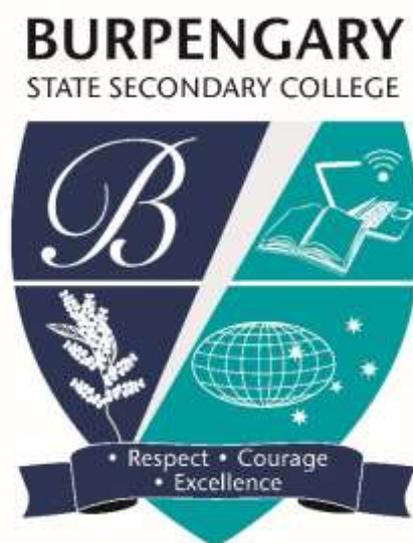


Burpengary State Secondary College

RTO Number: 45446



VET Student Handbook

Table of Contents

Introduction	3
The Australian Qualifications Framework (AQF)	3
AQF qualifications	4
1. Student selection, enrolment and induction/orientation procedures	5
2. Qualification or accredited course information	5
3. Marketing and advertising of course information	5
4. Legislative requirements	6
5. Fees and charges, including refund policy	6
6. Student services	6
7. Provision for language, literacy and numeracy assistance	7
8. Access and equity policy and procedure	7
9. Flexible learning and assessment procedures	88
10. Competency based assessment	8
11. Student access to accurate records policy and procedures	9
12. Confidentiality procedure	9
13. Employer contributing to learner’s training and assessment	9
14. Complaints and appeals procedures	10
15. Recognition arrangements for RPL	11
16. Recognition of AQF qualifications and statements of attainment issued by another RTO and credit transfer	13
17. Certification and issuing qualifications	13

INTRODUCTION

Congratulations on your decision to enrol in a nationally recognised vocational course.

This handbook has been written to provide students with important information about the vocational education and training (VET) qualifications offered at Burpengary State Secondary College as well as your rights and responsibilities as a VET student.

Students should take the time to study this handbook carefully and ask their Trainer and Assessor if they are unsure of any details. Students should keep this handbook for reference throughout their enrolment. The contents of this handbook in many instances represents the key points of various VET policies and procedures developed by this RTO. A copy of the RTO's VET policies and procedures can be obtained via the RTO Manager.

The Australian Qualifications Framework (AQF)

All of the VET courses offered by this RTO lead to nationally recognised qualifications – a certificate (if all of the requirements of the qualification are completed) or a statement of attainment (for those parts that are successfully completed where the full qualification is not completed). This certificate/statement of attainment will be recognised in all eight states/territories in Australia. This is because Australia has a national qualifications framework called the Australian Qualifications Framework (AQF). There are 14 different types of qualifications that can be obtained. These are shown in the following diagram.

AQF QUALIFICATIONS



Source: Australian Qualifications Framework Second Edition January 2013

Your Trainer and Assessor will provide you with information about your VET qualification/s including an overview of the specific units of competency/modules in each, assessment requirements, vocational outcomes, etc.

The following qualification available for completion at this RTO are listed on the Enrolment Agreement that you will be provided with and can also be viewed in the Subject Selection Handbook.

1. Student selection, enrolment and induction/orientation procedures

Students enrolled in courses at this RTO participate in a selection process determined by the Trainer and Assessor. Where numbers are limited for courses, selection will be based on interview and/or on the order in which enrolments were received.

Burpengary State Secondary College will provide each student with information about the training, assessment and support services they will receive, and about their rights and obligations.

The RTO Manager and associated Trainers and Assessors will induct all VET students with this handbook.

2. Qualification information

Information pertaining to your qualification can be sourced from course documentation provided by your Trainer and Assessor, subject specific information included in the subject selection handbook (or similar document), through the VET Student Handbook and school website.

Information available to students regarding course information will include:

- Qualification or VET accredited course code and title
- Packaging rule information as per the specified Training Package or VET Accredited course
- Units of competency (code and title) to be delivered
- Entry requirements
- Fees and charges
- Course outcomes and pathways
- Work experience requirements (where applicable)
- Licensing requirements (where applicable)
- Third party or off-campus arrangements (where applicable)

3. Marketing and advertising of course information

The RTO will ensure that its marketing and advertising of AQF qualifications to prospective students is ethical, accurate and consistent with its scope of registration. In the provision of information, no false or misleading comparisons are drawn with any other training organisation or training product.

