



ODYSSEY HOUSE
VICTORIA

STUDENT HANDBOOK

February, 2018

Odyssey House Victoria

ABN 11 005 583 960, Registered Training Organisation 20995.

660 Bridge Road, Richmond VIC 3121

Contents

About Odyssey House Victoria	3
Introduction	3
About this handbook	3
Contact Information	3
Errors and Omissions	3
Quality Controlled Training and Assessment Services	4
Quality Indicators	4
Trainer/Assessor Expertise and Experience	4
Commitment, Rights and Expectations.....	4
Student Obligations.....	5
Rights and Expectations	5
Rights.....	5
Expectations	5
Competency Based Training and Completion	5
Training Packages, Qualifications and Units of Competency.....	6
Enrolling in Courses	6
Application Process	6
Entry Requirements	7
What happens after you have been accepted into a Course.....	7
Pre-Training Review.....	7
More about the LLN Test.....	8
Individual Training Plans.....	8
Unique Student Identifiers	8
Practical placements.....	8
What is a practical placement?	8
Practical Placement Agreements	8
Job rotations.....	9
Support Policy.....	9
Communication with Trainers/Assessors.....	9
Deferring / Withdrawing from courses	9
Non-Completion of Course Work	10
Assessment.....	10
Assessment Methods	10
Key points about assessment tasks and submissions	10
Application for Extension	11
Recording Assessment Results.....	11
Assessment feedback and resubmissions	11
Missing Tasks.....	11
Recognition of Prior Learning	11

National Recognition/Credit Transfer	12
Notarised Copies	12
Statements of Attainment.....	12
Certificates/Testamurs	12
Plagiarism Policy	12
Funding Sources	13
Full fee paying and Government supported programs.....	13
Workforce Development Programs	13
Government Supported Training.....	13
Eligibility Criteria	13
Continuous Improvement	14
Feedback.....	14
External Surveys	15
Complaints and Appeals	15
Complaints and Appeals Policy	15
Further information	16
Flowchart of the Formal Complaints Process	17
Access to Student Records	17
Fees, Charges and Refunds.....	18
Fees and Charges	18
Fees paid in advance	18
Payment Plans.....	18
Payment Methods.....	18
Late Payment of Fees	18
Concessions	18
Financial Hardship/Fee Waivers.....	18
Refunds	19
A Guide to Flexible Delivery Study	19
Support provided for your flexible delivery course	19
Facilities and equipment.....	19
Study Tips	20
Participation and scheduling your study.....	20
Training Plan Guide	20
Appendix I: Standards of Service Delivery	21
Appendix II: Legislation, Regulations and Standards.....	22
Appendix III: Support Contacts List	23
Appendix IV: Glossary and Definitions	24

About Odyssey House Victoria

Introduction

For more than three decades, Odyssey House Victoria (OHV) has provided a range of treatment interventions for people with substance use issues and continues to develop and offer services and programs to meet emerging needs.

Odyssey House Victoria (OHV) is also a Registered Training Organisation (RTO) and provides accredited training in qualifications listed on its [scope of registration](#). Odyssey RTO is also known as Odyssey Institute.

As an industry based RTO, we design and deliver training programs and assessment services that are informed by the organisation's clinical experience in the alcohol and other drugs (AOD) sector

We are committed to providing training and assessment services in programs that support the development of a strong and progressive alcohol and other drugs sector workforce, and also supports the needs of other allied health professions and corporate agencies.

Our programs are for existing workers as well as those who wish to change careers and or enter employment in the AOD sector. Programs are delivered via flexible mixed modes of delivery supported by online materials and resources.

About this handbook

This Student Handbook provides reference to and guidance on vocational education and training policy and other information that impacts upon and supports students enrolling in Odyssey Institute programs. It demonstrates our commitment to ensuring our students are well informed and can access the types of information required to support their learning experience.

It describes relevant policies, procedures and guidelines related to vocational education and training, funding, reporting, recording of outcomes, access to student records, issuance of certificates, complaints and appeals, etc.

Students are advised to refer to this handbook throughout their learning experience with Odyssey Institute. Additional information and support is available from the following contacts.

Contact Information

Student Coordination

Contact: T Stephen

Phone: 03 9420 7644

Email: tstephen@odyssey.org.au

G Allan

Phone: 03 9420 7665

Email: gallan@odyssey.org.au

Training Manager

Carol Williams

Phone: 03 9420 7622

Email: cwilliams@odyssey.org.au

Individual trainers and facilitators will provide information about their individual availability when you enrol.

General Enquiries

Phone: 03 9420 7644

Email: studentadmin@odyssey.org.au

Errors and Omissions

We work hard to avoid errors, but if you find something wrong please let us know via:

Phone: 03 9420 7644

Email: studentadmin@odyssey.org.au

Quality Controlled Training and Assessment Services

All training and assessment services provided by Odyssey Institute are developed and delivered in accordance with the **Vocational Education Training (VET) Quality Framework**. The VET Quality Framework provides mechanisms to ensure that students and prospective students receive quality services that support their learning experience and outcomes. For more information about the VET Quality Framework follow this link:

[The VET Quality Framework: Australian Skills Quality Authority](#)

Other key policy documents and guidelines which inform our service delivery are:

- [Australian Qualifications Framework](#)
The AQF is the national policy for regulated qualifications in Australian education and training. It incorporates the qualifications from each education and training sector into a single comprehensive national qualifications framework. The AQF underpins a national system of qualifications in Australia encompassing higher education, vocational education and training and schools.
- [Skills First Quality Charter](#) – this outlines six key principles for quality government supported training. Refer to Appendix I and our website for our Standards of Service Delivery
- Department of Education and Training: Higher Education and Skills Group Funding Contract
- General and Specific Legislation: OHV's RTO responds to a range of general and specific legislation and regulations. See Appendix II for a listing.
- General business practices. Odyssey House is certified the ISO:9001 standards.

Quality Indicators

Odyssey House RTO publishes an annual summary report of their performance against the learner engagement and employer satisfaction quality indicators to the Australian Skills and Quality Authority (the national regulator).

Our most recent Quality Indicators Report and the most recent audit report are contained on our website.

