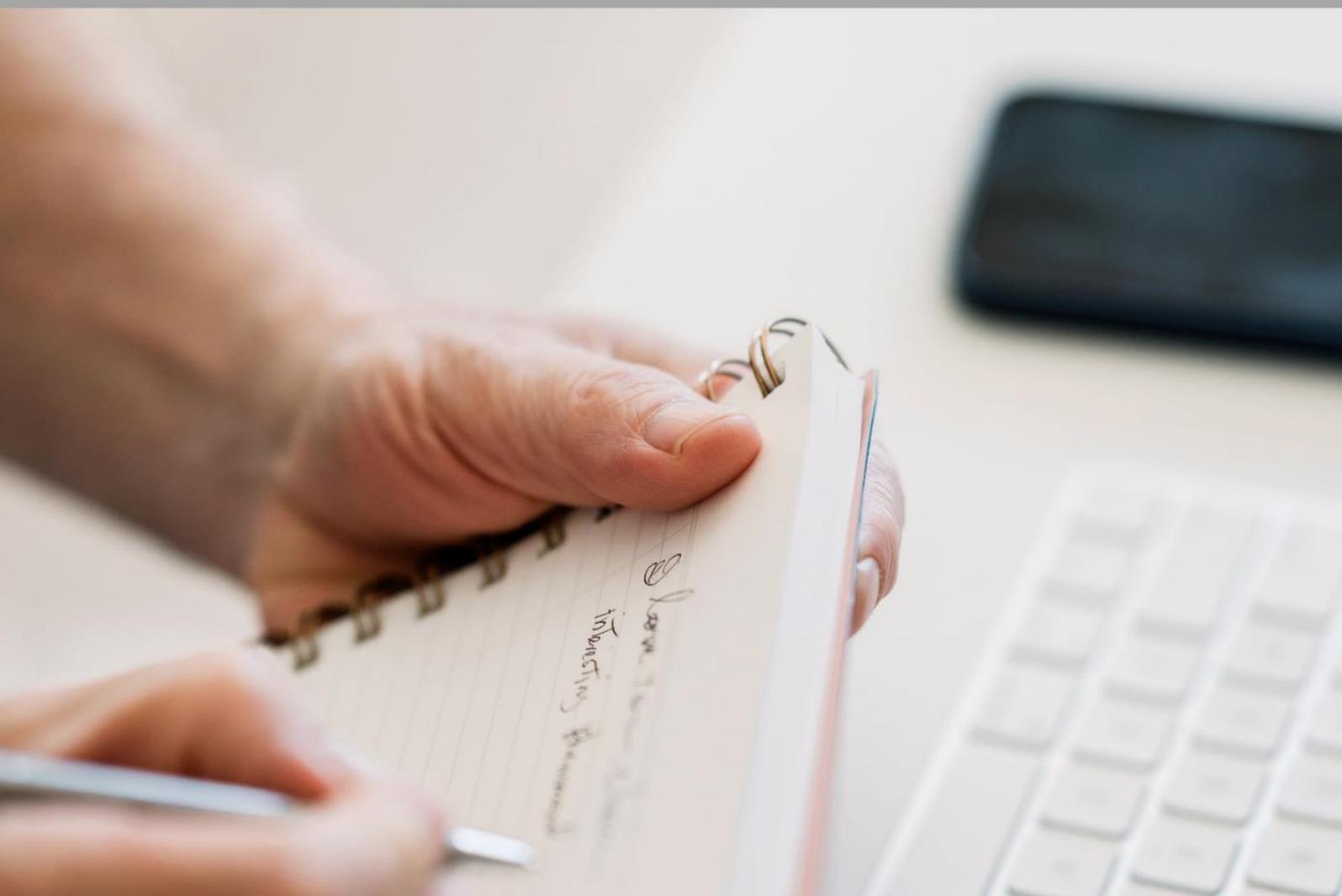


STUDENT HANDBOOK

2022



2022

Cornerstone
Learning & Development

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About Cornerstone Learning and Development

A learning and development company that specialises in leadership training and travel and tourism training.

