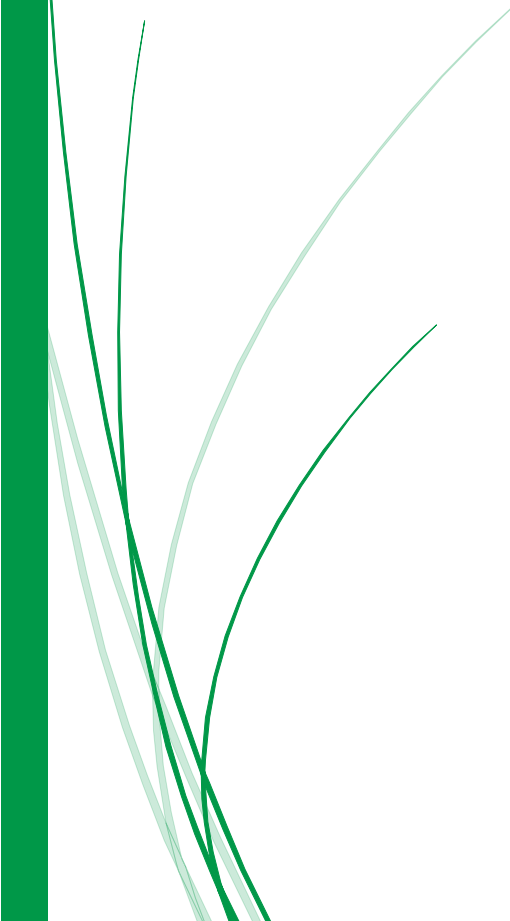
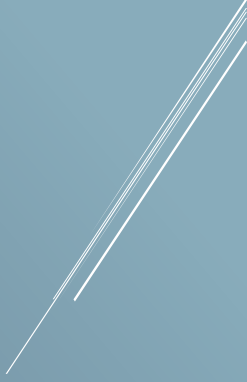


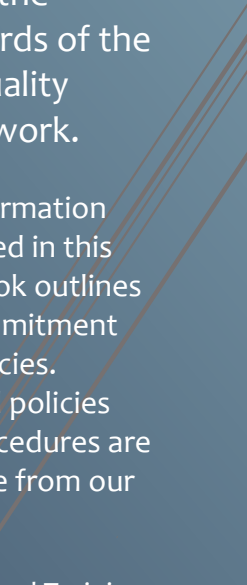
# Student Information Handbook



T. O'Donoghue  
QUEENSLAND TRAINING SERVICES PTY LTD  
February 2015



As a Registered  
Training  
Organisation  
(provider number  
31178), Queensland  
Training Services  
Pty Ltd operates  
within the  
Standards of the  
VET Quality  
Framework.



The information  
contained in this  
handbook outlines  
our commitment  
and policies.  
Detailed policies  
and procedures are  
available from our  
office.

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# Queensland Training Services Pty Ltd





## Training and Assessment Policy

Queensland Training Services Pty Ltd (QTS) is committed to the highest standards in the provision of training and assessment.




Queensland Training Services Pty Ltd has strategies and continuous improvement processes in place for training delivery and assessment of all courses within its scope of registration, as well as non-accredited training.

Queensland Training Services Pty Ltd has access to qualified personnel, facilities, equipment, and training and assessment materials, required to provide the training and assessment services within its scope of registration and scale of operations, to accommodate client numbers, client needs, delivery methods and assessment requirements.










Queensland Training Services Pty Ltd will ensure that training:

-  Meets relevant national standards
-  Is relevant to the requirements of the person or organisation
-  Is conducted by suitably qualified personnel
-  Is delivered as per the agreement formulated between QTS and the participant

Queensland Training Services Pty Ltd will ensure that assessments:

-  Meet the principles of assessment
-  Meet course requirements
-  Provide for appeal and re-assessment options

Queensland Training Services Pty Ltd will:

-  Monitor delivery standards through regular systematic gathering, collation and analysis of feedback from participants in the training process
-  Ensure the decision making of senior management is informed by the experiences of its trainers and assessors
-  Maintain records according to policies and practices assuring their integrity, security and appropriate confidentiality
-  Ensure that all enrolment, fee collection and payment procedures meet regulatory guidelines
-  Provide a tuition guarantee to all students
-  Issue Qualifications and Statements of Attainment in accordance with all appropriate guidelines
-  Provide professional development opportunities for trainers and assessors
-  Ensure the security and integrity of assessment tools, and that all assessment processes are valid, reliable, flexible and fair
-  Commit to the principles of skills recognition and all processes meet national vocational regulator Standards.

Chief Executive Officer: \_\_\_\_\_






Date: \_\_\_\_\_

## Quality Management Focus

Queensland Training Services Pty Ltd (QTS) has a commitment to providing quality service and a focus on continuous improvement. We value feedback from clients, including participants, staff and employers for incorporation into our operations and future programs.

