



Student Handbook for Youth Off The Streets (RTO 41450)

Welcome to Youth Off The Streets RTO (41450)

We are excited to support your learning journey and provide you with the knowledge, skills, and confidence to achieve your goals. This handbook outlines everything you need to know about being a student with Youth Off The Streets, including our policies, processes, and the support available to help you succeed.

Our Commitment

Youth Off The Streets RTO is committed to:

- Delivering high-quality, inclusive education and training.
- Supporting students with a safe, respectful, and engaging learning environment.
- Providing additional support for those experiencing challenges in their studies.

Our Vision and Values

Our education programs are driven by Youth Off The Streets' core values:

- **Respect:** We foster mutual respect within the learning environment.
- **Inclusiveness:** We welcome all learners and accommodate diverse needs.
- **Safety:** We ensure that our students feel safe and supported at all times.

- **Empowerment:** We encourage students to take ownership of their learning journey.

Important Policies and Procedures

1. Course Enrolment and Eligibility

To enrol in one of our programs, students must:

- Complete the enrolment form.
- Meet any specific course entry requirements.
- Provide identification or documentation (as required).

Youth Off The Streets RTO offers programs that are trauma-informed and accessible, providing support to young people to achieve their full potential.

2. Refund Policy

Youth Off The Streets RTO ensures students understand their rights regarding course refunds.

Refund Eligibility

A refund will be considered under the following circumstances:

- **Course cancellation:** If Youth Off The Streets cancels the course before it starts, a full refund will be issued.
- **Withdrawal prior to commencement:** If the student withdraws from the course **at least 10 working days** before the start date, a full refund (minus a \$50 administration fee) will be provided.
- **Withdrawal after course commencement:** Refunds will not be granted after the course has started, except in cases of extenuating circumstances (e.g., medical reasons, family emergency).

Refund Process

- All refund requests must be submitted in writing to the RTO Coordinator.
- Supporting evidence (if applicable) must accompany the refund request.
- Refunds will be processed within **14 business days** of receiving the request and approval.

3. Complaints and Appeals Policy

Youth Off The Streets RTO is committed to ensuring all complaints and appeals are managed fairly, efficiently, and transparently.

Complaints Process

If a student has a concern or complaint about any aspect of their experience, the following steps apply:

1. **Informal Resolution:**
 - Discuss the issue with your trainer or course coordinator.
 - In many cases, concerns can be resolved quickly through open communication.
2. **Formal Complaint:**

If the issue is not resolved informally, the student may submit a **formal complaint** in writing.

 - The complaint should include details of the issue and any evidence to support the claim.
 - The RTO Manager will acknowledge receipt of the complaint within **5 working days**.
3. **Investigation and Outcome:**
 - The RTO will investigate the complaint within **10 working days**.
 - Both the student and any relevant parties will have the opportunity to provide information.

- A written response will be provided to the student outlining the outcome and any further actions.
4. **Appeal Process:**
- If the student is not satisfied with the outcome, they can lodge an **appeal** within **10 working days** of receiving the decision.
 - An independent reviewer will be appointed to review the decision.
 - The student will receive a final decision within **15 working days** of the appeal being lodged.

4. Student Code of Conduct

Students are expected to follow these principles to maintain a respectful and safe learning environment:

- **Respectful Communication:** Treat trainers, staff, and fellow students with respect.
- **Attendance and Punctuality:** Attend all scheduled online classes and notify staff of any absences in advance.
- **Participation:** Engage actively in learning activities and meet course deadlines.
- **Use of Technology:** Use technology responsibly and avoid disruptive behaviour during online sessions.

Any breach of the Code of Conduct may result in disciplinary action.

5. Student Support Services

Youth Off The Streets RTO offers additional support to help students succeed, including:

- **Literacy, Language, and Numeracy (LLN) Support**
- **Mental Health and Wellbeing Support**
- **Career and Employment Assistance** (e.g., resume writing, interview preparation)
- **Trauma-Informed Support**

If you need support, please reach out to your trainer or the RTO Coordinator.

6. Attendance and Progress Requirements

- Regular attendance is essential for successful course completion.
- If a student is unable to attend a session, they must notify their trainer or course coordinator.
- Students are required to demonstrate satisfactory progress throughout the course.

7. Assessment and Certification

- Assessments may include a mix of assignments, practical tasks, and exams.
- Students will receive feedback on their assessments to support their learning.
- Upon successful completion of the course, students will receive a nationally recognized **Statement of Attainment or Certificate**.

8. Safety and Wellbeing

Youth Off The Streets RTO prioritizes the safety and wellbeing of all students.

- All trainers and staff are trained in **trauma-informed care** and **child protection**.
- Students are encouraged to report any safety concerns or incidents to staff immediately.
- **Zero tolerance** for bullying, harassment, or discrimination within the learning environment.

9. Privacy Policy

Youth Off The Streets RTO respects your privacy and complies with Australian privacy laws.

- All personal information collected will be used solely for the purpose of providing education and support services.

- Your information will not be shared with third parties without your consent, except where required by law.

10. Contact Information

If you have any questions or need assistance, please contact:

RTO Manager

Youth Off The Streets RTO (41450)

Email: rachelb@youthoffthestreets.com.au

Acknowledgment and Agreement

By enrolling in a Youth Off The Streets RTO course, you agree to:

- Follow the policies and procedures outlined in this handbook.
- Actively participate in your learning journey.
- Seek support when needed to achieve your goals.

Thank you for choosing **Youth Off The Streets RTO (41450)**. We look forward to supporting you throughout your educational journey.