



STUDENT HANDBOOK

Training Services QLD



STUDENT HANDBOOK

1 Welcome

Thank you for choosing Training Services QLD, and we look forward to working with you to achieve your training and career goals.

Training Services QLD is committed to providing high quality standards of vocational education and training. We aim to provide a happy, friendly atmosphere in which to learn.

Training Services QLD will ensure that you receive the opportunity to fulfil your personal potential during your training, and every endeavour will be made by staff to ensure the training meets your individual needs.

It is important to make sure that you have access to this handbook during your training, as it will provide additional guidance as you progress through your training. In this handbook, you will find information about your rights and obligations while training with Training Services QLD, together with forms and documents that you may need to refer to and/or complete.

If you have any suggestions on how we can improve our processes, please complete an “Opportunity for Improvement” form, and submit to the RTO Manager.

We sincerely hope your time at Training Services QLD is a memorable and productive learning experience.

If you require any assistance with anything in this Student Handbook, or with your training overall, please do not hesitate to ask your trainer, who can explain the process further.

Yours sincerely,

Stacey Fittock

Chief Executive Officer

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2 Code of Practice

Training Services QLD is responsible for the compliance of training and/or assessment. The Chief Executive Officer and Senior Management will ensure that the operations, staff, and students of the RTO comply with the requirements of the Standards for Registered Training Organisations and the VET Quality Framework, which includes the following:

- the Standards for Registered Training Organisations 2015
- the Australian Qualifications Framework
- the Fit and Proper Person Requirements
- the Financial Viability Risk Assessment Requirements
- the Data Provision Requirements.

Training Services QLD will ensure that it is compliant across its operations within its scope of registration, as listed on the National Register (<http://www.training.gov.au>).

Training Services QLD has policies and procedures in place for ensuring compliance with the VET Quality Framework, and these policies and procedures include how the RTO will comply with the following:

2.1 Standards for Registered Training Organisations 2015

- Standard 1 – Training and Assessment
 - Learners benefit from high-quality training that equips them for employment and/or further study in their chosen field
 - Learners are confident they hold the skills and knowledge their certification describes and are well-equipped to undertake relevant tasks safely and productively
 - Graduates have enhanced employment prospects because employers are confident in their abilities
- Standard 2 – Quality Assurance Strategies
 - Learners are confident that the quality of training is monitored to ensure it meets their needs and the needs of employers.
- Standard 3 - Certification
 - Learners receive certification that clearly documents their skills and knowledge in a timely manner
- Standard 4 - Marketing
 - Learners can make informed choices that the RTO has training that meets their needs with clear and accurate information including information about the performance of the RTO
- Standard 5 – Students rights and obligations
 - Learners can make informed choices about the RTO and the training program that best suits their needs
 - Learners know who is delivering their training and who is issuing any qualification or statement of attainment
 - Learners are aware of their rights and responsibilities
- Standard 6 – Complaints and appeals
 - Learners have any concerns about their training or assessment addressed promptly and equitably

- Standard 7 - Governance
 - Learners know their provider is stable and well-governed, so are confident it will continue to operate and be properly resourced to deliver training
 - Learners know that their exposure to financial loss is limited in the case of a provider closing or not being able to provide the training

- Standard 8 – Compliance with legislation
 - Learners are assured that our RTO is monitored by a regulator that has accurate, up-to-date information about the provider
 - Learners are confident our RTO complies with relevant legislation and regulatory requirements
 - Learners are aware of requirements that relate to their training
 - Learners can make informed choices about the RTO using accurate and up-to-date information

2.2 Australian Qualifications Framework

- Adhere to the requirements of the AQF Qualifications Issuance Policy
- Adhere to the requirements of the AQF Qualifications Pathways Policy

2.3 Fit and Proper Person Requirements

- All senior management, or persons who would have a significant impact on the RTO, are required to complete and submit a Fit and Proper Person form to the National VET Regulator

2.3 Data Provision Requirements

- Collect and store student and training records within an AVETMISS compliant Student Management System (DPR 4)
- Collect data on behalf of the National VET Regulator against the AVETMISS requirements (DPR 4.1)
- Collect data on behalf of the National VET Regulator against the Quality Indicators (DPR 6)
- Submit annual reports to the National VET Regulator on data collected (DPR 7)

3 Continuous Improvement Strategy

Continuous improvement is about applying good business practices within our organisation to ensure the best outcomes for our clients. These are namely our students, the industries we support, and the community to whom we provide training.

This Continuous Improvement Strategy involves the collection of relevant information (or data), analysing that data and then applying corrective actions to improve the practices of the RTO. Relevant information is collected through actively engaging with key stakeholders, before, during, and after training and assessment.

4 Your responsibilities as a student

All students are provided with information about the course structure, the training and assessment strategies, and the assessment tasks or evidence required to demonstrate that the student is competent.

4.1 Competency assessment processes

There are three types of assessments that occur at different stages for each unit.

- Initial assessments to identify what competencies you already have. (Overall self-assessment.) This occurs during induction/orientation
- Progressive assessment during training to provide feedback about your progress and to identify any outstanding units and/or elements you need to focus upon
- Final assessments, which are undertaken when the trainer determines that the student is ready.

4.2 How are competencies assessed?

Assessment may include both direct (observation in the workplace) and indirect (simulations and questioning) assessment methods. This means that you will be required to produce evidence and/or demonstrate your skills and apply related knowledge associated with that unit of competency.

While demonstration of skills can be seen, underpinning skills such as problem solving, working in teams, and evidence of understanding can only be assessed through indirect and supplementary assessment. This is often undertaken through projects, simulations, case studies, third party reports, and written and oral questions.

The level of your performance is assessed against national standards. This means that the evidence you provide and the competencies you demonstrate must meet the standard of performance already set.

During assessment your assessor reviews your evidence and observes the demonstration of your competency. The assessor records your evidence and/or demonstrations as 'C' – Competent, or 'NYC' - Not Yet Competent". Assessments are not 'scaled' or 'marked'.

Broadly, it's simply a matter of whether you are competent ('C') or not yet competent ('NYC') in demonstrating your skills and providing supporting evidence to the performance standard, unless you have been issued with a Recognition of Current Competency or Recognition of Prior Learning.

If your evidence fails to demonstrate the level of competency for any unit or Performance Criteria, the assessor can design a flexible training plan/pathway.

4.3 What if you successfully demonstrate competencies in some areas and not in others?

If you are enrolled in a qualification and can only demonstrate competency in some and not all Units of Competency (UOC), a certificate for the qualification cannot be issued; however, you will be issued a Statement of Attainment for all completed units.

This *Statement of Attainment* will identify the units of competency and national identification number.

If you elect to continue and complete the full qualification or any outstanding units, your assessor will work with you on a training pathway and develop a plan for completing your course of study.

5 Your trainer's responsibilities

Your trainers will:

1. provide clear instructions about what is expected from you during your training and will explain the assessment process in further detail. Training and assessments may consist of group/action learning activities and projects, self-paced learning, assignments, case studies, presentations, discussions, workbook activities, research, and reports. Each unit of competency is clearly outlined and indicates what is expected of you during the learning phase
2. ensure a safe learning environment
3. ensure that they keep themselves up to date with current industry requirements, relevant to the industry that they are teaching and the training industry.

5.1 Strategies to ensure that our training is industry relevant

Strategies to engage employers and other parties, such as third-party supervisors, are outlined below:

1. Through the development of Training and Assessment Strategies, through interviews, and requesting stakeholders to review our Training and Assessment Strategies
2. By communicating with employers and supervisors during traineeship visits or Work Placement to identify whether our training is meeting their needs
3. By meeting with employers and supervisors to identify if training outcomes are meeting industry needs
4. Conducting **QI Employer Surveys** and **Training Evaluations** to identify that skills and experience of our trainers and assessors meet industry needs.

The RTO ensures that the contributions by employers and other parties are incorporated into our training and assessment by:

- **Development**

Prior to placing a qualification onto the RTO's Scope of Registration, or prior to implementing new assessment tools or changes to existing training products, the RTO engages employers and other parties in the development of the Training and Assessment Strategies by undertaking industry consultation and industry surveys to identify employer/industry needs.