## Legislation

Queensland Training Services Pty Ltd will meet all legislative requirements of State, Federal and Local Government. Such legislation includes but may not be limited to the following:

-  Privacy Act 1988
-  Queensland Anti-Discrimination Act 1991
-  Queensland Vocational Education, Training and Employment Act 2000 and subordinate legislation
-  Queensland Work Health and Safety Act 2012?? and subordinate legislation
-  National Vocational Education and Training Regulator Act 2011

Other legislation may be applicable to your course and information on this legislation will be provided at the course induction or in the course materials.






## About Queensland Training Services

### Our Mission

QTS is committed to providing training and education in a professional environment to equip participants with the skills and knowledge required to meet defined standards informed by industry requirements.

### Our Quality Endorsement

QTS is a Registered Training Organisation (RTO) operating within the VET Quality Framework. This Framework comprises:

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

QTS values openness, honesty, tolerance, fairness and responsibility in social, moral and academic matters.

## Australian Qualifications Framework

The Australian Qualification Framework (AQF) is a comprehensive, nationally consistent framework for all qualifications in post compulsory education and training.

Qualifications issued by Queensland Training Services Pty Ltd are recognised by relevant professional bodies throughout Australia. The AQF Levels define the relative complexity and depth of achievement and the level of autonomy required of participants to demonstrate that achievement. Each level is further defined by the knowledge required and understood by a participant. This knowledge is described in terms of the breadth, depth and complexity of skills that will be developed during the course of study.

The following table outlines the 10 different levels within the AQF and a summary of the knowledge and skills required for each of these levels.

Level	Level 1	Level 2	Level 3	Level 4	Level 5
<b>Summary</b>	Graduates at this level will have knowledge and skills for initial work, community involvement and/or further learning	Graduates at this level will have knowledge and skills for work in a defined context and/or further learning	Graduates at this level will have theoretical and practical knowledge and skills for work and/or further learning	Graduates at this level will have theoretical and practical knowledge and skills for specialised and/or skilled work and/or further learning	Graduates at this level will have specialised knowledge and skills for skilled/paraprofessional work and/or further learning
<b>Qualification Type</b>	Certificate I	Certificate II	Certificate III	Certificate IV	Diploma

Level	Level 6	Level 7	Level 8	Level 9	Level 10
<b>Summary</b>	Graduates at this level will have broad knowledge and skills for paraprofessional/highly skilled work and/or further learning	Graduates at this level will have broad and coherent knowledge and skills for professional work and/or further learning	Graduates at this level will have advanced knowledge and skills for professional highly skilled work and/or further learning	Graduates at this level will have specialised knowledge and skills for research, and/or professional practice and/or further learning	Graduates at this level will have systemic and critical understanding of a complex field of learning and specialised research skills for the advancement of learning and/or professional practice.
<b>Qualification Type</b>	Advanced Diploma Associate Degree	Bachelor Degree	Bachelor Honours Degree Graduate Certificate Graduate Diploma	Masters Degree	Doctoral Degree

## Vocational Education and Training

VET stands for Vocational Education and Training. Its aim is to produce a workforce with the skills and knowledge needed by industry. Our organisation is registered to provide VET qualifications. These qualifications are based on National Training Packages and Accredited Courses and will be recognised throughout Australia both by employers and by other Registered Training Organisations (e.g. TAFE colleges, private providers).

## Competency Based Training and Assessment

Competency Based Training (CBT) is an approach to vocational education and training which places emphasis on what a person can actually do in the workplace as a result of completing a course of study or a training program. CBT is a flexible form of education/ training which aims to produce a workforce with the skills and knowledge required by industry.

Most assessment in schools and universities is criteria based. This type of assessment judges how well you can do something and awards a grade (e.g. A – E, 1 - 5). However for your VET units of competency you will not receive a grade. You are assessed as either *competent* or *not yet competent* in the learning outcomes which make up each module. This means you will be given more than one opportunity to achieve competency.

(A good comparison is with a Driver's License. This does not grade your ability as a driver – it simply shows that you are competent to drive. If you don't pass your first test you can try again until you do.) Competencies are often assessed in the workplace or in a simulated workplace environment.

## Accreditation

Most courses delivered by Queensland Training Services Pty Ltd are nationally accredited. The awards given for completion of an accredited module or an accredited course are recognised throughout Australia and can be used for employment purposes. Non-accredited courses, eg workshops and short courses, may be delivered to meet the needs of a specific business. For these courses, participants will receive a Statement of Attendance.

## Course Enrolment

The enrolment process may vary according to your individual circumstances. Entry requirements can be dependent on the type of enrolment and/or qualification of the course you are undertaking. You will be assisted through this process by our friendly staff.