The RTO will not advertise or market in any way qualifications or units of competency that are not on the scope of registration.

Burpengary State Secondary College will ensure it will have the appropriate human and physical

resources to deliver and assess any course currently on the RTO's scope of registration. If the RTO loses access to these resources, the RTO will provide students with alternative opportunities to complete the course and the related qualification.

4. Legislative requirements

The RTO will observe all Australian, state and territory laws governing Vocational Education and Training. The RTO will also meet all legislative requirements of the:

- [Education \(General Provisions\) Act 2006](#)
- [National Vocational Education and Training Regulator Act 2011](#)
- [Copyright Act 1968 \(2006\)](#)
- [Education \(Work Experience\) Act 1996](#)
- [Child Protection Act 1999](#)
- [Work Health and Safety Act 2011](#)
- [Anti-discrimination Act 1991](#)
- [Privacy Act 1988 \(2014\)](#)
- [Information Privacy Act 2009](#)

If students require any further information, please see the RTO Manager.

5. Fees and charges, including refund policy

The RTO does not charge fees directly to students for VET services. The invoicing of fees will be carried out by the third-party provider. Any fees and charges that do occur will be made known to students prior to enrolment.

Matters regarding payment of fees or refund of fees will be managed by the Business Services Manager in accordance with the principles contained in the general fee policy of the school (not specific to VET).

6. Student services

Trainers and Assessors will establish the needs of their students, and deliver services to meet their individual needs where applicable. Examples of types of support that may be on offer include:

- Assistance to develop study skills
- Literacy support
- Interpreter services (where funded)
- Access to IT and study space
- Additional time to complete assignments
- Reasonable adjustments to the assessment process

- Financial assistance e.g. change to payment schedule
- Referral to appropriate external support services

The RTO will continually improve student services by collecting, analysing and acting on any relevant data collection through students providing valuable feedback to the RTO through informal and formal processes i.e. through individual student assessment feedback, course evaluation feedback, quality indicators — student engagement surveys and school-generated surveys.

7. Provision for language, literacy and numeracy assistance

If you are undertaking course at this RTO, which has units of competency from a training package, you will find that basic literacy/numeracy elements have been incorporated. This should help you learn these basic literacy/numeracy components more readily, as they are being delivered and assessed in the context of an industry vocational area of your choice. If you still feel you need additional language, literacy or numeracy support, please seek further advice from the Trainer and Assessor or RTO Manager.

8. Access and equity policy and procedure

The access and equity guidelines at Burpengary State Secondary College are designed to remove any barriers so that all students have the opportunity to gain skills, knowledge and experience through access to vocational courses.

This RTO is inclusive of all students regardless of sex, race, impairment or any other factor. Any matter relating to access and equity will be referred to the RTO Manager, as the designated Access and Equity Officer.

Burpengary State Secondary College has written access and equity policies documents generally as a school (not specific to VET) and all staff are aware of these. Staff and students may contact the Access and Equity Officer, who is the RTO Manager, for information and/or support about the policy.

Discrimination occurs if a person treats someone differently on the basis of an attribute or characteristic such as gender, sexuality, race, pregnancy, physical or intellectual impairment, age, etc. This RTO strives to meet the needs of each student through incorporating access and equity principles and practices which acknowledge the right of all students to equality of opportunity without discrimination.

9. Flexible learning and assessment procedures

The following represent the basic VET assessment principles of this RTO. They are designed to promote fairness and equity in assessment.

- All VET students at this RTO will be fully informed of the VET assessment procedures and requirements and will have the right to appeal.
- Students will be given clear and timely information on assessment.
- Information given to students, on the assessment cover sheet, will include:
 - advice about the assessment methods
 - assessment procedures
 - the criteria against which they will be assessed
 - when and how they will receive feedback.
- The assessment approach chosen will cater for the language, literacy and numeracy needs of students.
- Any special geographic, financial or social needs of students will be considered in the development and conduction of the assessment.
- Reasonable adjustment will be made to the assessment strategy to ensure equity for all students, while maintaining the integrity of the assessment outcomes.
- Opportunities for feedback and review of all aspects of assessment will be provided to students.
- A clearly documented mechanism for appeal against assessment processes and decisions is available to students and is publicly available in this handbook which is stored on the intranet.

Your Trainer and Assessor will provide you with a thorough overview of the assessment requirements for your individual VET course.