See more about quality, continuous improvement and surveys later in this handbook.

Trainer/Assessor Expertise and Experience

Odyssey Institute employs trainers and assessors with relevant industry experience as well as the required trainer and assessor qualifications. All trainers and assessors undertake regular professional development to retain their currency in both trainer and assessor competencies as well as their fields of expertise (vocational competencies). In many instances our trainers and assessors are current industry practitioners.

Commitment, Rights and Expectations

Odyssey House Victoria will:

- Provide training and support, learning resources, assessment, flexible delivery classrooms with forums and technical support regarding students' enrolled course or unit of study
- Issue Certificates and Statements of Attainment to all eligible students within 30 days of completion of the course or unit of competency
- Retain assessment tasks/submissions for up to 3 years and as required by funding and registration authorities
- Retain relevant training records for a period of 30 years
- Maintain systems and processes to support quality of service delivery and learner experiences
- Comply with all legislation, regulations and requirements in the provision of training and assessment services.

Student Obligations

When students enrol with Odyssey Institute they are required to meet the following obligations:

- Provide complete, correct and timely information
- Abide by Odyssey House Victoria's rules and training and assessment policies
- Maintain their course participation, including assessments, within their agreed Training Plan and schedule
- Notify the Student Coordinator in writing for deferrals, withdrawals or inability to meet the requirements of your agreed training plan

Rights and Expectations

This section outlines the rights and expectations to be respected and adhered to at all times. These apply equally to students and Odyssey Institute staff.

Rights

- The right to be treated with respect, to be treated fairly and without discrimination, regardless of religious, cultural, racial and gender/sexuality differences, age, disability or socio-economic status
- The right to be free from all forms of intimidation
- The right to study / work in a safe, clean, orderly and cooperative environment
- The right to have personal property (including computer files and student work) and the RTO's property protected from damage or other misuse
- The right to have any disputes settled in a fair and rational manner
- The right to work and learn in a supportive environment without interference from others
- The right to express and share ideas and to ask questions
- The right to be treated with politeness and courtesy at all times
- The right to have access to all information and records held about them.

Expectations

- Students will not engage in copyright breaches, cheating, collusion or plagiarism
- Students will submit assessments and other work according to their Training Plan and as otherwise required
- Students will at all times meet the requirements, terms and conditions contained in the Student application and enrolment form including payment of fees
- Students will participate in learning and assessment as part of the requirement to progress through the course satisfactorily and complete the course within the period notified in the individualised training plan
- Odyssey Institute will provide information, systems, resources and processes to support the learner experience.

Competency Based Training and Completion

Odyssey Institute offers programs that are termed competency based vocational programs. Competency based training and completion is an approach to vocational education and training that places emphasis on what a person can do in the workplace as a result of completing a program of training.

Competency based training programs consist of competency standards set by industry that each student is assessed against to ensure required outcomes have been achieved.

Progression through a competency based training program is determined by the student demonstrating that they have met the competency standards through the training program and related work, **not by time spent in training**. This way, students may be able to complete a program of learning much faster.¹

Competency also embodies the ability to transfer and apply skills and knowledge to new situations and environments.

Training Packages, Qualifications and Units of Competency

Qualifications are defined in Training Packages. A qualification consists of a minimum set of core units and elective units.

All units of competency consist of the same components. These include:

- Unit code and Title: CHCAOD001 Work in an Alcohol and Other Drugs context
- Elements: outline activities associated with the specific competency
- Performance Criteria: are generic skills required to exercise the competencies in the workplace.
- Assessment requirements including
 - Performance evidence: describe the evidence of the ability to complete tasks outlined in elements and performance criteria of the unit, manage tasks and manage contingencies in the context of the job role.
 - Knowledge evidence: the essential knowledge required to effectively do the task outlined in elements and performance criteria of the unit, manage the task and manage contingencies in the context of the work role.

Enrolling in Courses

Application Process

There are four steps to enrolling in an Odyssey Institute course:

Step 1. Identify the course you are interested in, review requirements and understand the information provided to you prior to submitting your enrolment. You may submit expressions interest in Odyssey programs via our webpage

Step 2. Complete, sign and submit the online enrolment application form. You will then be required to undertake a pre-training review, eligibility check and provide your Unique Student Identifier (USI)

Step 3. Select your preferred method of paying fees: 'Funded' (Refer to the section about eligibility criteria) or 'Full Fee Paying ' (full fee); and make payment arrangements

Step 4. Submit all relevant information and documentation including:

- Letter/s of support from your employer (or volunteer organisation);
- Notarised transcripts for previous qualifications/training undertaken to support applications for Credit Transfers, RPL or RCC

Please note: Applications for RPL, Credit Transfer (recognition of same units of competency achieved at another RTO) will not be processed without the relevant notarised documentation.

¹ <http://www.education.vic.gov.au/training/providers/rto/Pages/competency.aspx>

Entry Requirements

Odyssey Institute may implement entry requirements for prospective students seeking to undertake the Diploma of Alcohol and Other Drugs, Certificate IV in Alcohol and Other Drugs and or the AOD Skill Set in the interests of supporting students to succeed.

For those seeking to enrol in the Alcohol and Other Drugs qualifications who are not employed in the sector or who have no experience of working with clients with AOD issues, this may include recommendations for:

- Undertaking volunteer work in an organisation that provides services to clients with Alcohol and Other Drugs issues
- Arranging a practical placement. Please note: OHV is not able to arrange practical placements for students, however does provide all the required documentation to support students in this endeavour.

Odyssey Institute recommends these approaches to ensure that student learning is appropriately supported with exposure to workplace conditions to enhance learning and outcomes.

Course pre-selection processes may include participation in a face-to-face or telephone interview. Where a course of training is not deemed appropriate for an individual applicant, OHV may make recommendations for a different study pathway in order to assist the applicant to attain their training goals.

What happens after you have been accepted into a Course

Step 1. Once an applicant has been accepted into a course they will receive by email a statement of fees, invoice and letter of acceptance (including fee payment terms). Note a full list of fees and charges is also available from the OHV website.

