



# **Student Handbook**

**OneLegal Training & Recruitment**

**(A registered business name of One Legal Pty Ltd ACN 84 143 894 277)**

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## 1. Introduction

Welcome to OneLegal Training & Recruitment (OLT&R). The training we provide has been developed by highly qualified and experienced staff, to ensure that you receive the best, most up-to-date and relevant training in the legal industry today. At OLT&R, all of our staff are passionate about what we do and we aim to provide you with the best possible training, service levels, ongoing support and encouragement at all times throughout the duration of your course.

This Student Handbook provides essential information regarding your course, as well as OLT&R policies and procedures. Please read this Student Handbook carefully before you start your course. If you would like any further information, please contact a member of OLT&R by telephoning us on 03 9670 5020 or by emailing us at: [enquiries@onelegal.com.au](mailto:enquiries@onelegal.com.au) We wish you all the best with your study!

## 2. About OLT&R

OLT&R is a Registered Training Organisation (RTO). Our RTO Registration Number is: 41078.

OLT&R is part of the One Legal Pty Ltd ACN 143 894 277, an Australian registered company which also incorporates OneLegal, a specialist legal recruitment consultancy, providing legal recruitment services including Legal Secretaries/Assistants, Administrators, Law Clerks and Paralegals. OneLegal has a solid reputation within the legal industry and our Consultants have strong law firm relationships and privileged exposure to extensive legal networks.

OLT&R's direct connection with our specialist OneLegal recruitment consultancy offers OLT&R students a highly competitive edge. Students gain tremendously from receiving help, advice and information from our Consultants regarding the legal job market, types of positions, areas of law and the differing firm environments. We are also often able to source legal employment for our students on completion of their course, either on a permanent or temporary/contract basis.

The CEO of both the Training and Recruitment arms of One Legal Pty Ltd is Janie Thomas. Janie previously worked in the legal industry for over 20 years, including at some of Australia's largest law firms. She has been employed in numerous areas of law and many types of positions including as a Lawyer, Paralegal/Law Clerk and Legal Secretary/PA.

Janie is in regular contact with many HR/Office Managers of law firms, as well as with Partners, Lawyers and Directors. She spends a considerable amount of time at law firms, viewing processes, procedures and the general everyday workings of the firms. As a qualified Australian Lawyer, Janie is able to attend a variety of legal professional events and she is also an active public speaker and contributor to numerous legal functions.

## 3. Our guarantees to you

OLT&R are committed to providing a pleasant, efficient and professional learning experience throughout your course. We guarantee you our full support and assistance throughout the duration of your course, including telephone, email or face-to-face assistance. OLT&R aims to provide clear and accurate information and advice at all times, and to provide all information in a timely and effective manner.

Prior to registration, we ensure that we give you all necessary information regarding enrolment procedures, vocational outcomes, fees, access and equity, guidance and support, complaints and appeals and Recognition of Prior Learning and Credit Transfer information; all to enable you to make an informed, unbiased and accurate decision as to whether the proposed course is right for you.

Upon receipt of payments from you and after undertaking our initial Pre-Training Review by telephone, videoconference, Skype or FaceTime, we guarantee to provide you with all the necessary learning

and assessment tools' course information to enable you to complete your course and to gain the relevant nationally-recognised qualification.

For additional information regarding OLT&R's Code of Practice, please refer to the "Code of Practice – OneLegal Training & Recruitment" at the end of this document.

#### 4. Course information

OLT&R offers the following legal accredited courses:

- BSB31015 - Certificate III in Business Administration (Legal)
- BSB42215 - Certificate IV in Legal Services
- BSB52215 - Diploma of Legal Services

All of our courses are delivered online via a special link to an online training portal on our website at [www.onelegaltraining.com.au](http://www.onelegaltraining.com.au).

Our courses are delivered on an external, flexible-learning basis, which means that no face-to-face classes or contact hours are needed, and you can commence your study at any time and structure your study program to suit your individual needs. This also enables you to maintain either full time or part time employment, whilst gaining a nationally-accredited qualification.

Our courses can be undertaken either as a part of a Traineeship (sign-up through your employer) or as a private student (enrolled and paid for by you as an individual). For more information regarding Traineeships, please contact our office.

The estimated number of hours for each course are as follows:

- BSB31015 - Certificate II in Business Administration (Legal): 430 hours
- BSB42215 - Certificate IV in Legal Services: 630 hours
- BSB52215 - Diploma of Legal Services: 470-490 hours

#### ***Do I have to undertake the whole qualification or can I complete individual units?***

As the Certificate III in Business Administration (Legal) is undertaken via a platform which clusters the learning tasks and assessments as a "virtual office" environment, this course needs to be completed as a whole, so it is not possible to complete individual units of competency.

The Certificate IV in Legal Services and the Diploma of Legal Services can both be completed either as an entire qualification or as individual units of competency. If individual units are completed, we will issue Statements of Attainment for those units. Prices for study of individual units are available upon request.

#### ***How long will it take to complete my course?***

The times allowed to complete our courses are as follows:

- Certificate II in Business Administration (Legal) – Up to 12 months
- Certificate IV in Legal Services – Up to 12 months
- Diploma of Legal Services – up to 12 months

If you are studying for individual units of competency, as opposed to the complete course, for either the Certificate IV in Legal Service or the Diploma of Legal Services, then the permitted time

for each unit of competency is 3 months from the date of enrolment or payment of fees, whichever is the later date.

In extenuating circumstances, OLT&R will consider extensions of time to complete the course, however, this is at the discretion of Janie Thomas, CEO. For more information, see point number 17 of this document under "Extensions of Time".

***Can I enrol at any time?***

Our courses are offered as distance/flexible, on-line learning. You can enrol at any time and commence your studies as you desire. When you enrol, please state on your enrolment form the date you wish to commence study. If you don't provide a date on the enrolment form, then we will take the start date as the date of your enrolment.

***How much does the course cost?***

<b>Course Name</b>	<b>Full Course Cost</b>	<b>Payment Terms</b>
Certificate III in Business Administration (Legal)	\$2,800	\$1,000 payable upon enrolment, followed by \$900 payable at the date of 6 months from the enrolment date followed by a final payment of \$900 at the date of 9 months after the enrolment date
Certificate IV in Legal Services	\$3,992.00	\$1,000 payable upon enrolment - includes Module 1 Modules 2-12 payable upon commencement of each module @ \$272 for each module
Diploma of Legal Services	\$4,285.00	\$1,000 payable upon enrolment - includes Module 1 Modules 2-10 payable upon commencement of each module @ \$365 for each module

***Are there any other fees involved in relation to my course?***

All fees in relation to the study of your course are included in the course cost as set out in the table above. For the Certificate II in Business Administration (Legal) there are two text books required and for the Certificate IV in Legal there is one text book. The cost of these text books for both courses is included in the cost of the course.

The only other fees that you could incur are as follows:

- If you ever lose or damage either your Certificate of Completion or Statement of Attainment. Copies of these may be obtained by telephoning or emailing us and the fee for each item requested is \$47.50 per item.
- If you receive a determination of "not yet competent" for an assessment and you decide to appeal against the decision, then the fee for re-assessment your assessment is \$47.50. This fee is payable by you irrespective of the outcome of the re-assessment.

## **5. Course entry requirements**

There are no pre-requisites for OLT&R courses, however, there are preferred pathways to entry. Details of the preferred pathways are detailed under each qualification outline at the end of this Student Handbook. If you are unsure as to which course suits you best, we would be happy to provide you with information and assistance.

OLT&R courses are “open entry” in that they do not require prior completion of an academic qualification. However, our courses do need a basic level of language, literacy and numeracy (LLN), as well as some basic keyboard skills. OLT&R is able to provide additional support and help for students with special additional needs such as LLN – see LLN at point 10 of this Handbook. To help you to find out whether your skills meet the required levels and whether this is the right course for you, OLT&R conducts a Pre-Training Review by telephone, videoconference, Skype or FaceTime. This may also include a short LLN assessment to enable us to identify gaps in a student’s skills or knowledge that can be remedied prior to commencing study of the OLT&R course.

## **6. How to enrol and pay fees**

To enrol for a course, you are required to complete the online step-by-step OLT&R enrolment procedures, which are contained under the “Courses” section of our website.

At the time of enrolment, you will be asked to pay the enrolment fee by Paypal or by credit card. If you wish to make payment by a different method, please contact OLT&R directly.

Please note that the amount payable on enrolment is not the entire course fee, and the balance of the fee is payable at a later date – see the table set out on the previous page of this document for relevant fees and payment terms. Please do not make payment of more than \$1,000 for your initial enrolment as OLT&R are not permitted to accept any amount larger than this for your enrolment. Once your enrolment is completed, OLT&R will issue a tax invoice to you by email and your enrolment will remain as pending until the enrolment funds have been cleared through our bank account.

Also during enrolment, you are asked to provide information regarding your language, literacy and numeracy skills (LLN). This information is requested purely to enable you to identify any further assistance and student support services that you may need in relation to successfully completing your course.

Enrolments cannot be transferred to another person, irrespective of whether they are for individual units or for the whole course.

## **7. Computer requirements**

To study online with OLT&R, you will need a desktop, laptop or tablet to access learning resources, undertake research, prepare assessments and communicate with OLT&R staff and with other students.