- **Delivery and Monitoring**

Employers and other parties may be required to contribute to the delivery and assessment of training. This could include providing:

1. **Third Party Reports:** whereby a supervisor may be required to provide feedback on the students' progress in the workplace
2. **Traineeships:** whereby an employee of the company, where the student is undertaking a Traineeship, is required to supervise a student in the workplace
3. **Work Placement:** whereby the student undertakes work placement with an organisation as part of their qualification completion requirements.

5.2 Assessor Qualifications

In order to undertake assessments, the Assessor must hold the relevant Vocational and Training qualifications, as per the requirements set out in Clause 1.13 of *Standards for Registered Training Organisations (RTOs) 2015*, and this includes employees/contractors of the RTO and employees/contractors of any other organisation.

All assessments, including Third Party Reports, Work Placement and Traineeships, will be finalised and signed off by a qualified Assessor of the RTO.

5.3 Training Evaluation Form

The purpose of the Training Evaluation Form is to collect feedback from students on the delivery of training and assessment, including training facilities, and the trainers' skills and knowledge, as well as feedback on the resources utilised for delivery of training, and overall satisfaction ranking with the course.

At the mid-way point and completion of each training program a Training Evaluation Form will be handed out to students for completion. The Training Evaluation Forms will be collected, and the relevant trainer will prepare a summary of the evaluations to be given to the RTO Manager for reviewing at the monthly Quality and Compliance Meetings.

In addition to training evaluation, the RTO will conduct random surveys and interviews with industry leaders, clients, students, and other community bodies to identify future needs in training.

The RTO Manager will report both positive and negative feedback to the relevant people for discussion. Feedback regarding delivered programs will be discussed with the trainer that delivered the training, with positive feedback being acknowledged. These discussions will assist in the revision and adjustment of training material and delivery methods and enable to trainers' professional development.

Any complaints or issues that are identified from feedback will be recorded in an Opportunity for Improvement Form for action.

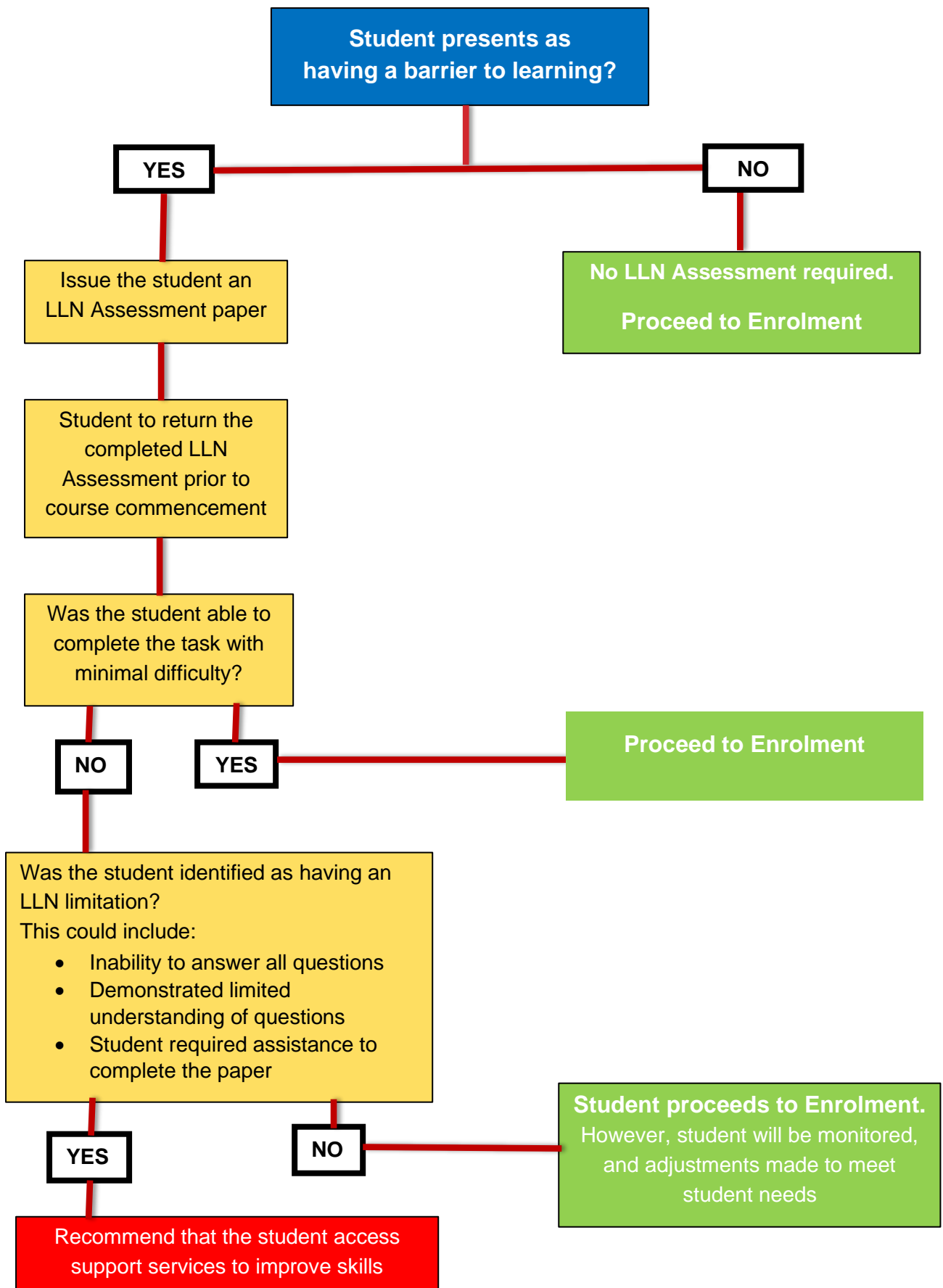
Trainers will provide feedback on training through the Trainers Report.

6 General Information

6.1 Language, Literacy and Numeracy (LLN)

Students may be required to undertake an LLN Assessment to enable the RTO to ascertain if LLN support is required. LLN support is available in the form of advice and support services, and the RTO can provide students with support to assist them throughout the learning process.

IDENTIFYING WHETHER THE STUDENT SHOULD COMPLETE AN LLN ASSESSMENT



6.3 Support Services

The RTO caters to diverse client learning needs and aims to identify and respond to the learning needs of all students. All students are encouraged to express their views about their learning needs at all stages of their learning experience from the initial enrolment and induction stage.

The RTO is committed to providing students with LLN advice or assistance with any other additional support that may be required. To achieve this, and to ensure a high quality of training and assessment, the RTO provides support services to improve and extend training outcomes. Students are advised to make an appointment with their trainer, in the first instance, to discuss support services.

Support services include:

- Learning Support
- Assistance when applying for RPL or credit transfer
- Arranging specialist support equipment or personnel if required
- Determining any reasonable adjustments that may need to be applied to suit the candidate context
- Briefings on the assessment process
- Provision of, or access to, assistive technology
- Additional tutorials to assist with learning
- Assistance in using technology
- Adjustment to equipment
- Referral to LLN assistance
- Mentoring
- Referral to counselling services
- Grievance/conflict resolution
- Stress management
- Access and equity issues
- Client welfare and support

Services are monitored and improved through the 'Opportunity for Improvement' process.

6.4 Support Services List

The Support Services List, at the back of this Student Handbook, provides a list of support services available to students through referral.

If a student is unsure of the service that they require, they should contact their trainer or the RTO Manager to discuss further.

6.5 Assessment Cover Sheet

The Assessment Cover Sheet, at the back of this Student Handbook, is to be completed and attached to written Assessment Tasks **when advised by your Trainer/Assessor**.

6.6 Recognition of Prior Learning (RPL)

All students are eligible to apply for Recognition of Prior Learning (RPL) and are advised of this in the Enrolment Form, and on the course flyer when applicable.

Recognition of Prior Learning is granted through identifying and assessing previous and current formal or informal education and training, work experience, and/or life experience and knowledge. Previous learning, and the evidence supplied, is measured against pre-determined performance standards contained within the Units of Competency.

To prepare for recognition of prior learning the student should indicate their decision to apply for RPL as soon as possible after the induction and orientation program.