Step 2. Upon receipt of your deposit, students will be provided with access to the flexible delivery classroom

Step 3. Once you have completed the flexible delivery orientation, you will then be given access to your classroom and assigned a trainer assessor.

Please note: Enrolment is not be deemed as complete until a deposit is received.

Pre-Training Review

Odyssey Insitute conducts a Pre-training review of all students regardless of the funding source that supports their training. The Pre-training Review assists in informing individual training plans and may include face to face or telephone interviews conducted by Senior Trainers and Assessors. The Pre-training review consists of the following components:

- Questions to help ascertain prospective students' aspirations and interests, gain an understanding of the intended outcomes and purpose of undertaking the program, and to consider whether the chosen pathway is suited to student needs
- Existing educational attainment and capabilities
- Assessment of language, literacy and numeracy (LLN)
- Ascertain levels of digital literacy – usage of Information and communications technology (ICT) as OHV programs have online content
- Recommendations and arrangements for additional support if required

More about the LLN Test

All students are required to complete an online LLN test before you commence training in the unit or course. Satisfactory completion of the test is an entry requirement for admission into any course or unit, and is a condition of enrolment. The online assessment aligns your LLN skills to the [Australian Core Skills Framework](#). This is a mandatory requirement of all training providers.

In circumstances where it is identified that students require additional support, Student Coordinators and Senior Trainers and Assessors will discuss the outcomes with each student and make referrals to appropriate support services prior to accepting the enrolment. (See also our Support Policy later in this handbook).

Individual Training Plans

Each student is issued with an individual training plan. A training plan is a living document. Training plans are generated from our Student Management System.

A training plan includes details of the units of competency you are enrolled in, start and end dates for the course and each unit of competency, assessment methods and submission due dates. It reflects the delivery order / sequence and timeframes for completion according to your enrolment.

Training plans may be altered by discussion with your trainer/assessor or the course coordinator in regards to withdrawing, deferring, etc. Students are to sign and return the signed copy to Odyssey Institute and to retain a copy for their own reference.

Unique Student Identifiers

Providing your USI is a condition of enrolment and training cannot commence until we record your USI on our student data system. Odyssey Institute will not issue a qualification or statement of attainment to any student without recording their USI.

Students can register for their USI through the [USI Registry System](#).

In special circumstances and with individual students' permission, Student Coordinators may assist students in the application process.

Practical placements

What is a practical placement?

Many qualifications have requirements for students to undertake practical placements. This intends to enable students to prepare for the workplace by applying what is learnt in course work to a real work environment. For some qualifications it involves more than just observing what is happening in the host workplace as you will have specific learning outcomes or activities to undertake while on the placement.

There are no mandatory requirements for practical placements within the current versions of the alcohol and other drugs qualifications, however Odyssey Institute recommends students who are not currently employed in situations where they are working with clients with AOD issues that they do gain such exposure through volunteering or through a practical placement (as referred to above).

Practical Placement Agreements

Practical placements are recorded in agreements between the RTO, student and placement host for a number of reasons including to ensure:

- that students have access to appropriate skills development opportunities through a documented and planned process

- all parties to the agreement are aware of their obligations, rights and responsibilities; and
- that responsibility for insurance coverage is assigned.

Job rotations

Where students are employed in a relevant organisation but their substantive work duties do not include direct interaction with clients with substance use issues, then it may be possible for the student to seek job rotations in collaboration with their supervisor and/or Human Resources officers.

Support Policy

Odyssey Institute implements a support policy which describes its commitment to providing additional support as required for students identified as having specific language, literacy and numeracy or other support needs.

Whilst Odyssey Institute is not registered or funded to provide specialist foundation skills programs, where it is shown through the pre-training review or observed during the course of study that a student has additional needs, staff of Odyssey Institute will discuss this with the individual student.

Referrals may be made to other training providers who specialise in programs to support development of LLN skills. These support programs may include LLN / Foundation Skills and/or English as a Second Language (ESL) programs.

Odyssey House offers a range of other support programs for students in need.

Communication with Trainers/Assessors

Participants can contact their trainer via the e-learning portal for queries concerning their course, assessments or learning needs. Other queries can be made by contacting Student Coordinators on (03) 9420 7644. Queries to your trainer / assessor should be responded to within 48 hours and queries to OHV should be responded to within one working day.

Students are encouraged to maintain communication with their employer about their studies and with consent, OHV is available to be contacted by employers if they wish.

Information about communication, support processes and expectations are outlined in our Standards of Service Delivery.

Deferring / Withdrawing from courses

OHV understands that there are times when students are not able to continue with studies due to illness or other life circumstances. In these situations participants are able to defer or withdraw from a course. Unless there are exceptional circumstances, only one deferment is allowed per course.

Participants must notify Odyssey Institute in writing of their decision to withdraw or defer from a course. Contact the Student Coordinator for a copy of the required form.

Students who choose to defer may have up to 12 months from the date that they have deferred to resume their studies. Odyssey Institute will place deferred students into the next available enrolment period from the date the student wishes to return and or adjust their training plan to reflect the revised arrangements.

Results for assessments completed (for a whole unit) by students prior to deferral, will be recorded in the Student Management System. Trainers retain records of individual assessments completed prior to the deferment. Students are reminded to keep copies of all assessments submitted.

Refer also to the section on refunds for relevant information regarding refunds of fees.

Note: Students who are enrolled under government supported funding are advised that withdrawing from a course may jeopardise their ability to secure government supported funding in the future.

Non-Completion of Course Work

It is expected that all participants enrolled in OHV courses will comply with the completion dates in their Training Plan and follow the suggested guidelines for hours of study.

In the event of any technical difficulties or unforeseen circumstances that may cause impediments to a student's ability to complete the program in line with their training plan, Odyssey Institute will adjust timeframes as necessary. Refer also to Applications for Extensions in the section on Assessment.

Assessment

Assessment Methods

Odyssey Institute uses a range of assessment methods and processes that are described in training and assessment strategies, course handbooks and individual training plans. Assessment instruments are provided to students in version controlled formats and templates.

Assessment methods vary for each unit of competency and may include:

Written/Oral questioning	Portfolio
Case Study Analysis	Role Play
Observation and Third Party Reports	Reports and Research Projects

Key points about assessment tasks and submissions

Written responses to assessment tasks may require short answers or longer responses. Word limits will be stated in each task.