10. Competency based assessment

In order to be successful in gaining competency, students must demonstrate consistent application of knowledge and skill to the standard of performance required in the workplace. Students must be able to transfer and apply skills and knowledge to new situations and environments.

Final records of assessment of competencies will be awarded as either:

- **C** for Competent
- **NYC** for Not Yet Competent

Assessment methods

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Each Trainer and Assessor will vary their delivery of material and the way skills and knowledge are assessed. However, upon completion of assessment an exit level will be awarded, based on the principles of assessment and rules of evidence.

Elements of competency will be assessed and recorded once the Trainer and Assessor is satisfied that a student has demonstrated consistent competency in an element or unit of competency. Students may also receive assessment if they apply for and meet the requirements for, RPL.

A master record detailing students' achievements of the units of competency is maintained at the RTO on the I Care System.

This will record all elements and units of competency achieved. This will be held by the RTO and will be issued to the student once they complete the program of study.

11. Student access to accurate records policy and procedures

Burpengary State Secondary College is committed to regularly providing students with information regarding their participation and progress.

The Trainers and Assessors must maintain accurate and current records of each student's progress towards and achievement of competencies.

12. Confidentiality procedure

Information about a student, except as required by law or as required under the [VET Quality Framework](#), is not disclosed without the student's written permission and that of their parent or guardian if the student is less than 18 years of age. The RTO will ensure that have consent from each student.

13. Employer contributing to learner's training and assessment

As a number of students the RTO enrolls will come from already established workplaces, these will provide experience in the competencies included in their VET qualifications. This will mean that some responsibility will fall upon the employer, and workplace supervisors, to ensure that experience given to students is sufficient to invite the Trainer and Assessor back to the workplace to conduct assessment.

14. Complaints and appeals procedures

Complaints and appeals are managed by the RTO in a fair, efficient and effective manner. The RTO will create an environment where student's views are valued. Complaints arise when a student is dissatisfied

with an aspect of the RTO's services, and requires action to be taken to resolve the matter. Appeals arise when a student is not satisfied with a decision that the RTO has made. Appeals can relate to assessment decisions, but they can also relate to other decisions. Students with either a complaint or an appeal will have access to informal complaint process or a formal complaint or appeal process. All formal complaints or appeals will be heard and decided within 60 calendar days of the receipt of the written complaint by the RTO.

The RTO Manager will keep a Register of Complaints which documents all formal complaints and their resolution. Any substantiated complaints will be reviewed as part of the continuous improvement procedure.

Students with a complaint or appeal have access to both informal and formal procedures.

Informal complaint

The initial stage of any complaint shall be for the complainant to communicate directly Trainer and Assessor who will make a decision and record the outcome of the complaint.

Learners dissatisfied with the outcome of the complaint to the Trainer and Assessor may then communicate the complaint to the Head of Department, who will make a decision in regards to proceeding with a formal complaint or appeal process.

Learners dissatisfied with the outcome of the informal complaint may initiate a 'formal complaint or appeal' with the RTO Manager.

Formal complaint or appeal

Formal complaints may only proceed after the informal complaint procedure has been finalised and will follow the below procedure:

- All formal complaints or appeals will be in writing addressed to the CEO and submitted to the RTO Manager;
- On receipt of a formal complaint or appeal the RTO Manager shall reply in writing to acknowledge receipt of the complaint, then inform the CEO;
- The RTO Manager and the CEO will meet to discuss the complaint or appeal and either make a decision or convene an independent panel to hear the complaint; this shall be the "Complaint and Appeal Committee" and will consist of members who have not been involved in the issue to this point. It will include the CEO, a member of staff and a representative of the School/College community;

- When a decision is reached this will be communicated in writing to the complainant/appellant within 60 calendar days of the complaint or appeal being received as well as being recorded on the Complaints and Appeals Register;
- If the decision will take longer than 60 calendar days the complainant/appellant will be notified in writing of the reasons why a decision has not been reached and provide regular updates regarding the progress of the matter;
- The complainant/appellant shall be given an opportunity to present their case to the committee and may be accompanied by one other person as support or as representation;
- The relevant staff member, third party or other learner shall be given an opportunity to present their case to the committee and may be accompanied by one other person as support or as representation;
- The Complaint and Appeal Committee will make a decision on the complaint;
- The Complaint and Appeal Committee will communicate its decision on the complaint to all parties in writing and this will be recorded in the Complaints and Appeals Register;
- If the complainant/appellant is still not satisfied, the CEO will appoint an independent third party (outside the RTO) to mediate with costs being communicated to all parties prior to commencement;
- If the complainant/appellant is still not satisfied, the CEO will refer them to the QCAA website for further information about making complaints (www.qcaa.qld.edu.au/3141.html);
- After the complaint or appeal is finalised the RTO Manager will organise a meeting of relevant parties to review the decision and outcome and evaluate the policies, procedures and strategies of the RTO in order to take appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.

15. Recognition arrangements for RPL

All VET students have access to a procedure that gives Recognition of Prior Learning. RPL is an assessment process that assesses an individual's level of knowledge and skills against individual or multiple units of competencies.

All applications for RPL will be responded to once a written application has been received. The RTO Manager will keep an RPL register which documents all RPL applications and their outcomes. Once the evidence has been provided to the RTO to assess RPL, the student will be notified of the decision. Students may have access to reassessment on appeal.

Recognition of prior learning procedure

At the commencement of the school year a Student Induction will be conducted by the RTO Manager and/or Trainer and Assessor and included in this process will be information about Recognition of Prior Learning (RPL) and will be further documented in the Student Handbook. Students who join a VET qualification as a late enrolment will be taken through the induction process by the RTO Manager.

Students will be informed about:

- What RPL is;
- All students will have access to, and be offered RPL;
- The application forms used for RPL and the types of evidence that could be presented;
- The process that will be followed for RPL; and
- Appealing assessment decisions for RPL.

A VET student seeking RPL will be provided with a copy of a RPL application form by their relevant Trainer and Assessor along with receiving support and assistance to interpret the documentation and compile the evidence required.

Once the student has submitted the required evidence the Trainer and Assessor will examine the evidence provided and make an assessment judgement. If there are gaps the Trainer and Assessor will inform the student of the gaps and the required training and assessment that will need to be undertaking to address these gaps. The Trainer and Assessor will clearly document the assessment decision using the qualification specific documentation that is to be retained in accordance with the Retention of Student Records Procedure.

The Trainer and Assessor must inform the RTO Manager of the application and result and the RTO Manager will record this in the RPL Application Register.

16. Recognition of AQF qualifications and statements of attainment issued by another RTO and credit transfer

At the commencement of training, the Trainer and Assessor will conduct a student induction, and during this process will provide information about credit transfer and explain how this will be further documented in the Student Handbook.

Students will be informed about:

- What credit transfer is;
- What documents need to be provided for credit transfer; and
- The process of obtaining credit transfer.

17. Certification and issuing qualifications

The RTO must issue to students whom it has assessed as competent in accordance with the requirements of the Training package, a VET qualification or VET statement of attainment (as appropriate) that meets the requirements of the Standards for RTOs 2015.

The RTO will ensure that through the implementation of the AQF Qualifications Issuance Policy:

- Students will receive the certification documentation to which they are entitled
- AQF qualifications are correctly identified in certification documentation
- AQF qualifications are protected against fraudulent issuance
- A clear distinction can be made between AQF qualifications and non-AQF qualifications
- Certification documentation is used consistently across the RTO, and
- Students and parents/caregivers are confident that the qualifications they have been awarded are part of Australia's national qualifications framework – the AQF
- The RTO will establish anti-fraud mechanisms by including the RTO's own logo each document issued to ensure there is no fraudulent reproduction or use of credentials.

Replacement of certification documentation

The RTO maintains a Register of Certification Documents Issued for 30 years from the date of issue. This allows learners to request a reissue of their documentation at a later date. The RTO ensures that this is stored in an accessible format with both electronic and hard copy records kept securely. The process for a learner, or former learner, to request a reissue of their documentation is as follows:

- All requests for a replacement qualification or statement of attainment must be in writing (email is acceptable) from the learner to the RTO Manager;
- The request will be forwarded to the RTO to coordinate who may request the I Care Operator to print the certification documentation;

- The replacement will identify that it is a re-issued version as well as follow all requirements for printing and issuing qualifications and statements of attainment as outlined in the checklist for certification documentation; and
- The replacement will be issued with 30 working days of receipt of the written request.

*Please note: The re-issuance of a lost, stolen or damaged white card must be requested of the RTO Manager directly and the client must provide a signed statutory declaration at the time of this request. The statutory declaration must provide the client's full name and detail how the card came to be lost, stolen or damaged.