- Enrolments will be confirmed in writing by QTS
- By signing the enrolment and training contract, you acknowledge you have read this student handbook and understand your rights and obligations
- It is your responsibility to ensure that our office is informed of any change of circumstances including mailing address and contact details. You may be required to provide additional evidence as to your identity or eligibility to enroll in specific, or funded courses
- You must advise QTS if you have any special need concerning your training
- If you are seeking Recognition of Prior Learning or Credit for previous academic studies please advise us so that you can be provided the appropriate documentation
- Please check all personal details including your full name for Certification purposes



## Payment of Fees

- All fees and charges including any additional charges, payment terms, deposits and refund policies will be disclosed prior to enrolment on the enrolment form and training agreement
- Further to the above, fees and charges, including refund policies, are set out in our fees schedule as Appendix 1 of this handbook
- Any prepaid deposits or advanced fees will meet the Standards for Registered Training Organisations criteria regarding the amount of monies held in advance of training
- Any deposits will be required with enrolment
- Balance of course fees will be paid in accordance with your payment plan
- Non-payment of fees may result in restriction of attendance or withholding of issue of qualification or Statement of Attainment
- Receipts will be issued for all payments

## Course Induction

At the commencement of your course you will be provided with an induction which includes legislation, health and safety, assessment, grievances, appeals and any other issues that could affect you in this course.

## Study Methods

Queensland Training Services Pty Ltd offer various teaching and learning delivery methods for the completion of courses and qualifications. This can include face-to-face delivery, on-site (at your workplace) or self-paced learning where you complete in your own time. The method of training to be undertaken relevant to a course will be confirmed with participants at the time of enrolment into the specified course.

You should keep a diary to remind you of any important deadlines you must keep such as workshops and also dates of assessments and assignments. Make sure that you study regularly. Through assessments, you will be able to monitor your own progress and see whether you need to spend more time studying. Make notes which are clear and easy to understand.

Whilst trainers will make every attempt to assist you with your study and assessments, it is the sole responsibility of each participant to progress through assessments and submit them for marking in a timely manner. For self-paced learning, whilst there are no set deadlines for the completion of assessment activities, participants are encouraged to complete and submit assessments for each module/unit on a regular basis.

## Timeframes

Students undertaking short courses will generally complete on the day. Where there is post-course assessment tasks, it is anticipated these will be completed and returned within one month of completion of the training.

Please note for those undertaking full qualifications, QTS provides one year for completion of your qualification, so it is important you regularly submit work over this period of time, to enable us to see progress in your studies.

Students who require longer than one year may apply for extension, however you must show progress in your studies in the preceding year of enrolment to enable an extension to be made, and this is at the discretion of QTS.

The time taken to complete qualifications will vary from student to student due to the amount of prior knowledge and skill of each individual, as well as each person’s personal circumstances, such as the amount of time they can put aside to study.

The Volume of Learning is a guide to the time it may take to finish a qualification. Duration of study may be shorter for participants with existing similar qualifications, skills, experience or RPL application; or be longer if additional training and assessment in workplace specific procedures is required; therefore the volume of learning may vary dramatically due to individual circumstances.

AQF Level I	AQF Level II	AQF Level III	AQF Level IV	AQF Diploma	AQF Adv. Diploma
0.5 – 1 year	0.5 – 1 year	0.5 – 1 year up to 4 years if indentured	0.5 – 2 years	1 – 2 years	1.5 – 2 years

## Student Support

Student support appointments are made available to those undertaking full Certificate IV and Diploma level qualifications. These appointments offer students a valuable face to face meeting with a trainer to discuss or clarify any questions, issues or concerns they may have directly relating to their studies.

## Learning Materials

Enrolment in units of competency without learning materials will only occur under the following circumstances:

- You are applying for Recognition of Prior Learning and do not require materials
- You are enrolling into a unit that does not require learning materials. For example, workshops and/or practical classes.
- You are re-enrolling in the same unit/subject where materials are still current.

Any requests to enrol without the purchase of learning materials for reasons other than those noted above must be submitted to management.

## Assessment

The assessment of a participant’s competency will be carried out as per the principles of assessment. The objective of training delivery is to provide each participant with an outcome suitable to his or her chosen career path. Upon completion each participant will have a wide base of transferable skills relevant to this path and consistent with the training and assessment objectives. Participants who meet the competency standards will gain nationally recognised statements of attainment, or qualifications.

QTS commits to delivering a socially responsible assessment system that is fair and equitable for all clients. Fairness includes being culturally responsible, which means the assessment system needs to be flexible.

Assessment activities can include:

- Demonstration / Simulation
- Practical Exercise
- Project Work
- Oral / Written Assessment or Examination
- Portfolio
- Group Discussion
- Observed in Workplace
- Observed in Simulation

QTS undertakes to systematically validate and review course content, instructional strategies, and assessment procedures and make any changes, as identified, to improve the outcomes of the client.

