed of their rights and responsibilities.

To download a copy of the 'Fees and Refund Policy and Procedure' visit our website.



## Your Rights and Responsibilities

### REFUNDS

A full refund will be provided under the following circumstances:

- Where an overpayment of a fee has occurred
- The course has been cancelled
- Where a participant withdraws at least 30 days prior to course commencement
- Where Momentum feels that the participant would be unreasonably disadvantaged due to unexpected extenuating circumstance and where deferment of enrolment is not a suitable option.

A partial refund of up to 75% of fees paid will provided under the following circumstances:

- Where the participant withdraws prior to enrolment being confirmed.
- Where the participant withdraws after course commencement and provides acceptable evidence (according to the Accountable Officer's professional judgement) of compassionate or compelling circumstances.
- Where a student must withdraw from a course not of their own accord, e.g. where we close or where we are no longer approved to deliver the training.
- Where a participant applies for and is granted Credit Transfer and/or RPL within 30 days of enrolment and where a refund is due according to the standard Credit Transfer rules for calculating the student fee.

**No** refund of fees will be provided under the following circumstances:

- Where participants who have commenced training and assessment and / or have been issued with learning resources withdraw, and acceptable evidence of compassionate or compelling circumstances is not provided.

To apply for a refund Participants are required to email the Accounts Officer

Attention: Accounts Officer

E: [accounts@momentum.edu.au](mailto:accounts@momentum.edu.au)

All refund requests should clearly outline the participants name, number and reason why they have requested a refund.

Participants will be notified in writing of the outcome of their application within 14 days of their application receipt. For those participants granted a refund money will be transferred into the nominated bank account within 30 calendar days.

To download a copy of the 'Fees and Refund Policy and Procedure' visit our website.



## Your Rights and Responsibilities

### CEASING OPERATIONS

In the unlikely event that Momentum ceases to operate in accordance with the Standards for Registered Training Organisations (RTOs) 2015 we will:

- Notify all participants within a reasonable period of time that our training organisation is ceasing to operate and what date this will take effect.
- Provide participants with a Statement of Attainment for all units successfully completed.
- Provide participants with information on an alternative training provider in which to transfer their enrolment.
- Work with the alternate training provider to transfer participant's enrolment providing all relevant documentation to assist in a successful and seamless transition.
- Send all relevant records and awards to the Australian Skills Quality Authority (all records will be stored in accordance with legislative and contractual requirements).

### WHAT WE EXPECT FROM YOU

#### *Our Code of Conduct*

The following behaviours are expected of all Momentum Participants:

- Talk to us if you are having difficulties attending your training sessions, keeping up with your assessment schedule or need further clarification with completing any tasks related to your program.
- Ensure all assessment evidence is your own work, and you have completed the participant declaration and privacy disclaimer for each assessment task. Where you have used another person's work you are required to reference that work using standard Harvard Referencing - <https://www.adelaide.edu.au/writingcentre/sites/default/files/docs/harvard-referencing-guide.pdf>. If you have any questions regarding how to reference, we encourage you to discuss these with your Facilitators.
- Keep a copy of all assessment tasks submitted to your Facilitators for review.
- Follow safe work practices at all times. If an unsafe situation, broken equipment or a hazard (not related to your workplace) is identified you must tell your Facilitators or another Staff member so that the situation, hazard or equipment can be fixed or controlled ASAP.
- Treat other participants and Staff with courtesy and respect.
- Act in a way that supports the diversity of other participants and staff.
- Comply with all relevant State and Commonwealth legislation and regulations including antidiscrimination and harassment legislation. Notify your Facilitators or the Consumer Protection Officer of any behaviour that is unwelcome, makes you feel unsafe or uncomfortable.
- Contact your Facilitators to organise and confirm any scheduled appointments related to your program.
- If you are unable to attend a scheduled appointment or a planned observational visit, provide your Facilitators with ample notice and arrange another date to meet.
- Tell us about any changes to your personal information including your email address.

Have fun and tell us about your experience!



## Recognising your previous studies and experience

### RECOGNITION OF PRIOR LEARNING (RPL)

We are committed to providing you with opportunities to have existing skills and knowledge recognised towards the achievement of a nationally recognised qualification or statement of attainment.

Previous formal learning (training or study) or informal learning (skills learned on-the-job) are both taken into account. This process is often called Recognition of Prior Learning (or RPL).

At Momentum it is possible to gain a full or partial qualification through this process, which we call either Recognition of Prior Learning (RPL) You can apply for RPL for a whole qualification or for particular part of it (individual unit(s) of competence).