Following is the process for applying for RPL:

- Student contacts the RTO and advises that they wish to apply for RPL
- RTO will supply the RPL Kit and explain the process for RPL
- In consultation with the trainer/assessor the student will:
 - Decide which units are to be recognised
 - Provide an Evidence Portfolio in line with an agreed evidence plan
 - Undertake peer assessment or third-party evidence
 - Be prepared to 'show, tell and apply' skills and knowledge.

Evidence for recognition of prior learning may include any of the following:

- Performance, demonstration, or skills test/assessment
- Workplace or other pertinent observation
- Oral presentation
- Portfolio, logbook, task book, projects, or assignments
- Written presentation
- Interview and questions
- Simulations
- Video, photographic (endorsed) evidence
- Competency conversations (focusing on key points to look for in responses).

RPL applicants must demonstrate their claim for competency in sufficient detail to enable the assessor to make clear judgements.

6.7 Work Placement

There are two main types of Work Placement requirements. Firstly, there is the Compulsory Work Placement requirement; and secondly, it may be a requirement by the RTO that the student undertakes work placement, or to participate in a simulated workplace environment, as a key component of their training and assessment to assist them to gain employment upon completion. For Compulsory Work Placements, students may be required to complete a set number of hours to meet the minimum requirements of a qualification according to the Training Package requirements.

The RTO has a responsibility to protect members of the public (and the students themselves) from being harmed by students taking part in workplace or simulated workplace learning. If there is evidence that your skills or behaviour could present a risk to yourself or other people in the workplace, you may not be allowed to participate in work placement.

To help you understand your responsibilities in the workplace, you will be provided with a Code of Practice, which indicates expected standards of behaviour. Your trainer will explain to you and your workplace supervisor the range of duties for which you have the necessary skills and knowledge. You must not carry out duties other than those indicated by your trainer.

You need to take particular care if workplace clients are people who may be in vulnerable circumstances – for example, people who are frail, children, young people, and people with a disability, or people who are receiving a type of service which may put them in vulnerable circumstances (such as massage therapy or nursing care).

A Working with Children Check must be undertaken by a student in courses where contact will be made with children and young people. Your trainer will give you more information about this, if required.

Students who have committed a breach of discipline, or who are assessed as presenting a significant risk to themselves or others during work placement, may be prevented from undertaking or continuing further work placement. This may mean they will not complete the course. Your trainer can provide you with more information about this policy. If you are unsure about whether it may prevent you from completing a course, you should discuss the matter with your trainer. In some circumstances students may be required to undertake

a Police Records Check prior to undertaking work placement, and this will be identified on the course flyer if it is a requirement.

All students should check with their trainer if they have any questions, or if they require any assistance with regards to their work placement.

6.8 Opportunity for Improvement

A key process for the RTO in managing continuous improvement is through identifying 'Opportunities for Improvement'. These can be improvements to Training and Assessment, Client Services, or Management Systems.

All students are encouraged to complete an 'Opportunity for Improvement' form if they identify a system, process, or procedure requiring implementation or improvement.

6.9 Certification

In determining whether a student is competent or not yet competent, the student is assessed against the requirements of the qualification, including the units of competency and the performance criteria and assessment requirements within the units of competency.

Students are issued with a Qualification or Statement of Attainment once competency has been achieved, as outlined within the Training Package.

The testamur for all AQF qualifications issued will identify the qualification as a Nationally Recognised qualification with the words *"The qualification is recognised within the Australian Qualifications Framework"*.

When an entire qualification is not completed, a Statement of Attainment will be issued identifying the unit/s of competency that were successfully completed. The Statement of Attainment will verify that the completed unit/s are Nationally Recognised.

6.10 Access to Records

All student records, such as personal details and records of participation and progress (this includes data collected on the Enrolment Form and assessment results that are collected), are kept within a secure area (both electronic and hard files). An electronic record of each student's enrolment and participation is kept on the RTO's Student Management System. These records are password protected and are only accessible to relevant employees of the RTO.

All students have the right to access their record of participation and progress within a timely manner. In order for a student to access their records they are required to forward a request in writing to the RTO management. If the student wishes to provide a third party with access to their records, they should state this in their formal written request.

The RTO will provide, within 48 hours of receiving the written request, a transcript of the student's participation and progress.

6.11 Credit Transfer

AQF Certifications issued by other Registered Training Organisations (RTOs) are recognised by this RTO. This enables individuals to receive national recognition of their achievements.

In order to apply for a Credit Transfer the student needs to complete the following steps:

1. Complete the 'Credit Transfer' form

2. Attach a certified copy of the authenticated VET transcript from the issuing RTO and highlight the units you wish to have applied to your current enrolment
3. Submit completed 'Credit Transfer Form' and VET transcript to Training Services
4. We will review and confirm whether the student is eligible for Credit Transfer (CT)
5. We will advise the student in writing of the outcome of the Credit Transfer application
6. If the student is eligible, the result of the CT will be applied to the unit within the Student Management System.

Authenticated copies are to be either certified by a Justice of the Peace, or alternatively a staff member of the RTO can sight the originals and authenticate a copy.

6.12 Unique Student Identifier

The Unique Student Identifier (USI) scheme, enabled by the *Student Identifiers Act 2014*, allows learners to access a single online record of their VET achievements. The scheme also allows for reliable confirmation of these achievements by employers and other RTOs.

Unless exempt, the RTO must only issue a Qualification or Statement of Attainment to a learner after:

- The learner has provided the RTO with a verified USI; or
- The RTO has applied for a USI on the student's behalf.

A USI gives you access to your online USI account, which is made up of ten numbers and letters. It will look something like this: 3AW88YH9U5.

A USI account will contain all your nationally recognised training records and results from 1 January 2015 onwards. When applying for a job or enrolling in further study, you will often need to provide your training records and results. One of the main benefits of the USI is that you will have easy access to your training records and results throughout your life. You can access your USI account online from a computer, tablet, or smart phone anywhere and anytime.

6.13 Do you need a USI?

You will need a USI if you are:

- a student enrolling in nationally recognised training for the first time, for example if you are studying at TAFE or with a private training organisation, completing an apprenticeship or skill set, certificate, or diploma course; or
- a school student completing nationally recognised training; or
- a student continuing with nationally recognised training.

Once you create your USI you will need to give your USI to each training organisation you study with so your training outcomes can be linked, and you will be able to:

- view and update your details in your USI account
- give your training organisation permission to view and/or update your USI account
- give your training organisation "view access" to your transcript
- view online and download your training records and results, in the form of a transcript, which will help you with job applications and enrolment in further training.

As a part of the enrolment process, we have included on the Enrolment Agreement Form a section for the student to provide their USI. If you do not have a USI, you will need to obtain one. While students may create their own USI, our RTO is also able to create USIs on behalf our students

For more information, please refer to the following:

<http://usi.gov.au/Training-Organisations/Documents/FactSheet-RTO-Student-Information-for-the-USI.pdf>.

A copy of the USI Fact Sheet is also accessible from the RTO head office.

6.14 Student Induction

All students are provided with an induction comprising:

- Access to the Student Handbook, setting out the students' rights and obligations, and advising a range of useful information; and
- General safety and 'housekeeping' information relevant to the course.

6.15 Enrolment Agreement Form

All students are required to complete an enrolment form prior to course commencement to ascertain contact details, Unique Student Identifier, course of interest, emergency contact details, whether there is any recognition of prior learning, and to collect the relevant statistical information required for AVETMISS reporting.

The enrolment form includes an outline of the Terms and Conditions of enrolment, including the student's rights and responsibilities. Students are required to sign the form to acknowledge their agreement with the RTO's terms and conditions.