Before enrolling in your course, please check that the desktop, laptop, or tablet you plan to use meets the minimum requirements listed in the following table:

*Minimum Computer Requirements:*

<b>PC</b>	<b>Apple Macintosh</b>
Computer/Processor Intel/AMD 1.8Ghz (or faster) CPU	Macintosh G3 or above
Operating System Windows XP, Windows Vista or Windows 7	OS X
Memory Minimum of 512 MB of RAM required 2GB of RAM or more recommended	Minimum of 512 MB of RAM required 2GB of RAM or more (recommended)
Hard Drive 10GB free disk space 20GB free disk space (recommended)	10GB free disk space 20GB free disk space (recommended)
Disk Drive CD drive or any CD/DVD combination drive	CD drive or any CD/DVD combination drive
Display At least 1024 x 768 screen resolution	At least 1024 x 768 screen resolution
Peripherals A broadband (ADSL/ADSL2), cable or satellite internet connection Any printer	A broadband (ADSL/ADSL2), or satellite internet connection Any printer
Software Microsoft Office 2010, 2013 or 2016 (including Word, PowerPoint, Excel and Outlook) Adobe Acrobat Reader (latest version) Flash Plug-in (latest version) WinZip or WinRar Any commercial anti-virus product	Microsoft Office for Mac 2011, 2016 Adobe Acrobat Reader (latest version) Flash Plug-in (latest version) WinZip Mac edition or MacZip Any commercial anti-virus product
Internet browser Internet Explorer, version 8 or above Firefox, latest version Chrome, latest version	Firefox, latest version is recommended Safari

## 8. Recognition of Prior Learning (RPL)

### What is Recognition of Prior Learning (RPL)?

RPL is an assessment process that recognises abilities or “competencies” you currently have, regardless of how, when or where you learnt or acquired them. This includes competencies attained through any combination of formal or informal training and education, work experience or general life experience.

In order to apply for RPL in a unit of the course you must provide evidence that addresses and meets the requirements for that unit. Your evidence may take a variety of forms and could include:

- Certificates and/or qualifications achieved.
- References from past employers.
- Testimonials from clients and previous work samples.
- Substantiated *Curriculum Vitae*.

To be able to grant RPL the OLT&R Assessor must be confident that you are currently competent against all elements of competency within the unit you have applied for, and the Assessor must be satisfied that your evidence is authentic, valid, reliable, current and sufficient.

### Is RPL just for whole units?

RPL is for full units only. If partial RPL is awarded for elements within a unit of competency, then you must complete the other remaining elements to achieve the full unit.

### How does the RPL process work?

To apply for RPL, you are required to complete the OLT&R RPL application form, which can be found at the end of this Student Handbook.

There are no fees or costs incurred for submitting an application for RPL.

Once you have completed your application for RPL, an OLT&R representative will contact you within 7 days to discuss your RPL application. You may also be asked to either attend a meeting with an OLT&R representative, either in person or by videoconference, Skype, FaceTime or telephone. During the meeting you will be asked a series of oral or written questions to demonstrate you have the knowledge and skills required for the unit of competency in which you are applying for RPL.

Evidence that you present in your RPL application is matched to the specific requirements of the units of competency in which you are applying for RPL and all evidence must address the criteria of the particular unit of competency. The OLT&R representative will also need to consider the following issues in relation to the evidence that you present:

- Is your prior learning experience relevant to the course you are applying for and does it address the requirements of the unit of competency?
- Are the knowledge and skills you are presenting current and up-to-date?
- Is the knowledge and skill appropriate to the level of the unit of competency?
- Is the evidence you are presenting valid, authentic and can it be verified?



## **How long will it take to be informed?**

Once your RPL application is received, a OLT&R representative will assess it within 7 days of receipt.

We will then arrange either a face-to-face meeting or telephone discussion with you to clarify and/or confirm the outcome of your RPL request. A decision will be made within 28 days of receipt of your application as to whether RPL can be granted.

You may appeal against the outcome in accordance with OLT&R's Complaints and Appeals procedure, a copy of which is set out at the end of this Student Handbook.

## **Further information**

Further details regarding RPL can be obtained by contacting OLT&R on: 03 9670 5020.

## **9. Credit Transfer**

### **What is Credit Transfer?**

Credit Transfer recognises any formal qualifications you have achieved, with the relevant trainer.

### **How does the Credit Transfer process work?**

To apply for Credit Transfer, you are required to complete the OLT&R Credit Transfer Application found at the end of this Student Handbook.

There are no fees or costs incurred for submitting an application for Credit Transfer.

An OLT&R representative will then contact you within 7 days to discuss your Credit Transfer application. You may also be asked to either attend a meeting with a OLT&R representative, which will be conducted in person or by other suitable means such as via videoconference, Skype, FaceTime or telephone. During the meeting you will be asked a series of oral or written questions to demonstrate that you have the knowledge and skills in reference to a particular unit of competency in which you are requesting Credit Transfer.

To apply for Credit Transfer, you will need to provide us with either an original or certified copy of your qualification, together with a list of the units achieved. The units must match the units in which you are requesting Credit Transfer. If the units are from a similar or earlier qualification, you will need to show that you meet all necessary requirements of the unit (elements and performance criteria). OLT&R is able to assess this on your behalf.

### **How long will it take to be informed?**

Once received, an OLT&R representative will assess your Credit Transfer application within 7 days of receipt. We will then arrange either a face-to-face meeting or telephone discussion with you to clarify and/or confirm the outcome of your Credit Transfer request.

A decision will be made within 28 days of receipt of your application as to whether Credit Transfer can be granted.

You may appeal against the outcome in accordance with OLT&R's Complaints and Appeals procedure, a copy of which is set out at the end of this Student Handbook.

## **Further information**

Further details regarding Credit Transfer can be obtained by contacting OLT&R on 03 9670 5020.

## **10. Access and Equity/LLN**

OLT&R ensures that all students wishing to partake in our training courses are able to, regardless of their age; gender; cultural or ethnic background; disability; sexuality; language skills; or literacy or numeracy levels; or whether they are employed, or reside in prison or a remote location have the right to learn in an environment that is free from discrimination and harassment and be treated in a fair and considerate manner.

OLT&R is committed to integrating Access and Equity principles within all its services provided to students, and to providing all students with advice and learning support assistance required to meet the individual needs of each student in order to assist the student with their ongoing study in the OLT&R course. All staff and associated employers recognise the rights of students and provide information, advice and support that is consistent with OLT&R's Code of Practice and the National Standards for NVR Registered Training Organisations.

All OLT&R staff involved in training and assessment are made familiar with this policy during their induction and ongoing professional development activities. OLT&R's Staff Handbook outlines OLT&R's Code of Practice which includes Access and Equity matters, and OLT&R's Student Handbook also provides information regarding to Access and Equity.

### ***Legislation***

OLT&R also adhere to all relevant legislation, including:

- Sex Discrimination Act 1984.
- Human Rights and Equal Opportunities Act 1986.
- Racial Discrimination Act 1975.
- Disability Discrimination Act 1992.

### ***Learning environment***

OLT&R provide a learning environment that:

- Considers the needs of all current and potential students.
- Values diversity.
- Allocates resources fairly.
- Is free from discrimination and all forms of harassment.
- Is open, fair and transparent.
- Provides information regarding training options equally to all students.

### ***Pre-training evaluation***

OLT&R considers and assesses the individual needs of students prior to course commencement through information provided both during your Pre-Training Review at the start of your course, and in your completed Application for Enrolment Form. This information enables OLT&R to ensure the proposed training and assessment sufficiently meets your individual needs, and to identify any special requirements you may have, including language, literacy or numeracy (LLN) matters.

If as a result, assistance with LLN is identified, we ask you to complete a short written LLN assessment of language, literacy and numeracy before enrolment on the course in order to help us to identify how we can best meet the student's individual training and assessment requirements. This includes considering reasonable adjustments to the OLT&R assessments.

Areas assessed in the Pre-Training Evaluation include:

- The level at which you speak English and how easily they are understood.
- How easily you understand what the Trainer or others say.
- How well you can read English and also understand what they have read.
- How well you can write English.

If you have a reading difficulty, some delivery strategies we can use include:

- Minimising the amount of reading requirements undertaken during course.
- Explaining content and information verbally and visually.
- Extensive use of demonstration.
- Explaining written concepts verbally.
- Using oral questioning technique to highlight major points.
- Using visuals to support written text.

If you have difficulty with writing, some delivery strategies we can use include:

- Providing examples of completed written tasks.
- Making sure that documents and forms are written and formatted in plain English.
- Highlighting certain key words or phrases.
- Use of glossaries for technical terms.

If you have difficulty with numeracy tasks, some delivery strategies we can use include:

- Getting you to identify in words what the problem is and how they might solve it.
- Explaining how you do the calculations using a step-by-step process.
- Helping participants to work out what Calculations/Measurements are required.
- Encouraging the use of calculators and demonstrating how to use them.

To further assist you in your studies, we may identify a need for additional external support for you. OLT&R has sourced a number of external service providers to assist with language, literacy and numeracy help, as well as other needs such as educational or behavioural barriers. Below are just some of the external providers who we are able to contact in relation to additional student assistance:

- **ADA: [www.dyslexiaassociation.org.au](http://www.dyslexiaassociation.org.au)** – An Association able to assist students with specific learning difficulties or disabilities such as the learning disability dyslexia, through the dissemination of information, advocacy, research, and support.