Tasks requiring demonstration of skills to be assessed by observation may be submitted in video form for observation by OHV assessors. Others may be based upon role plays observed by a senior practitioner / colleague providing supervision.

In these instances we require video or can arrange in person assessments for performance of these tasks. Roleplays are generally short in timeframe and the skills required to be demonstrated and observed are clearly outlined in instructions to candidates.

Participants may repeat tasks if necessary or if they are not satisfied with the final product. This process may enable students to review their skills prior to submission as part of a developmental / reflective practice process. Participants are encouraged to buddy up with others in their classroom (real or virtual) to practice and participate in role plays to enrich their learning.

Instructions on video submission are provided in each task. Videos may be submitted via the OHV Student Portal, into a private YouTube space or submitted via mail saved to a disc or flash drive.

The advantage of submitting your videos through the private YouTube space is that you may invite others to view your videos which are not available to general viewing. It is important that you follow the instructions on how to do this to ensure your privacy.

Application for Extension

Participants who wish to apply for an extension for submission of assessments must apply in writing to their trainer/assessor, showing due cause. Applications for extension will be granted on an individual basis at the discretion of the trainer / assessor.

Recording Assessment Results

Most units of competency are assessed using a number of assessment tasks. Results of individual tasks may be recorded as:

Satisfactory (S) Not Satisfactory (NS)

Final outcomes recorded when all assessments have been marked may be:

Competent (C) Not Yet Competent (CN)

Final results are recorded in our Student Management System and are listed on statements of attainment issued.

Assessment feedback and resubmissions

Your course facilitator will endeavour to respond within two (2) working days of assessment submissions. In some instances (busy periods) this may be slightly longer. Students should contact their trainer or Student Administration via email studentadmin@odyssey.org.au if they have not received feedback for an assessment submission within **5 working days**.

Where students are assessed as Not Yet Competent they will be provided with additional feedback on their assessment outcome to assist in achieving the required performance standard on reassessment.

Students are **permitted up to three attempts to achieve competency in a unit**. After the first two (2) attempts an additional fee is applied for reassessment (see the section on Fees, Charges and Refunds).

Missing Tasks

All computer systems are susceptible to glitches. As tasks are submitted through the e-learning portal, it is possible that from time to time submissions may not reach the facilitator. Students are required and are advised to keep copies of any assessment tasks until the end of their course to ensure any missing tasks are able to be uploaded upon request from the course facilitator.

Recognition of Prior Learning

RPL is an assessment process that assesses an individual's formal, non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to, and/or partial or total completion of, a qualification.

Assessment of RPL is based upon mapping the evidence supplied to the elements, performance criteria, evidence and knowledge requirements as indicated units of competency.

Applicants must complete the enrolment process and will then gain access to an RPL kit which is available on the e-learning portal. This details the RPL process.

Applicants for RPL may need to provide documentary evidence such as:

- Training and education qualifications certificates and statements of attainment,
- De-identified workplace documentation e.g. assessments, case studies, group reports, referrals, treatment plans, incident reports
- Agency protocols and procedures, e.g. OH&S, risk management.
- Third party reports, curriculum vitae

- Evidence from other areas e.g. training delivered or developed.

Odyssey Institute's RPL process also includes an interview with senior trainers to confirm skills and knowledge.

National Recognition/Credit Transfer

Odyssey Institute recognises AQF and VET qualifications and statements of attainment issued by any other RTO. Applicants who have qualifications in other competency based training may gain recognition of any units which are the same as that contained within their course. Applicants eligible for National Recognition will receive a reduction of fees per unit recognised.

See the '[Fees and Charges](#)' to calculate reductions.

At the point of application it is expected that participants will inform the Student Coordinator where provided in the application form of any National Recognition that they wish to claim. To obtain a National Recognition, the applicant must attach notarised academic transcripts or records of prior learning to their application.

Please note: Statements of Attainment reflect outcomes against a unit or units that make up part of a qualification, or accredited short course and can be used as evidence for National Recognition.

Notarised Copies

OHV requires a notarised copy of academic transcripts, certificates and statements of attainment submitted as evidence for national recognition or RPL at the time of application. A notarised copy is a photocopy of the original document that has been dated and signed as a true copy either by a person authorised to witness. Refer to the following website for more information about authorised persons: <http://www.vit.vic.edu.au/SiteCollectionDocuments/PDF/Authorised%20Witnesses.pdf>

Documents may also be notarised by authorised OHV training staff who have seen your original documentation. Please note that documents that are submitted to OHV cannot be returned.

Statements of Attainment

Odyssey Institute will issue statements of attainment for units of competency achieved.

Certificates/Testamurs

Odyssey Institute will issue Certificates/Testamurs for all qualifications achieved. Certificates will be accompanied by a statement of results.

Documentation will be issued on approved Odyssey Institute templates and be signed by the relevant manager. Odyssey Institute retains a record of all certificates issued.

Plagiarism Policy

OHV encourages students to work together. This is viewed as supportive learning, which enhances the learning material and facilitation provided within the classroom environment. Odyssey Institute does however take a serious view when presented with assessment tasks that are deemed as plagiarised from another student's work or from other sources.

Plagiarism is the deliberate misrepresentation of other people's work as a student's own work.

Plagiarism can take form in a number of ways:

- Copying material from texts without appropriate referencing
- Submitting work that has been done by another student
- Direct duplication of another students work
- A student allows their work to be copied directly by another
- Paraphrasing of another’s work with minor changes but with the essential meaning, form or ideas maintained
- Piecing together sections of work which have been compiled by another student.

When trainers/assessors suspect plagiarism they may request the student to resubmit and/or have an alternative assessment task/s or extra questions added to the task.

Please Note: Odyssey Institute reserves the right to deem the student Not Yet Competent on an assessment task if they cannot provide evidence of knowledge.

Trainers / assessors conduct randomised checks to detect plagiarism inclusive of telephone and interviews.