We educate, guide and support people to improve their human experience. To step into an upgraded reality with increased knowledge, awareness, and a growing sense of fulfilment.

Our team is a small group of practicing experts who teach the most up-to-date practices & techniques whilst creating an experience that meets the highest standard of training delivery and assessment.

The trainers and assessors at Cornerstone Learning and Development are dedicated to providing a high standard of support and guidance in your course. Please feel free to approach or contact your trainer and assessor anytime throughout your course as they will be more than happy to assist you.

Cornerstone Learning and Development offers the following nationally accredited qualifications.

- ✓ SIT50116 Diploma in Travel and Tourism Management
- ✓ SIT40116 Certificate IV Travel and Tourism
- ✓ BSB42015 Certificate IV in Leadership and Management (superseded)
- ✓ BSB40520 Certificate IV Leadership and Management

If you would like further information regarding any of the courses listed above, please don't hesitate to contact Rachael Seymour at 0400773137.

Code of Conduct

The team at Cornerstone is committed to fostering a conscious and welcoming community that is safe, open and constructive. We require all who participate in our community to agree and adhere to the code outlined in a separate document titled "Code of Conduct" for us to create this safe and positive space. We work diligently to build a container that fosters personal and professional growth and helps all community members thrive.

All students are asked to adhere to the Code of Conduct always and are expected to treat fellow students, your course trainer and Cornerstone Learning and Development staff with respect and without prejudice and discrimination. Failure to follow this may see disciplinary actions implemented and as such may involve the cancellation of your training with Cornerstone Learning and Development.

You have the right to be treated with respect from others, to be treated fairly and without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socio-economic status. If you feel that you have been treated unfairly or have a complaint that you wish to lodge, please further in this handbook and follow the steps as outlined.

Equal Opportunity, Sexual Harassment and Discrimination

“It is against the law for someone to treat you unfairly (discriminate) or harass (hassle or pick on) because of your actual or assumed” status e.g. age, race, religion, etc. (Equal Opportunity Commission)

Cornerstone Learning and Development always promotes an equal and safe environment for their students which must be free from discrimination and sexual harassment.

Discrimination is the unfair treatment based on a personal characteristic protected by the law.

There are two forms of discrimination:

- Direct discrimination happens when a person treats someone who has one of the personal characteristics protected by the law less favourably than someone who doesn't have that personal characteristic.
- Indirect discrimination happens when treating everybody the same way will be unfair.

Sexual harassment is behaviour of a sexual nature that is unwelcome, unasked for and unreturned. If a reasonable person would have foreseen that the behaviour would offend, humiliate (put down) or intimidate (threaten or scare) the other person, then the law says it will be sexual harassment.

Cornerstone Learning and Development strictly enforces an environment of equal opportunity and therefore, request that you give everyone a fair go. As a student of Cornerstone Learning and Development this means that you need to treat others including fellow online or face-to-face class colleagues, your trainer and assessor and Cornerstone Learning and Development staff members fairly regardless of their race, age, or other personal characteristics protected by law.

Access and Equity

Cornerstone Learning and Development promotes the principles of access and equity through all components of training and assessment services that we have to offer. Cornerstone Learning and Development have a strong emphasis in ensuring that reasonable adjustment is provided to students who are disadvantaged or require additional assistance. Whether it is through counselling, additional support from your trainer or flexible scheduling for assessment, Cornerstone Learning and Development has different options to suit your needs and requirements. No matter what your status is or the background you come from, you will be assisted to the best of our ability and treated equal throughout all phases of your training.

The team and students of Cornerstone Learning and Development must comply with access and equity requirements. If you have any suggestions as to how we can improve our performance with respect to access and equity, or if you would like further information regarding the access and equity principles, please contact the Student Support Officer Tully Reynolds on 0432960088.

Privacy and Disclosure Statement

Your personal information is collected by Cornerstone Learning and Development solely for the purpose of operating as a Registered Training Organisation under the Australian Skills Quality Authority (who are the registering authority) and collected for government funding bodies if there is a funding contract in place.