- **Learning Difficulties Australia: [www.lidaustralia.org](http://www.lidaustralia.org)** – An association of teachers and other professionals dedicated to assisting students with learning difficulties, including through individualised instruction.
- **National Centre for Vocational Education Research Ltd (NCVER): [ncver@ncver.edu.au](mailto:ncver@ncver.edu.au) [www.ncver.edu.au](http://www.ncver.edu.au)** – This website also contains a range of sources for Australian adults to access assistance in relation to literacy support.
- **Australian Council for Adult Literacy: [www.acal.edu.au](http://www.acal.edu.au)** – The Australian Council for Adult Literacy promotes both adult literacy and numeracy policy and practice.
- **Australian Government Skills Connect: <http://www.skillsconnection.org.au>** – Provides businesses large and small with access to the right sort of Australian Government Assistance, resources and funding for maximising your workforce. Includes attracting the right employees, up-skilling and re-skilling.
- **Language Literacy and Numeracy Program (LLNP): <http://www.australia.gov.au/information-and-services/education-and-training/literacy-and-numeracy>** - Assisting in improving language, literacy and/or numeracy to assist them with training or joining the labour force.
- **Literacy Net: <http://www.education.gov.au/literacy-net>** - Key information about Australian adult literacy activity and links to a range of additional programmes, professional development, resources and research.
- **Reading and Writing Hotline: <http://www.readingwritinghotline.edu.au>** – National telephone adult literacy referral service providing callers with advice on ways to improve reading, writing, and numeracy skills, offered by experienced teachers.
- **Service Industries Skills Council: <http://www.serviceskills.com.au>** – Developing and maintaining industry Training Packages and providing advice to industry, government and the VET system in relation to skills development.
- **VOCED Database: <http://www.voced.edu.au/>** - Free research database for technical and vocational education and training.
- **Workplace English Language and Literacy Program: <http://www.education.gov.au/workplace-english-language-and-literacy-well-program>** - providing funding to organisations to train workers in the English language, literacy and numeracy skills.

### ***Reasonable adjustment***

We do everything we can to meet your individual needs regarding LLN assistance. To better enable us to meet those needs, we arrange you to undertake a further assessment, in order to gain more information regarding the areas of assistance required and possible areas for reasonable adjustment, such as amending course or assessment materials to suit the student's requirements.

In a situation where you have a disability or special need and are undertaking an OLT&R course whilst employed, Janie Thomas, CEO, will, together with the employer, make an assessment of the workplace for access and equity purposes and where applicable make reasonable adjustments for you in order to ensure that your training runs as smoothly as possible.

We discuss with you all possible solutions to the matters identified and once our discussions and further assessments are completed, the findings are reviewed by Janie Thomas our CEO, and an Assessment Report is prepared setting out our recommendations and actions.

In the developing course delivery and assessment materials, OLT&R ensures that all requirements regarding language, literacy and numeracy are consistent with the needs of workplaces and that they are not set at a level higher than that required to carry out the skills or knowledge required for competence in workplace situations.

Possible reasonable adjustment modifications for assessments include:

- Assessment questioning or projects submitted orally rather than in written form. This could be undertaken on a one on one basis or by voice recording.
- Assessment undertaken by observation and oral questioning of underpinning theory.
- Assessment questions being read to participant and answered orally.
- Group work or activities where other participants can act as scribe.
- Use of personal support person who can read and scribe for participant.
- Use of interpreters where necessary.

### ***Feedback and Continuous Improvement***

OLT&R encourages all students to complete the OLT&R Student Course Evaluation form, as well as to provide any other relevant verbal or written feedback that could be of benefit to OLT&R in assessing and revising our training and service delivery. All feedback, however provided, is recorded onto our electronic database, and also onto the OLT&R Feedback Information Record in order to monitor the assessing and revision of the feedback process. This forms part of our policy for continuous improvement of all aspects of the OLT&R business. Feedback data is then discussed at the next Weekly Staff Meeting and any further action and outcomes during the next 6-Month Management Review Meeting.

Feedback is also received from employers via the Employer Satisfaction Survey form.

### ***Complaints and Appeals***

OLT&R has a policy, “Complaints and Appeals – Form and Policy” set out at the end of this Student Handbook, covering all complaints and appeals to ensure they are handled efficiently and effectively.

All complaints will be acknowledged within 48 hours by Janie Thomas, CEO. The complaint will be recorded in the Feedback Information Record and, where necessary, the Complaint/Appeal Form is completed. All students have the right to appeal any decision and the procedure for doing this is contained in the policy itself.

### ***Access to Student Records***

You are entitled to view the contents of your training and assessment records in relation to your course. No one but yourself, OLT&R staff, and the following people, are entitled to view student records, either in electronic or hard copy.

- Applying for a Unique Student Identifier (USI) via the website: [www.usi.com.au](http://www.usi.com.au) for a student who either does not have or is unable to supply one.
- Mandatory enrolment reporting in compliance with the Australian Skills Quality Authority (ASQA) or related entities.
- Issuing of nationally recognised qualifications.
- Auditing by official State or Federal Authority requests.

To obtain access to your file, you are required to submit your request in writing, either by post to the OLT&R address at: PO Box 286, Daylesford VIC 3460 or by email to: [admin@onelegal.com.au](mailto:admin@onelegal.com.au)

We will respond to your enquiry with 3 business days of receipt and will contact you to make the appropriate arrangements. You can either attend the OLT&R office to review your file or, if for reasons such as your geographical location prevent you from doing so then we are able to make arrangements to photocopy your file and forward the copies to you at your postal address.

If you attend the OLT&R offices to review your records you are required to provide us with photographic evidence of your identification and you will be assisted throughout the viewing process by a OLT&R staff member. You are not permitted to remove any file documents, but the OLT&R staff representative will arrange to photocopy any documents required.

## **11. Pre-Training Review**

A Pre-Training Review session is arranged for all students before course commencement. This is carried out either in person or by other means such as videoconference, Skype, FaceTime or by telephone. The session is designed to familiarise you with all necessary processes and procedures regarding training, assessment and OLT&R in general.

A Pre-Training Review Form is completed during this session to help us to identify any areas such as special requirements including language, literacy and numeracy where we can further assist you in relation to your studies. During the pre-training review session, some of the other matters we cover include:

- Trainers, assessors and other OLT&R staff.
- Learning management system.
- Learning and assessment requirements applicable to the qualification being studied.
- This Student Handbook.

Additionally, there is an opportunity for you to ask any other questions they have, such as the course content, units, qualification; language, literary or numeracy issues; equipment etc.

## **12. Learning Management System**

All learning and assessment material for OLT&R's courses is accessed through a learning management system which is located on the OLT&R website. Upon enrolment, students are required to create their own username and password, and are requested to keep these details confidential at all times in order to maintain confidentiality and integrity of OLT&R's learner management system. OLT&R's management system is used to:

- Provide and manage all online learning and assessment materials.
- Accept electronic submission of assessments.
- Provide feedback information on completed assessments.
- Contact OLT&R Trainers and Assessors.

## **13. General student support, welfare and guidance**

Your OLT&R Trainer should be your first point of contact for assistance for any information you require throughout the duration of your course. If in the case where your Trainer cannot assist you, they will endeavour to guide you to the most appropriate service and/or resource that may be of assistance to you. In cases of welfare guidance and assistance, information and support can be found at your local Centrelink office. To contact Centrelink to discuss any of their services with a Centrelink staff member it is best to call 131021 and arrange an appointment. For issues non-related to the delivery of training and assessment services please refer to your direct

workplace supervisor. Further support and information may be obtained via the “Handy Links” provided at point 27 of this document.

#### **14. Course Payments and Refunds**

Information regarding course payments and the OLT&R Refund Policy is contained in the OLT&R Code of Practice – OneLegal Training & Recruitment, which can be found at the end of this Student Handbook.

#### **15. Student Code of Conduct**

You are expected to conduct yourself in a mature manner with consideration for others at all times. OLT&R staff are expected to act with vigour to address any grievance reported by a student who is being adversely affected by the conduct of another student.

All students enrolling in OLT&R courses agree to the following matters at all times, throughout the duration of their course:

- Respect other people’s rights to hold different views and opinions in our society and do not impose personal values on to other students or OLT&R staff.
- Improper or inappropriate student behaviour will not be tolerated under any circumstances. This includes behaviour perceived as being persistently disruptive; verbally abusive; hostile; threatening; slanderous; or discriminatory on grounds such as beliefs, nationality, religion, age, associations or sex.
- Improper or inappropriate behaviour may result upon investigation in suspension of enrolment.
- When visiting the OLT&R premises, please note the following:
  - Any prescribed medication which may impair judgement must be notified to OLT&R Manager/Trainer in charge.
  - It is not permitted to be under the influence of alcohol, drugs or other illegal substances, except where the drug is legally prescribed for the purposes of treating a medical condition.
  - The deliberate, wilful or malicious damage or misuse of any equipment, materials or other property contained on the premises is not permitted.
  - The carriage, use or possession of any prescribed/regulated weapon or dangerous articles is not permitted.
  - Smoking is not permitted on any internal part of the premises including the balcony.
  - Theft of any property from another student or other party is not permitted.
  - Any student found to have willingly or accidentally activated fire or security alarms resulting in the calling out of emergency services eg fire, police, ambulance etc will be liable for all costs incurred as a result of their actions, and they may be prosecuted under State or Federal laws.

#### **16. Student Serious Misconduct and dismissal**

Serious misconduct is deemed to be behaviour that is illegal, wilful or premeditated. Such behaviour can result in immediate suspension pending investigation and may lead to expulsion.