Further information on citing and referencing material from books and/or websites can be found at <http://monash.edu/library/skills/resources/tutorials/citing/index.html>

Funding Sources

Full fee paying and Government supported programs

Odyssey Institute provides training and assessment services in line with its scope of registration that are offered to prospective students and employers on a full fee paying basis or through subsidy provided by Victorian and Commonwealth governments.

Odyssey RTO has a contract with the Department of Education and Training: Higher Education and Skills Group for the provision of courses on its scope of registration (funded) to individuals who meet eligibility criteria (see more about eligibility in the next section).

Workforce Development Programs

From time to time Odyssey Institute may also receive specific funding grants for workforce development purposes in line with Alcohol and Other Drugs(AOD) sector workforce needs. Odyssey works collaboratively with VAADA, other AOD service providers and the Department of Health and Human Services for workforce development programs.

Government Supported Training

Eligibility Criteria

Prospective students must satisfy eligibility criteria to receive government supported training. Eligibility criteria are stipulated by the Department of Education and Training: Higher Education and Skills Group.

All students must undergo an eligibility check prior to enrolment which is then approved by an authorized Odyssey Institute officer. The following requirements apply.

To be eligible, an individual must meet the general citizenship/residency requirements as follows:

- A. To meet general citizenship/ residency eligibility requirements, an individual must be:
 - i. an Australian citizen; or
 - ii. an Australian permanent resident (holder of a permanent visa); or
 - iii. a New Zealand citizen

To meet the Victorian Training Guarantee eligibility requirements, an individual must enrol and commence training in a course or qualification provided by the RTO between 1st January 2018 and 31st December 2018 inclusive and be:

- i. under 20 years of age (as at 1st January 2018) and undertaking recognised training; or
- ii. over 20 years of age (as at 1st January 2018) and undertaking recognised training in an Approved Foundation Skills course; or
- iii. over 20 years of age (as at 1st January 2018) and undertaking recognised training as an Apprentice (not Trainee); or
- iv. over 20 years of age (as at 1st January 2018) and undertaking recognised training in a course that is at a higher qualification level than the highest qualification held by the enrollee

Eligible individuals are permitted to begin two government subsidised courses at the one time. For example, if you are continuing a government subsidised Certificate III in Aged Care from 2017, you can start one more course in 2018 until you finish (or withdraw from) your Aged Care course, then you can start a second course in 2018.

Individuals accessing the government supported training under the OHV Skills First funding Contract will only be eligible to commence a maximum of two courses/qualifications at the same Australian Qualifications Framework (AQF) level (e.g. Certificate IV, Diploma) in their lifetime.

[See here for more information about eligibility.](#) [You can check your eligibility via this link.](#)

Continuous Improvement

Odyssey House Victoria is an ISO certified organisation and as an RTO has requirements to continually improve its service delivery and processes under funding agreements and the Standards for Registered Training Organisations.

We implement a number of strategies towards ensuring we continually improve our service delivery, business processes and training and assessment materials.

Strategies include:

- Seeking feedback from students and other clients
- Internal audits
- Validation and moderation processes of its learning and assessment materials
- Engaging with industry and other training providers.

If at any time you find information provided in learning and assessment materials, confusing or in error, please inform your trainer/assessor so we can improve the quality of the course.

From time to time we detect areas for improvement in our assessment materials and resources and may need to change these. Where there are significant changes we will endeavour to provide at least two weeks notice to students of major changes to units to allow for assessment completions. Minor changes may occur without notice. These changes will not affect assessment or progression.

Feedback

We encourage open communication with all our students and trust that you will find your learning experience rewarding and enjoyable.

We respond to feedback and draw on your feedback to make improvements to our courses and processes in our systematic approach to continuous improvement.

Communications with your trainer early on can help clarify understandings and help ensure we meet your needs. It is recommended that if you have feedback or concerns you raise these with your trainer in the first instance, or alternatively with Student Administration at studentadmin@odyssey.org.au or phone 03 9420 7644.

Students who would like to provide compliments about our courses can also provide feedback here: <http://www.odyssey.edu.au/contact.html>

Methods for gaining feedback include:

- completion of surveys located in the student portal at the end of each unit, and at the end of each course
- specific learner and employer surveys, and
- comments or queries on course material and/or assessments through communication with facilitators.

OHV will endeavour to respond to all queries within two (2) working days and to incorporate feedback into future planning and enhancement goals.

Student Coordinators will supply links to surveys via email at the end of each program.

External Surveys

Students and employers may be contacted individually by external agencies such as the National Centre for Vocational Education Research (NCVER) and or the Department of Education and Training Higher Education and Skills Group and or their authorised representatives: eg auditors who may be conducting audits, reviews or investigations.

All this feedback is collected to inform our training and assessment services and to monitor the quality of our service delivery.

Complaints and Appeals

The information below outlines the process for handling complaints and appeals. A complaint may arise when a student, or other stakeholder, is not satisfied with an aspect of our services or of the registering body. Appeals arise where a student is not satisfied with an assessment decision or outcome of a complaint and can include other issues such as rejection of enrolment. In the first instance you are reminded that your trainer/assessor is available to help you with your studies to support your course completion.

Complaints and Appeals Policy

The following is an extract of the Odyssey Institute Complaints and Appeals Policy.

1. Policy Information

1.1. The purpose of this policy is to manage and respond to allegations involving the conduct of:

- a) The RTO, its trainers, assessors or other staff
- b) A third party providing services on the RTO's behalf, its trainers, assessors or other staff, or
- c) A learner of the RTO