Cornerstone Learning and Development is required to provide the Government, through the Department of Education and Early Childhood Development and the Australian Skills Quality Authority, with student and training activity data which may include information you provide in your enrolment details or throughout your training program. The Department may use the information provided to it for planning, administration, policy development, program evaluation, resource allocation, and reporting and/or research activities. For these and other lawful purposes, the Department may also disclose information to its consultants, advisers, other government agencies, professional bodies and/or other organisations.

Confidentiality

We take confidentiality seriously and any violation can be cause for removal from the course.

Between students and Cornerstone Learning and Development

Cornerstone Learning and Development work together to provide the best possible experience for you within the program. In order to do that, we may share your experience amongst the team, with discretion, to best support you and/or provide feedback. Behind the scenes we discuss student experiences and look for ways to meet the groups needs whilst the course is being facilitated.

If you desire a specific communication to remain confidential, please request from the outset.

Between Cornerstone and outside parties

We will never share with any outside parties without your consent and knowledge.

Between students

It is important to honour the confidentiality of your peers in this program. Do not share anything that you read or see in the community with others. Please ensure that all sessions where people may be sharing confidential information are kept private.

On social media, you may befriend each other on Facebook or other public platforms, but we request that you receive explicit consent before posting anything related to this course on their personal or professional pages.

Between students and outside parties

Partners and friends outside the program enrolments may not watch or listen to the calls along with you.

Accessing your student file

It is a requirement of the Australian Skills Quality Authority that you are able to access personal information held by Cornerstone Learning and Development pertaining to your progress. You have the right to view your student file and if you would like to do so, please complete the form : [Access to Records Request Form](#). and email it to Tanya@cornerstoneps.com.au.

We will contact you within 5 working days upon receipt of the completed 'Access to Records Request Form' to arrange your request. Please note that you may need to provide photo identification to view your file.

Cornerstone Learning and Development will not disclose any of your personal information if requested by a third party or another training organisation upon request. If a third-party requests information, you will be notified by one of our staff members and if you approve to release your personal details, then your written consent will be required.

If you are registered as a trainee under a Traineeship and Apprenticeship Scheme, or if your employer is paying for your training, please note that we may be required to provide information relating to your progress to:

- Your employer
- The apprenticeship centre
- The State Government.

Fees and Charges

Fees for training vary depending on the course or qualification.

The current and up to date fees can be found here: [Website - Course Fees](#)

Before you enrol in a course, you can expect to be told:

- What you will have to pay, as provided in this handbook and
- Payment terms and due dates as documented in a booking confirmation email
- About any conditions that may apply to refunds (as provided in this handbook).

Cooling off Period

Cornerstone Learning and Development offers a cooling off period, if you withdraw from your course within the first four (4) weeks (28 days) from the course enrolment date and have not completed any units a full refund will apply.

Prepaid Fees

Fees of more than \$1500 will not be collected in advance/prior to the commencement of the course. Where the fees exceed \$1500 Cornerstone Learning and Development will negotiate a payment plan with the learner and payments will be in arrears of the training conducted.

Refunds

Depending on the circumstance, you (or your employer if they paid for your fees) may be eligible for a refund as per the following schedule:

Outline of Refunds	
Withdrawal within the 28-day Cooling Off period. from the course enrolment date and have not completed any units.	Full Refund
Withdrawal of individual/s within 14 days or more notice prior to course commencement date	Full refund
Withdrawal of individual/s within 7 days or less notice prior to course commencement date	Partial refund – 50% of course fee
Withdrawal of individual/s within 3 days or less notice prior to course commencement date	No refund
Course withdrawn by Cornerstone Learning and Development i.e. Cornerstone Learning and Development is unable to provide the course prior to the scheduled course commencement date for which the original enrolment and payment has been made	Full refund
An individual's non-attendance at a scheduled event.	No refund

Refund Terms and Conditions

In the event that Cornerstone Learning and Development ceases business operations or is no longer able to provide the training and assessment services as initially agreed between Cornerstone Learning and Development and the student, then Cornerstone Learning and Development will:

Arrange for agreed training and assessment to be completed through another RTO (fees may be incurred). Prior to the transfers students will be formally notified of the arrangements including any refunds of fees that may be applicable.

OR

Provide a pro-rata refund based on hours completed to date for units that have been commenced prior to the course being withdrawn.

If you wish to apply for a refund, please complete the [Refund Application Form](#) and email to Tanya@cornerstoneps.com.au. The application for refund may take up to 20 working days to be processed upon receipt of the form.

Resource Fees

There are no additional resources to purchase for this program.

Enrolling in a Course at Cornerstone Learning and Development

Prior to enrolment

Prior to enrolling in a course at Cornerstone Learning and Development, the Student Support Officer will:

- Discuss what you wish to achieve by undertaking training and the overall outcome upon completion of the training
- Discuss your work/life experience to determine what course would be most suitable for your aspirations, current knowledge and the skills that you require
- Explain whether there are any special requirements for you to enrol in the course (pre-requisites) and how the delivery and assessment of the training will occur
- Explain the different training options available to you e.g. online, blended, workplace training etc.

- Explained the quality training and assessment service Cornerstone Learning and Development provide and the obligations we offer you as a student
- Discuss your responsibilities and requirements to complete the course
- Discuss the option of Credit Transfers (CT) and Recognition of Prior Learning (RPL)
- Explain the fees, charges and payment requirements for your course.

If you have specific questions with regards to the training and assessment course content or process, you can be referred to one of our industry experienced trainer assessors for assistance.

Once you have been provided with all of the information as outlined above and are then satisfied that Cornerstone Learning and Development can offer you a course that suits your needs, you can then commence the enrolment process as outlined below.

Enrolling in a course

Once you are ready to enrol in a course, you will be assisted by your Student Support Officer and you will be required to collect and/or complete the following:

1. Complete the Cornerstone Learning and Development Language, Literacy and Numeracy (LL&N) Assessment to determine if you require any additional support throughout your training program.
2. Complete the Pre-Training Review to:
3. Ensure that you understand the concept of RPL and CT, and so that you review your work / life experience to identify any relevant prior formal/informal learning that may be applied to the course that you wish to enrol in (this is documented on the pre-training review form).
4. Identify the mode of delivery and visit scheduling (if applicable) best suited to your needs by discussing with you (and workplace supervisor, if applicable) at time of enrolment and documenting this on the Pre-Training Review.
5. Ensure that the qualification that you are enrolling into is an appropriate training option and is relevant to your individual needs.
6. Complete the Enrolment form which contains all your personal and private information.

7. Provide the appropriate identification to support your enrolment application.
8. Review the Training Services Agreement and/or the Fees and Charge flyer which outlines the terms and conditions of your training program.
9. Arrangements for payment of your fees will be made. If you are a 'trainee', then it is more than likely that your employer will pay your fees and arrange this directly with Cornerstone Learning and Development.
10. Once your training needs have been established, a customised Training Plan will be developed in consultation with you, your trainer and employer if applicable.
11. Once all parties agree with the training program, everyone will be required to sign the last page of the training plan.

Language, Literacy & Numeracy

Cornerstone Learning and Development recognises the importance of Language, Literacy and Numeracy (LLN) skills in our students to ensure that the individual is able to access and participate in training without being disadvantaged by their current LLN skills.

As part of the enrolment process, you will be required to complete a language, literacy and numeracy assessment. This will enable us to determine whether additional support, if any, will be required to assist you to complete your course.

Support may be provided to you in one of the following ways:

- Additional one-on-one time with the trainer/assessor
- Modification of learning strategies
- Adjusting the way you may be assessed for example, verbal assessment instead of providing written evidence
- Flexible schedule of assessment if required
- Additional learning resources from the Cornerstone Learning and Development' library
- Recommended reading lists
- technology support for Cornerstone Learning and Development online delivery students
- telephone and email support for students engaged in flexible delivery programs
- networking and advice about additional professional learning opportunities

- Referral to external language, literacy and numeracy programs and other training programs e.g. Adult Migrant English Program or Living and Learning Centres in your local area (additional costs may apply)

If you feel that you may require additional support throughout your course regarding language, literacy and numeracy please contact our Student Support Officer on (0432960088).

Some courses have entry requirements that require a minimum level of core skills. We will assist you in finding an alternative training pathway if you are not able to meet minimum entry requirements for course at Cornerstone Learning and Development.

Training and Assessment

What is competency-based training?

In vocational education and training, people are considered competent when they can:

- consistently apply their knowledge and skills to the standard of performance required in the workplace
- transfer and apply skills and knowledge to new situations and environments.

Competency-based training involves both workplace and off-the-job training and assessment aiming to ensure that the individual participating in the training has the competence to undertake their work role to the standard expected in a range of employment situations.

How is the Training Delivered?

Our programs are delivered completely in an online environment. Students have access to trainers and assessors through phone, email, and the student learning portal.

We recommend that you schedule your live zoom session and other learning in your calendar as soon as you are enrolled.

Definition of Competency

The consistent application of knowledge and skill to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments.

Dimensions of competency

Competency involves successful work performance and comprises of four dimensions:

- Task skills – undertaking a specific workplace task (s)
- Task management skills – managing a number of different tasks to complete a whole work activity

Contingency management skills – responding to problems and irregularities when undertaking a work activity such as:

- Breakdowns
- Changes in routine
- Unexpected or atypical results or outcomes
- Difficult or dissatisfied clients

Job role/environment skills – dealing with the responsibilities and expectations of the work environment when undertaking a work activity, such as:

- Working with others
- Interacting with clients and suppliers
- Complying with standard operating procedures
- Observing enterprise policy and procedures

How will you be assessed?

Assessment is the process of collecting evidence and making judgments on whether competency has been achieved. The purpose of assessment is to confirm that you can perform the standard expected in the workplace, as expressed in the relevant endorsed competency standards.

Forms of skills and knowledge evidence include:

Direct evidence

Direct evidence is obtained when an assessor observes you actually performing in the workplace. The assessor makes a judgement about whether you have competently performed a task or series of tasks. For example, the assessor may:

- observe you performing a range of skills at work;
- view a video of your performance.
- examine a product made in the workplace by yourself.

Indirect evidence

Indirect evidence is used when it is not possible or desirable for you to be assessed on your actual performance of tasks in the workplace; it may be too costly, inappropriate or involve risks. Indirect evidence may include:

- Projects
- Simulations
- Examination of workplace documents.

Supplementary evidence from:

- Oral and written questioning
- Personal reports
- Third party sources.

Assessment timeframes

You will be given at least one week's notice from your trainer assessor regarding the time and form of the assessment/s you are required to complete. You will not be expected to sit an assessment that you have not been able to prepare for.

Re-assessment

If your assessment is found to be 'Not Yet Competent' then you will be given the opportunity to re-complete the assessment one more time at a mutually convenient time as arranged with your trainer assessor. You may be required to re-attend class sessions or revisit course materials to ensure that you have obtained the required knowledge and skills to successfully complete the assessment. You will not incur any additional charges for the first reassessment process. Further re-assessment may incur charges, dependent upon the amount of re-assessment required.

How do we know someone is competent?

We know whether someone is competent when assessment of the evidence presented verifies that all aspects of the Unit of Competency are demonstrated and can be applied in an industry context.

An individual can be assessed during their training, at the end of their training, or without undertaking any training at all.

Recognition of Prior Learning (RPL)

If you have had prior experience and/or learning in relation to a unit of competency outlined in your chosen course, then you may be eligible to apply for Recognition of Prior Learning (RPL). You can only apply for RPL by speaking to one of our qualified assessors and registering your interest. For further information please call Cassi on 0411545086 or email Tanya@cornerstoneps.com.au.

Credit Transfer/National Recognition

If you have completed formal study at another Registered Training Organisation, then you may be eligible to receive a Credit Transfer for the unit of competency previously completed. If you wish to apply for a Credit Transfer then you will need to submit a copy of a certified Transcript or Statement of Attainment along with a copy of the application form which can be obtained by completing the following form: [Credit Transfer Application Form](#). Please email to Tanya@cornerstoneps.com.au.

The process of National Recognition will be completed within 14 working days from receipt of application where you will receive an email notifying you of the outcome of your application.

If the evidence provided is not equivalent to the required learning outcomes, competency outcomes, or standards in a qualification, then the student will be offered the opportunity to complete an RPL assessment as another method towards achieving competency.

Recognition of Current Competencies (RCC)

This process will apply if a student has previously successfully completed the requirements for a unit of competency or module and is now required to be reassessed to ensure that the competence and currency is being maintained. In this case no extra skill or competencies are nationally recognised.

Plagiarism and Cheating

Plagiarism involves using the work of another person and presenting it as your own. Any of the following acts constitutes plagiarism unless the source of each quotation or piece of borrowed material is clearly acknowledged:

- copying out part(s) of any document or audio-visual material (including computer based material);
- using or extracting another person's concepts, experimental results, or conclusions;
- summarising another person's work;
- in an assignment where there was collaborative preparatory work, submitting substantially the same final version of any material as another student.
- cheating involves copying another person's work as your own
- in an assessment where there was collaborative preparatory work, submitting substantially the same final version of any material as another student.

If a staff member at Cornerstone Learning and Development suspects that you are plagiarising or cheating, they are required to report this to the RTO Manager.

After discussion, if the RTO Manager agrees that the case warrants more than a warning, then you will be informed in writing of the nature of the act and you will be given an opportunity to respond in writing.

Depending on your written response, the RTO Manager will decide whether the case of plagiarism or cheating is evident and whether any penalty/s need to be issued to you.

If you are found to have plagiarised or cheated, you may be required to re-complete and re-submit the assessment. If your second submission is still found

to contain plagiarism or evidence of cheating, then you will be withdrawn from the training program immediately.

If you are not satisfied with the final outcome, you have the right to appeal the decision by following the complaints and appeals procedure as outlined in this handbook.

Cornerstone Learning and Development treats plagiarism as a serious matter and disciplinary action will be enforced if you are found to have plagiarised within any assessment evidence.

The Issuing of your Qualification upon Completion of your Course

Once you have successfully completed all of the assessment requirements of your course, you will be issued with a certificate, corresponding to the qualification you have completed, within 30 calendar days from completion of your course, providing all requirements are met, and agreed fees owed to Cornerstone Learning and Development have been paid.

If you only partially complete the qualification requirements then you will be awarded with a 'Statement of Attainment; which only outlines the unit of competency/s that you have successfully completed, providing all agreed fees owed to Cornerstone Learning and Development have been paid.

If you require a replacement Qualification or Statement of Attainment, then you will be required to pay a fee of \$60. You must complete the Request for Replacement AQF certification documentation' form and return it to the RTO Manager. [Replacement Certificate](#) by emailing Tanya@cornerstoneps.com.au and she will discuss with you how to confirm your identity.

Please allow up to 10 working days upon receipt of the request form for your request to be processed.

Students are entitled, at no additional cost, to a formal Statement of Attainment on withdrawal, cancelled or transfer, prior to completing the qualification, provided that the student has paid in full for the tuition related to the units of competency to be shown on the Statement of Attainment.

Pathways

Upon successful completion of your course, you may wish to further develop your skills and knowledge and enrol into another course that is relevant to your chosen field of interest. Your trainer can provide you with industry specific pathways however; the diagram below will give you an idea of the training and employment pathways you can follow (n.b. this list is not exhaustive):

Certificate IV (entry level)	Diploma	Advanced Diploma
<ul style="list-style-type: none">• Reservation Sales Supervisor (travel)• Senior Retail Travel Consultant	<ul style="list-style-type: none">• Travel Agency Manager	<ul style="list-style-type: none">• Senior Manager (Travel Agency)

* [Source: Australian Apprenticeships and Traineeships Information Service](#)

Student Support Services

If you require additional assistance with your training then please approach your trainer assessor. Alternatively, Cornerstone Learning and Development Training has nominated a 'Student Support Officer' who is available to you. The Student Support Officer can be contacted between 9am - 5pm Monday to Friday where you can make an appointment to discuss the support you require.