If you would like to apply for RPL, please speak to one of our friendly staff members on or email us on 1300 564 608 or email us on [support@momentum.edu.au](mailto:support@momentum.edu.au)

### CREDIT TRANSFER

We are committed to ensuring that participants do not repeat any unit of competence or module that they have previously successfully completed.

In accordance with the Standards for Registered Training Organisation RTOs 2015 we accept and provide credit to participants for units where they already hold the same or equivalent AQF certificate.

Where you have completed a unit of competence which has a different title or code and it is not identified as superseded and equivalent on the National Register, to the one where credit is sought, Momentum Education will for an agreed fee, establish equivalency by using mapping documents contained within the training package.

To apply for Credit Transfer, please speak to your Facilitators or one of our team and complete a Credit Transfer Application Form. This form allows you to provide us with your consent to authenticate your transcripts with the issuing training organisation prior to credit transfer being approved.

Participants can only apply for credit transfer for units that are linked to their enrolment and are on our scope of registration. You can apply for credit transfer throughout your enrolment however to remove any unnecessary training and or assessment you are encouraged to apply for credit at enrolment or before training has commenced. Participants who apply for credit transfer are notified of the outcome of their application within 5 working days. Where it is expected that an application may take longer than expected participants are advised of the reason for the delay. Participants who are granted credit for a unit(s) of competence are not charged for the credited unit(s).

If you would like to apply for Credit Transfer, please contact us on 1300 564 608 or [support@momentum.edu.au](mailto:support@momentum.edu.au) If you have already commenced your training speak to Facilitator for more information



# Assessment

## ASSESSMENT

Assessment means the process of collecting evidence and making judgements on whether competency has been achieved, to confirm that an individual can perform to the standard required in the workplace, as specified in a training package or a vocational education and training (VET) accredited course.

You will be required to submit a series of assessment tasks to demonstrate that you have the skills and knowledge required by the qualification and for each subject (unit of competency) in your program.

Assessment tasks will vary depending on the delivery method and your program. Examples of common assessment methods include interview style questioning, observation of a particular skill, written questioning, reports from your employer or a supervisor, assignments, projects, role plays and the collection of work samples.

Your Qualification Guide will tell you what assessment methods will be used for your program. For each assessment task, you will be provided with detailed instructions on how to complete and submit each task and the date the task is due.

To adequately prepare for each assessment task ensure that you have read all of the assessment instructions contained on the task and clarify any areas that you are unsure of or if you have any factors that could influence your ability to successfully complete the task with your Facilitator. A study plan is another great way to ensure that you have enough time to prepare and/or complete the task by the scheduled date. You can ask your Facilitator to help you develop a study plan.

For each assessment task, you complete (such as projects, work samples etc.) you are required to keep a copy of the task and any associated documentation. The reason for this is that your task will be kept as evidence and will not be returned to you. If mailing your task this will ensure you have a copy of it just in case it is lost in the mail.

Assessment tasks should be submitted for review by the scheduled date of assessment. Requests for extension may be granted if prior notice and sufficient reason has been provided.

You will receive detailed feedback, and a result of either 'Satisfactory' or 'Not Satisfactory' for each assessment task. You must receive a Satisfactory result for each task required by the subject (unit) to receive a competent result.

If you have any questions regarding your assessment process you are encouraged to speak to your Facilitators who will be able to provide you with detailed information.

Assessment outcomes are recorded in our Student Management System and are available for a 30-year period. Assessment evidence is kept for a minimum of 6 months. Please note that some programs that are subsidised by the Department of Education are kept for the period outlined in the relevant contract – up to seven years. Assessment evidence is securely destroyed/deleted at the end of the retention period.

### My rights around assessment

If you receive a 'Not Yet Satisfactory' result you will have the opportunity to fix areas identified in the feedback or provide additional evidence. Your Facilitators will give you detailed feedback and will develop a plan with you to ensure you understand what needs to be done and by when.

If your second attempt indicates that you still need more time to develop and build your skills/knowledge you may need more time in your workplace to develop and gain additional skills. Participants may be offered a third attempt at the discretion of the General Manager. Fees of up to \$300 may apply for third attempts.

Participants may make a formal complaint or appeal their assessment decision in accordance with our 'Complaints and Appeals Policy and Procedure'.



## Graduation

### PROVIDING FEEDBACK

We are committed to providing you with a service and product that is of the highest quality, that meets the needs of the individual/ industry and that can respond efficiently and effectively to the marketplace. To do this, we seek feedback on our service and product from consumers, participants, employers and industry partners.

Throughout your experience with our organisation, you will be encouraged to provide us with honest and constructive feedback. Your feedback is extremely important as it will be used to improve all facets of how we deliver and assess our programs. Your feedback will also be used to improve the level of customer service and support provided to our consumers.