1.2. The complaints policy and appeals policy:

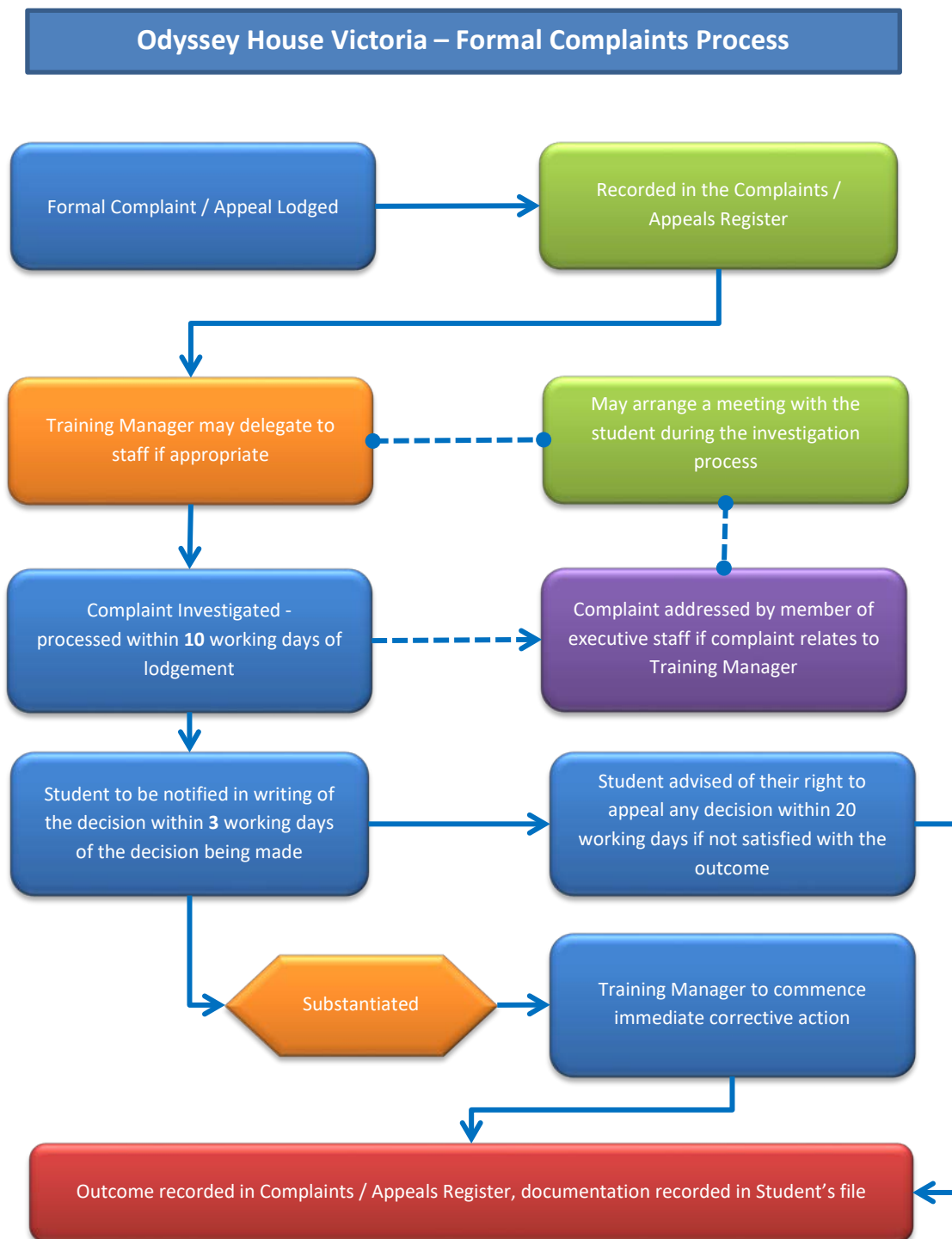
- a) ensure the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process
- b) are publicly available

- c) set out the procedure for making a complaint or requesting an appeal
 - d) ensure complaints and requests for an appeal are acknowledged in writing and finalised as soon as practicable, and
 - e) provide for review by an appropriate party independent of the RTO and the complainant or appellant, at the request of the individual making the complaint or appeal, if the processes fail to resolve the complaint or appeal.
- 1.3. The policy includes methods to manage requests for a review of decisions, including assessment decisions, made by the RTO or a third party providing services on the RTO's behalf
 - 1.4. If a student has a complaint that they wish to raise with OHV's RTO they are encouraged to do so through the Complaints and Appeals procedure set out below. Students are also encouraged to appeal any of OHV's RTO decisions if they feel they have grounds via the Appeals process as per this policy. This includes assessment and RPL decisions.
 - 1.5. Students may lodge informal and formal complaints and have access to OHV's RTO internal and in turn the external appeals process.
 - 1.6. OHV's RTO has a procedure for informal and formal complaints and internal and external appeals processing and handling.
 - 1.7. All complaints and appeals lodged are reviewed for continuous improvement purposes in OHV's RTO Quality System.
 - 1.8. The Training Manager is responsible for implementing this policy and reviewing its effectiveness in compliance with regulatory guidelines.
 - 1.9. This policy will be implemented in compliance with the requirements of the Standards for RTOs, Standard 6, Clauses 6.1 – 6.6.
 - 1.10. The student will incur no cost to themselves during the complaints and appeals process unless they seek external representation.
 - 1.11. Where the RTO considers more than 60 calendar days are required to process and finalise the complaint or appeal, the RTO:
 - a) informs the complainant or appellant in writing, including reasons why more than 60 calendar days are required, and
 - b) regularly updates the complainant or appellant on the progress of the matter
 - 1.12. Records of all complaints and appeals and their outcomes are securely maintained
 - 1.13. Potential causes of complaints and appeals are identified and appropriate corrective action is taken to eliminate or mitigate the likelihood of reoccurrence
 - 1.14. The following procedure outlines how students will have their complaints and appeals processed.

Further information

OHV's RTO Complaints and Appeals policy in no way affects the student's right to access consumer affairs legislation and legal representation.

Flowchart of the Formal Complaints Process



Access to Student Records

We maintain privacy and confidentiality of Student Records through a dedicated and secure records management system. Access is made available only to staff for the purpose of facilitating the process of tuition, including training, administrative processes and contractual auditing.

Students may apply to view their training records by contacting the Student Coordinator by phoning 03 9420 7644 or email to studentadmin@odyssey.org.au

Fees, Charges and Refunds

Fees and Charges

Fees and charges are applied to students' enrolments in line with their individual circumstances. Fees payable may be calculated on a full fee paying basis or dependent upon students' eligibility for government supported training (see later information about eligibility).

Fees for government supported training are based upon \$0.50 per nominal hour. The Student Coordinator will calculate your fee based on your particular situation and issue you with a Statement of Fees. Course fees include a non-refundable enrolment administration cost.

