

Student handbook

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Our Value statement

To provide quality training programs that Inspire, Motivate and Engage the learner to achieve beyond their potential

Student Information

Welcome to NIET. This information has been compiled to ensure you are fully informed about what we offer in our programs. Please read carefully and if you have any queries or concerns speak to your course trainer or course coordinator.

Client support service details are located at the back of this form. We trust that you will enjoy your program through NIET and we thank you for choosing us as your preferred training organisation.

NEPEAN INDUSTRY EDGE TRAINING

NIET Nepean Industry Edge Training was developed to fill the need for a training company on the peninsula that Inspires, Motivates and Encourages personal development. Our trainers are passionate about providing a safe and welcoming environment for all participants.

We believe in flexible training programs and work with you to develop programs that are specific to your needs!

Training programs don't need to be complicated - that's why we made them *NIET!*

NIET has extensive experience in providing quality training programs and support local businesses by providing the best resources in training and recruiting on their doorstep.

Some of the programs we offer are:

Certificate III in Hospitality (SIT30307)
Certificate IV in Training and Assessment (TAA40104)
Certificate III in Aged Care Work (CHC30102)
Safe Food Handling
Responsible Service of Alcohol
Service of Responsible Gaming
Plan, Conduct and Review a marriage ceremony
Computer skills from the start

Ask about our development workshops:

FISH™ A remarkable way to boost results – Work Culture!
“What would you do if you were brave” – focusing on challenge and change
“Courageous conversations” – Be assertive and gain back control
“From home management to board management” – Dress and confidence style ignited!

Our facilities

- Parking is available on site at no cost
- Smoking is not permitted in training rooms or building
- Coffee and tea are provided at no cost
- Resources and manuals are provided unless otherwise stated at enrolment

Please advise us if you are unable to attend a session or if you are going to be late – fees may apply if we are not notified.

Emergency procedures including evacuation procedures will be explained by your course facilitator. Signs are located in each room displaying emergency procedures, fire extinguishers and exits. Please take a moment to read these prior to class commencement. A First Aid Kit is located in the Managers office.

Client Support Services

Internal:

Employment assistance
Further training/support
Work experience placements
Career counselling and resources
Open access computer inc Internet
Literacy/numeracy training/support
Disability Assistance

External:

Commonwealth Rehabilitation Services	5981 2700	Accident victim support
Peninsula Adult Education & Literacy	5986 8177	Literacy training/support
Mornington Peninsula Shire	5986 0111	Community support
Chisholm (TAFE) Rosebud	5986 8055	Further training
Chisholm (TAFE) Frankston	9238 8222	Further training
Community One	5974 2092	Community courses
Dromana Community House	5987 2631	Community courses
Rosebud Community House	5986 5882	Community courses
Rye Community House	5985 4462	Community courses
Sorrento Community House	5984 3360	Community courses
Rosebud Information Centre	5986 1285	Community support
PENDAC (Rosebud)	5986 8729	Drug and alcohol support
Migrant Resource Centre (Oakleigh)	9563 4130	Migrant support
Peninsula Bus Lines	9786 7088	Public Transport
Peninsula Taxis	5979 1305	Public Transport

Students rights and responsibilities

- Treat others in a respectful manner
- Provide appropriate and accurate personal details
- Make issues or concerns known to staff
- To respect NIET property
- To comply with NIET Code of Practice
- To respect the rights and welfare of NIET staff and students
- To be treated with respect by both staff and fellow students
- To expect impartial, constructive and prompt assessment of work
- To be provided with current and clear guidelines regarding course content, time demands and assessment details

Fees and Refunds

All refunds and transfer requests must be made in writing and received at least seven (7) working days prior to course commencement, and will incur a \$25 administration fee. Refund or transfer requests will not be considered if they are received less than seven (7) working days prior to course commencement.

Students participating in programs which run longer than 8 weeks in duration will be given three (3) months to complete and hand in their work. After this time students will need to re-enroll and incur a full course enrolment fee.

In some cases discounts may apply for healthcare/concession card holders.

Refunds are given in full if the course is cancelled by NIET.

Recognition for Prior Learning

All students are given the opportunity to gain recognition of prior learning (RPL). The process involves an assessor who will consider an applicant's case for recognition. The applicant is entitled to recommend and advocate who will support the application. The support may be moral or to assist in validation of prior experiences. In some cases a fee may be applicable for this process.

Confidentiality and Privacy

NIET recognizes that each client has the right to privacy and confidentiality. The collection of information from clients and the subsequent use and storage of that information is subject to strict regulatory control.

All files are stored securely in locked cabinets with electronic backup and archiving. Client information is not used in any way without the client's written permission.

Code of Practice

NIET has a Code of Practice available to all clients upon request. Please see coordinator if you wish to have a copy of any of the following policy documents:

- Grievance and complaints
- Equal Opportunity
- Occupational Health and Safety
- Clients Rights and Responsibilities
- Privacy and Confidentiality

Complaints procedure

Every effort will be made to resolve the complaint in an informal and direct manner between the parties involved. If the process does not satisfy the client then a written complaint should be made to the manager of NIET where a response will be actioned within 7 days. For our complete complaints policies please ask your Trainer or Administration at NIET.

We thank you for choosing Nepean Industry Edge Training and wish you luck with your future endeavors.