Misconduct of a criminal nature will be reported to the appropriate authority.

Janie Thomas, CEO, can suspend or expel any student who is found to be guilty of repeated misconduct, which may include:

- Any conduct which impairs the reasonable freedom of others to pursue their studies.
- Wilful disobedience of a reasonable direction of any lecturer or manager of OLT&R.
- Disruption of any teaching activity or examination of OLT&R.
- Impairment of any student's study by assault, attempted assault or threat to any person on OLT&R premises.
- Persistent breaking of this *Student Code of Conduct*.

## 17. Suspension and Deferral of Training

“Deferral” occurs in a situation where you complete the enrolment process, pay fees, are admitted to the program, but you do not commence training.

“Suspension” is where you commence training and then suspend participation in the program with the intention of returning to the program at a later date.

Deferral and/or Suspension are only permitted in situations such as:

- Where all fees and charges have been paid.
- Where a notice of intention to Defer or Suspend has been submitted either via email or in writing or on a form prescribed by OLT&R.
- Where, in the opinion of OLT&R, preclude the completion of the program within two years of commencement.

## 18. Assessment

In VET education sector, students are assessed as either “competent” or “not yet competent” relative to the required performance standards. Therefore, at OLT&R we do not offer a percentage or grade scoring or similar. The determination of competence will be made on an considering the evidence as a whole as opposed to considering isolated assessment activities or events.

If you do not achieve competency on your first attempt, you will have the opportunity to conduct extra study and to be reassessed until competency is achieved.

All assignments and assessments need to be successfully completed in order to successfully complete the course and students must attach an *Assignment Cover Sheet* when submitting assignments. Students must also keep a hard copy of every written assignment.

OLT&R works towards facilitating students to achieve success by developing assessment tools that are closely linked to both the training program and workplace requirements. The objectives of assessment process are:

- To confirm that you have acquired the competencies identified in the relevant Unit of Competency.
- To demonstrate that you are competent to the agreed industry standard.

Different methods of assessment (termed “assessment tools”) are used in assessing your competency in each area of study. The type of assessment tools used is based on the requirements of each relevant Training Package and include:

- Written examination.
- Practical demonstration.



- Observation.
- Oral presentation.
- Researching and preparing reports.
- Projects and assignments.
- Verbal questioning.
- Multiple choice.

“Formative” assessment (or “assessment for learning”) describes course assessment delivering student feedback regarding how they are progressing and how they can better perform a task. Research shows that formative assessment is the most effective means of training adults.

OLT&R training programs provide numerous formative assessment activities for learners, including quizzes, skills practice, research tasks, discussion forums and scenario based problem-solving activities. With the feedback students receive, they learn to perform better in their summative assessment tasks and students are required to complete the activities before the relevant summative assessment can proceed.

At the end of training period for each unit, and after undertaking formative assessment activities, students are required to demonstrate competence by the final performance of critical assessment tasks (CATs). CATs range from performing tasks under observation by assessor through to completing online written assignments. Because OLT&R programs include progressive completion of multiple units of competency, students undertake CATs throughout the duration of the qualification program. Even though they are completed progressively, CATs are still the equivalent to “Finals” as they constitute final evidence as to whether a student is competent in a particular unit.

## 19. Extensions of Time

Consideration for a time extension regarding submitting an assignment may be provided in the circumstances below. If you are sick or are requesting an extension for other deserving or compassionate reasons, you will need to provide documents evidencing your need for the request:

- Suffering from illness.
- A physical impairment.
- A language limitation of English.
- Other needs deserving of special consideration or compassionate reasons.

Except in extenuating circumstances, you must arrange an extension of time with your Trainer before the assignment’s due date. To request a time extension, please contact your Trainer or another OLT&R representative as soon as you become aware of the requirement, and letting us know the reason for your request which should be one of the reasons contained in the above list.

All assignments must be submitted either online or given directly by hand to your trainer.

Extensions will not be granted for reasons such as work pressures, computer problems or lost assignments. Technical or computer problems are not adequate reasons to be granted an extension.

## 20. Plagiarism

OLT&R is obligated to uphold rules regarding academic honesty and intellectual property by helping students to produce correctly documented text.

Plagiarism includes the following acts:

- Presenting other people's designs and images as your own work.
- Submitting work as your own that someone else has done for you.
- copying phrases and passages word-for-word without quotation marks and without a reference to the author; this includes but is not limited to books, journals, reports, theses, websites, conference papers and course notes; or paraphrasing an author's work and presenting it without a reference.

You must provide a reference whenever you quote, paraphrase or summarise someone else's ideas, theories or data. You must also reference any graphic information you use. Some of the sources you will need to reference include:

- Books or chapters in books.
- Journal or newspaper articles.
- Conference papers.
- Films or television programs.
- Personal communications like emails, interviews or letters
- Electronic sources such as web pages, journal articles from online databases, or Usenet groups.

For information on the correct way to reference, see the following website:  
[www.lc.unsw.edu.au/onlib/ref.html](http://www.lc.unsw.edu.au/onlib/ref.html)

If, when consulted you insist it is your intellectual property, an investigation must be made to ascertain who the original author is. If the author is another student who allowed you to plagiarise their work, then you will both be penalised.

If you are suspected of plagiarism, you will be notified of the matter and it will also be reported to Janie Thomas, CEO. You will be provided with information and evidence that has formed the basis of that viewpoint and given an opportunity to respond and have your response considered. Once your response has been considered by Janie Thomas, you will be advised of the outcome by her in writing, as well as any further action to be taken. Where the finding is that you have been deemed to have passed an assignment that did not originate with you, you will receive a "Not yet Competent" for the assignment.

You may be given the following options to rectify the matters:

- You arrange to re-write the assignment.
- You agree to write an entirely different assignment.
- You receive a 'Not Yet Competent' on the assignment.

In a situation where you are found to plagiarised on the subsequent assignment, you will receive a "Not Yet Competent" determination for the paper, and will then be required to re-do the unit.

All students have the right of appeal any decision regarding plagiarism. All appeals relating to plagiarism are to be made in writing to Janie Thomas, CEO RTO Manager within three days of you receiving notification of the plagiarism offence.

Cheating is different to plagiarism. Cheating includes:

- Copying any part of another students' work.
- Submitting items of assessment that are written in conjunction with other students.
- Submitting a piece of work has already been submitted for assessment in another course
- Sharing or copying an assessment, test or assignment.
- Doing someone else's assessment, test or assignment.

OLT&R has a policy regarding students implicated for plagiarism or cheating. Outcomes may include: repeating the entire unit, suspension from the course and possible cancellation from your course. All plagiarism and cheating is viewed seriously by OLT&R.

To preserve the validity of OLT&R course awards for all students, OLT&R maintains a continuous surveillance process to ensure student work submitted is authentic. Consequently, during the course of your training program, an Assessor from OLT&R may contact you regarding assignment work that you have submitted. The purpose of this contact is to validate that the work you have submitted is your own. This validation will consist in the Assessor questioning you on the content of your submissions. In the event your work cannot be authenticated you will be required to resubmit the work for assessment or the matter may be referred to Janie Thomas, CEO to consider further action. Students failing to co-operate with the Assessors reasonable requests will be automatically referred to Janie Thomas, CEO. Where a student's work has not met the OneLegal authenticity requirement to the satisfaction of the Assessor the student is entitled to appeal the decision. For further information, please see OLT&R's Complaints and Appeals procedure, a copy of which is set out at the end of this Student Handbook.

## **21. Feedback**

It is important to us at OLT&R that you are involved in the decisions which may affect your training and assessment. There are a few instances in which we will ask for your feedback. There is a requirement to complete the *Course Feedback* form which will be provided to you by email in the final weeks of your training. We may also request that you provide us with other feedback in relation to specific matters relating to your course.

## **22. Changing Your Enrolment**

To change the qualification you are enrolled in, or the individual units of study, you will need to speak to Janie Thomas, CEO to discuss the options. You may incur extra fees, or be eligible for a refund, dependent upon the required changes.

In some occasions; generally as a result of discussion between yourself and your Trainer or with Janie Thomas, CEO; we may recommend a change in either qualification or a specific unit.

## **23. Deferring or Withdrawal from studies**

Once you have started your course, it is possible to defer your study. If you have not started your course, you must withdraw from it and re-enrol later. In all circumstances where you want to defer your training at OLT&R, you must talk to Janie Thomas, CEO in order to discuss and agree on the best course of action.

If you want to withdraw from your course completely, we recommend that first speak with Janie Thomas, CEO to ensure that this is the right course of action for you. You may be eligible for a refund or may still have fees to pay.

If you simply disappear or seem to abandon your studies at OLT&R, Janie Thomas will attempt to contact you. If these efforts are unsuccessful then we are authorised to withdraw you and you will not be eligible for any refund, and you may still have fees to pay.

## **24. Change of Contact Details**

When you change any of your contact details such as your address, phone, email, name (change or name or marriage), we require you to contact us as soon as possible and provide us with the necessary changes so that we can make the amendments as soon as possible.

## **25. Complaints and Appeals**

OLT&R aims to provide an environment which is non-discriminatory and in which staff and students have their rights, dignity, privacy, and confidentiality valued and respected. There are times, however, where differences will occur or decisions made with which individuals may be dissatisfied.