Contact Details:

Student Support Officer

Tully Reynolds: 0432960088

Email: Tully@cornerstonelearning.com.au

External Support Services

External organisations that may assist you further with your needs:

Type of Assistance Required	Name of Support Service	Contact Details	Contact User Pay / Free Call
Police, Ambulance, Fire	Police, Ambulance, Fire	000	FREE CALL
Alcohol and Drugs	Direct Line	1800 888 236	USER PAY
Depression	Lifeline	13 11 14	USER PAY
Ethnic Issues	Ethnic Communities Council of Victoria	9349 4122	USER PAY
Financial Matters	Credit Helpline	9602 3800	USER PAY
Legal Assistance	Fitzroy Legal Services 124 Johnston Street, Fitzroy, VIC 3065;	9419 3744 enquiries@fitzroylegal.org.au	USER PAY
Personal	Adult Multicultural Education Services, Australia (AMES)	13 26 37	USER PAY
Personal Issues	Lifeline - Crisis Support, Suicide Prevention	13 11 14	USER PAY
Personal Issues	Sexual Assault Centre against Sexual Assault	9344 2210	USER PAY
Smoking Issues	Quit line	13 1848	USER PAY
Translating and Interpreting	Translating and Interpreting	13 1450	USER PAY
Medical & Sexual Health Clinic	Medical One QV/Sexual Health Clinic – 23 QV Terrace, 292 Swanston Street, Melbourne	8663 7060	USER PAY
Personal	Relationships Australia (Family and Relationship counselling)	1300 364 277	USER PAY
Depression	Beyond Blue	1300 22 46 36	USER PAY

Relevant Legislation

A range of legislation is applicable regarding your training and assessment. The regulations and legislation for registered training organisations that affects your participation in Vocational Education and Training includes:

LEGISLATION	PURPOSE	WEB LINK
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<p>Education and Training Reform Act</p>	<p>The main purpose of this Act is to reform the law relating to education and training in Victoria by providing for a high standard of education and training for all Victorians.</p>	<p>http://www.legislation.vic.gov.au/domaino/web_notes/ldms/pubstatbook.nsf/f932b66241ecf1b7ca256e92000e23be/575C47EA02890DA4CA25717000217213/\$FILE/06-024a.pdf</p>
<p>Privacy Act</p>	<p>The <i>Privacy Act 1988</i> (Privacy Act) is an Australian law which regulates the handling of personal information about individuals. This includes the collection, use, storage and disclosure of personal information, and access to and correction of that information.</p>	<p>http://www.austlii.edu.au/au/legis/cth/consol_act/pa1988108/</p>
<p>Information Privacy Act</p>	<p>The main purposes of this Act are—</p> <ol style="list-style-type: none"> a) to establish a regime for the responsible collection and handling of personal information in the Victorian public sector; b) to provide individuals with rights of access to information about them held by organisations, including information held by contracted service providers; c) to provide individuals with the right to require an organisation to correct information about them held by the organisation, including information held by contracted service providers; d) to provide remedies for interferences with the information privacy of an individual; e) to provide for the appointment of a Privacy Commissioner. 	<p>http://www.austlii.edu.au/au/legis/qld/consol_act/ipa2009231/</p>
<p>Racial Discrimination Act</p>	<p>It is unlawful for a person to do any act involving a distinction, exclusion, restriction or preference based on race, colour, descent or national or ethnic origin which has the purpose or effect of nullifying or impairing the recognition, enjoyment or exercise, on an equal footing, of any human right or fundamental freedom in the political, economic, social, cultural or any other field of public life.</p>	<p>http://www.austlii.edu.au/au/legis/cth/consol_act/rda1975202/</p>