Students enrolling in our programs are advised to retain a record of their Statement of Fees for future reference. All fees are to be paid prior to commencement.

Odyssey Institute publishes all relevant information about fees and charges for all training programs on its website.

Fees paid in advance

For full fee paying enrolments, Odyssey Institute must comply with regulations related to the holding of funds paid in advance and will not accept payment of more than \$1,500 at enrolment or in advance.

Payment Plans

Payment plans may be arranged by discussion with the Student Coordinator. Details of your individual payment plans will be provided in your Student Agreement made available prior to starting training with us.

Payment Methods

Applicants are required to pay a deposit at least two weeks prior to commencing study. Payments are made via monthly instalments and can be made via our secure PayPal website, direct deposit or cheque.

Late Payment of Fees

Payments are expected to be made regularly on a monthly instalment basis. It is the responsibility of the participant to maintain consistency in payments. In the instance where a participant misses payments and does not inform OHV administration within one week of expected due payment, access to course material and progression through the course may be suspended at the discretion of OHV management.

In the instance where a training participant has completed all the requirements of a qualification they are enrolled in but has outstanding fees, OHV reserves the right to withhold issuing Certificates and or Statements of Attainment until all fees are paid in full.

Non-payment of fees exceeding 2 months will result in access to the flexible delivery classroom being suspended until payments are received.

Concessions

You may be eligible for a concession rate of fees. You must provide proof of eligibility for a concession, for example: Commonwealth Health Card holders.

Financial Hardship/Fee Waivers

Students or prospective students enrolling in Odyssey training programs through government supported funding may seek to have fees reduced in situations of financial hardship. The Odyssey Chief Executive

Officer may approve reductions to the student contributions payable by participants who experience genuine hardship. In the first instance students are required to request this in writing and addressed to the OHV Training Unit Manager.

For more information about fees, concessions and fee waivers contact the Student Coordinator at studentadmin@odyssey.org.au.

Refunds

In respect of fees paid in advance, participants who withdraw from a course of study prior to their agreed start date shown on their Training Plan will receive a full refund of fees paid less a \$75 administration charge.

Withdrawals within the first two (2) weeks of course start date shown on their Training Plan will be refunded at the rate of 50% of fees they have paid in advance.

Students whose training is funded under government supported funding arrangements are entitled to a full refund if they withdraw within 4 weeks of enrolling. Withdrawal after this timeframe results in forfeiture of any fees paid in advance unless exceptional circumstances such as serious illness, are demonstrated with supporting evidence to the RTO's satisfaction.

Any refund due will be payable by cheque within one month of notification of the student's withdrawal. Refunds will only be made via the same method and/or to the same account as they were paid from.

A Statement of Attainment for all units of competency completed, assessed as Competent and paid for, will be sent by regular post to participants who withdraw prior to completion of a course of study.

A Guide to Flexible Delivery Study

Odyssey House delivers its programs using flexible delivery modes that may include blended online and face to face delivery as well as fully online modes to suit the different needs of students, prospective students and employers.

Support provided for your flexible delivery course

- A manual of instructions for the flexible delivery classroom
- Access to an IT help-desk
- Access to course facilitators, via telephone, email or in person
- Course material developed and facilitated by experienced clinicians
- Assessment and subject content paced in weekly instalments
- Clinical and communication skills combined in simulated casework
- Flexible delivery materials include all lecture and tutorial content, reading materials and assessment tasks.

Facilities and equipment

You will need access to a computer with the following minimum requirements:

Software requirements:

- **Windows** - Windows 7 or later, or **Apple's macOS 10.7** or newer (formerly **OS X**), or **Linux**- Ubuntu, Fedora, etc.
- Word processing software such as **Microsoft Word**
- A web browser, we strongly suggest that students use **Google Chrome**
- **Adobe PDF Reader** (the free version) and Flash viewer (latest versions).

Hardware requirements:

- Internet Access: High speed broadband access (LAN, Cable or ADSL) with a connection speed of 1.5MB/s or better is highly recommended for the optimal learning experience
- Processor: 2GHz processor
- Memory: 1GB RAM; 4 GB free hard drive space
- Video recording device such as mobile phone or video camera

Study Tips

Participation and scheduling your study

At the start of your course you will have signed a 'Student Agreement', obligating you to undertake a certain number of hours of study, or complete a certain part of your course on a weekly basis. You will be asked to contact your trainer/assessor. We encourage you to introduce yourself to your trainer/assessor early in your studies so you feel comfortable asking questions throughout the course.

Your Training Plan is your course calendar. It is your guide to what you are expected to complete on a weekly and monthly basis. If you have any questions or concerns about the pace of your work, please contact your trainer/assessor as soon as possible.

Set yourself goals, use your phone or other device as a calendar, or the calendar in the classroom, to give yourself reminders of due dates.

Engagement is key in any classroom. In the flexible learning environment this requires more initiative on your part. You are encouraged to post Forum discussions, to raise questions.

Important

We are here to support your participation and completion of the course, whilst you are expected to manage your ability to schedule appropriate time in your course.

Entering into an agreement to undertake your course will be a significant commitment and require time, attention and effort to complete your chosen studies. You will be required to actively engage with your studies and completion of assessment activities to achieve a successful outcome.

Training Plan Guide

Each **unit** in your course has a **planned completion date** by which all assessment work is to be submitted. Each unit **planned completion date** serves as a guide to completing your course; however, the planned completion date of the **final unit** is your **course completion date**. This is the date by which you have agreed to complete your course. Each unit varies in workload and your training plan provides for the amount of time required to complete the unit. Following the agreed training plan ensures that you complete your course by the **course completion date**.

We recommend that you organise your personal study arrangements to meet your study schedule.

You will complete only the units with a 'planned completion date' (see figure - *Planned Comp. Date*).

