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INTRODUCTION

ENROLMENT

Upon enrolment, you will be requested to complete an Enrolment Form and other applicable supporting documents.

Following enrolment, and prior to training commencement, a training plan is completed with input from you, your employer (where applicable) and the trainer/assessor.

Your details will be input into our student records management system and (where applicable) you will be provided with login details to access your records.

Language Literacy and Numeracy Considerations

In order for us to provide you with the best possible training and assessment, it is important that we understand your learning style so that, where necessary, learning and assessment activities can be adjusted to suit your needs and relevant support offered if necessary.

When completing your enrolment form, you will be asked if you have any language literacy and numeracy ("LLN") needs or require any assistance. Your trainer may request you to complete a LLN indicator test to determine your existing levels of LLN. In instances where it is identified that a student may have a particular learning difficulty or LLN issue, we will refer he/she to a learning centre for additional support and assistance.

Unique Student Identifier (USI)

If you’re studying nationally recognised training in Australia from 1 January 2015, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.

When applying for a job or enrolling in further study, you will often need to provide your training records and results (transcript). One of the main benefits of the USI is the ability to provide students with easy access to their training records and results (transcript) throughout their life. You can access your USI account online from your computer, tablet or smart phone anytime.

It's free and easy to create your own USI and will only take a few minutes of your time. Alternatively, we can create your USI on your behalf. To do this we will need some additional identification information from you such as your driver’s licence number.

TRAINING

After enrolment you are ready to start your training.
Your trainer/assessor will contact you to arrange the first visit, to discuss whether any RPL is applicable and then to issue you with your training and assessment materials.

**ASSESSMENT**

**Recording of assessment results**

Upon completion and assessment of each unit of competency, your records will be updated in our student records management system.

In accordance with the VET Quality Framework, results of competency assessment is indicated by either:

C = Competent; or

NC = Not Competent

**Reassessment**

Reassessment for a module or unit of competency may be a practical class or a re-submission of a piece of written work. Assessment re-submission will only be allowed within a six (6) week period from the original result of assessment date.

**Recognition of Prior Learning (RPL)**

Recognition of Prior Learning (RPL) is the formal acknowledgement of the skills, abilities and knowledge that applicants might have obtained as a result of their work and life experience/s, previous training and/or formal education.

Should you wish to seek RPL, you must provide sufficient evidence of existing knowledge and skills. In addition, you will also undertake a formal assessment process consisting of a conversation (wherein you respond to a series of questions related to the units of competency for which you are seeking credit), challenge testing and the collection of third party testimonials or references from previous and current employers covering as a minimum the last 3 – 5 years of continuous employment.

**Recognition of Qualifications Issued by Other RTOs/Credit Transfer**

We will recognise, and all students will be given the opportunity to have recognised, the AQF qualifications and Statements of Attainment issued by any other RTO.

The recognition of any credit transfer will need to comply with the packaging rules of the training package and will need to be current, valid, authentic and sufficient.

Please contact us should you wish to obtain credit for any qualifications or statement of
attainment that you already hold.

**ACADEMIC AWARDS**

**Qualification**

To be eligible for an award (e.g. Certificate or Diploma) a student must have completed all program work and assessment as set out in the program outline for the course.

**Statement of Attainment**

As student’s progress through their learning and complete a unit of competency or module, a Statement of Attainment can be awarded if the full qualification will not be completed.

**Accessing Academic Records**

As an RTO, we are obliged to provide you with timely access to your academic records. Following submission and marking of your assessments, your student records will be updated within 21 days. If you wish to access this information, simply call our support team.

If you require any replacement certificates/statements of attainment, please contact our support team. Please note an administration fee of $50.00 may be applicable.

**Issuing Qualifications**

As an RTO we are obliged to:

- issue your qualification to you within 30 calendar days of the final assessment being completed or you exiting your course
- issue your qualification directly to you, not to another party

Note however, that we cannot issue your qualification until we have your USi in place. See USi Section.

If the RTO closes or ceases to deliver any part of the training product that you are enrolled in, you will be contacted by the RTO with information and options to continue your training.