The best way to provide us with your feedback is by completing an online survey, contacting us anytime on 1300 564 608 or emailing us on [support@momentum.edu.au](mailto:support@momentum.edu.au) or [info@momentum.edu.au](mailto:info@momentum.edu.au). All participants are encouraged to complete an evaluation form on program completion.

We would like to hear from you as to how our programs have influenced your ability to get a job, secure that promotion that you have been dreaming about or have influenced you on a personal level. We look forward to hearing and celebrating your future achievements!

### KEEPING OF YOUR RECORDS

Momentum in accordance with the Standards for Registered Training Organisations (RTOs) securely stores all records related to a participant's enrolment for a period of 30 years. Assessment records are kept for a 6-month period unless required by a government contract.

The following principles underpin the organisation's 'Privacy Policy and Procedure' and storage of records process:

Momentum takes all reasonable steps required to protect and maintain personal and sensitive information.

Our 'Privacy Policy' is used to plan, implement and review the protection of personal information against misuse, loss, inappropriate access, and inappropriate disclosure.

Prior to the collection of personal and sensitive information the individual is told what information is to be collected and stored, the purpose of collection, if this information is to be disclosed to a third party and/or under what circumstances disclosure may occur.

Once the individual is well informed consent is obtained for the collection of information.

Personal and sensitive information is used only for the purpose of its collection and by staff who require the information to complete their duties.

Individuals have access to their information when required and without charge.

Personal information is stored in either an electronic or hardcopy format.

Security measures such as unique password requirements and restricted file access are used to maintain and protect participants/clients and employee's privacy.

Momentum will only disclose personal information to a third party where written consent has been obtained from the individual.

Where Momentum receives unsolicited information, it is either destroyed or de-identified.

See our 'Privacy Policy and Procedure' located on our website.



## Graduation

### ISSUING YOUR QUALIFICATION

At Momentum, systematic processes are used to ensure our graduates and the community at large are confident that you meet the requirements of the Australia's Quality Framework.

General principles that underpin how we issue certification documentation are as follows:

Momentum only issues AQF qualifications that are on its scope of registration.

All accredited training is delivered and assessed in English.

Quality assurance measures and controls ensure that awards being issued meet the requirements of Australia's national quality framework.

All graduates receive certification documentation to which they are entitled. Certification documentation is provided electronically unless otherwise requested. Fees apply for hard copy certification documentation.

AQF qualification graduates receive a testamur and a record of results.

Participants who complete part of an AQF qualification receive a statement of attainment.

Certification is issued to the graduate within 30 calendar days of the participant being assessed as having met the requirements of the training package in which they were enrolled (e.g. the date of the final assessment being completed or exiting the course) unless an earlier period is specified in a government contract.

AQF certification documentation is sent directly to the graduate's nominated email address. Hard copy certification (if requested) is sent to the graduate's nominated postal address via regular post.

Participants who request a hard copy Certificate will be charged a fee of \$50.00 (including replacement copies).

Certification documentation meets Schedule 5 of the Standards for Registered Training Organisations (RTO's) 2015.

Momentum may request certification documentation be returned where there has been evidence of fraud or dishonesty. In these instances, a serious incident report is completed.

Momentum as the issuing organisation authenticates and verifies graduate's certification documentation on request.

A register of all AQF qualifications that we are authorised to issue and all qualifications/statements of attainment that have been issued is kept for a period of 30 years.

Reports of records of qualifications/statements of attainment issued are provided to the Australian Skills Quality Authority or relevant government department on a regular basis and/or as requested.





## Version History

Date	Version	Author	Approver	Revision Description
8 Aug 2021	R1	Natalie Darby	Natalie Darby with delegated authority from Katrina Kirkwood	Based on V2.0 13.03.19. Revised with edits from J. Price & F. Montgomery. Mark ups in D1 (archived). Transferred to new template. Then refunds updated.
18 Aug 2021	R1.1	Natalie Darby		Fixed typo on page 2
11 Oct 2022	R2	Rebecca Doyle	Natalie Darby	Updated references to Momentum Education rather than Momentum Consulting or Legal Name.
02 Feb 2023	R2.1	Natalie Darby	Rachelle Matousek	Revised Section 3 to capture clarification by ASQA regarding credit transfer for superseded and equivalent units
07 Jun 2023	R2.2	Natalie Darby		Adjusted Continuous Improvement Policy to Quality & Continuous Improvement Policy and Procedure.
02 Oct 2024	R3	Gee Hull	Rachelle Matousek	Updated content and branding, revision to email contacts and fees policies