Unit Title	Nom Hrs	CT / RPL apply?	Planned Comm. Date	Planned Comp. Date	Training Arrangements 1, 2, 3, 4, 5, 6	Assessment Methods & Arrangements
Work effectively in the alcohol and other drugs sector	50		01/08/2014	05/09/2014	2	
Work effectively with client with complex alcohol and/or other issues	75		05/09/2014	24/10/2014	2	
Provide advanced interventions to meet the needs of clients with alcohol and/or other drug issues	90		24/10/2014	12/12/2014	2	
Develop and implement a behaviour response plan	60		12/12/2014	16/01/2015	2	

Appendix I: Standards of Service Delivery

Appendix II: Legislation, Regulations and Standards

- Age Discrimination Act 2004
- Copyright Act 1968
- Copyright Amendment (Digital Agenda) Act 2000
- Disability Discrimination Act 1992
- Disability Discrimination Amendment (Education Standards) Act 2005
- Disability Discrimination and Other Human Rights Bill 2009
- Disability Discrimination Regulations 1996
- Disability Standards for Education 2005
- Equal Employment Opportunity (Commonwealth Authorities) Act 1987
- Fair Work (Registered Organisations) ACT 2009
- Fair Work Act 2009
- Fair Work Amendment (state referral) Act 2009
- Occupational Health and Safety amendment 2007
- Privacy Act 1988
- Privacy Amendment Act 2004
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Work Health and Safety (Transitional and Consequential Provisions) Act 2011
- Work Health and Safety Act 2011
- Workplace Relations Act 1996
- Legislative Instruments Act 2003
- Human Rights and Equal Opportunity Act 1986
- Trade Practices 1974

Appendix III: Support Contacts List

Problem	Website	Phone
Emergency		000
Alcohol, other drugs and mental health	www.health.vic.gov.au/aod/directline.htm	1800 888 236
Depression and anxiety	www.beyondblue.org.au	1300 22 4636
Asthma	www.asthma.org.au	9326 7088
Consumer credit and debt	www.consumer.vic.gov.au	1300558181
Crimestoppers	www.crimestoppers.com.au	1800 333 000
Crisis counselling	www.lifeline.org.au	13 11 14
Disabilities	www.scopevic.org.au	9843 3000
Domestic violence	www.dvrcv.org.au	1800 737 732
Domestic violence	www.wdvcs.org.au	1800 015 188
Eating disorders	www.eatingdisorders.org.au	1300 550 236
Eczema	www.eczema.org.au	1300 300 182
Epilepsy	www.epinet.org.au	1300 852 853
Family planning information	www.fpv.org.au	9257 0100
Gambling counseling	www.responsiblegambling.vic.gov.au	1800 262 376
Gay & lesbian counselling line	www.switchboard.org.au	1800184 527
Grief support	www.grief.org.au	1300 664 786
Hepatitis C	www.hepcvic.org.au	9380 4644
HIV/AIDS	www.livingpositivevictoria.org.au	9863 8733
Telephone interpreter service	www.vits.com.au	9280 1970
Legal information and advice	www.legalaid.vic.gov.au	1300 792 387
Health issues	www.health.vic.gov.au/nurseoncall	1300 60 60 24
Poisons information centre	www.austin.org.au/poisons	13 11 26
Victoria Police	www.police.vic.gov.au	9247 6666
Pregnancy counseling	www.pregnancycounselling.com.au	1300 737 732
Sexual assault crisis line	www.sacl.com.au	1800 806 292
Relationship counselling	www.relationshipsvictoria.com.au	1300 364 277
Schizophrenia support	www.sane.org	1800 187263
Cancer support	www.cancervic.org.au	131120
Smoking - Quitline	www.quit.org.au	13 78 48
Suicide support	www.suicideline.org.au	1300651251
Victims of crime support	www.victimsofcrime.vic.gov.au	1800 819 817

Appendix IV: Glossary and Definitions

Term	Definition
Flexible Learning	Flexible learning is a form of learner-centred education designed to cater for individual needs in an increasingly diverse student body. It provides learners with greater flexibility in their preparation for study, teaching and learning approaches, learning pathways and points of entry and exit. Flexible learning approaches also increase learner choice in content, sequence, method, time and place of learning. Flexible learning approaches are often associated with the increased use of communication and information technologies but do not depend on technology and are unlikely to rely on online learning exclusively. Flexible learning approaches also encourage teachers to vary their response appropriately to address a student's learning request or demonstrated need. Students will be able to discuss this flexible option with staff.
Training Packages	Training packages are sets of nationally endorsed standards and qualifications for recognising and assessing people's skills. Training Packages specify the combination of competency standards required to achieve a particular qualification. They also include details of the assessment requirements. Learners who complete some, but not all, standards for a qualification are awarded a statement of attainment. When they are assessed as competent in the remaining standards, they attain the qualification. <i>Further information is available at www.training.gov.au.</i>
Australian Qualifications Framework	The Australian Qualifications Framework (AQF) is a single, coherent framework for qualifications from Senior Secondary Certificates through to Doctoral Degrees. The Framework links together all these qualifications and is a highly visible, quality-assured national system of educational recognition which promotes lifelong learning and a seamless and diverse education and training system. It covers qualifications issued by secondary schools, vocational education and training (VET) providers and higher education institutions. All qualifications are nationally-recognised.
ASQA	Australian Skills Quality Authority:
Standards for RTOs	Standards promoted by ASQA to ensure nationally consistent, high-quality training and assessment across Australia's vocational education and training sector.
Traineeships/ Apprenticeships	An apprenticeship or traineeship is a training contract between an employer and an employee in which the apprentice or trainee learns the skills needed for a particular occupation or trade. An apprenticeship or traineeship can be undertaken on a full-time or part-time basis.
RPL	Recognition of Prior Learning.

Term	Definition
Credit Transfer	The recognition of current units already obtained by a student that are contained in our learning packages.
Pre-training review	The process of assessing a students' learning needs and preferences by the RTO before they begin study, including recommending the right path of study for them.
LLN	Learning, Literacy and Numeracy.
ACSF	Australian Core Skills Framework.
Training Plan	A document outlining the scheduled, ordered list of units contained in your study.
SMS	Student Management System.
LMS	Learning Management System.
Foundation Skills	Skills in learning, literacy and numeracy and other essential, foundational skills that
Blended learning	Learning that takes place in a mixture of online-based and classroom-based formats.