## Issuing your Certificates

Students will be issued with their Statement of Attainment, or Qualification Certificate and a transcript of their results once:

- All assessments across the full qualification have been submitted
- The assessor has deemed the participant competent for all assessments completed
- All outstanding course fees are paid in full and finalised

Competency for assessments will be granted once the assessor deems that the student has met the applicable assessment criteria.

For those undertaking non-accredited training, Statements of Attendance will be issued to those who:

- Attend the course
- All outstanding course fees are paid in full and finalised

Course and qualification certificates and statements of attendance or attainment will be sent to the location which was ticked on your enrolment form. This is why it is very important to advise us if you move house or change your employer.

For those who require statements or certificates to be sent to their employer, this is the box which must be ticked on the enrolment form. If a student ticks both boxes, the original will be sent to the student's personal address, and a digital copy will be sent to the employer.

## Re-assessment

Participants generally have three attempts to show their competence (i.e. can attempt assessment tasks three times). Those who have not reached competence in a unit / module after three attempts may request a re-assessment of competency, however the payment of a fee will be applicable. See our fee schedule (Appendix 1) for more information.

## Accelerated Progression

Accelerated progression (or fast tracking) requires the completion of all designated assessment requirements for a particular unit and must be negotiated with the trainer. No special applications or processes are required and normal enrolment fees apply.

Note: Accelerated progression is NOT an RPL or credit transfer process.

## Special Consideration

Participants who suffer disability, health problems, grief or trauma need to discuss their needs with their trainer or management. There are a range of actions QTS can take to assist participants manage the impacts upon their work.

However the work that participants actually produce must be the work upon which decisions are made concerning results.

## Recognition of Prior Learning (RPL)

RPL is the acknowledgment of your current skills and knowledge obtained through life experiences, work experience, education and/or previous training. For example, you may have taught yourself to type using a software program at home, been shown how to do something by a colleague, or attended a community course.

If you wish to apply for RPL, please request an RPL kit for the particular course or qualification you are interested in. The RPL kit will indicate the evidence you will need to provide to support your application for RPL. Once you have received your RPL kit and reviewed the evidence required, if you believe you have evidence which is sufficient, current, valid and authentic, you will be required to attend an interview to discuss your application with a trainer (either over the phone or in person).

After the trainer interview, you will be required to gather your evidence, compile an evidence register and indicate where your evidence shows your competency throughout the RPL kit. Once you have completed the RPL kit this should be submitted to QTS along with your evidence, an enrolment form and enrolment fee.

If you have enough evidence to support all criteria of the qualification, you will be issued with the appropriate qualification, statement of attainment, certificate or other applicable documentation.

If your evidence does not support the application, due to it not being commensurate with the criteria being assessed, or being outdated, not authentic or not enough, your trainer will advise you and you may need to:

- submit further evidence (guided by your assessor)
- undertake gap training if there are only a few areas which are not covered, or
- undertake a full course of study if there are too many gaps to support RPL

## Is RPL an easy option?

Please note the assessment of RPL applications is an arduous process and generally takes more training time than actually training the competencies, therefore this process is not a 'cheap' option and the fees are generally not discounted heavily. It can often take more time for a student to compile RPL evidence and match it to the course criteria than it takes to study the qualification, so please use RPL wisely.

Therefore, undertaking an RPL process is not necessarily an 'easy' way to get a qualification. It is not a matter of time served or amount of experience you have, but the specific and relevant learning which can be assessed according to the set competency standards. Participants need to be committed to supporting their case by locating and providing suitable evidence and documentation. This often requires a significant effort.

Evidence provided must be:

- current (i.e. not older than 5 years)
- authentic (evidence must demonstrate your personal input into the process)
- valid (it must address the competencies you are applying it to)
- sufficient (enough evidence to show competency)

## Overseas Qualifications

Your documents and qualifications will need to be certified, and must be in English or translated into English. If you are seeking RPL and you cannot provide sufficient documentation other than the qualification being put forward, you may be required to demonstrate competency by other means.

## Recognition of Qualifications issued by other RTOs

Queensland Training Services recognises AQF qualifications and statements of attainments issued by other registered training organisations throughout Australia. This is based on provision of an official transcript. The previous study must be equivalent to the outcomes of the courses requested. For credit transfer of units/modules completed at another organisation, please contact us.

## Grievances or Appeals Process

If you are not satisfied with an academic decision or a procedural matter, you have the right to complain or appeal in the following manner:

- Informal approach made to the assessor concerned if it is an academic appeal. This is always the best first step, as often a satisfactory resolution can be made in the first instance.
- If you are still dissatisfied with a decision you may appeal in writing to the Operations Manager who will conduct a formal review, and may get another assessor to review your submissions. Please use the grievances form which is available on the QTS website.
- Where the grievance is not related to study or assessment, the Operations Manager will conduct an investigation into the grievance, and provide a written response of the outcome.
- If still dissatisfied, you can request a hearing with an external independent person. This will be organised by Queensland Training Services Pty Ltd on your behalf, and may incur fees.