Following is a list of "Terms & Conditions of Enrolment" listed on the Enrolment Agreement Form:

- Enrolment and Selection (Clause 6.16)
- Course Fees, Payments, and Refunds (Clause 7.1)
- Fee Protection (Clause 7.3)
- Consumer Guarantee (Clause 8.1)
- Cooling Off Period (Clause 6.17)
- Complaints and Appeals (Clauses 9 & 10)
- Recognition of Prior Learning (RPL) (Clause 6.6)
- Language, Literacy and Numeracy (Clause 6.1)
- Support Services (Clause 13)
- Legislative and Regulatory Requirements (Clause 12)

6.16 Enrolment and Selection

1. The student is responsible for notifying the RTO if they have a medical condition or disability or require assistance in their training
2. A deposit, or corporate client purchase order, must accompany enrolment to secure a placement within a course. This fee is also the Administration Fee
3. It is the student's responsibility to note the date, time and location of the course as advertised
4. Courses with low enrolments may be cancelled. Every effort will be made to contact students to advise alternative arrangements; please ensure your contact details are correct
5. Requests from a student to transfer or credit their course enrolment due to changed personal circumstances will be considered, and every effort will be made to ensure an enrolment into an alternative course
6. Students can only join after the course commencement date if they meet all prerequisites. Full course fees are still payable for late enrolments
7. The RTO reserves the right to decline admission to a course, terminate a student's enrolment in a class, or change a Trainer/Assessor at any time without notice.

7 Fees

7.1 Course Fees, Payments, and Refunds

1. The RTO will ensure that all fees are clear and transparent on the course flyer or other marketing material
2. Fees include **all** fees that the student is required to pay to complete the course, including:
 - a. Enrolment/Administration Fees
 - b. Tuition Fees
 - c. Fees for materials, including textbooks
 - d. Any other fee component that is a mandatory fee to complete the course
3. Please refer to the course information regarding course fees, including any required deposit, administration fees, materials fees, and any other charges (if applicable)
4. In line with the RTO's Fee Protection Policy, the RTO will not collect more than \$1,500 prior to course commencement
5. Certificates and Statements of Attainment are issued to students who are assessed as competent in the units completed. The cost of the certificates is included in the course fees. Please note that a requested **reissue** of Certificates or Statements of Attainment will incur a fee of \$80.00
6. Refunds may be made in the following circumstances:
 - a. Participants have overpaid the administration charge
 - b. Participants enrolled in training that has been terminated by the RTO
 - c. Participant advises the RTO at least 48 hours prior to course commencement that they are withdrawing from the course
 - d. If the participant withdraws from a course or program, prior to course commencement, due to illness or extreme hardship as determined by the RTO
 - e. If the RTO fails to provide the agreed services
 - f. No refunds will be issued once the student has commenced the course.
7. A deposit of no more than \$1,500 is required prior to course commencement. This deposit is to confirm a place in the course. Please refer to the course flyer or our website for the deposit amount required
8. A non-refundable **administration fee of \$100** is required to be paid prior to course commencement, which is included within the deposit fee. However, students may be entitled to a refund of the remainder of the deposit in line with point 6 of this clause. **If the total course fee is less than \$100**, then the total of the course is to be paid prior to course commencement to secure a place within the course.
9. Students are responsible for the safe storage of their Certificates and Statements of Attainment. If a student requests a reissue of their Certificate or Statement of Attainment, a **re-issue fee of \$80** will be charged.
10. If a student is deemed 'Not Yet Competent' on completion of training, they will be offered an opportunity to be reassessed
11. If a student is required to be reassessed, they will be provided with further guidance from their trainer prior to reassessment
12. In most cases there will be no reassessment fee. If a reassessment fee is applicable, this fee will be included on the course flyer
13. If a student is deemed 'Competent' in some but not all the units of competencies required, a Statement of Attainment will be issued, and the student will be given a six-month period to undertake reassessment of other units, if required.

7.2 Payment Plan

For course fees that are more than \$1,500 a payment plan is available:

- **Payment #1**
A deposit to be paid prior to course commencement of up to \$1,500. This includes a non-refundable administration fee of \$150
- **Payment #2**
A Progress Payment, to be paid following course commencement, of 50% of the remaining fees
- **Payment #3**
A Midway Payment, to be paid at the halfway point of the course, will be 50% of the remaining fees
- **Payment #4**
A Final Payment, to be paid prior to course completion, will be the remainder of the fees.

An alternative Payment Plan can be arranged with the mutual agreement of the Student and the RTO.

7.3 Fee Protection and Prepaid Fee Threshold

1. The RTO will not hold more than \$1,500 at any time for an individual student.
2. To confirm a place on a course, the RTO requires a minimum deposit, which will not exceed \$1,500 per individual student, prior to course commencement. If the full course fees are below \$1,500, the full fees may be required prior to course commencement. Please refer to the course information for an outline of all course fees.
3. Following course commencement, full fees will be required to be paid by either a payment plan (if remaining fees are over \$1,500), or in full (if the remaining fees are below \$1,500) for tuition and other services yet to be delivered.
4. If the RTO is unable to provide services for prepaid services, the RTO will place the student into an equivalent course such provided that:
 - The new location is suitable to the student; **and** the student receives the full services for which they have prepaid at no additional cost to the student; **or**
 - The student will be refunded all prepaid fees for services that are not able to be provided.

8 Consumer Guarantee

8.1 Consumer Guarantee

The RTO guarantees that the services provided by the RTO will be:

- provided with due care and skill
- fit for any specified purpose (express or implied)
- provided within a reasonable time (when no timeframe is set for the training).

8.2 What happens if this guarantee is not met?

In the first instance, the student should submit a complaint to the RTO identifying where the RTO has not met its requirements against the Consumer Guarantee. Please refer to the Complaints and Appeals policy (Clause 6) for how to submit a complaint.

If a student believes that the RTO has failed to meet one or more of the consumer guarantees, they are entitled to a remedy – for example, a refund, a further service to rectify the problem, and in some circumstances perhaps compensation for consequential loss. In line with the Complaints and Appeals process, the RTO will provide the appropriate remedy.

If the problem is **minor** and can be rectified, the RTO will choose how to rectify the problem.

The consumer cannot cancel and demand a refund immediately, the RTO must have an opportunity to rectify the problem. If the complaints process takes too long, the consumer is eligible to cancel the service and request a refund.

In the event of a **major** problem, and the RTO is unable to rectify the training service, the consumer can choose to:

- terminate the contract for services and obtain a full refund; or
- seek compensation for the difference between the value of the services provided compared to the price paid.

A purchased service has a **major** problem when it:

- has a problem that would have stopped someone from purchasing the service if they had known about it
- is substantially unfit for its common purpose, and can't easily be rectified within a reasonable timeframe
- does not meet the specific purpose the consumer asked for and can't easily be rectified within a reasonable timeframe
- creates an unsafe situation.

The RTO is not required to provide a remedy or refund if a consumer:

- simply changes their mind and decides they do not wish to go ahead with the training
- discovers they can buy the training more cheaply elsewhere.

9 Complaints Policy

Students have the right to submit a complaint if they wish to express discontent against another person or a complaint against the RTOs process or system. To ensure that complaints are dealt with in a timely manner, we have implemented a complaints process.

This policy, and related procedures, is relevant to all grievances arising in the following areas:

- a) A student wishes to raise a complaint against another student
- b) A student wishes to raise a complaint against the RTO
- c) A student wishes to raise a complaint about a Third Party.

9.1 Complaints Process

If a student is experiencing any difficulties, they are encouraged to discuss their concerns with Senior Management. RTO administrative staff will make themselves available at a mutually convenient time if a student wishes to seek assistance.

If a student wishes to make a formal complaint, they are required to complete a Complaints and Appeals Form, which is included in the Student Handbook. Once the form has been completed, the form should be submitted to the **RTO Manager** for actioning.

If required, the student has the right to have a third party assist them through the Complaints Process, this may be due to language barriers, or simply at the student's request.