Sex Discrimination Act	An Act relating to discrimination on the ground of sex, sexual orientation, gender identity, intersex status, marital or relationship status, pregnancy, potential pregnancy, breastfeeding or family responsibilities or involving sexual harassment.	http://www.austlii.edu.au/au/legis/cth/consol_act/sda1984209/
Anti-Discrimination Act	An Act to render unlawful racial, sex and other types of discrimination in certain circumstances and to promote equality of opportunity between all persons.	http://www.austlii.edu.au/au/legis/nsw/consol_act/aa1977204/
Defamation Act	The purpose of this Act is to enact in Victoria provisions to promote uniform laws of defamation in Australia.	http://www.austlii.edu.au/au/legis/vic/consol_act/da200599/
Racial and Religious Tolerance Act	The purposes of this Act are— <ul style="list-style-type: none"> to promote racial and religious tolerance by prohibiting certain conduct involving the vilification of persons on the ground of race or religious belief or activity; to provide a means of redress for the victims of racial or religious vilification. 	http://www.austlii.edu.au/au/legis/vic/consol_act/rarta2001265/
Equal Opportunity Act	To re-enact and extend the law relating to equal opportunity and protection against discrimination, sexual harassment and victimisation;	http://www.legislation.vic.gov.au/domaino/Web_Notes/LDM/S/LTObject_Store/LTObjSt6.nsf/DDE300B846EED9C7CA257616000A3571/6A457BE6293E797DCA25796D0014F920/\$FILE/10-16aa011%20authorised.pdf
Workplace Gender Equality Act	An Act to require certain employers to promote gender equality in the workplace, to establish the Workplace Gender Equality Agency and the office of the Director of Workplace Gender Equality, and for related purposes.	http://www.austlii.edu.au/au/legis/cth/consol_act/wgea2012265/
Freedom of Information Act	An Act to give to members of the public rights of access to official documents of the Government of the Commonwealth and of its agencies	http://www.austlii.edu.au/au/legis/cth/consol_act/foia1982222/

	<ul style="list-style-type: none"> employers who perform work. <p>The WHS Act also provides protection for the general public so that their health and safety is not placed at risk by work activities.</p> <p>The WHS Act places the primary health and safety duty on a person conducting a business or undertaking (PCBU). The PCBU must ensure, so far as is reasonably practicable, the health and safety of workers at the workplace. Duties are also placed on officers of a PCBU, workers and other persons at a workplace.</p> <p>All duties under the WHS Act are qualified by the term 'reasonably practicable'.</p> <p>The WHS Act also sets out the requirements for the following:</p> <ul style="list-style-type: none"> incident notification consultation with workers issue resolution inspector powers and functions offences and penalties. <p>Source: www.worksafe.qld.gov.au</p>	
Accident Compensation (Work Cover Insurance) Act	The purpose of this Act is to provide for compulsory WorkCover insurance for employers under WorkCover insurance policies and the payment of premiums for WorkCover insurance policies.	http://www.legislation.vic.gov.au/domino/Web_Notes/LDMS/LTObject_Store/LTObject1.nsf/DDE300B846EED9C7CA257616000A3571/5A128355B007195CCA2577610017BF79/\$FILE/93-50a067.pdf
Fair Work Act	An Act relating to workplace relations, and for related purposes	http://www.austlii.edu.au/au/legis/cth/consol_act/fwa2009114/
Charter of Human Rights and Responsibilities Act	The main purpose of this Charter is to protect and promote human rights	http://www.austlii.edu.au/au/legis/vic/consol_act/cohrara2006433/
Disability Discrimination Act	The purpose of this Act is to enact a new legislative scheme for persons with a disability which reaffirms and strengthens their rights and responsibilities and which is based on the recognition that this requires support across the government sector	http://www.austlii.edu.au/au/legis/cth/consol_act/dda1992264/

	and within the community	
Disability Services Act	An Act about providing services for people with a disability , and for related purposes	http://www.austlii.edu.au/au/legis/nt/consol_act/dsa213/

Complaints and Appeals

If you are dissatisfied with a service offered or treatment received by Cornerstone Learning and Development then you have the right to lodge a complaint. In the event that you are dissatisfied with the outcome with your complaint, then you have the right to lodge an appeal. Please refer to the 'Complaints and Appeals' Policy which can be obtained here: [Complaints and Appeals Form](#).

Participation in National Student Outcome Surveys

As part of our commitment to quality standards, Cornerstone Learning and Development participates in providing data to the National Centre for Vocational Education and Research (NCVER). You may be contacted and requested to participate in a National Centre or Vocational Education Research (NVCER) survey and/or an invitation to participate in a Department endorsed project and/or be contacted by the Department (or persons authorised by the Department) for audit or review purposes.