If, after the above steps are completed, you are still not satisfied with the outcome or the process, you may contact the National Training Complaints Hotline on **13 38 73** or email them at [skilling@education.gov.au](mailto:skilling@education.gov.au) and lodge a formal complaint outside of QTS.

## Suggestions, Problems and Grievances

QTS and all our staff encourage all feedback, both positive and negative, suggestions and complaints! If you have a problem, feedback, complaint or suggestion that you feel we should know about, please approach any staff member for either a feedback sheet, or a grievances form.

## Dress

No uniform is set, in keeping with the adult-orientation of QTS, but participants should dress appropriately. Some training and/or assessment may demand certain clothing to meet industry standard requirements or for safety reasons, such as long sleeve shirts and enclosed shoes.

## Attendance

It is possible that frequent absences could jeopardise a participant's performance in a particular course. Unfortunately poor attendance, even if for genuine reasons, may mean that performance criteria for a qualification are ultimately not met by a participant, leading to non-completion of a course.

In order to validate their situation where participants may need some special consideration, it is recommended that participants obtain a doctor's certificate for extended absences, or a series of frequent shorter absences, due to illness.

Attendance may also be requested from time to time at information sessions (meetings) and other activities, eg field trips. Records are kept of attendance/contact at training and assessment sessions.

## Medical Emergencies

Please ensure you advise staff if you have a medical condition which may affect your participation or attendance at QTS. Also ensure you fill in the emergency contact information on your enrolment form to enable QTS staff to contact your family or emergency contact person in the event of a medical occurrence.

Should a medical emergency arise for someone else whilst you are at QTS, you should protect yourself from any danger, ensure bystanders are not at risk, and then look at assisting the casualty if you are suitably qualified to do so. **DO NOT MOVE THE CASUALTY** unless they are in direct danger and you are qualified to do so. Notify a staff member immediately. Any staff member will know who to contact and the procedures to follow.

## Evacuation Procedure

During the Induction of the course, the trainer will explain and outline the Evacuation Procedure in the event of an emergency occurring. During this time, the trainer will identify and point out the location of all emergency exits, the assembly point and the route to be taken to this area in the event that an evacuation is to occur. In the event of an evacuation, students must adhere to all directions and instructions given by the trainers, Emergency Wardens or Evacuation Coordinators and/or QTS Staff.

Go to the nearest fire exit in an orderly fashion, leaving behind equipment and possessions - do not rush. Follow any instructions issued by fire wardens and close any doors on the way out. Be prepared to assist people with a disability, people who are injured or elderly people.

Once at the assembly point, you should remain in your groups to assist the verification of the whereabouts of all persons. The buildings must not be re-entered until you have been instructed to do so. Your trainer will be the last to leave the room and will follow your group to the evacuation area.

## Summary of your Rights and Responsibilities

The emphasis at QTS is on participants exercising rules of common sense and common courtesy.

As a participant it is your responsibility to:

- treat all people, and their property, with respect and consideration
- attend all classes punctually
- observe normal safety practices
- participate in scheduled assessment events and submit written assessment items on time
- participate fully in all curriculum activities, and allow others to do the same
- not engage in plagiarism or cheating in any assessment or test and provide authentic original assessment evidence
- behave in a responsible manner ie: no littering, harassing or offending fellow participants or staff, or damaging property

These are adult responsibilities which must be met. If they are not met, then a participant may be required to explain why his/her place should remain open. Participants may be removed from a course of study at the discretion of QTS if the above responsibilities are ignored or breached.

As a participant you are entitled to:

- be treated fairly, with consideration and respect
- given guidelines of work expected
- be informed of assessment procedures, including your right to have existing skills recognised
- learn in an environment free of discrimination and harassment
- pursue your educational goals in a supportive and stimulating environment
- be given help and support to cope with both the work and QTS learning environment
- be referred to services such as counselling and language support

## Course Cancellation

Participants are not regarded as being enrolled in a course until fees for that particular course are paid or other arrangements made. If you intend to enrol please do so as early as possible, as classes may be filled or may be cancelled due to lack of numbers.

Please note courses may be postponed or cancelled if minimum numbers are not met. Where a course is postponed, you will be offered transfer to the new course date, or a full refund.

## Access and Equity

All persons have the right to study or work in an environment free of harassment and discrimination. The Queensland *Anti-Discrimination Act 1991* was enacted to promote fair treatment and equality of opportunity by making unfair discrimination and harassment (sexual or otherwise) against the law.

Access and Equity at Queensland Training Services Pty Ltd means studying in a learning environment free of discrimination and harassment. It means you have rights related to how you are treated and responsibilities related to how you treat others.

Access and Equity is aimed at preventing discrimination on the basis of race, culture, religion, political affiliation, language, age, gender, disability or health status, financial disadvantage, marital status, pregnancy, parent / carer status, or lawful sexual orientation.

## How can you help to create a positive environment?

As a participant you have the right to be treated fairly and you have the responsibility to treat others fairly. It is expected that you will treat others with dignity and respect, just as you would wish to be treated with respect from others. At Queensland Training Services we are a diverse group of people - both QTS personnel and participants.

This means that we all have to work with people who are different from us. Training is a great opportunity to learn about different cultures, value systems, ways of doing things etc. While staff has responsibilities to make sure no-one is harassed or discriminated against, you as participants have a lot of influence over how other participants feel about being here at Queensland Training Services.

Some of the things you can choose to do to make the environment positive for all are:

- be welcoming to new participants
- stand up for others if you see or hear them being harassed and/or report this to a QTS staff member
- learn about other cultures
- take responsibility to understand more about how disabilities can affect people and how you can be of assistance if needed
- don't use discriminatory language
- don't harass or bully others in any way
- make the most of the opportunities that working with others who are different to you offers - it's an opportunity to learn
- be aware that people will have values and beliefs that may sometimes clash with yours - this doesn't make them wrong, just different
- don't be worried by difference - you'll be surprised how easy it is to talk to people when you approach them with a positive attitude

Queensland Training Services management can provide you with more information and options on dealing with harassment and discrimination. If an individual and the organisation cannot resolve the situation between themselves, they can go through the formal channels of the Anti-Discrimination Commission.

## Support Services

Participants will regularly meet with their trainers to review their performance and progress and obtain help with any matters the participant wishes to raise.

If you have any special needs you may discuss these with your trainer, who will assist if they can or refer you appropriately. This includes:

- problems with language, literacy or numeracy
- other special needs in order to complete your course of study
- discussion about personal issues if it is affecting your study
- study effectiveness
- course issues, policies and procedures



All participants are assessed on their literacy and numeracy skills as part of the enrolment process. Where literacy and numeracy deficiencies are identified, QTS will work with the participant to develop a plan to address the learning gaps. Interventions may include but will not be limited to additional training assistance, referral to other agencies, flexible delivery and assessment, and other activities deemed appropriate.

Students with other special needs are encouraged to discuss support services with QTS staff. Examples of support may include:

- Hearing impairment – Course Information and notes may be provided to the participant prior to course commencement for participant to pre-read. Depending on the level of hearing impairment a participant may wish to bring a support person with sign language skills. This person would assist in the communication between the participant and the trainer in both course delivery and assessment.
- Sight impairment – Delivery and assessment could be offered verbally in a classroom situation, or reader software utilised if this is what the student has on their computer.
- Physical handicaps – Depending on the level of handicap, delivery and assessment may be a combination of verbal and written.
- Intellectual handicap – The delivery time for the course may need to be extended as support would be required to ensure participants understand all of the delivery and assessment. Depending on the level of handicap delivery and assessment may be a combination of verbal and written.

## Health & Safety

Queensland Training Services Pty Ltd recognises that safety is an essential part of all its activities and aims to safeguard, so far as is reasonably practicable, the health, safety and welfare at work of all its staff, participants and visitors. We encourage an attitude of mind which accepts good safety practice as normal.

Participants should always conduct themselves in a safe manner.

The *Work Health and Safety Act 2011 and subordinate legislation* requires that employers and others ensure the health and safety of people who may be affected by workplaces, workplace activities or specified high risk plant. To meet these requirements QTS will provide safe systems of work, a safe environment, safe plant and equipment and staff who are competent.

The Work Health and Safety Act 2011 requires that you look after your own health and safety and that of others. You must:

- follow the instructions given by QTS for the health and safety of yourself and others
- use personal protective equipment if it is provided and you have been trained in its use

You must not:

- deliberately interfere with or misuse anything provided for workplace health and safety
- deliberately do something that could endanger the workplace health and safety of any person
- deliberately do something where you could injure yourself

The following advice represents good safe practice and should be followed by all:

- Follow instructions
- Report anything that could injure or harm a person
- Report any faulty or malfunctioning equipment immediately
- All accidents should be reported immediately to a responsible person in the area where they occur
- Make sure you know what to do in an emergency
- If in doubt ASK

## Your Health

If you become ill and need medical attention or advice you should make arrangements to visit a medical practitioner's surgery as soon as possible. You should also report absences to QTS, with as much advance notice as is possible.

## Smoking

Because of the dangers to health caused by smoking, and the duty of QTS to provide, as far as is reasonably practicable, a working environment which is healthy, all training venues are 'no-smoking' areas. This rule applies equally to participants, employees, contractors and other visitors to QTS.

## Copyright

Under the copyright laws of Australia, a person who owns copyright in a 'work' has the exclusive right to make copies of that work. The copyright owner may permit others to make copies of the work. 'Copying' includes photocopying, scanning, faxing, and digitising.

If you reproduce material protected by copyright without the permission of the copyright owner, you may infringe copyright. Reproducing part of a work may also infringe copyright, even if the part is important. A copyright owner is entitled to take legal action against a person who infringes his or her copyright.

It is a fair dealing to make a copy, for the purpose of research or study, of one or more articles on the same subject matter in a periodical publication or, in the case of any other work, of a reasonable portion of a work. In the case of a published work that is of not less than 10 pages and is not an artistic work, 10% of the total number of pages, or one chapter, is a reasonable portion.

More extensive copying may constitute fair dealing for the purpose of research or study. To determine whether it does, it is necessary to have regard to the criteria set out in the Copyright Act 1968. Queensland Training Services does not authorise you to make infringing reproductions of copyright material. It is your responsibility to make sure that any reproductions you make do not infringe copyright.

## Plagiarism

Plagiarism is the unlawful use and reproduction of another persons' work without correct acknowledgement. Plagiarism includes both directly copying or reproducing another persons' work or rephrasing another person's ideas, quotes, images, graphs or data and claiming it as your own.

Plagiarism is not accepted or tolerated for any assessments issued as part of your qualification at QTS. If a student is found to have plagiarised their work; their assessments will not be marked and the student will be issued a not-yet-competent.

If you have any questions in relation to this, please discuss this with your trainer and they will happily assist.

## Financial Responsibility

All outstanding debts to Queensland Training Services Pty Ltd must be cleared promptly, and the participant be considered in good financial standing before being permitted to undertake final assessments, and before qualifications are awarded. QTS also reserves the right to withdraw tuition from any participant who does not comply with QTS rules and any decision will be regarded as final.

## Refunds

- Registration may be cancelled up to ten working days prior to commencement of course with students either transferring to another course or receiving a full refund.
- Registration cancelled or transferred less than ten working days but over five working days prior to commencement of a course will incur a 10% cancellation / transfer fee. (The 10% is calculated on the normal fee for service course cost).
- If no cancellation notice is received, or cancellation is made with less than five working days' notice, no refund will be issued unless the participant can provide a medical certificate or show extreme personal hardship. Please note transfer is not available within 5 working days of the course.
- Another student may be substituted at any time prior to course commencement date should the nominated person be unable to attend. Notification of such changes is imperative.
- QTS reserves the right to cancel or postpone a course to an alternative date. All registered participants affected by such changes will receive a full refund or be offered the opportunity to transfer to the next available course program.
- No refunds will be made after the commencement of the course unless the participant can provide a medical certificate or show extreme personal hardship. In this case, fees may be refunded on a pro-rata basis at the discretion of the Operations Manager.

## Course Cancellations

Whilst every endeavour will be made to conduct all advertised courses, QTS reserves the right to change or cancel timetables, class locations, course offerings, trainers and other such details or circumstances beyond our control that affect enrolments. Every effort will be made to advise course participants of any changes. Participants automatically receive a refund in this instance.

## Disciplinary Procedures

Good conduct is expected from participants. QTS rules and regulations must be adhered to and any participant in breach of those rules will be disciplined.

### Breaches of conduct occur in the cases of:

- action which adversely affects health and safety
- harassment of other participants or members of staff
- disregard QTS rules and regulations

## Misconduct

The following actions are examples of misconduct for which participants would receive a warning from QTS:

- persistent lateness for class
- long periods of unexplained absence, where there is an attendance requirement
- breach of QTS rules and regulations
- consistent failure to show proper standards of politeness and courtesy to participants and staff

## Gross Misconduct

These cases could lead to a participant being excluded from classes, either for a set period or permanently. The following is an indication (though not exhaustive) of where gross misconduct could lead to exclusion.

- wilful or reckless disregard of safety regulations
- failure to follow instructions from a member of staff to carry out actions which are lawful and reasonable
- attending while under the influence of drink or drugs
- any assault or bullying of another participant or member of staff within the training premises
- theft or wilful damage to property belonging to a participant, member of staff or QTS

## Damage to Property

Participants will be required to make good to the satisfaction of QTS any damage or loss they may have caused to any property of QTS.

## Drugs and Alcohol

Participants are requested to respect other people's right to a productive learning environment and refrain from using alcohol or social drugs on our premises. The only exception applies to moderate consumption of alcohol at approved functions for individuals of legal drinking age.

Where a Participant is affected by alcohol or drugs, staff may take appropriate action to:

- prohibit the participant from taking part in any learning activity (particularly practical exercises) and/ or
- direct the participant to leave the class

## Privacy & Records

The *Privacy Act 1988* sets out the rights of individuals in relation to how organisations should collect, use, keep secure and disclose personal information. We will not use your details for any other purpose, and will not disclose them to other persons or organisations without your consent or unless required or authorised to under the *Privacy Act 1988*.

## Access to Records

Information about you is collected only for the purpose of providing training and assessment services and as required by laws and regulations. Information from your records, except as required by law or under the Standards for Registered Training Organisations, will not be disclosed to anyone outside QTS without your written consent (and that of your parent or guardian if you are under 18). You can view your personal records by contacting QTS.

## Information Collected from E-Mail

E-mail from you will be treated as a public record and will be retained. We will not add any details from your e-mail to a mailing list, nor will we disclose these details to third parties without your consent, or unless permitted or required by law. Our Server may monitor e-mail traffic for system troubleshooting and maintenance purposes only. As an alternative, you may wish to use the telephone or send your request to our postal address.

## Information Collected from Website Transactions

Unless you specifically provide us with your details, such as subscribing to a service, enrolling in a course, filling in a survey or completing an online communication, we will not collect any personal information about you.

## Keeping QTS Informed

It is essential you keep QTS informed of information relating to you, especially details of addresses.

You should therefore notify QTS of changes to the following data.

- your email address
- your local, home or postal address (including street name and number)
- your name, title or marital status

You must remember that failing to provide QTS with full and accurate information about yourself and your program could have an adverse effect, for example in terms of timetabling examinations or ensuring that important correspondence reaches you.

Remember that if you are in doubt about what information is being held about you on QTS information system you can approach QTS who will confirm the information so that you can make sure it is correct.

## Collection of Unique Student Identifier (USI)

Your USI is a unique number given to you which will help keep your training records and results together in an online account controlled by you. By having a USI you will be able to access your training records and results (or transcript) whenever you need them. For example, for a new employer or when you enrol to study at a new training organisation.

From 1 January 2015 all RTO's must report a USI for every student enrolled. QTS don't provide USI numbers, they are generated electronically when students log into the [www.usi.gov.au](http://www.usi.gov.au) website.

If you do not have a USI, please to go to [www.usi.gov.au](http://www.usi.gov.au) and follow the prompts to obtain your number.

If you do have a USI, please ensure you write this clearly on your enrolment form, and make sure you provide your first name, surname and date of birth, to enable us to verify this number.

If you would like us to obtain your USI number on your behalf, you will need to provide us with permission, fill in a form, and send us a copy of one piece of ID such as a driver's license, Medicare card, Australian passport or similar. Due to the work involved in getting us to retrieve your number, it is far easier for you to do this yourself via the Internet.

## Collection of personal data

As a Registered Training Organisation in Queensland, we must comply with the Standards for Registered Training Organisations (RTOs) 2015.

In particular, we must ensure that we collect appropriate statistical data on behalf of our National VET Regulator, the Australian Skills Quality Authority ([www.asqa.gov.au](http://www.asqa.gov.au)) and the National Centre for Vocational Education Research ([www.ncver.edu.au](http://www.ncver.edu.au)).

We as an RTO cannot accept your enrolment unless this information has been collected. The information collected will not be provided to any recipient other than the registering body as required by the Standards for Registered Training Organisations (RTOs) 2015.

## Appendix 1

### Fees and Charges

**i** The prices to undertake various courses and qualifications may be found on the course outline for that particular delivery, and within our Training Calendar. Further fees and charges are set out below:

Re-issue of Testamurs / Statements of Attainment	\$ 50.00 per copy
Re-assessment Fee (after 3 <sup>rd</sup> attempt)	\$ 220.00
Self-paced training or RPL of individual units of competency	\$ 250.00 per unit
Re-issue of student card or plastic cards for HRW and other courses	\$ 20.00 per card
Qualification re-enrolment fee (if the maximum duration period is exceeded by no more than 6 months)	\$ 500.00
Qualification re-enrolment fee after 6 months (see above)	\$ current price
Short Course or Individual Unit re-enrolment fee	\$ current price
Late payment fee (Interest payable on outstanding balance)	10%

### Refund Policy

- Registration may be cancelled up to ten working days prior to commencement of course with students either transferring to another course or receiving a full refund.
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- If no cancellation notice is received, or cancellation is made with less than five working days' notice, no refund will be issued unless the participant can provide a medical certificate or show extreme personal hardship. Please note transfer is not available within 5 working days of the course.
- Another student may be substituted at any time prior to course commencement date should the nominated person be unable to attend. Notification of such changes is imperative.
- QTS reserves the right to cancel or postpone a course to an alternative date. All registered participants affected by such changes will receive a full refund or be offered the opportunity to transfer to the next available course program.
- No refunds will be made after the commencement of the course unless the participant can provide a medical certificate or show extreme personal hardship. In this case, fees may be refunded on a pro-rata basis at the discretion of the Operations Manager.

## Unforeseen Circumstances

- The course does not start on the starting date notified in the Enrolment Confirmation
- The course is discontinued after it starts and before it is completed
- The course is not provided fully or not being delivered to the student because of force majeure or unforeseen circumstances

Note: in the event of the above circumstances QTS will pursue every possible professional effort to arrange course completion with another suitable provider at no additional cost to the student. If this is not possible, QTS will provide a full refund of course costs.