If you wish to make a complaint, or appeal against a complaint, please refer to our Complaints and Appeals Policy, a copy of which is set out at the end of this Student Handbook. There may be a number of reasons you would access the OLT&R Complaints and Appeals Policy, for example, you wish to appeal the result of an assessment and you want it re-marked; there is a clerical error in your statement; or you feel as though you are being discriminated against by either a staff member or other student.

## **26. Visiting the OLT&R Premises**

Although most of our training and assessment is carried out online and off-site, there may be situations where you are required to visit us, such as for on-site training or assessment; for general advice or course information; or for assistance with special needs or language, literacy and numeracy assistance. Please contact us for directions regarding how to get to our offices.

## **27. Occupational Health & Safety**

OLT&R is strongly committed to and actively fosters the maintenance of a safe and healthy workplace for all employees, students and visitors. It is the policy of OLT&R to define responsibilities and procedures to ensure, so far as is practicable, and it complies with the following OH&S Policy:

- Provide a safe work environment.
- Promote the highest standards of health, welfare and safety in the workplace.
- Work with employees, contractors, students and the health and safety representative to reduce workplace risks and hazards.
- Train and educate our employees, contractors and students about the responsibilities and standards.
- Comply with all relevant health, welfare and safety laws and/or regulations applicable in our workplace.
- Conduct regular audits to ensure the effectiveness of health and safety systems.
- Make and keep information and records of work-related injuries, accidents or “near-miss” incidents.

In the event that you require first aid whilst at the OLT&R premises, the First Aid Officer is Janie Thomas. The First Aid kit is stored in the third draw in the kitchen. If you require first aid, we will document the actions taken. If you require other medical attention or hospitalisation we will arrange it for you. Your emergency contact is the person whose details you provided in our Enrolment Form.

In the event that there is a serious incident at OLT&R, such as a fire, earthquake, storm, tempest, invasion, terrorist act, illegal occupancy, accident causing damage to the buildings, gas or electrical event or other dangerous incident) we will implement the Emergency Procedures which requires that all persons in the OLT&R premises must follow all instructions from Janie Thomas, CEO, who is the designated Fire Warden.

## **28. Issue and re-issue of Certificates and Statements of Attainment**

Upon successful completion of your course, you will receive a Nationally Recognised Certificate and a Statement of Attainment, within 21 days of the course completion. In cases where you do not complete the full requirements of the course, then a Statement of Attainment for the individual Unit of Competencies successfully completed will be issued to you.

All qualifications and statements of attainment issued by OLT&R will comply with the requirements of the Australian Qualifications Framework (AQF) and within the scope of our RTO registration.

We will post out your Certificate and Statement of Attainment to your postal address as provided in your Enrolment Application Form. We will spell your name in accordance with the spelling you have provided in that form.

We record and save copies of all Certificates of Completion and Statements of Attainment in our VETtrack training database, so we are able to reissue these should you lose or damage the documents. A reissue of the Certificate or Statement of Attainment can be made by completing a *Re-Issuance of Certificate* form and submitting to us by email to [janie@onelegal.com.au](mailto:janie@onelegal.com.au) or in person, together with payment of \$47.50 per item made either by direct bank payment or by cheque made out to "One Legal Pty Ltd".

## **29. Copyright**

All material provided to you, or to which you are provided access are made available by OLT&R under the provisions of the Commonwealth of Australia Copyright Act 1968. OLT&R provides this material only for fair use by you in the course of your training.

You are not permitted to copy, store, distribute, pass-on, broadcast or in any other way use this material without the express written permission of the copyright holder. Breaches of copyright will attract disciplinary proceedings (including possible expulsion) and may also attract criminal and civil proceedings under the Act.

## **30. Allocation and reallocation to program groups**

Each training program has both a minimum and maximum group size. The size depends on the particular course and the nature of delivery. For various reasons some students suspend or abandon their training and program numbers fall below the minimum threshold. In this case, while making all reasonable efforts to accommodate students, OLT&R retains absolute discretion to reallocate students to alternate program groups.

## **31. Monitoring your progress**

All students are appointed a trainer who is responsible for the delivery and monitoring of training. If you believe that you may be disadvantaged in the learning environment as a result of disability, language, culture, gender, age or other perceived barriers, you should discuss this with your trainer.

Should you experience any difficulty that may be affecting your studies please discuss this with your appointed trainer or arrange to make an appointment to meet with the General Manager. Review and evaluation processes will occur at scheduled intervals over the duration of your course. You are encouraged to provide feedback to assist us in our quality assurance process. This will be conducted at the end of each course and may also occur at the midpoint of your course.

## 32. Handy Links

Here you will find legislation and information including:

- Privacy: [www.privacy.gov.au](http://www.privacy.gov.au)
- Human Rights & Equal Opportunity:  
[www.austlii.edu.au/au/legis/cth/consol\\_act/hraeoca1986512/](http://www.austlii.edu.au/au/legis/cth/consol_act/hraeoca1986512/)
- Occupational Health and Safety: [www.nohsc.gov.au/](http://www.nohsc.gov.au/)
- Literacy: [www.dest.gov.au/literacynet/](http://www.dest.gov.au/literacynet/)
- Bullying & Harassment: [www.bulliesdownunder.com/website.htm](http://www.bulliesdownunder.com/website.htm)
- Welfare Guidance and Assistance: [www.centrelink.gov.au](http://www.centrelink.gov.au)
- Apprenticeship and Studentships: [www.newapprenticeships.gov.au/](http://www.newapprenticeships.gov.au/)
- New Apprenticeships Training Information Service: [www.nacinfo.com.au](http://www.nacinfo.com.au)
- Training.Gov.Au – TGA: [www.training.gov.au](http://www.training.gov.au)
- Skills Victoria: [www.skills.vic.gov.au](http://www.skills.vic.gov.au)

## CODE OF PRACTICE – ONELEGAL TRAINING & RECRUITMENT

OneLegal Training & Recruitment (OLT&R) is a registered business name of One Legal Pty Ltd ACN 143 894 277. OLT&R is a Registered Training Organisation (RTO) which meets the requirements of the Standards for the National Vet Regulator (NVR) in relation to the regulation of RTOs by the Australian Skills Quality Authority (ASQA). As an RTO, OLT&R is able to offer courses to students which lead to a nationally recognised qualification. The three qualifications that we offer are the Certificate III in Business Administration (Legal), the Certificate IV in Legal Services and the Diploma of Legal Services.

### **Our guarantees to you**

OLT&R are committed to providing a pleasant, efficient and professional learning experience throughout your course. We guarantee you our full support and assistance throughout the duration of your course, including telephone, email or face-to-face assistance. OLT&R aims to provide clear and accurate information and advice at all times and to provide all information in a timely and effective manner.

Prior to registration, we ensure that we give you all necessary information regarding enrolment procedures, vocational outcomes, fees, access and equity, guidance and support, complaints and appeals and Recognition of Prior Learning and Credit Transfer information; all to enable you to make an informed, unbiased and accurate decision as to whether the proposed course is right for you.

Upon receipt of payments for you and after undertaking our initial pre-training interview, we guarantee to provide you with all necessary learning and assessment tools course information to enable you to complete your course and gain the relevant nationally-recognised qualification.

### **Privacy Statement**

OLT&R is committed to protecting the privacy, confidentiality and security of all personal information provided by students or other persons. OLT&R operates in compliance with the Australian Privacy Act 1988, the Privacy Amendment (Enhancing Privacy Protection) Act 2012 and the Australian Privacy Principles. OLT&R is committed to implementing best practice in its records management practices and systems and information or records provided to OLT&R will only be used for OLT&R purposes including:

- Maintaining contact with you; assisting you and providing you with the educational service you require to successfully complete your course; obtaining feedback from you regarding your course; and to keep you updated regarding forthcoming events and new products/services of OLT&R throughout the duration of your course.
- Applying for a Unique Student Identifier (USI) for a student who either does not have or is unable to supply one.
- Mandatory enrolment reporting in compliance with the Australian Skills Quality Authority (ASQA) or related entities.
- Issuing of nationally recognised qualifications.
- Auditing by official State or Federal Authority requests.

Types of information we collect include; name; date of birth; residential/postal address; telephone numbers; email address; occupation; education/qualifications; academic records/results; credit card/bank details; and special learning requirements and needs.

### **Course Information**

Prior to enrolment in a qualification, students are requested to read the relevant Course Brochure which is available through contacting OLT&R on 03 9670 5020, or at the back of the OLT&R Student Handbook, which includes information about the qualification, fees, delivery schedule and vocational outcomes.

## **Enrolment and Induction**

Enrolment in a qualification is subject to availability and course capacity. Enrolment is confirmed only once payment of fees is received and funds are cleared through the OLT&R bank account. OLT&R offers enrolment to all applicants on the basis of eligibility and appropriateness of the course/unit(s) to the student's needs.

Completion of the OLT&R Enrolment Form and undertaking a pre-training interview to assess your learning needs are the first steps to the application process, although these steps do not indicate formal acceptance of enrolment. In order to further assist you with any special learning assistance you may require, we may ask you to undertake a Language, Literacy and Numeracy Evaluation. OLT&R reserves the right to review and/or reject enrolment applications for a number of reasons, which will be stated in writing and provided to the enrolling person.

## **Equal Opportunity**

OLT&R is committed to providing training and assessment services to all students regardless of race, religion, sex, socio-economic status, disability, language, literacy or numeracy and upholds the principles of equal opportunities.

## **Language, Literacy & Numeracy**

All qualifications require competency in the English language as well as a minimum level of literacy and numeracy skills. A Language, Literacy and Numeracy Evaluation may be conducted to determine if a student requires additional assistance and support, and to ensure that the most appropriate course and level has been selected by the student.

## **Student Support**

OLT&R offers all enrolled students telephone between the hours of 9.00am to 5.00pm from Monday to Friday (inclusive) and email support. Emails will be responded to within 24 hours of receipt. All enrolled students are provided with the appropriate resources to undertake the course, including all required text books. Any further resources required by students that are not covered by student fees will be clearly outlined in the course information.

## **Recognition of Prior Learning (RPL) and Credit Transfer**

Students are encouraged to apply for RPL and Credit Transfer where they believe previous experience and existing skills may exempt them from undertaking formal assessment in a unit of competency and Credit Transfer where they have completed the same unit in another qualification. To apply, refer to the OLT&R RPL / Credit Transfer Policy & Application Form which may be obtained by contacting OLT&R or found in the Student Handbook.

## **Progress**

Students will be expected to submit and complete assessment within the provided timeframes. All assessment submitted to OLT&R will be marked, assessed and have feedback returned to students in a timely manner.

## **Complaints and Appeals**

If at any time you feel that we are not abiding by this Code of Practice, or if you wish to highlight any other issue that causes you concern in relation to your dealings or study with OLT&R then you are encouraged to let us know as soon as possible. Any student with a complaint or appeal should refer to the OLT&R Complaints & Appeals Procedure, a copy of which is set out at the end of this Student Handbook, and should follow the steps set out in the procedure. Further information regarding complaints and appeals can be obtained from Janie Thomas, Chief Executive Officer by telephoning 03 9670 5020. Students may also wish to refer complaints directly to the National VET Regulator – Australian Skills Quality Authority.

## **Refunds**

A refund is only available where cancellation of enrolment has been submitted in writing prior to commencement of the course. Once you have commenced the course, a 50% refund is available within the first 14 days if you have valid reasons for withdrawal or decide the course is not for you. After this time, no refunds will be given for monies paid. The 50% refund does not apply where students are enrolling for one unit valued under \$300 or for any special offer under \$300.



In the unlikely event that OneLegal Training & Recruitment is for any reason whatsoever unable to deliver the student's training and/or assessment up to and including its completion, the student will be offered a refund of the full amount of their pre-paid tuition fees that have been paid. The refund will be paid to the student's nominated bank account or, if the student prefers, to the student in person within 14 days of the day when the training/assessment ceased being provided by OneLegal Training & Recruitment. Alternatively, OneLegal Training & Recruitment may offer the student an enrolment into an alternative course; either with OneLegal Training & Recruitment or another Registered Training organisation. This enrolment into an alternative course will be at no additional cost to the student, save for any additional tuition fees that the student would have been liable to pay had the student been able to continue in their original course. Where the student is offered enrolment in an alternative course, the student has the right to choose whether to accept the enrolment, or instead to receive a refund for all pre-paid tuition fees.

### **Discipline**

OLT&R expects students to abide by OLT&R's policies and to maintain conduct displaying an appropriate level of respect when communicating with other students, OLT&R staff or any other person involved in the training and assessment process. This applies whether the communicating in person, by telephone, email or any other communication method. OLT&R will initiate disciplinary measures against students who engage in any activity that could be determined as illegal, immoral, dishonourable or disruptive to the training environment. In general, where student behaviour is determined to be inappropriate, OLT&R will issue the student with a single written warning. If the behaviour recurs or persists, OLT&R may provide written notice of termination to the student within 7 days. There are no refunds where a student is expelled from a course, as a result of misconduct. All disciplinary cases have the right of appeal in accordance with OLT&R Complaints/Appeals procedures.

### **Marketing and accuracy of information**

OLT&R management and staff are committed to marketing its courses in an accurate, ethical and responsible manner, and in a timely and efficient way, in order to ensure that students are provided with the correct and necessary information to enable them to make fully-informed decisions regarding suitability of courses.

### **Superseded Training Packages**

OLT&R receives updates from "training.gov.au" and from other sources in relation to forthcoming changes to the content of its courses, in line with its registration as an RTO. Students enrolled in qualifications which are superseded part way through a course will be offered and encouraged to transfer their enrolment to the new qualification once OLT&R has the new course content completed and approved under its RTO registration. Students will not be disadvantaged in any way and are to complete or transition within the 12 month period from the date of new training package endorsement.

### **Continuous Improvement**

OLT&R constantly strive to improve its services in relation to every area of its operations. OLT&R is committed to obtaining and reviewing feedback from students, employers and from its varied contact within the legal industry in order to improve its operations including the delivery of all training and assessment services, and also to ensure that clear, accurate information and advice is provided to students at all times. OLT&R conducts regular reviews of all course and assessment material to ensure it remains up-to-date in terms of its content; relevant to the legal industry; compliant with all State and Federal legislation and RTO requirements (eg OH&S, harassment, discrimination, equal opportunities and NVR RTO standards); easy to understand; and laid out in a professional way.

### 33. BSB31015 Certificate III in Business Administration (Legal)

Through an online virtual environment, students assume the role of a legal administration assistant for a virtual legal firm. There are 10 online tutorials that simulate the type of activities a legal administration assistant would undertake in a real legal office. Each tutorial contains instructions and resources for completing a series of activities related to that particular tutorial. To successfully complete and obtain this qualification, a student is required to complete 13 units of competency. These 13 competencies are clustered in a meaningful manner throughout the 10 tutorials. The 13 units of competency are as follows:

<b>Core subjects: The 2 core units are listed below:</b>		
BSBITU307	Develop keyboarding speed and accuracy	50hrs
BSBWHS201	Contribute to health and safety of self and others	20hrs
<b>Elective subjects: The 11 elective units are listed below:</b>		
BSBLEG301	Apply knowledge of the legal system to complete tasks	80hrs
BSBLEG303	Deliver court documentation	10hrs
BSBLEG304	Apply the principles of confidentiality and security within the legal environment	20hrs
BSBLEG305	Use legal terminology in order to carry out tasks	40hrs
BSBLEG306	Maintain records for time and disbursements in a legal practice	40hrs
BSBLEG308	Assist in prioritising and planning activities in a legal practice	10hrs
BSBINM303	Handle receipt and despatch of information	15hrs
BSBADM307	Organise schedules	15hrs
BSBITU312	Create electronic presentations	20hrs
BSBITU306	Design and produce business documents	80hrs
BSBWRT301	Write simple documents	30hrs
<b>TOTAL</b>		<b>430hrs*</b>

\* This is the average amount of hours it might take for a student to read through the Workbooks, undertake research and complete all the assessments.

#### Order of study

Students are to commence their studies with Task 1 and work through until Task 10 is completed.

#### Assessment Process

There are assessment tasks that are required to be completed for each unit of competency. Assessments provide evidence that a student has obtained the necessary skills and knowledge within each unit of competency. For each task, the process requires you to work through the Workbook and then commence the assessments as per the Assessment Guide. The Assessment Guide for each module, clearly outlines assessment requirements and criteria for each assessment. Once the assessment pieces for Task 1 have been completed, they are to be submitted for assessment and once deemed 'competent' the student is able to continue with Task 2 and so on. Once all assessments for the 13 units have been successfully completed you will be awarded the Certificate III in Business Administration (Legal) qualification. If for some reason you are unable to complete all 13 units of the Certificate III in Business Administration (Legal), a statement of attainment will be awarded to you upon successful completion of assessments for each unit of competency completed.

#### Additional learning resources

To complete this qualification, students require the following learning resources:

- *Design and produce business documents*
- *Create and use electronic presentations*

These learning resources are available as e-books through the OLT&R learning management system and the cost is incorporated in the course fee.

#### Employment and Further Study Options

After successfully completing this qualification students will have obtained the skills and experience necessary to gain employment in an entry level role in a legal firm or legal environment. OLT&R works closely with OneLegal Recruitment who can assist students who are studying or who have completed the qualification to gain employment within the legal industry. Students can also use some of the units of competency within Certificate III in Business

Administration (Legal) as recognition of prior learning (RPL) if they choose to study other qualifications under the Business Services Training Packages framework.

Entry requirements

There are no entry requirements for this qualification.

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### 35. BSB42215 Certificate IV in Legal Services

This qualification addresses the skills and knowledge required of individuals undertaking legal secretarial or paralegal type duties in a legal environment. To successfully obtain the **BSB42215 Certificate IV in Legal Services**, 12 units of competency are required to be completed:

<b>Core subjects: The 8 core units are listed below:</b>		
BSBLEG418	Produce complex legal documents	80hrs
BSBLEG413	Identify and apply the legal framework	60hrs
BSBCOM406	Conduct work within a compliance framework	30hrs
BSBCMM402	Implement effective communication strategies	40hrs
BSBLEG414	Establish and maintain a file in legal services	50hrs
BSBRES404	Research legal information using primary sources	40hrs
BSBLEG415	Apply the principles of contract law	60hrs
BSBLEG416	Apply the principles of the law of torts	60hrs
<b>Elective subjects: The 4 elective units are listed below:</b>		
BSBLEG403	Maintain trust accounts	50hrs
BSBLEG417	Apply the principles of evidence law	60hrs
BSBSUS301	Implement and monitor environmentally sustainable work practices	40hrs
BSBLEG510	Apply legal principles in family law matters (this Unit can be substituted with any other elective from the Diploma)	60hrs
<b>TOTAL</b>		<b>630hrs*</b>

\* This is the average amount of hours it might take for a student to read through the Workbooks, undertake research and complete all the assessments.

#### Order of study

We recommend that you start with **BSBLEG418 Produce complex legal documents** as this unit and learning resources provide a good overall introduction to complex word processing and legal documents that you may not be familiar with. As it is a Microsoft Word based unit of competency you will pick up tips that will assist you with your assessment preparation!

#### Assessment Process

There are assessment tasks that are required to be completed for each unit of competency. You are required to complete the assessments for each individual unit at the conclusion of each module and submit for marking/assessment. You can continue with your next module of study, whilst awaiting the result of your assessment (generally within a week of receipt). The process is designed to assess you as competent/not yet competent for each unit of competency as it is completed and provide assistance and feedback throughout the duration of your study.

Assessments provide evidence that a student has obtained the necessary skills and knowledge within each unit of competency. For each module, the process requires you to work through the Workbook and then commence the assessments as per the Assessment Guide. The Assessment Guide for each module, clearly outlines assessment requirements and criteria for each assessment. Once all assessments for the core and elective units have been successfully completed a student will be awarded the Certificate IV in Legal Services. If for some reason you are unable to complete all 12 units of the Certificate IV in Legal Services, a statement of attainment will be awarded to you upon successful completion of each unit of competency completed.

#### Workbooks

OLT&R has developed individual Workbooks for each unit of competency within the Certificate IV in Legal Services. All Workbooks contain a range of readings and learning activities. It is very important that students complete these readings and learning activities. They are designed to help students understand the topic and prepare them for the assessments.

## Additional learning resources

To complete this qualification, students will need the following learning resource:

- *Be Competent in Complex Legal Documents.*

This learning resource is ordered on an as needs basis by OLT&R at the time of enrolment and delivered directly to the student. The cost of this learning resource is incorporated in the course fee.

## Employment and further study options

After successfully completing this qualification students will be able to demonstrate the skills and experience necessary for employment as a legal administration assistant, legal secretary or paralegal in a legal firm or legal environment. OLT&R works closely with OneLegal Recruitment who can assist students who are studying or who have completed the qualification to gain employment within the legal industry.

Students who complete the Certificate IV in Legal Services may wish to continue with further studies including the Diploma of Legal Services, which is offered through our college.

## Entry requirements

There are no entry requirements for this qualification. Preferred pathways for candidates considering this qualification include

- after achieving BSB31015 Certificate III in Business Administration (Legal) or other relevant qualifications  
OR
- providing evidence of the completion of all units of competency required for BSB31015 Certificate III in Business Administration (Legal) or other relevant qualifications; with evidence of competency in BSBITU307 Develop keyboarding speed and accuracy being mandatory  
OR
- with some vocational experience working in a range of business settings in support roles without a formal qualification.

## 36. BSB52215 Diploma of Legal Services

To successfully obtain the **BSB52215 Diploma of Legal Services**, 10 units of competency are required to be completed:

<b>Core subjects: The 4 core units are listed below:</b>		
BSBRES502	Research legal information using secondary sources	40hrs
BSBCOM501	Identify and interpret compliance requirements	20hrs
BSBCMM501	Develop and nurture relationships	40hrs
BSBLED503	Maintain and enhance professional practice	30hrs
<b>Elective subjects: Choose 6 elective units from the below:</b>		
BSBLEG510	Apply legal principles in family law matters	60hrs
BSBLEG511	Apply legal principles in criminal law matters	60hrs
BSBLEG512	Apply legal principles in property law matters	60hrs
BSBLEG513	Apply legal principles in corporation law matters	60hrs
BSBLEG514	Assist with civil procedure	60hrs
BSBLEG515	Apply legal principles in wills and probate matters	60hrs
BSBSUS301	Implement and monitor environmentally sustainable work practices	40hrs
<b>TOTAL</b>		<b>490hrs*</b>

\* This is the average amount of hours it might take for a student to read through the Workbooks, undertake research and complete all the assessments.

### Order of study

We recommend that you start the Diploma with **BSBRES502 Research legal information using secondary sources** and then continue with the remaining 3 Core units in any order, before commencing the Elective units. Aspects of study acquired throughout the Core units may assist in completing the Assessments for the Elective units.

### Assessment Process

There are assessment tasks that are required to be completed for each unit of competency. You are required to complete the assessments for each individual unit at the conclusion of each module and submit for marking/assessment. You can continue with your next module of study, whilst awaiting the result of your assessment (generally within a week of receipt). The process is designed to assess you as competent / not yet competent for each unit of competency as it is completed and provide assistance and feedback throughout the duration of your study.

Assessments provide evidence that a student has obtained the necessary skills and knowledge within each unit of competency. For each module, the process requires you to work through the Workbook and then commence the assessments as per the Assessment Guide. The Assessment Guide for each module, clearly outlines assessment requirements and criteria for each assessment.

Once all assessments for the core and elective units have been successfully completed a student will be awarded the Diploma of Legal Services. If for some reason you are unable to complete all 10 units, a statement of attainment will be awarded to you upon successful completion of each unit of competency completed.

### Workbooks

OLT&R has developed individual Workbooks for each unit of competency within the Diploma of Legal Services. All Workbooks contain a range of readings and learning activities. It is very important that students complete these readings and learning activities. They are designed to help students understand the topic and prepare them for the assessments.

### Additional learning resources

There are no additional learning resources required to undertake this qualification.

### Employment and further study options

After successfully completing this qualification students will be able to demonstrate the skills and experience necessary for employment as a legal administration assistant, legal secretary or paralegal in a legal firm or legal environment. OLT&R works closely with OneLegal Recruitment who can assist students who are studying or who have completed the qualification to gain employment within the legal industry.

## Entry requirements

There are no entry requirements for the Diploma of Legal Services qualification. Preferred pathways for candidates considering this qualification include:

- after achieving BSB42215 Certificate IV in Legal Services or other relevant qualifications in addition to competency in BSBITU307 Develop keyboarding speed and accuracy  
OR
- providing evidence of the completion of all units of competency required for BSB42215 Certificate IV in Legal Services as well as evidence of competency in BSBITU307A Develop keyboarding speed and accuracy  
OR
- with vocational experience in a range of settings without a formal business qualification.

Although there are no specific entry requirements, OLT&R encourages mature age students and those who have a genuine interest in the legal profession to apply. Sufficient proficiency in written and spoken English is a preferred requirement as this will enable students to successfully complete the coursework and achieve their learning goals. Additionally, it is expected that students have an intermediate proficiency in word processing and computing skills.

# CREDIT TRANSFER APPLICATION

OLT&R will recognise and credit any previous study provided that the qualification and/or units obtained are an exact or equivalent match to any that OLT&R currently and that they were issued from an accredited RTO.

Applicant details:	
Name	
Address	
Telephone	
Email	
Signature	Date:

Please fill out the table below with information regarding the units or qualifications you would like to have assessed for credit transfer.

Credit transfer details:		
Student to insert: Qualification name or units of competency name	Office use only	
	Comments	Granted
		Yes / No
		Yes / No
		Yes / No
		Yes / No
Supporting documentation:		
List supporting documentation here (attach to this Application certified copies of your supporting documents. DO NOT submit originals).		

A OLT&R representative will review the documentation supplied and will contact you to advise on the outcome of your application within 5 working days.

Office use only	
Received date:	
Assessor name, signature and date:	
Student notified and date:	

## RECOGNITION OF PRIOR LEARNING (RPL) APPLICATION

RPL is a form of assessment that recognises an individual's skills and knowledge which may have been acquired through previous study or informal or formal learning or from work and/or life experience.

Applicant details:	
Name:	
Address:	
Telephone:	
Email:	
Signature:	Date:

Please fill out the table below with information regarding the units or qualifications you would like to have assessed for RPL

RPL details:	
<i>Units of study or qualification for which RPL is being sort</i>	<i>Reasons (i.e. work, life, previous study)</i>

This is the first stage in our RPL application procedure. A OLT&R representative will conduct a preliminary examination of the information provided and contact you regarding the next steps.

Office use only	
Received date:	
Assessor name, signature and date:	
Estimated RPL Tuition Fees total:	
Student notified and date:	



## COMPLAINTS AND APPEALS – FORM AND POLICY

At OneLegal Training & Recruitment we endeavour to provide our students with the best possible service and training levels at all times, as well as providing an environment which is non-discriminatory and where staff and students have their rights, dignity, privacy and confidentiality valued and respected. There are times, however, where differences will occur, or decisions made which students may not be satisfied with.

We encourage all feedback and we recognise that you may wish to make a complaint or appeal, for example, if you would like an assessment deemed “not yet competent” re-marked; where there is a clerical error in your Statement of Attainment; or where you feel you have been discriminated against by a staff member or another student.

We take all complaints and appeals extremely seriously and attend to them as soon as possible. If we think it is likely to take over 60 days, we will inform you of this in writing. Our Complaints and Appeals Policy is based on the principles of natural justice and procedural fairness at all stages. We will keep you constantly updated regarding progress of your complaint/appeal and we aim to finalise your complaint/appeal as soon as possible.

### Our Complaints and Appeals Guarantee to you:

If you have a complaint we ensure that:

- We treat your complaint as serious and we treat you with the upmost respect and professionalism at all times throughout the process of dealing with the matter.
- We record in writing the details of your complaint, the steps we take to resolve it, and the eventual outcome, as well as any appeal process. We save this information onto our secure and confidential database and store these records offsite for a total of 7 years.
- We address your complaint within 7 working days of you making us aware of it, by speaking with you to mutually agree on the most appropriate course of action to be taken in order to best resolve the matter for everyone concerned.
- We aim to resolve the matter within 7 working days of speaking with you regarding the complaint. Once resolved, we provide you with a written report of the outcome of your complaint, including the reasons why the decision was made and how it was arrived at.
- If you wish to appeal against a decision we have made regarding your complaint, you will be given the opportunity to present your case to us in person, and in front of an independent person or panel.

### Our General Complaints and Appeals Procedure:

The steps below provide information regarding our complaints and appeals procedures. We aim to finalise your complaint/appeal as soon as possible.

**Step 1:** If your complaint relates to another student, an OLT&R staff member or if your complaint/appeal is of a general nature such as if you do not agree with a finding of “not yet competent” for an assignment, then wherever possible arrange to speak with the relevant person to discuss the matter and to agree upon the best course of action for you both to take in order to resolve the matter.

**Step 2:** If Step 1 is unsuccessful, or if you don't feel comfortable approaching the person then you should speak with your Trainer as soon as possible. Your Trainer will take notes of the matter when speaking with you and will then try to remedy your complaint within the next 5 working days to your satisfaction.

**Step 3:** If your Trainer is unable to remedy the matter to your satisfaction, then the next step is to lodge a formal complaint. You should complete the attached Complaint/Appeal Form and email it to our Chief Executive Officer, Janie Thomas at: [janie@onelegal.com.au](mailto:janie@onelegal.com.au). Janie Thomas will then arrange a mediation meeting or videoconference with you and, where appropriate with any other relevant party, in order to attempt to resolve the problem. If the matter involved us undertaking a reassessment of a completed assessment in which you received a determination of “not yet competent” then a fee of \$47.50 is payable by you to OneLegal. This fee is payable by you irrespective of the outcome of the re-assessment.

**Step 4:** Janie Thomas will, within 7 days of the mediation meeting/videoconference, provide you a written outcome of the mediation, including the reasons why the decisions have been made and how they were determined. The written information will be sent to you by both post and email, to the postal and email addresses that you supplied in your Complaint Form

**Step 5:** If you are dissatisfied with the outcome from the mediation meeting/videoconference with Janie Thomas, you may appeal the decision in writing (either typed or hand-written), setting out your reasons for being dissatisfied. You should give your written appeal document to Janie Thomas, who will then arrange for an appeal meeting to be convened for you, either in person or by videoconference. Details of one institution which may act as an independent arbitrator is as follows:

ACPET  
Suite 101, Level 1, 126 Wellington Parade  
East Melbourne VIC 3002  
Tel: 03 9416 1355  
Email: [vic@acpet.edu.au](mailto:vic@acpet.edu.au)

You may also seek legal advice or contact one of the following Government bodies for further information, or to place a complaint regarding OneLegal Training & Recruitment:

- National Training Complaints Hotline: Tel: 1800 000 674
- Australian Skills Quality Authority (ASQA): Tel: 1300 701 801; Website: [www.asqa.com.au](http://www.asqa.com.au); email: [complaintsteam@asqa.gov.au](mailto:complaintsteam@asqa.gov.au)
  - Melbourne: Level 6, 595 Collins Street
  - Brisbane: Level 7, 215 Adelaide Street
  - Sydney – Level 10, 255 Elizabeth Street
  - Canberra – Ground Floor, 64 Northbourne Avenue

The appeal meeting/videoconference will be facilitated by external, independent Arbiter and provides you with the opportunity to formally present your case, and for any other party to formally present theirs too. At the Appeal, you may be accompanied and assisted by another person of your choice, as a support person to you, and if there is another party involved, that party is also able to have a support person for themselves. You should bring along to the appeal meeting all documents relating to your matter which you believe will support your case, as well as copies of all correspondence with OneLegal Training & Recruitment relating to the matter.

**Step 6:** After the appeal meeting/videoconference has concluded, OneLegal Training & Recruitment will, within 7 business days, provide you with a written statement of the outcome of the appeal, including the reasons for the outcome and how the outcome was determined. OneLegal Training & Recruitment will immediately implement any action required as an outcome of the appeal meeting.

If a solution is still not found then an outside agency may be sought at the expense of your expense. A record of any further events will be kept by OneLegal Training & Recruitment and, subject to State and Federal privacy and confidentiality legislation will be available for all parties seeking a resolution, or by a request to see the documentation under the Freedom of Information Act. Details of one institution which may act as an independent arbitrator is as follows:

ACPET  
Suite 101, Level 1  
126 Wellington Parade  
East Melbourne VIC 3002  
Tel: 03 9416 1355  
Email: vic@acpet.edu.au

OneLegal Training & Recruitment will maintain your student enrolment throughout the complaints and appeals process, unless there is a fear for your safety or wellbeing or for those people who you may encounter, in which case OneLegal Training & Recruitment may cancel your enrolment.

### **Bullying and Harassment Policy**

OneLegal Training & Recruitment will not tolerate inappropriate behaviour of any kind. If you are being bullied or harassed by anyone whilst at OneLegal Training & Recruitment, the following procedure should be followed:

**Step 1:** Advise the person that you don't like being bullied or harassed and ask them to stop immediately.

**Step 2:** If the inappropriate behaviour continues, talk to your Trainer who will try to remedy the problem within 5 business days of you speaking with them.

**Step 3:** If after talking to your Trainer the inappropriate behaviour continues, you should approach Janie Thomas, CEO who will, within 5 business days, arrange a mediation (in person or by videoconference) to resolve the problem.

**Step 4:** If you are dissatisfied with Janie Thomas's response to your complaint, you can appeal the decision in writing (either typed or hand-written), requesting to have the matter referred to an external independent Arbiter, for you to formally present your case. This may be at no cost or minimal cost to you. They may be accompanied and assisted by a support person. At the Appeal, you may be accompanied and assisted by another person of your choice, as a support person.

**Step 5:** After the Appeal has concluded, OneLegal Training & Recruitment will, within 5 business days, provide you with a written statement of the Appeal outcome, including the reasons for the outcome and how the outcome was arrived at.

## **Who can be an External, Independent Arbiter?**

In situations where an external independent arbiter is required, this person will be qualified and experienced in the particular area of the complaint and appeal process and may include:

- A qualified trainer/assessor external to OneLegal Training & Recruitment.
- An independent training consultant.
- A representative of the relevant independent body eg Community Justice Service, Department of Fair Trading, Anti-Discrimination Board.

Where the outcome of the internal and external complaints and appeals process supports the student, OneLegal Training & Recruitment will implement the decision or corrective action as soon as possible and advise you accordingly.

# COMPLAINT/APPEAL FORM

Today's Date:

Learner Name:

Address:

Mobile Telephone:

Home Telephone:

Email Address:

Course Name:

Tick reason form is to be used for:    Complaint             Appeal

## Section 1 – For completion by the Learner:

**Nature of Complaint** - Please provide full details of the Complaint or Appeal (ie date, time, place, people involved, background information, etc). If you require further space, please continue on using a separate blank page.

**Section 2 – For completion by the Learner:**

**Desired Outcome** - What outcome are you ideally seeking from this complaint / appeal? If you require further space, please continue using a separate blank page.

**Section 3 –For completion by the Learner (Where the Complaint has been provided verbally by the Learner, a OneLegal representative may complete below instead):**

I confirm that, to the best of my knowledge, the information I have provided in Sections 1 and 2 of this Complaints and Appeals Form is true and accurate:

Signed by the Learner:

Today's Date:

Printed Name of the Learner:

**Section 4 – For completion by OneLegal Training & Recruitment:**

**Action to be taken** - Action to be taken to resolve the Complaint or Appeal (including all relevant dates and information):

**Name of person(s) who will take the above action:**

**Time/date when the above person take the specified action:**

**Section 5 – For completion by OneLegal Training & Recruitment:**

**Outcome** - Outcome of the action taken in Section 4 of this document:

Was the Complaint or Appeal resolved to the satisfaction of the Learner? Yes  No

If No, detail any follow up action below, including person(s) taking the action and required timeframes:

**Section 6 – For completion by OneLegal Training & Recruitment:**

**Communication of Outcome** - Please detail below how the Learner was advised of the outcome of the Complaint / Appeal and the date the Learner was advised:

**Section 7 – For completion by OneLegal Training & Recruitment:**

Further action to be taken – Please detail below any further action to be taken, including dates and timeframes regarding the action.

When the Complaint or Appeal has been resolved, or where no further action is required, this Complaint or Appeal document must be signed by the Learner and the Training Manager/CEO to indicate that they have been advised of the outcome, and have been provided with details of the outcome in writing.

**Section 8 - Learner to complete:**

I have been advised of the outcome of this Complaint or Appeal and have been provided with this information in writing:

Signed:

Date:

Print Name:

**Section 9 - Training Manager to complete:**

I confirm that the Learner has been advised of the outcome of this Complaint or Appeal and have been provided with this information in writing:

Signed:

Date:

Print Name:

Position:

**Section 10 – For completion by OneLegal Training & Recruitment:**

Name of OneLegal Representative closing off the Complaint / Appeal:

Signature of OneLegal Representative

Position within OneLegal:

Date complaint closed off:

Complaint recorded and filed in electronic and hard copy form in adherence with OneLegal policy

Yes

aXcelerate reference number: