Learner Information Handbook

EDMUND
RICE
EDUCATION
AUSTRALIA
FLEXIBLE SCHOOLS LTD
FLEXI RTO
RTO #46087

RTO Name:	Flexi RTO
RTO Code:	46087
Qualification:	Digital Skill Set
Date Implemented:	January 2025

Contents

Introduction

You have enrolled to complete training with Flexi RTO (herein referred to as the RTO) through your Flexible Learning Center / School. Issuing this handbook is part of our compliance obligations but more importantly, it ensures that learners are provided with information that supports and enhances their educational experience.

About us

Flexi RTO, is owned by Edmund Rice Education Australia Flexible Schools Ltd.

The RTO supports our Flexible Learning Centres and Schools, and other Education providers, community groups and organization that partner with us, to provide an opportunity for young people to achieve accredited VET Learning.

Our training programs includes nationally recognised qualifications, nationally accredited courses, nationally recognised skill sets and skills sets specifically tailored to meet the needs of our students.

Phone:	07 3741 1111
Email	*flexirto@ereafsn.edu.au*
Website:	flexirto.edu.au
Address:	18/56 Lavarack Avenue Eagle Farm Q 4008
RTO Registration	#46087
Operating Hours:	8:30-4:00pm Monday to Friday

Your Flexible Learning Center / School is responsible for all delivery of training and assessment, education and support services and providing all the necessary resources and equipment to enable you to complete your course.

For the name and contact details of your Education and Support contacts please refer to the attachment included with this Learner Handbook.

Student rights and Responsibilities

Students have the right to be treated fairly and ethically so the Flexi RTO:

- Provides assistance to ensure the best possible outcome is achieved
- Practices open communication and fair decision making processes
- Makes every effort to help students successfully complete their courses
- Recognises the needs and circumstances of all students, taking into consideration their beliefs, ethnic, cultural and religious practices
- Respects the confidentially and privacy of disclosed information

Enrolment

The enrolment process begins with you completing an online enrolment form. This form contains your personal information which is retained on file to comply with our obligations as an RTO. If any of your personal details change during the training, please let your trainer or us know immediately. You will need to have a verified Unique Student Identifier before any official certification can be issued to you.

USI (Unique Student Identifier) Number

All individuals undertaking a VET qualification are required to have a valid USI number. For Qld school students, this is in ADDITION to the LUI number and SACE number for SA students

- All students are responsible for creating their own USI, with support available for those who have special needs, through the USI website www.usi.gov.au
- If assistance is required from the RTO, completion of the USI Permission form from the student is provided to allow the RTO Manager to create or search a USI on behalf of the student
- Trainers and assessors may assist students in accordance with USI regulations
- The only staff with responsibilities for USI assistance or verification is the RTO Manager
- All USIs are verified using dedicated software.
- The USI is to be provided to the RTO upon enrolment or as soon as possible after enrolment.
- Certificates and Statements of Attainment are issued only to students with a valid USI.

Data Collection

Under the Data Provision Requirements 2012, Flexi RTO is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER). For further information about how NCVER handles your personal information, simply view their Privacy Policy on their website www.ncver.edu.au/privacy.

Your personal information (including the personal information contained on the enrolment form and your training activity data) may be used or disclosed by Flexi RTO for statistical, regulatory and research purposes.

The Training Process

- Once you have completed the enrolment you will receive an email confirming your enrolment in the course and a copy of your Learner Information Handbook
- Training delivery may be facilitated by your teacher or other VET staff as directed by the principal. It may include self-paced workbooks and other training activities as directed by your trainer
- All the necessary resources will be provided.
- All our courses will require knowledge and performance based evidence assessments
- You will be provided with a student login and password which you can use to view your results and completed units.

Course Details

This course provides students with key skills in teamwork, technology, and digital literacy. One unit focuses on developing effective teamwork skills in a professional setting, while others equip students with essential knowledge for operating digital devices, managing data, and using workplace technology effectively. These skills prepare students for entry-level roles where collaboration and digital proficiency are critical for success in modern workplaces.

Please ensure you read this Learner Guide as it has important information about your course.

1.   Qualification Overview

1.1   Identifying Information

This section states the information identifying the RTO and the training products, as well as the person authorising the use of the strategy document.

RTO Legal Name	Edmund Rice Education Australia Flexible Schools Ltd
RTO Business Name	Flexi RTO
RTO Code	46087
Delivery Period	January 2025 – Current
Contact Person	RTO Manager: Sandra Larritt
Contact Details	flexirto@ereafsn.edu.au www.flexirto.edu.au PO Box 117 Pinkenba Qld 4008, 07 3741 1111, M 0408 161 869
Authorised By	Sandra Larritt

1.2 Qualification Packaging Rules

Based on information available from www.training.gov.au the following packaging rules apply for completion of this qualification:

Total Number of Units	4
Number of Core Units	0
Number of Elective Units	4
Notes	4 Elective Units have been selected as outlined in the Units of Competency

1.3 Units of Competency

Consistent with the qualification packaging rules, the units listed below will be delivered for this qualification. The code and title of each unit is provided as well as an indication of core, elective (Elec), pre-requisite (Pre)/co-requisite (Co) and licensing requirements (Lic).

Code	Title	Nominal Hours	Core	Elec	Pre	Co	Lic
BSBTEC101	Operate digital devices	20	☐	☒	☐	☐	☐
BSBTEC201	Use business software applications	60	☐	☒	☐	☐	☐
BSBTEC202	Use digital technologies to communicate in a work environment	20	☐	☒	☐	☐	☐
BSBTWK201	Work effectively with others	40	☐	☒	☐	☐	☐
Total	**Nominal Hours**	**140**					

Description of licensing requirements (if indicated above)

There are no licensing requirements for this Certification

2. Course Delivery

2.1 Entry Requirements

The specific course entry requirements are (for example, LLN, technology skills or pre-requisite qualifications):

All students will be required to undertake an LLN Assessment, this will be forwarded to you on enrolment for you to complete prior to your enrolment being approved. LLN will be conducted using LLN Robot an interactive online tool designed to identify and measure an individual's foundation skill levels (language, literacy and numeracy skills as well as ACSF level). Once completed your enrolment will be approved. If you do not meet the ACSF level required, the RTO will contact your Trainer to discuss your options.

Personal Learning plans are formulated at your Flexible Learning Centre/School with all young people of which VET qualifications may form part of their learning pathways and identify any Education or Support services required.

2.2 Environment & Location

Your training will be conducted at your Flexible Learning Centre/School, and some of the training facilities for this may include

- Classrooms
- Simulated Office/Computer Labs
- Simulated real-life learning environments
- Other suitable facilities to enhance learning
- Could include remote learning

2.3 Duration & Amount of Training

The duration of the training will be over the course of 1 or 2 years at school in class time. A timetable will be provided to show you your class times and duration.

This course is made up of supervised class time with your trainer as show in section 1.3. You will have structured learning in class to complete the course.

You will also be required to complete activities with other subjects at school and other activities on your own either online or as instructed by your trainer.

2.4 Mode of Delivery

Modes of Delivery may include:

- Face to face
- Online
- On the job
- Combination
- Remote

2.5   Pathways

Study Pathways

The further study pathways available to learners who undertake this qualification include:

BSB10120 Certificate I in Workplace skills or other Certificate I qualifications

Note: This RTO may not offer all qualifications listed above in possible pathways

Employment Pathways

The following employment pathways are available to students who complete this qualification:

This skill set is for individuals who are preparing to enter the workforce

2.6   Employability Skills Summary / Foundation Skills

The following Foundation Skills will be developed through this course

- Oral Communication
- Reading
- Writing
- Self-management
- Problem solving
- Initiative and enterprise
- Teamwork
- Planning and organizing

2.7   Recognition Processes

Learners are able to have their competency from prior learning and work experience recognised in this qualification through the following arrangements:

Credit Transfer - Students are able to apply for a Credit Transfer to be applied if they have completed any units of competency previously that are included in this course. If you have achieved any units of competencies through another RTO, we will require the Flexi RTO Credit transfer application form to be completed and returned along with a copy of your transcript to your trainer for verification purposes and forwarding to the RTO for processing. Once verified and approved, results will be recorded in the Student Management System. Any units of competency previously completed with Flexi RTO will be recognised with a Credit Transfer automatically.

Recognition of Prior Learning - RPL is to be assessed via a process of competency conversations, 3rd party reporting and submission of portfolio of evidence. Trainer to complete the RPL kit and provide evidence as required, once approved, results will be recorded in VETtrak system.

Refer to the RPL Policy & Procedure

2.8   Educational & Support Services

Access to trainers, assessors, and other staff is crucial for the success of learners in any educational environment. At the RTO, learners have multiple avenues through which they can reach out for assistance. These include during class time, scheduled face-to-face meetings, email communication, and dedicated office hours. This range of access allows learners to choose the method that suits their individual preferences and learning styles, ensuring they can seek help promptly and effectively.

Timeliness is a fundamental aspect of the support system, and the RTO is dedicated to ensuring that learners receive prompt responses to their queries. Students are able to access their trainers & assessors during school hours. They may speak with their trainer during class time, at scheduled face-to-face meetings or via email. Trainers and assessors are required to respond to emails and inquiries within a specified timeframe, typically within 48 to 72 hours on the next school day. This commitment to timely communication not only empowers learners but also fosters a supportive learning environment where they feel valued and heard. No enquiries well be addressed outside of regular business hours 8.30am-4pm during school days.

In addition to your Trainer you may also talk to your HOC during school hours either scheduled face to face meeting, or email communication. If your queries are not responded to within the time fame noted please contact the RTO during business hours 8.30am-4pm. All enquiries directly to the RTO will be addressed with 24 hours on the next school day. These emails are monitored daily. You also have access to Educational and Support services at your school, these are outlined below.

Educational Support

In accordance with the revised Standards for RTOs, support will include:

- Identifying particular requirements (such as literacy, numeracy, English language or physical capabilities) learners would need to complete each course, and
- Developing strategies to make support available where gaps are identified.

This may include providing:

- Language, Literacy & Numeracy (LLN) support
- Assistive technology
- Additional tutorials, and/or One-on-one tutorial support.
- Other mechanisms, such as assistance in using technology for online delivery components
- Adjusting environmental conditions where appropriate

The following processes will be applied for students considered to be "at risk":

- One-on-one support to ensure understanding of requirements of course.
- Instructions to be read verbally where needed.
- Regular monitoring of progress- adjusting support as necessary.

The RTO ensures an inclusive, safe, and supportive learning environment for students with varying needs, ensuring they receive appropriate support to thrive academically and socially. If you require any further support or information, please contact the Education Support Officer at your Flexible Learning Centre/School.

Wellbeing support

The RTO is committed to fostering an inclusive, safe, and supportive learning environment for all learners. We recognize the diverse needs of our learner community and are dedicated to ensuring their wellbeing and safety. In alignment with the **Edmund Rice Education Australia Flexible Schools Ltd National Safeguarding Policy**, ensuring that our approach reflects best practices in learner support and safety.

In accordance with the revised Standards for RTOs, support will include:

- Identify the wellbeing needs of diverse learners as relevant to the training content.
- Provide access to appropriate support services.
- Address risks to the safety and wellbeing of all learners, including implementing child safety principles.

This may include providing:

- Wellbeing check-ins with your trainers
- Ongoing Monitoring with your trainers
- Referral to support services through your Flexible Learning Centre/School
- Access to information and available services via your Flexible Learning Centre/School

The RTO ensures a supportive, safe, and inclusive learning environment that respects the wellbeing and diversity of all learners. If you require any further support or information please contact the Wellbeing Officer at your Flexible Learning Centre/School.

2.9   Resources/Equipment

All students will have:

- Access to the current version of the units of competency, assessment requirements, relevant Training Package and companion volumes
- Access to training and assessment resources to meet the requirements of learners with special needs including procedures for making reasonable adjustments to the assessment process
- Access to equipment and facilities to meet the requirements of each unit of competency and successfully implement the program.

No additional Equipment is required to participate in this course. All equipment will be supplied by the Flexible Learning Centre

2.10 Course cancellation

If your course begins and is unable to be completed for example due to the nominated qualified Trainer and Assessor becoming unavailable and a suitable replacement being unable to be engaged, you will receive a Statement of Attainment for any units of competency completed at that time.

3. Assessment

3.1 Course Assessment

To complete the course the Learner will be required to demonstrate their competency, examples of techniques *may* include observation of performance, questioning, workbooks, practical tasks, simulation, interviews, and third party reports. The assessor will collect these tools as evidence and using the benchmarks provided by the unit standards will assess the student as *Competent or Not Yet Competent.*

Please note any adjustments that may be required to cater for different learner requirements:

- Instructions may be read to the learner.
- Additional tutorial support.
- One-on-one support to complete tasks.
- Access to technology.

No other requirements are needed to complete this course, ie travel or activities outside of the School

3.2 Course Completion

A Statement of Attainment or Certificate, with an attached statement of results will be issued on the completion of the qualification/course within 30 days after the last assessment is completed. In accordance with the Certification and USI policy all students are required to provide the RTO with their USI number prior to certification being issued. Students can apply for a replacement Certificate or Statement of Attainment at no charge, an identity check will be required before providing the documentation.

4. Fees and Charges

No fees are required such as training fees, administration fees, consumables, levies etc to complete this course.

5. Learners Rights and Responsibilities

5.1 Learner Feedback

We are committed to continuously improving our courses and we value your feedback regarding your experiences in completing this qualification. You may be asked for feedback from your trainer, and may receive a feedback form regarding your course. You will be asked to complete Learner Questionnaire which is a requirement for Quality Indicator Reporting.

5.2 Withdrawal from the Course

If you wish to withdraw from the course you will need to complete a Student Withdrawal form. This form will be sent to the RTO for processing. You may also advise your teacher you wish to withdraw verbally, and they will inform the RTO on your behalf that you are no longer participating in the course. If you have completed any units of competency you will be issued with a Statement of Attainment prior to withdrawal.

Upon expiry of your enrolment at the end of the school year, your enrolment will be completed. Either by withdrawal from the course if you have not completed any units of competency, or a Statement of Attainment or Certificate will be issued as specified below. If you return to the Flexible Learning Centre/School the following year you may reenroll in this course if it is available.

5.3 Complaints and Appeals

If a learner has a complaint concerning their training which may include but is not restricted to, matters of concern relating to training delivery and assessment; the quality of the training; student support and materials; discrimination; sexual harassment, or one of its third parties they may refer to the Complaints Policy located on the RTO website.

If a learner wishes to appeal a decision regarding their assessment. They must first discuss their concerns with their Trainer & Assessor, if this is unresolved they should then discuss with the Head of Campus. If still unresolved the learner should contact the RTO.

5.4 Student code of conduct

The RTO values all students and maintains the rights of all students, we expect all students participating in training to comply with the Student Code of Conduct at your Flexible Learning Centre/School. Any students that are withdrawn from the Flexible Learning Centre/School may also be withdrawn from the course.

5.5   Academic misconduct

Means cheating or assisting to cheat whether in an assessment or non-assessment context. Cheating or assisting another student with written or practical work with the intention that the student will obtain an unfair advantage will not be tolerated. Trainers who have reasonable grounds to believe that an act of general or academic misconduct has been committed by a student must report the matter to the RTO immediately. Students work or results may be cancelled, and students may be excluded from enrolment or programs offer by the RTO.

6.   RTO Obligation

6.1   Information

The RTO is responsible for remaining compliant according to the revised Standards for RTOs at all times and ensuring it provides, current and accurate information that enables the learner to make informed decisions about undertaking training with the RTO.

6.2   Training & Assessment

The RTO is responsible for ensuring all training and assessment is conducted by appropriately qualified trainers and assessors.

6.3   Issuance of qualifications

The RTO is responsible for the issuing of all qualifications and statements of attainment.

There is no guarantee that a participant will be eligible to receive an award for any of our courses as this depends on the individuals' dedication, circumstances and previous experience.

 A Statement of Attainment for partial completion or Certificate for full completion of your course, with an attached statement of results, will be issued on the completion of the qualification/course one month after the last assessment is completed as advised by your trainer or at the end of the school year, whichever comes first.

6.4   Changes to Delivery of Training

When there is a change to the Training Package, the RTO Manager will notify all staff affected as soon as possible who will then notify learners, and arrange either completion under the old package or transition to the new package as required by revised Standards for RTOs under the RTO Transition Policy & Procedure.

6.5 Changes to the RTO

The RTO will also notify learners when any change occurs that may affect the services we are providing them. This includes:

- a change in ownership of the RTO, and/or
- any changes to, or new third-party arrangements your RTO puts in place, for the delivery of services to those learners.

7. Further Information

If you have any further questions regarding this course please talk to your Trainer alternatively you can contact the RTO head office via the details outlined in this Learner Handbook.