Following is the process for managing complaints:

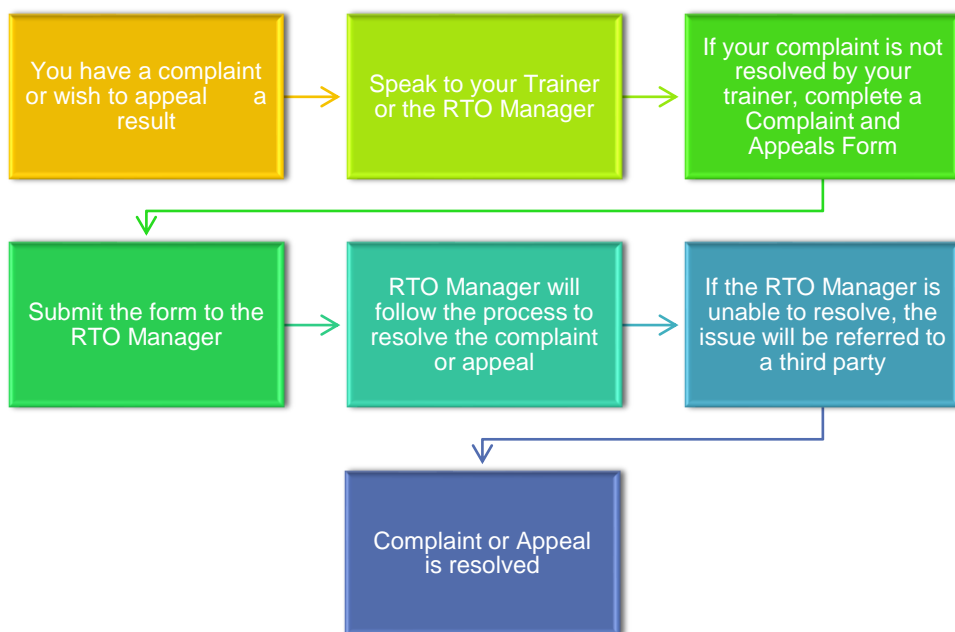
1. Formal complaint, with a completed *Complaints and Appeals Form*, is submitted to the RTO Manager
2. A written acknowledgement of receipt of the *Complaints and Appeals Form* will be forwarded to the complainant following receipt by the RTO Manager
3. The complaint is discussed with all parties involved in the grievance, in order to find a solution agreeable to all parties
4. Grievances will be kept confidential in order to protect the complainants
5. The RTO Manager will follow the process on the *Complaints and Appeals Form*:
 - a. An initial meeting should be held within 10 business days
 - b. If further investigation is required, this should be completed within 60 calendar days
6. Each appellant:
 - a. Has an opportunity to formally present his or her case
 - b. Is given a written statement of the complaint outcomes, including reasons for the decision
7. If a solution cannot be found the matter is brought before senior management for resolution, agreeable to all parties
8. If the RTO Manager is party to the grievance, they will not take part in any discussions or decisions made and the matter will be referred to another Director of the RTO
9. If a solution has not been reached to the satisfaction of all parties, the complainant has the right to request a review by an independent party, who is not part of the RTO
10. The RTO is responsible for acting upon the subject of any complaint found to be substantiated
11. If the RTO determines that the complaint process cannot be finalised within 60 calendar days, the RTO Manager will:
 - a. Confirm this in writing to the complainant, including reasons why more than 60 calendar days is required
 - b. Will regularly update the complainant or appellant on the progress of the matter.

Should the internal process be unsatisfactory, you can lodge a complaint to:

- National Training Complaints Hotline (<http://www.industry.gov.au/skills/nationaltrainingcomplaintshotline/Pages/default.aspx>) Phone: 13 38 73, Monday–Friday, 8am to 6pm nationally. Email: skilling@education.gov.au
- Office of Fair Trading (<http://www.fairtrading.nsw.gov.au>)

There is no cost involved with lodging a complaint with Training Services QLD.

9.2 Complaints Flowchart



9.3 Complaints and Appeals Form

The Complaints and Appeals Form is accessible from the Student Handbook, or a complainant can also contact the RTO to obtain a copy of the form.

9.4 Complaints Report Form

The Complaints Report Form is to be used if there is not enough room on the Complaint and Appeals Form to describe the complaint. This form is to be attached and submitted with the *Complaints and Appeals Form*.

9.5 Complaints and Appeals Register

The RTO has in place a register for filing completed Complaints and Appeals forms. When a complaint or appeal is received, the form collected will be entered into the Complaints and Appeals Register and allocated a register number.

10 Assessment Appeals Policy

The student has the right to appeal an assessment result if they believe that the result given was unfair or unjustified.

This includes Appeals arising in the following areas:

- a) Student disagrees with the result given by their Assessor
- b) Student wishes to have their result reviewed by another Assessor
- c) Student wishes to be re-assessed for the same unit

10.1 Assessment Appeals Procedure

All students have the right to appeal any assessment decision made by the RTO if they:

- Believe that the assessment is invalid and/or
- Feel that the process was invalid, inappropriate, or unfair

Before making an appeal, we ask that students discuss the matter with your Trainer/Assessor in an attempt to reach a resolution.

If you are still not happy, you are then entitled to lodge a formal Appeal by completing an “*Complaints and Appeals Form*” within 7 days of the initial discussion. Once a formal appeal is lodged, a new Assessor will be appointed in an attempt to resolve the appeal. Any decision recommended by this party is not binding to either party in the dispute.

Students have the right to have a support person at all times during the appeal process.

Following is the process for submitting an Appeal:

1. Student receives a result for an assessment task of which they do not agree with the result
2. Student completes a *Complaints and Appeals Form*
3. The *Complaints and Appeals Form* is submitted to the RTO Manager
4. A written acknowledgement of receipt will be forwarded to the student confirming receipt of the *Complaints and Appeals Form*
5. The RTO Manager will consult with the trainer/assessor and student individually
6. The RTO Manager is to follow the process on the *Complaints and Appeals Form* for the process under “Recommend Action Required for Improvement”
7. An initial meeting should be held within 10 business days
8. The student will be advised of the outcome of this consultation process within 15 business days of the “*Complaints and Appeals Form*” being lodged
9. If it is decided that there is a case for review, the RTO Manager will direct another Assessor from the RTO to conduct another assessment. An assessment date will be negotiated with the student. Following the assessment, the student will be advised of the result within 10 business days
10. If the student is not satisfied with any decisions made in this review process, a Review Board (which may include representatives from another RTO or an external Assessor) will be convened to review the case again. An *Opportunity for Improvement Form* may need to be completed in order to identify any improvements on the process that may need to be made
11. All *Complaints and Appeals Forms* received are to be entered onto the Complaints and Appeals Register

11 Insurances

The RTO maintains Public Liability insurance of \$10,000,000.

Additionally, it holds Professional Indemnity, Workers Compensation, and Building and Contents insurances.

12 Legislative and Regulatory Requirements

When undertaking work experience, the student acknowledges that they must observe the employer’s Workplace Health and Safety (WHS) Policies and all workplace practices, as instructed by the employer. This includes compliance with Equal Rights, Equal Opportunity, and the Anti-Discrimination Acts. In consideration of

all RTO clients and students, it is important that adherence to all legislative acts and regulations is observed while undertaking training.

The student acknowledges that they must observe the RTO's policies and procedures, according to State and Federal Government legislative and regulatory requirements.

12.1 Standards for Registered Training Organisations 2015

The *Standards for Registered Training Organisations 2015* (RTO Standards) are the standards guiding nationally consistent, high-quality training and assessment services in the vocational education and training system and will be used by the regulatory body as an instrument in protecting the interests of all students undertaking vocational education and training in Australia.

The RTO warrants that it complies with the RTO Standards when marketing programs, allocating trainers/assessors, developing training materials, Training and Assessment Strategies, and delivery and assessment of training package components.

12.2 Australian Qualifications Framework (AQF)

The Australian Qualifications Framework (AQF) is the quality assured national framework of qualifications in the school, vocational education and training, and higher education sectors in Australia.

The RTO warrants that it complies with the AQF when producing and issuing Certificates and Statements of Attainment.

12.3 Privacy and Personal Information

The RTO collects and stores clients' personal details for training and compliance purposes only. This information is utilised to record students' progress.

Where State or Commonwealth funding supports training, the RTO is obliged to submit personal and progress details for research, statistical analysis, program evaluation, post completion survey, and internal management purposes.

We DO NOT share, rent, or sell personal information provided to the RTO. The confidentiality of the information we collect is protected under the *Information Privacy Act 2009* (QLD), and the *Privacy Act 1988* (Federal). If we are required to disclose information about any of our clients to a third-party, we will acquire written consent from the client.

Requirements when collecting personal information

The RTO will take such steps as are reasonable in the circumstances to ensure that, before any information is collected or as soon as practicable after collection, the individual to whom the information relates is made aware of the following:

- (a) the fact that the information is being collected
- (b) the purposes for which the information is being collected
- (c) the intended recipients of the information
- (d) whether the supply of the information by the individual is required by law or is voluntary, and any consequences for the individual if the information (or any part of it) is not provided

- (e) the existence of any right of access to, and correction of, the information
- (f) the name and address of the agency that is collecting the information and the agency that is to hold the information.