**FEES AND CHARGES**

The amount and type of fees and charges paid will depend on the qualification you undertake and your eligibility for any funding. Applicants that are ineligible for funding can obtain a list of fees and charges on request.

All course fees are inclusive of:
• Administration charges
• Training delivery
• Training assessment
• Student course material
• Issue of award

A certificate replacement fee of $50 may apply if a replacement is required.

If you are eligible for funding under a program, you will be provided with the amount of fees payable prior to your enrolment.

**Full fee paying students**

A course fee of no more than $1,000 may be payable prior to commencement of your course. Following course commencement, we may require payment of additional fees in advance from you but only such that at any given time, the total amount required to be paid which is attribute to tuition of other services yet to be delivered to you does not exceed $1,500.

**REFUNDS**

**Full fee paying students**

A refund will only be given where fees have already been paid in advance, within the above guidelines, and the student believes we have not provided sufficient training and the student fails the assessment process. If a student cannot complete the course they will not be liable for payment of any course fees not yet paid. A student can request a refund of fees by contacting their Trainer/Assessor. That Trainer/Assessor will contact management for processing. If a student does not receive a refund they are expecting, they can follow our complaints and appeals policy herein.

Any refunds will be processed within 30 days of receiving the request from the student.

For all students, a full refund of fees will be made to the payer if training is cancelled by us for any reason.

**Funded students**

Any student co-contribution fees that are paid under the Certificate 3 Guarantee Program or Higher Level Skills Program are non-refundable, unless to be refunded for any Credit Transfers.
Flexible Learning and Assessment Methodologies and Strategies

We are committed to providing the best possible learning environment for all staff and participants to achieve the outcomes sought by industry. Therefore, the trainers will work with employers and trainees to ensure that the needs of each individual student are met and training is delivered in a manner that suits their learning style (as much as is practically possible).

Generic learning and assessment methodologies can be contextualised/customised to suit the learning style, working environment and the needs of industry and employers. Depending on the qualification you are undertaking, learning options available may consist of:

- Self paced learning
- In person/One on one learning
- Practical on site activities

Assessment methodologies may consist of:

- Written and/or oral questions
- Direct observation of skills on site
- Project work
- Examinations
- Assignments
- Third party reports

Further information on the learning and assessment methodologies and strategies are provided during the induction.

STUDENT AND EMPLOYER FEEDBACK

Students are welcome to give feedback at any time during their training and assessment with us. At the completion of the qualification/assessment all students are given the opportunity to complete a survey.

COMPLAINTS AND APPEALS

Should a student have a complaint or appeal, the following steps are to be followed:

1. Student should discuss the issue / complaint with the person involved to try and resolve it verbally.
2. If no resolution is reached, the student should discuss the issue / complaint with his / her trainer to see if it can be resolved.

3. If still no resolution the student should put the following information relating to the complaint or appeal in writing:
   - description of the complaint or appeal
   - state whether they wish to formally present their case
   - steps taken to deal with the complaint or appeal
   - what they would like to happen to fix the problem and prevent it from happening again.

4. The student brings the complaint or appeal to the attention of the Compliance Manager. The Compliance Manager will either deal with the issue personally or arrange for it to be dealt with by a management representative. This process must commence within 48 hours from the time the Compliance Manager receives written notification from the student about their dissatisfaction to the response received from their trainer and a response / resolution must be presented within 30 days.

5. Should the issue still not be resolved to the student's satisfaction, the QSBC will make arrangements for an independent third party to resolve the issue and outline any costs that may be involved with this to the student. The student will be given the opportunity to formally present his or her case. The time frame for this process may vary but should take no longer than 14 days.

6. All parties involved will receive a written statement of the outcomes, including reasons for the decision within the 14 day period. If the process is taking longer than 60 days from the complaint or appeal being received the student will be notified in writing of the reason for the delay and kept informed about all progress.

7. If the student is still not happy with external mediation, he / she may take his / her complaint to the Queensland Training Ombudsman.

8. All documentation relating to complaints or appeals should be archived for audit purposes.

The QSBC Compliance Manager will be person responsible for the implementation and maintenance of the policy.
Appeal period

The appeal period for issues related to assessment will be a maximum of one (1) month after the record of outcome of the particular assessment is issued to the client.

CODE OF PRACTICE AND RELATED POLICIES

Student Support, Welfare and Guidance Services

While we do not have internal staff capable of offering welfare and guidance services, we will work with you and your employer to accommodate and refer you to relevant professional services such as:

- Mates in Construction 1300 642 111
- Centrelink 131 021
- Mission Australia Helpline 1300 886 999
- Life Line 131 114
- Interpreting Service 131 450

Discipline

All staff and participants are expected to behave in a responsible and safe manner and in accordance with our policies and procedures. Inappropriate behavior that may cause harm to fellow students or our staff or disrupt the learning process, may result in suspension, expulsion or dismissal without recourse. Our disciplinary action may include verbal warnings, written warnings and finally suspension and/or expulsion.

Employers of trainees will be advised of all instances of inappropriate or dangerous misconduct of behavior.

Plagiarism

Plagiarism is a form of dishonesty that occurs when a person passes off someone else's work as his or her own and is a serious academic offence. This can range from failing to cite an author for ideas incorporated into a student's paper to handing in an assessment piece downloaded from the internet. All plagiarised assessments will instantly be assessed as Not Yet Competent and students will be required to resubmit their work.

Privacy Policy

Use of Personal Information

Personal information is used only for the purpose for which it is submitted or for such other secondary purposes that are related to the primary purpose, unless we disclose other uses at the time of collection.
Disclosure
Apart from where consent is obtained or disclosure is necessary to achieve the purpose for which it was submitted, personal information may be disclosed in special situations where we have reason to believe that doing so is necessary to identify, contact or bring legal action against anyone damaging, injuring, or interfering (intentionally or unintentionally) with our rights or property, users, or anyone else who could be harmed by such activities. Also, we may disclose personal information when we believe in good faith that the law requires disclosure.

We may engage third parties to provide goods or services on our behalf. In that circumstance, we may disclose personal information to those third parties in order to meet the request for goods or services.

In addition, our employees and the contractors who provide services related to our information systems are obliged to respect the confidentiality of any personal information held by us. However, we will not be held responsible for events arising from unauthorised access to your personal information.

We will endeavour to take all reasonable steps to keep secure any information which we hold, and to keep this information accurate and up to date.

Legislation

All participants and staff are expected to comply with all relevant legislation, standards and regulations at all times. Specific legislation in relation to your training will be included in your learning resources and assessment information.

All Queensland legislation is available on line at www.legislation.qld.gov.au

All Commonwealth legislation is available on line at www.comlaw.gov.au

National Vocational Education and Training Regulator Act 2011
The National Vocational Education and Training Regulator Act is in place to establish and support the continued development of high quality vocational education and training to meet the needs of industry and the community including the regulation of training organisations and accreditation of courses.

Standards for Registered Training Organisations 2015
The VETE Act 2000 governs vocational placement in Queensland.

Work Health and Safety Act 2011
The objective of the Work Health and Safety Act 2011 is to prevent or minimise a person’s exposure to the risk of death, injury or illness being caused by a workplace or work activities.
The Act establishes a framework for placing obligations on persons for ensuring the health and safety of others, establishing regulations for industry and providing for the election of workplace health and safety representatives to oversee the implementation of safety provisions for employees and their clients.

**Copyright Act 1968**

The Copyright Act 1968 aims to protect published work and eliminate the infringement of people to re-produce work without prior permission.

**The Australian Privacy Principles**

The APP regulate how personal information is collected, stored, used and disclosed.

**Anti Discrimination Act 1991**

The purposes of this Act is to promote equality of opportunity for everyone by protecting them from unfair discrimination in certain areas of activity, including work, education and accommodation.

**Fair Trading Act 1989**

An Act to make provision with respect to unfair or undesirable trade practices, to regulate the supply of goods and services and to provide for consumer authorities.