12.4 Workplace Health and Safety Act 2011

The RTO is committed to providing and maintaining a safe and healthy environment for the benefit of all clients, visitors, and employees.

The RTO monitors and maintains the appropriate Workplace Health and Safety levels and obligations under the Federal and State legislation, and the rules and regulations of the Work Health and Safety Act 2011.

If students have any concerns, or notice a condition or practice that seems unsafe, it is important that it is brought to the attention of the Trainer/Assessor to forward to the RTO management.

According to Division 2, Section 19, of the Work Health and Safety Act 2011 - Primary duty of care:

- a) A person conducting a business or undertaking must ensure, so far as is reasonably practicable, the health and safety of:
 - workers engaged, or caused to be engaged by the person, and
 - workers whose activities in carrying out work are influenced or directed by the person, while the workers are at work in the business or undertaking.
- b) A person conducting a business or undertaking must ensure, so far as is reasonably practicable, that the health and safety of other persons is not put at risk from work carried out as part of the conduct of the business or undertaking.
- c) Without limiting subsections (1) and (2), a person conducting a business or undertaking must ensure, so far as is reasonably practicable:
 - the provision and maintenance of a work environment without risks to health and safety, and
 - the provision and maintenance of safe plant and structures, and
 - the provision and maintenance of safe systems of work, and
 - the safe use, handling, and storage of plant, structures, and substances, and
 - the provision of adequate facilities for the welfare at work of workers in carrying out work for the business or undertaking, including ensuring access to those facilities, and
 - the provision of any information, training, instruction, or supervision that is necessary to protect all persons from risks to their health and safety arising from work carried out as part of the conduct of the business or undertaking, and
 - that the health of workers and the conditions at the workplace are monitored for the purpose of preventing illness or injury of workers arising from the conduct of the business or undertaking.

According to Division 4 of the Work Health and Safety Act 2011 - Duty of officers, workers and other persons:

28 Duties of workers

While at work, a worker must:

- a) take reasonable care for his or her own health and safety, and
- b) take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons, and
- c) comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with this Act, and
- d) co-operate with any reasonable policy or procedure of the person conducting the business or undertaking relating to health or safety at the workplace that has been notified to workers.

29 Duties of other persons at the workplace

A person at a workplace (whether or not the person has another duty under this Part) must:

- a) take reasonable care for his or her own health and safety, and
- b) take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons, and
- c) comply, so far as the person is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person conducting the business or undertaking to comply with this Act.

12.5 WHS Incident Report

The WHS Incident Report is utilised to record injuries and incidences that occur within the RTO or workplace and must be completed whenever an injury or incident is identified. The form records data on the incident, personal details of the person who was injured, and further action to be undertaken.

In the incidence of a student injury, it is the responsibility of the trainer/assessor to complete the form with all the relevant details.

All staff and students are required to be safety aware and report all incidents, including an identified hazard or an injury that has occurred on the RTO premises or whilst on work placement. These should be either reported to your trainer, the work placement management, or to the administration office at the RTO.

The following procedure should be followed when reporting an incident after the event and when the area/person has been declared safe:

1. Obtain a copy of the “WHS Incident Report” form
2. Complete the form to the best of your abilities, by ensuring all fields are completed on pages 1 and 2
3. Submit completed copy to reception at the RTO office

12.6 Hazard Identification

Everyone is responsible for identifying and reporting hazards, which includes students, sub-contractors, and employees of the RTO. If you identify a hazard, please report it to either your trainer/assessor, the RTO Manager, or the administration office. You will be required to complete either an *WHS Injury Report Form* or a *Hazard Identification Report Form*.

12.7 Emergency Procedures

An emergency situation may be described as an incident that has the potential to cause loss of life or serious injury to personnel, or major damage to equipment or property. An emergency situation develops suddenly and unexpectedly and requires immediate action to bring under control.

In the event of an emergency, if practical, save human life or prevent the emergency from escalating by removing people from the area, fighting the fire with appropriate firefighting equipment, or turning off services.

12.8 Fire Emergency

If the emergency situation involves a fire the following points should be remembered if attempting to fight the fire:

1. When using a fire extinguisher do not aim the nozzle at the centre of the fire. Work from the near edge and with a sweeping motion drive the fire to the far edge

2. Do not stand down wind or downhill of a fire
3. If there is any chance of chemicals or explosives in the fire, evacuate the area
4. If there is any doubt about it being an electrical fire, treat it as an electrical fire
5. If unable to immediately control the situation it must be reported by available means such as, telephone, etc
6. You must notify your name, type of emergency, location of the emergency and assistance required
7. Never take any unnecessary risks in attempting to control the situation. Evacuate first.

You need to make yourself aware of Emergency Procedures, the location of fire extinguishers or hose reels, and the location of the Evacuation Meeting Point.

12.9 Evacuation Procedure

In the event of an emergency situation, such as a fire, bomb threat, or gas leak, each employee/contractor is required to follow the Evacuation Procedures below.

1. Upon notification to evacuate, such as an alarm or a warning from the Fire Warden, each employee/contractor is to await further instructions from the Fire Warden
2. Once the Fire Warden has given instructions to evacuate, each staff member should:
 - a. follow the Fire Warden to the Evacuation Meeting Point
 - b. leave the building in an orderly manner; and
 - c. meet at the Evacuation Meeting Point indicated on the signs located around the building.
3. Upon arriving at the Evacuation Meeting Point please await further instructions from the Fire Warden or the Emergency Services
4. Please do not leave the Evacuation Meeting Point until you are instructed to do so, as a roll call will be initiated to ensure that there are no employees/contractors or students left behind in the building.

12.10 Anti-Discrimination Act 1991

The Queensland Anti-Discrimination Act 1991 aims to promote equality of opportunity for everyone by protecting them from unfair discrimination in certain areas of activity, including education and training. The services developed and offered by Training Services, including their administrative practices and assessment processes, take into account the principles established by this legislation. For more information go to:

[Anti-Discrimination Act 1991 - Queensland Legislation - Queensland Government](#)

The RTO is committed to ensuring that all of its representatives, clients, and participants are treated fairly and equally in their employment and training.

1. All opportunities are determined on the basis of merit without regard to nationality, race, religion, sex, sexuality, marital status, pregnancy, politics or impairment
2. Trainer/Assessors are accountable for the implementation of this policy
3. The RTO and its representatives have a responsibility to provide an environment which is free from any form of discrimination, harassment, insult, ridicule, and victimisation or bullying, either directly or indirectly.

12.11 Sex Discrimination Act 1984; and Sex Discrimination and Fair Work (Respect at Work) Amendment Act 2021

All representatives of the RTO are required to note and agree to comply fully with the Federal regulations and legislation preventing Sexual Harassment and ensure that all training participants are made aware of and comply with such regulations and legislation requirements.

Sexual Harassment includes but is not limited to:

1. Making unsolicited and unwelcome written, verbal, physical or visual contact with sexual overtones (for example jokes, slurs, assault, touching, or posters)
2. Continuing to express sexual interest after being informed that the interest is unwelcome
3. Masking reprisals, threats of reprisal, or implied threats of reprisals following a negative response (for example, suggesting that a poor performance report will be given)
4. Engaging in implicit or explicit coercive sexual behaviour which is used to control, influence, or affect the career, salary, or environment of another
5. Offering favours or benefits such as promotions, favourable reviews, or favourable assigned tasks in return for sexual favours.

The RTO strives for an environment free of sexual harassment. These policies against harassment apply to both the training and work environments for participants, clients, staff, and contractors.

Anyone found to be in violation of this policy will be subject to appropriate disciplinary action, which includes warnings, reprimand, suspension, dismissal, or cancellation of contract.

12.12 Fair Work Amendment Act 2013

Harassment, victimisation, bullying or any such conduct that has the purpose or effect of interfering with an individual's work performance, or creating an intimidating, hostile, or an offensive learning environment, will not be tolerated. This includes harassment, victimisation, and bullying because of sex, race, national origin, religion, disability, sexual preference, or age.

Harassment is unlawful under Commonwealth and State legislation and all harassment, bullying and victimisation are contrary to the duty of care to provide a safe environment for work and learning.

Harassment, victimisation, and bullying can take many forms. It can be overt or subtle, and direct or indirect.

Examples of harassment may include:

- Unwelcome physical contact
- Repeated unwelcome invitations
- Insulting or threatening language or gestures
- Continual unjustified comments about a client's work or work capacity
- Jokes and comments about someone's ethnicity, colour, race
- Pictures, posters, graffiti, and electronic images, which are offensive, obscene, or objectionable.

Examples of victimisation may include:

- Unfavourable treatment like aggression
- Refusing to provide information to someone
- Ignoring a person
- Mocking customs or cultures
- Lower assessment of client work.

Examples of bullying may include:

- A person who uses strength or power to coerce others by fear
- Behaviour that intimidates, degrades, or humiliates a person
- Aggression, verbal abuse, and behaviour which is intended to punish
- Personality clashes and constant 'put-downs'
- Persistent, unreasonable criticism of client work performance
- Client violence, both physical and threatened, against teachers.

Staff and students should be aware that differing social and cultural standards may mean behaviour that is acceptable to some may be perceived as offensive by others. Such conduct, when experienced or observed, should be reported to your trainer or the Chief Executive Officer. All complaints will be promptly investigated.

12.13 Anti-Bullying

Violence, harassment, and bullying are human rights issues that profoundly affect the lives of many people in Australia.

We all have a right to feel safe and respected. We all have a right to live our lives free from violence. Violence, harassment, and bullying can violate these rights. They can also impact on other rights, such as the right to education and the right to health. Violence, harassment and bullying affect wellbeing and quality of life.

Victims can experience significant social isolation and feel unsafe. Bullying can lead to emotional and physical harm, loss of self-esteem, feelings of shame and anxiety, and concentration and learning difficulties. Tragically, violence, harassment and bullying can lead to suicide in extreme cases.

These issues concern not only children and young people. Violence, harassment, and bullying can occur in numerous different environments, including in workplaces, care facilities and in the community, and can affect people of all ages and backgrounds.

Bullying can also take place in cyberspace: over the internet and on mobile phones. New technologies enable the spread of information, ideas, and images to large numbers of people very quickly. There are many challenges in protecting people from violence, harassment and bullying in cyberspace.

We all have a responsibility to create a safe environment by standing up against violence, harassment, and bullying. If bystanders take safe and appropriate action to stop bullying, we can all be a part of the solution. In the event of a situation that is considered by clients to be in violation of the RTO harassment, victimisation, and bullying policy, report the situation to management.

12.14 National Police Check

A range of industries require students to obtain a National Police Check before the students can commence Work Placement. These include Aged Care and Children's Services industries. National Police Checks can be arranged through the Australian Federal Police. Please refer to the following website for details: [National Police Checks | Australian Federal Police \(afp.gov.au\)](https://www.afp.gov.au/national-police-checks)

The following requirements **must** be met when submitting an AFP National Police Check (NPC) application. **Failure to meet the required standards will result in the application not being processed.**

1. All other names by which you are known or have previously been known (such as your maiden name), must be provided in full, including given names. Check that your date of birth is correctly entered.
2. **Full payment must accompany the application.** You can pay using either Visa, Mastercard or American Express. Alternatively, for a manually completed application you may pay by bank cheque, which must be in Australian dollars, or money order obtainable from Australia Post. **Personal and Company Cheques will not be accepted. Please do NOT send cash. Applications with incorrect amounts will not be processed.**
3. Copies of identification documents totalling 100 points must be provided. Details of the points attributed to identification documents are provided as part of the application process. **DO NOT SEND ORIGINAL IDENTIFICATION DOCUMENTS WITH YOUR APPLICATION.**
4. Ensure all the necessary details are submitted, including signed consent and copies of identification documents. Please note parental consent will be required if the applicant is under 18 years of age.
5. For manually completed applications:
 - You must submit the form no more than three months after signing it
 - Mark the appropriate check boxes with a cross (X)

- Ensure you secure all paperwork, forms, payment, and identification to your application
- Ensure all the necessary details have been completed and the form is **signed and dated**
- The application form must be completed using **block letters**
- Bank cheques and money orders are to be in Australian dollars (\$AUD) and are to be made payable to the **Australian Federal Police**
- If paying by bank cheque it must be from an Australian bank or financial institution affiliated with an Australian bank. **Personal and Company cheques will not be accepted**
- The correct payment must be included with **all** applications
- Do not include self-addressed/stamped envelopes for return of certificates. These will not be used or returned.

National Police Checks can also be arranged through the Queensland Police Service: [National Police Certificates | QPS](#).

12.15 Copyright Act 1968

The copyright Act 1968 is an Act relating to copyright. For more information regarding the Copyright Act 1968 visit: [Copyright Act 1968 \(legislation.gov.au\)](#)

Students need to be aware that photocopying of textbooks and assessment tools may be in breach of the Copyright Act, please adhere to the copyright requirements listed within the relevant documents you wish to copy.

13 Support Services

SUPPORT SERVICES LIST				
Name of Organisation	Website	Phone No	Email	Client Needs Addressed
AA - Alcoholics Anonymous	www.aa.org.au	(02) 4964 1555	Available on website	Clients who are/or have been affected by alcoholism
Australia.gov.au	http://australia.gov.au/topics/education-and-training/literacy-and-numeracy			A website to assist clients with LLN disabilities
Adult Migrant English Program	http://industry.gov.au/skills/LiteracyAndNumeracy/AdultMigrantEnglishProgram/Pages/default.aspx	1300 554 848	AMEPInfo@industry.gov.au	Assisting clients who have migrated to Australia and require assistance with LLN
Beyond Blue	www.beyondblue.org.au	13 36 77	Available on website	For clients who are experiencing anxiety and/or depression
Black Dog Institute (Anxiety Centre)	www.blackdoginstitute.org.au	(02) 9382 2991	blackdog@blackdog.org.au	For clients who are experiencing depression, anxiety or any other mental illness.
Domestic Violence Helpline	www.community.nsw.gov.au	1800 656 463	Available on website	For clients who are experiencing difficulties in the home.
CEDD- Eating Disorder Help Centre	www.cedd.org.au	(02) 8587 0200	info@cedd.org.au	To assist clients who are experiencing issues with eating disorders
Kids Helpline	www.kidshelp.com.au	1800 55 1800	admin@boystown.com.au	Services for assisting children or people who are concerned about a child
Just Ask Us! (Post Traumatic Stress Disorder)	www.iustaskus.org.au	1800 422 899	Available on website	For clients who are suffering from post-traumatic stress following an event that has affected their lives
Precision Consultancy	http://www.precisionconsultancy.com.au/acs_framework/			Access to LLN assessment tasks that can be used for a variety of industries
Lifeline Australia	www.lifeline.org.au	13 11 14	Available on website	Clients who are dealing with hardship or require assistance with personal issues
The Reading Writing Hotline	http://www.literacyline.edu.au/	1300 655 506	info@literacyline.edu.au	If a client is having difficulty with reading, writing and numeracy who require training to assist them.
NA- Narcotics Anonymous	www.naoz.org.au	0466 663 979	Info@na.org.au	Clients who are/or have been affected by drugs

NSW Rape Crisis Centre	www.nswrapecrisis.com.au	(02) 4924 6333	Available on website	To assist clients who have been raped
Workplace Bullying Helpline	www.workershealth.com.au	(02) 9749 7666	crew@reachout.com.au	For clients who have been affected by bullying
Suicide Helpline	www.suiceline.org.au	1300 651 251	Available on website	For clients who may be contemplating suicide or don't know how to help someone in their family who has been affected
Men's Helpline Australia	www.menslineaus.org.au	1300 78 79 78	talkitover@menslineaus.org.au	For male clients who have male related health issues
Wesley Mission Aust. (Poverty Helpline)	www.wesleymission.org.au	(02) 9263 5555	Available on website	For clients affected by poverty or financial issues
National Council for Single Mothers and their children	http://www.ncsmc.org.au/	(08) 8354 3856	ncsmc@ncsmc.org.au	Single mothers who need assistance
Physical disability Australia	http://www.pda.org.au/	(02) 6567 1500	Available on website	For clients who require assistance with their physical disability
Deaf Australia Translating and Interpreting Service	http://www.deafau.org.au/	(07) 3357 8266	Available on website	For assisting the trainer who might require an interpreter for clients who are deaf or have hearing impairments
Salvo care line	http://salvos.org.au/salvocareline/	1300 36 36 22	Available on website	For clients who require financial assistance or emergency care
Disability Advocacy Network Aust.	http://www.dana.org.au/	(02) 6175 1300	Available on website	For clients who may require assistance with their disability
National Disability Service	http://www.nds.org.au/	(02) 6283 3200	nds@nds.org.au	For clients who may require assistance with their disability
Vision Australia	http://www.visionaustralia.org/	1300 84 74 66	info@visionaustralia.org	For clients who require assistance due to vision impairment
Community migrant resource centre	http://www.cmrc.com.au/	(02) 9687 9907	Available on website	For clients who may need assistance for Migration support services
Family and Community Services Ageing, Disability and Home Care	http://www.adhc.nsw.gov.au/	(02) 9377 6000	servicembx@fac.nsw.gov.au	Support for family, ageing, disability or home care
National Disability Abuse and Neglect Hotline	http://www.disabilityhotline.net.au/	1800 880 052	hotline@workfocus.com	For clients who have a disability who may have suffered abuse or neglect
Department of health/Mental health	www.health.gov.au	(02) 6289 1555	Available on website	Support for students who are affected by health or mental health issues

ASSESSMENT COVER SHEET

This Assessment Cover Sheet is required to be attached to your assessment task prior to submission for marking

STUDENT DETAILS			
Family Name:			
Given Name:			
SUBJECT DETAILS			
Qualification:			
Unit Code and Name:			
Trainers' Name:			
ASSIGNMENT DETAILS			
Due Date:		Assessment No: (if applicable)	
Date Submitted:			
CHECKLIST			
<input type="checkbox"/> I have kept a copy of my assignment before submitting			
<input type="checkbox"/> I have completed and signed this page			
<input type="checkbox"/> I have answered all questions in the assignment			
<input type="checkbox"/> I have attached any relevant evidence/documentation, as required for the assessment			
DECLARATION			
I have been advised of the assessment requirements and have been made aware of my rights and responsibilities as an assessment candidate.			
I declare that, to the best of my knowledge and belief, this assignment is my own work, all sources have been properly acknowledged, and the assignment contains no plagiarism. This assignment or any part thereof has not previously been submitted for assessment at this or any other RTO.			
Student's signature:			Date:

Assessment Feedback

RESULT	Competent	Not Yet Competent	RPL	RCC
NYC – New assessment date scheduled or FIR – Further information Required			Date:	
Trainers/Assessors signature:			Date:	

STUDENT COMMENTS

<input type="checkbox"/> I have received my assessment result and am satisfied with the feedback given on this assessment	
Student's signature:	Date:

Complaints & Appeals Form



Complainant Name		COMPLAINT AGAINST <input type="checkbox"/> Trainer <input type="checkbox"/> Student <input type="checkbox"/> RTO Staff Member <input type="checkbox"/> Employer <input type="checkbox"/> RTO Staff Member <input type="checkbox"/> Employer <input type="checkbox"/> Resources <input type="checkbox"/> Assessment Tools <input type="checkbox"/> Training Services QLD
Date Submitted		
Who is complaining (Please tick)	<input type="checkbox"/> Student <input type="checkbox"/> RTO Staff Member <input type="checkbox"/> Trainer/Assessor <input type="checkbox"/> Employer	
Form submitted to		
Other party/s involved		
C&A Register No		

Appeals must be lodged within 7 days of initial result being determined.
 Refer to the Complaints & Appeals Policy in the Student Handbook for procedure.

DETAILS OF COMPLAINT/GREIVANCE/APPEAL

APPEALS: Have you discussed this matter with your trainer in an attempt to reach a decision?
 Yes/No

Complainant is given the opportunity to complete a Complaints Report Form, with this form, if there is not enough room on this form for the complaint. Complaints Form attached
 Yes/No

Signed By: _____ **Date:** _____

Form submitted to RTO Manager or CEO. Date: _____

Written Acknowledgement (within 5 business days)

- Written acknowledgement has been given to the complainant

Initial Meeting: (within 10 business days)

- Complaint raised
- Initial meeting held to discuss with all parties involved in the complaint, in order to find a solution agreeable to all parties.
- Solution found and remedied (Please continue to Appeal Outcomes section)

Further investigation required: (within 60 calendar days)

- Referral to RTO Manager or nominated person.
- Referred to a third party/panel
- Referral to other services (such as, counselling services or LLN)
- Referred to National Training Complaints Hotline
- Referral to government body (such as, police or hospital)
- Referral to funding body (such as DET or VTG)

The RTO is responsible for acting upon the subject of any complaint/appeal found to be substantiated.

APPEAL OUTCOMES

Action/Response Taken By:

Date:

FEEDBACK FROM COMPLAINANT

- Satisfied with outcome
- Dissatisfied with outcome – Further action required
- Matter was dealt with within a reasonable timeframe Yes/No

Other comment:

Complainant Signature:

Date:

OPPORTUNITY FOR IMPROVEMENT

Date identified		TYPE OF OPPORTUNITY <input type="checkbox"/> Training & Assessment <input type="checkbox"/> Client Services <input type="checkbox"/> Operations IDENTIFIED THROUGH <input type="checkbox"/> Client/Employee Feedback <input type="checkbox"/> Internal/External Audit <input type="checkbox"/> Assessment Validation
Title of OFI		
Form completed by		
Person Responsible		
Relevant SNR/s		
OFI Register No		

All Opportunities for Improvement must be entered into the OFI Register prior to creating, ensure that the OFI Register No is entered above.

DETAILS OF WEAKNESS

Signature:

Date:

ACTION REQUIRED FOR IMPROVEMENT

Action taken by:

Date:

Actions discussed at Quality & Compliance Meeting	YES / NO	Date:
Policy and Procedures updated	YES/NO	Date:
Entered into Opportunity for Improvement Register	YES/NO	Date:

WHS INCIDENT REPORT

{{Logo}}

PERSON COMPLETING REPORT

First Name _____

Surname _____

Title Employee / Contractor / Student / Visitor

Date: _____

DETAILS OF INCIDENT

Q1 Describe the incident:

Q2 Was the identified incident on the RTO's premises? Yes No

Q3 Date and time incident occurred:

Date: ____/____/____

Time: _____am / pm

Q4 Where did the incident occur

- | | |
|--|---|
| <input type="checkbox"/> Training Room | <input type="checkbox"/> Front reception |
| <input type="checkbox"/> Kitchen | <input type="checkbox"/> Outside the college premises |
| <input type="checkbox"/> Toilets | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> Administration Office | |

INJURY REPORT

In the event of an injury, please complete the following details: (if applicable)

First Name _____

Surname _____

Title Employee / Contractor / Student / Visitor

Home Address _____

Suburb _____

Postcode _____

Contact No _____

Date of Birth ____/____/____

Sex Male / Female

Q5 What was the injured person doing at the time of incident?

Q6 Please indicate location of injury on the body by circling estimated location below:



Q7 Did the injured person require medical treatment?

Yes No

If yes, where was the treatment undertaken and what medical assistance did the injured person require?

Once this form has been completed, please forward to the RTO Office for action and monitoring, the RTO will then forward this form to the WHS Officer.

ACTION TAKEN/REQUIRED – TO BE COMPLETED BY WHS OFFICER



Q8 Was the risk eliminated? YES NO go to Q9

If yes, how was it eliminated?

Q9 Was a substitute introduced, and/or isolated and/or engineered to minimise risk? YES NO go to Q10

If yes, what was implemented?

Q10 Was an administrative control put into place? YES NO go to Q11

If yes, what administrative control was put into place?

Q11 Was Personal Protective Equipment required to be introduced?

YES NO

If yes, what PPE was implemented?

WHS Risk Assessment Undertaken	YES/NO	Date:
Was an Opportunity for Improvement identified?	YES/NO	OFI No.:
Actions discussed at Quality & Compliance Meeting	YES/NO	Date: