

**Ripley State Secondary College**

**RTO #45748**

**VET Student Handbook 2022**

Last Updated: 16 September 2022

**Contents**

[Introduction 3](#_Toc61623490)

[What is Vocational Education and Training (VET) 3](#_Toc61623491)

[The VET Quality Framework (VQF) 3](#_Toc61623492)

[The Australian Qualification Framework (AQF) 5](#_Toc61623493)

[Competency Based Assessment 5](#_Toc61623494)

[Enrolment 6](#_Toc61623495)

[Course Information 6](#_Toc61623496)

[Unique Student Identifier (USI) 6](#_Toc61623497)

[Codes of Practice 7](#_Toc61623498)

[Legislation 7](#_Toc61623499)

[Sanctions 7](#_Toc61623500)

[Quality Management Focus 7](#_Toc61623501)

[Marketing and Advertising 7](#_Toc61623502)

[Student Services 7](#_Toc61623503)

[Language, Literacy and Numeracy Support 8](#_Toc61623504)

[Access and Equity 8](#_Toc61623505)

[Disciplinary Procedure 9](#_Toc61623506)

[Student Expectations 9](#_Toc61623507)

[Homework and Study Expectations 9](#_Toc61623508)

[Attendance 9](#_Toc61623509)

[Refund Policy 10](#_Toc61623510)

[Training Guarantee 10](#_Toc61623511)

[Assessment 10](#_Toc61623512)

[Flexibility and Reasonable Adjustment 11](#_Toc61623513)

[Recognition of Prior Learning (RPL) 11](#_Toc61623514)

[Credit Transfer 12](#_Toc61623515)

[Certification 12](#_Toc61623516)

[Privacy and Confidentiality 12](#_Toc61623517)

[Complaints and Appeals 13](#_Toc61623518)

[Glossary 17](#_Toc61623519)

[VET Induction Acknowledgement Form 18](#_Toc61623520)

# 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 Ripley Valley State Secondary College as well as your rights and responsibilities as a VET student. The handbook is available from your VET teacher, or on Ripley Valley State Secondary College Website.

Students should take the time to study this handbook carefully and ask their VET teacher if they are unsure of any details. We encourage you to discuss the contents with your parents and / or caregivers. Students should keep this handbook (or note the intranet location of this document) 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 the College. A copy of the VET Quality Manual outlining the College’s VET policies and procedures can be obtained via the RTO Manager. At Ripley Valley State Secondary College, the RTO Manager is the Head of Department – Pathways & Partnerships.

# What is Vocational Education and Training (VET)

The term Vocational Education and Training (VET) covers a range of work experiences and training activities within the secondary College curriculum. VET courses develop industry and workplace specific skills and knowledge.

Vocational Education and Training in Colleges (VET in Colleges) are programs undertaken by College students as part of the senior secondary certificate that provide credit towards a nationally recognised VET qualification within the Australian Qualifications Framework.

The objective of VET courses is to give students experience in the workplace, broaden post-College options and prepare them for the transition between College and work.

There are many benefits to undertaking a VET course while at College. These include:

* Gaining a nationally recognised qualification
* Developing relevant industry knowledge and skills for employment
* Networking and establishing links with employers through work placement
* Achieving points towards the Queensland Certificate of Education (QCE)
* Provides a pathway to employment or further study

# The VET Quality Framework (VQF)

As a Registered Training Organisation, the College operates under the VET Quality Framework (VQF). The VET Quality Framework comprises:

* The Standards for Registered Training Organisations (RTOs) 2015
* The Australian Qualifications Framework
* The Fit and Proper Person Requirements
* The Financial Viability Risk Assessment Requirements, and
* The Data Provision Requirements

The College is registered to deliver a range of VET qualifications/training products under the direction of Queensland Curriculum and Assessment Authority (QCAA) and/or the Australian Skills Quality Authority (ASQA). <https://www.asqa.gov.au/standards/about>

# The Australian Qualification Framework (AQF)

The AQF is the national policy for regulated qualifications in Australian education and training. It incorporates the qualifications from each education and training sector into a single comprehensive national qualifications framework. <http://www.aqf.edu.au/>

|  |  |  |
| --- | --- | --- |
| **Colleges Sector** | **Vocational Education****and Training Sector** | **Tertiary or Higher Education****Sector** |
| Senior StatementQld Certificate of Education (QCE) | Certificate ICertificate IICertificate IIICertificate IV DiplomaAdvanced DiplomaAssociate Degree | Bachelor Degree Bachelor degree (honours) Graduate CertificateGraduate DiplomaMasters DegreeDoctoral Degree |

All VET courses offered by this RTO lead to nationally recognised qualifications – a Certificate (if all the requirements of the qualification are completed) or a Statement of Attainment (for those units that are successfully completed where the full qualification is not completed). This certificate/statement of attainment will be recognised in all states and territories in Australia.

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 and vocational

outcomes. The qualifications available for completion at this RTO are listed in the Year 10 and Year 11/12 Senior Handbooks.

# Competency Based Assessment

Each VET qualification or course contains a number of units of competency. These units are assessed through a concept known as Competency Based Learning (CBL). Competency based training is an approach to vocational education and training that places emphasis on what a person can do in the workplace as a result of completing training or through relevant experience and learning that has taken place in the workplace or elsewhere.

People are considered to be competent when they are able to apply their knowledge and skills to successfully complete work activities in a range of situations and environments, in accordance with the standard of performance expected in the workplace.

# Enrolment

Students enrol into a VET course as per the enrolment and selection processes used for other subjects at the College. The following processes are designed to assist you with the enrolment process:

* PPP and SET plans
* Subject selection processes
* Subject information sessions

Where numbers are limited for VET subjects, selection will be based on the order that enrolments were received. In some higher-level courses students’ grades and ability may need to be taken into consideration as part of the selection process if places are limited.

At the commencement, a VET induction session will be run to provide you with information about the training, assessment and support services available and will also receive information regarding your rights and obligations as a VET student.

Prior to participation in structured work placement or work experience, students will undergo a relevant workplace induction program and will need to complete an industry work booklet related to their time in the workplace, which will be signed off by an employer representative or supervisor.

# Course Information

Information pertaining to your qualification or accredited course can be sourced from course documentation provided by your Trainer and Assessor, subject specific information included in the Senior Subject Selection handbook through the VET Student Handbook and on the College Website.

The Senior Subject Selection book contains an outline of all qualifications including the relevant assessment methods attached to each individual course of study.

# Unique Student Identifier (USI)

If you are a new or continuing student undertaking nationally recognised training, you need a USI to receive your qualification or statement of attainment. If you don't have a USI you will not receive your qualification or statement of attainment.

The Unique Student Identifier or USI is a reference number made up of 10 numbers and letters that:

* Creates a secure online record of your recognised training and qualifications gained in Australia, even from different training organisations
* Will give you access to your training records and transcripts
* Can be accessed online, anytime and anywhere
* Is free and easy to create and
* Stays with you for life

The USI is available online and at no cost to the student. <https://www.usi.gov.au/>

# Codes of Practice

As a Registered Training Organisation (RTO), the College has agreed to operate within the Principles and Standards of the Australian Quality Training Framework. This includes a commitment to recognise the training qualifications issued by other Registered Training Organizations and issuing Credit Transfers where necessary. The College is registered to deliver a range of VET qualifications and courses under the authority of Australian Skills Quality Authority (ASQA) and Queensland Curriculum and Assessment Authority (QCAA) as ASQA’s delegate body.

The mission of the College as a RTO is to deliver quality training and assessment across a range of selected industry areas in accordance with the National Training Packages.

The College reserves the right to amend the code of practice to suit the needs of the training organisation as required. All amendments will be in accordance with legislation governing RTO’s.

# Legislation

The College will comply with relevant Commonwealth, state or territory legislation and regulatory requirements, including Work Health and Safety legislation, Workplace Relations and Vocational Placement Standards at all times.

# Sanctions

The College will honour all guarantees outlined in this Code of Practice. We understand that if we do not meet the obligations of this Code or supporting regulatory requirements, we may have our registration as a Registered Training Organization withdrawn.

# Quality Management Focus

The College is committed to providing a quality service with a focus on continuous improvement. We value feedback from students, staff and industry representatives and incorporation this into future programs. Student feedback forms and surveys are used regularly to gather valuable information which can then be used to update assessment and teaching methods for those qualifications we deliver.

# Marketing and Advertising

The College will provide clear, current and accurate information about the RTO, the training and assessment offered and the performance of the RTO. The College will ensure that all marketing and advertising is ethical, accurate and consistent with its scope of registration.

The College will honour all commitments made in any marketing or advertising materials.

# Student Services

We have sound management practices to ensure effective service to students. We have service standards to ensure timely issue of student assessment results and qualifications. These will be appropriate to competencies achieved and issued in accordance with national guidelines.

Our quality focus includes a Recognition of Prior Learning Policy, a Mutual Recognition Policy, a fair and equitable Refund Policy when extra levies are required, a Grievance and Appeals Policy, an Access and Equity Policy and Student Support / Welfare and Guidance Services.

Where necessary, arrangements will be made for those students requiring literacy and/or numeracy support programs. We will take every opportunity to ensure that this information is disseminated, understood and valued by staff, students and parents.

Information relating to all fees and charges, course content, assessment procedures and vocational outcomes will be outlined prior to enrolment.

The College will provide any educational or support services, as required. These may include:

* Study support and study skills programs
* Language, literacy and numeracy (LLN) programs or referrals to these programs
* Equipment, resources and/or programs to increase access for learners with disabilities and other learners in accordance with access and equity
* Learning resource centres
* Mediation services or referrals to these services
* Flexible scheduling and delivery of training and assessment
* Counselling services or referrals to these services
* Information and communications technology (ICT) support
* Learning materials in alternative formats, for example, in large print
* Any other services that the RTO considers necessary to support learners to achieve competency.

Students have access to a wide range of support, welfare and guidance services at this RTO, including support from:

* Principal
* Deputy Principal
* RTO Manager
* Curriculum Leaders
* Trainers and Assessors
* Career Counsellor/Guidance Officer
* Learning Support Teacher

# Language, Literacy and Numeracy Support

The College recognises the importance of ensuring that students are assisted to identify the most suitable course for their needs and that many potential students require assistance with the development of their English language, literacy and numeracy (LLN) skills prior to or in conjunction with their enrolment.

If you are undertaking a VET course you will find that basic literacy/numeracy elements have been incorporated into the learning and assessment for the course, as per the requirements of each unit of competency. This will assist you to 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 approach one of your VET teachers or the RTO Manager.

# Access and Equity

The access and equity guidelines at the College are designed to remove any barriers so that all students can gain skills, knowledge and experience through access to VET subjects. The 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. 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.

All students will be informed of the requirements of curriculum or National Training Packages. The College ensures that student selection decisions comply with equal opportunity legislation. Appropriately qualified staff will assess the extent to which the student is likely to achieve the stated competency standards and outcomes of the course, based on their qualifications and experience

The College is committed to regularly providing students with information regarding their participation and progress. All student files are kept securely stored. If you wish to access your own records, you must make a request to their VET teacher or the VET Administration Officer. The VET teacher or VET Administration Officer will arrange supervised access at a mutually convenient time.

# Disciplinary Procedure

The College behavioural expectations are outlined in the College’s Student Code of Conduct. Please make sure that you read the policy as its application is also relevant to all College VET programs.

# Student Expectations

As a student, you are expected to:

* Make a serious commitment to your studies at College
* Meet the expectations and demands of the College in terms of participation, cooperation, punctuality, successful submission of work and high standards of behaviour and conduct
* Be polite, courteous and respectful to others
* Take responsibility for your own learning
* Exhibit mature and safe behaviour
* Contribute to classroom learning
* Follow the ethos of the College
* Use and take reasonable care of any equipment that is provided
* Obey any reasonable instructions in relation to health and safety

# Homework and Study Expectations

Homework is work set by a teacher to be completed at home by a set time. Study indicates preparation for testing and for revision of daily work. It is also the revision of work covered in class even if not specifically set by the teachers.

# Attendance

Students must attend College on each official College day. Attendance in VET classes/activities complies with the College’s Attendance policy.

In the case of absence or late arrival, a note of explanation properly certified by a parent or guardian, or telephone call is required. Late arrivals must report to the College Office to sign in, to ensure they are recorded as present. A late slip will be given to the student to take to their current teacher. Parents are contacted by letter or telephone when students have extended/unexplained absences.

Students over the compulsory College age (16 years) who do not maintain a satisfactory attendance rate (>85%) may be determined not to have completed course attendance requirements.

# Refund Policy

The College does not charge students fees for VET services (except when the course is offered through an external RTO).

Fees are only collected for consumable costs or other additional services such as the issuing of a replacement qualification document. Any fees and charges that do occur for additional services will be made known to students prior to enrolment. The College will refund on a pro-rata basis any fees collected for consumable costs to the students who leave before completion of the VET service.

Matters regarding payment of fees or refund of fees will be managed by the College’s Fee Policy.

# Training Guarantee

The College has controls in place to ensure qualifications, statements of attainment and records of results are not issued unless the learner has completed all requirements.

We guarantee that our training and assessment meet the requirements of the qualification as defined in

the Training Package.

The College guarantees once you have commenced your course, training / assessment you will be provided to allow you to complete the course. In the unlikely event that the RTO cannot do this, we have in place a process to protect students in completing the course.

# Assessment

Your VET teacher/trainer will provide you with a thorough overview of the assessment requirements for your individual VET program/s.

Assessment is an integral part of the College curriculum. Its nature varies from subject to subject. In each semester, you will complete a number of assessment tasks that will be used to assess your competency.

These may take the form of:

* Objective and short answer/response tests
* Written responses
* Response to stimulus material
* Research and project work
* Practical work
* Oral presentations
* Presentation of information
* Procedural applications
* Demonstrations
* Teacher observation
* Simulated work place case studies and scenarios
* Electronic learning

All VET students at this College will be fully informed of the VET assessment process and requirements and will have the right to appeal.

The College/ College has personnel with appropriate qualifications and experience to deliver the training and facilitate the assessment relevant to the training products offered. Assessment will meet the National Assessment Principles (including Recognition for Prior Learning and Credit Transfer). Adequate facilities, equipment and training materials will be utilised to ensure the learning environment is conducive to the success of students.

# Flexibility and Reasonable Adjustment

All VET courses are flexible, and are designed to give every student an opportunity to demonstrate competence. This means that if you have an identified need, the conditions of the assessment task that you do may be changed, this is referred to as Reasonable Adjustment. Reasonable adjustments will be made to the assessment strategy to ensure equity for all students, while maintaining the integrity of the assessment outcomes as stated in the Training Package.

# Recognition of Prior Learning (RPL)

All students can apply for Recognition of Prior Learning (RPL) for industry skills or life skills. Recognition of Prior Learning (RPL) allows you to receive recognition and credit for the knowledge and skills you have, no matter how and where they were attained, including overseas. They include skills from:

* Other Subjects
* Previous Training
* Things you have learned outside College, e.g. community or sporting involvement
* Work experience or industry placement, (including work that is paid and unpaid)
* Your part-time job

It is important to apply for RPL if you already have some knowledge or skills that might be relevant to the vocational parts of the course. The course information will contain competency standards or learning outcomes, which provide the skills, knowledge and attitudes expected of a person fulfilling a role in a workplace. Read the information on the units of competency / learning outcomes that you wish to be assessed against to compare them with your own knowledge and skills before deciding about whether you wish to submit your RPL application.

If you wish to apply for Recognition of either past qualifications or experience you will need to do so within two weeks of enrolment. You must make an application for RPL using the RPL Application Form, giving details of any skills or knowledge that you already have. It is in your responsibility to provide enough information in the application to support your case.

Students will be provided an RPL kit for the unit/units of competency for which they are applying for an RPL. Students submit the supporting evidence as outlined in the RPL kit by the agreed time.

Your Trainer/Assessor will

* Review the RPL application and provide feedback within two weeks of receiving the evidence.
* Analyse the evidence against the Unit/s of Competency and determine if the evidence meets the Rules of Evidence and requirements of the Unit/s of Competency.
* Where evidence is lacking, further evidence will be requested, this may also include a competency conversation. The additional evidence must be supplied within two weeks from date of request.
* Student will be notified by RTO Manager/delegated representative of outcome
* Student may appeal the decision following the complaints and appeals process

# Credit Transfer

Credit transfer is a process that provides students with agreed and consistent credit outcomes for components of a qualification based on identified equivalence in content and learning outcomes between matched qualifications.

Credit Transfer will be granted where students have previously completed qualifications or units of competency that are recognised as being equivalent to those in a qualification or unit/s of a student’s enrolment with the RTO.

As a Registered Training Organisation, the College accepts the qualifications issued by other RTOs based in any State/Territory of Australia.

The awarding of credit will be granted based on certified copies of testamurs, records of results and statements of attainment only. The College undertakes to ensure that all Qualifications and Statements of Attainment issued by any other RTOs are authentic, that they have been issued by a registered provider and the qualifications and/or units are nationally recognised.

Students will be notified within 21 days of the credit transfer application and informed of the outcome.

Students who are dissatisfied with the outcome of a credit application may apply for a review of the decision to the VET Manager within 10 working days of notification of the decision. The application for review is to be made in writing in accordance with the Complaints and Appeals Policy.

# Certification

The College 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
* A clear distinction can be made between AQF qualifications and non-AQF qualifications
* The College RTO, will establish anti-fraud mechanisms by including the College RTO,’s own logo each

document issued to ensure there is no fraudulent reproduction or use of credentials.

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. All requests for a replacement qualification or statement of attainment must be in writing (email is acceptable) from the student to the RTO Manager. The replacement will be issued with 30 working days of receipt of the written request.

# Privacy and Confidentiality

The College is committed to maintaining the privacy and confidentiality of its RTO personnel and students’ records. It is necessary for the RTO to gather some personal information in the course of its dealings with students seeking/receiving a service and who are enrolled in the RTO’s programs. We will only collect personal information relevant to students’ training program and the business activities that support this.

Information about a student, except as required by law or as required, is not disclosed without the students written permission and that of their parent or guardian if the student is less than 18 years of age. The RTO will ensure that they have consent from each student.

#

# Complaints and Appeals

In undertaking vocational studies, there may be occasions where the need arises to question the procedures involved in awarding a unit of competency or in recognising the RPL process.

Any person wishing to make a complaint against the College concerning its conduct as an RTO, whether a grievance, appeal or other matter such as RPL application or assessment or quality of instruction given throughout the course, shall have access to the complaint’s procedure.

A **complaint** can be made to the College RTO regarding the conduct of:

* the College RTO, its trainers, assessors or other College RTO staff
* students of the RTO
* any third parties providing services on behalf of the College RTO (if relevant).

Complaints may be made to any member of staff.

An appeal can be made to the College RTO to request a review of a decision, including assessment decisions.

Appeals should be made to the trainer/assessor in the first instance but can also be made to Heads of Department or the RTO Manager.

The College RTO will ensure that the principles of natural justice and procedural fairness are adopted at every stage of the complaints and appeals process.

1. Any staff member can receive a complaint or appeal. Where possible, complaints are resolved immediately.
2. All complaints and appeals are heard and resolved within 60 calendar days of receipt.

If the College RTO considers that more than 60 calendar days are required to process and finalise the complaint or appeal, the complainant or appellant will be informed of the reasons for the extended timeframe in writing and will be regularly updated on the progress of the matter.

1. The College RTO will maintain a secure Complaints and Appeals Register, documenting all complaints and appeals received, as well as actions taken, and decisions made.
2. The College RTO will undertake a continuous improvement process that includes reviewing both the details in the Complaints and Appeals Register, and the complaints and appeals policy and procedures, and taking appropriate corrective action to eliminate or mitigate the likelihood of the same problems occurring again.

**Procedure:**

If a complaint relates to a report about harm or safety, refer to your Colleges Student Protection procedures.

#### Procedure

**Complaints procedure**

On receipt of a verbal complaint:

* Resolve the complaint if possible, documenting the complaint, its cause, actions taken and decisions made in the secure Complaints and Appeals Register.
* If the complaint cannot be promptly and simply resolved, advise that an appropriate staff member will deal with the complaint, but a written record of the complaint is required.

To put a complaint in writing, advise the complainant/appellant that:

* They may use the support of a third party in progressing the complaint/appeal
* They can either put the complaint/appeal in writing themselves using the ‘Students Complaints and Appeals Form’, or:
* You can make a written record for them to sign. In this case:
	+ Note whether the complainant wants the support of a third party
	+ Ensure the complainant signs and dates the form
	+ Identify yourself, and your role within the RTO
	+ Sign and date the form yourself.

On receipt of a written complaint:

* If the complaint is not in relation to the RTO Manager
	+ The complaint is forwarded to the RTO Manager/delegated representative
	+ A written acknowledgement is sent to the complainant from the RTO Manager/delegated representative
	+ The complaint is entered into the secure Complaints and Appeals Register
* If the complaint is in relation to the RTO Manager
	+ The complaint is forwarded to the Principal/CEO of the RTO
	+ A written acknowledgement is sent to the complainant from the Principal
	+ The complaint is entered into a separate secure Complaints and Appeals Register, which is kept separate from the main Register

If the complaint is not finalised within 60 calendar days, the complainant is informed of the reasons in writing and regularly updated on the progress of the matter.

The RTO Manager/delegated representative will either deal with the complaint or convene an independent panel to hear the complaint; this shall be the complaints and appeals committee. The complaints committee shall not have had previous involvement with the complaint and will include representatives of:

* The RTO Manager/delegated representative
* The teaching staff
* An independent person

The complainant shall be given an opportunity to present their case and may be accompanied by other people as support or as representation.

The relevant staff member, third party or student (as applicable) shall be given an opportunity to present their case and may be accompanied by other people as support or as representation.

The outcome/decision will be communicated to all parties in writing within 60 days.

If the processes fail to resolve the complaint, the individual making the complaint will have the outcome reviewed (on request) by an appropriate party independent of the RTO.

If the complainant is still not satisfied, the RTO Manager/delegated representative will refer them to the VET Regulator website for further information about making complaints ([www.QCAA.qld.edu.au/3141.html](http://www.QCAA.qld.edu.au/3141.html)).

The root cause of any complaint will be included in the systematic monitoring and evaluation processes of the RTO so that appropriate corrective action can be instigated to eliminate or mitigate the likelihood of reoccurrence.

**Appeals procedure**

On receipt of a verbal appeal:

* Resolve the appeal if possible, documenting the appeal, its cause, actions taken, and decisions made in the secure Complaints and Appeals Register.
* If the appeal cannot be promptly and simply resolved, advise that an appropriate staff member will deal with the appeal, but a written record of the appeal is required.

To put an appeal in writing, advise the appellant that:

* They may use the support of a third party in progressing the appeal
* They can either put the appeal in writing themselves using the ‘Students Complaints and Appeals Form’, or:
* You can make a written record for them to sign. In this case:
	+ Note whether the appellant wants the support of a third party
	+ Ensure the appellant signs and dates the form
	+ Identify yourself, and your role within the RTO
	+ Sign and date the form yourself.

On receipt of a written appeal:

* If the appeal is not in relation to the RTO Manager
	+ The complaint is forwarded to the RTO Manager/delegated representative
	+ A written acknowledgement is sent to the complainant from the RTO Manager/delegated representative
	+ The complaint is entered into the secure Complaints and Appeals Register
* If the appeal is in relation to the RTO Manager
	+ The appeal is forwarded to the Principal/CEO of the RTO
	+ A written acknowledgement is sent to the appellant from the Principal
	+ The appeal is entered into a separate secure Complaints and Appeals Register, which is kept separate from the main Register

If the appeal is not finalised within 60 calendar days, the appellant is informed of the reasons in writing and regularly updated on the progress of the matter.

The RTO Manager/delegated representative will either deal with the appeal or convene an independent panel to hear the appeal; this shall be the complaints and appeals committee.

The appeals committee shall not have had previous involvement with the appeal, and will include representatives of:

* The RTO Manager/delegated representative
* The teaching staff
* An independent person

The appellant shall be given an opportunity to present their case and may be accompanied by other people as support or as representation.

The relevant staff member, if applicable, shall be given an opportunity to present their case and may be accompanied by other people as support or as representation.

The outcome/decision will be communicated to all parties in writing within 60 days.

If the processes fail to resolve the appeal, the individual making the appeal will have the outcome reviewed by an appropriate party independent of the RTO.

If the appellant is still not satisfied, the RTO Manager/delegated representative will refer them to the VET Regulator website for further information about making complaints ([www.QCAA.qld.edu.au/3141.html](http://www.QCAA.qld.edu.au/3141.html)).

The root cause of any appeal will be included in the systematic monitoring and evaluation processes of the RTO so that appropriate corrective action can be instigated to eliminate or mitigate the likelihood of reoccurrence.

The College RTO will include the following information on its public website.

* The College, as an RTO, has a complaints and appeals policy specific to its RTO operations.
* A complaint can be made to the College RTO regarding the conduct of:
	+ The College RTO, its trainers, assessors or other College RTO staff
	+ Students of the RTO
	+ Any third parties providing services on behalf of the College RTO (if relevant).
* An appeal can be made to the College RTO to request a review of a decision, including assessment decisions.
* The College RTO will ensure that the principles of natural justice and procedural fairness are adopted at every stage of the complaints and appeals process. All complaints and appeals will be heard and decided on within 60 calendar days of receiving the complaint or appeal.
* If the College RTO considers more than 60 calendar days are required to process and finalise the complaint or appeal, the complainant or appellant will be informed of the reasons in writing and will be regularly updated on the progress of the matter.
* If the processes fail to resolve the complaint or appeal, a review by an independent party will be provided if requested.
* Complaints or appeals should be directed to the Principal as CEO of the College RTO

# Glossary

|  |  |
| --- | --- |
| AQF qualification | AQF qualification type endorsed in a training package or accredited in a VET accredited course |
| ASQA | Australian Skills Quality Authority |
| Assessment | the process of collecting evidence and making judgements on whether competency has been achieved, to confirm that an individual can perform to the standard required in the workplace, as specified in a training package or VET accredited course  |
| Australian Qualification Framework (AQF) | the framework for regulated qualifications in the Australian education and training system, as agreed by the Commonwealth, State and Territory ministerial council with responsibility for higher education. |
| Code | the unique identifier for units of competency, skill sets, VET accredited courses, modules, AQF qualifications or training packages as required by the Standards for Training Packages and Standards for VET Accredited Courses |
| Competency | the consistent application of knowledge and skill to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments |
| National Register  | the register maintained by the Commonwealth Department responsible for VET and referred to in section 216 of the National Vocational Education and Training Regulator Act 2011. |
| RTO | Registered Training Organisation |
| RTO code | the registration identifier given to the RTO on the National Register. |
| Scope of Registration | the training products for which an RTO is registered to issue AQF certification documentation. It allows the RTO to: * Both provide training delivery and assessment resulting in the issuance of AQF certification documentation by the RTO; or
* Provide assessment resulting in the issuance of AQF certification documentation by the RTO.
 |
| Student/learner | a person being trained and/or assessed by the RTO for the purpose of issuing AQF certification documentation. |
| Standards | Standards for Registered Training Organisations (RTOs) 2015 |
| Statement of attainment | a statement issued to a person confirming that the person has satisfied the requirements of the unit/s of competency or accredited short course specified in the statement. |
| Training Product | an AQF qualification, skill set, unit of competency, accredited short course and module |
| Unit of Competency | means the specification of the standards of performance required in the workplace as defined in a training package |
| VET | Vocational education and training |
| VET Regulator | ASQA is the regulatory body for RTOs in the Australian Capital Territory, New South Wales, the Northern Territory, Queensland, South Australia and Tasmania. The Queensland Curriculum and Assessment Authority (QCAA) acts as delegate for the Australian Skills Quality Authority for Qld Colleges |

# VET Induction Acknowledgement Form

Once you have read the VET Induction Booklet please complete this from and give it to your VET Teacher

**Student Name**: **Date**:

I do the following VET subjects: (Please tick)

❒ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

❒ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

❒ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

❒ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

❒ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

❒ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

|  |  |  |
| --- | --- | --- |
| **Student to answer questions, by ticking the appropriate box**  | **Yes** | **No** |
| I have read the Student VET Information and Induction Manual | ❑ | ❑ |
| I have received copies of the learning and assessment plan (or equivalent) for each VET area | ❑ | ❑ |
| I am aware of the recognition processes I may apply for – RPL or Qualifications issued by another RTO | ❑ | ❑ |
| The purpose and consequences of assessment has been explained | ❑ | ❑ |
| I understand what will be required as evidence to meet competence | ❑ | ❑ |
| My rights and the appeal system have been fully explained | ❑ | ❑ |
| I have advised my teacher/assessor of any special needs I may have in relation to assessment | ❑ | ❑ |
| I understand that if I have any difficulty in this subject, I will contact my teacher | ❑ | ❑ |
| **CONSENT** I hereby consent to the College providing relevant information about me to Queensland Curriculum and Assessment Authority (QCAA) and the Department of Education, Training and Employment (DETE), to facilitate the recording of my results and the issuing of relevant certification.I also give permission to use my Unique Student Identifier (USI) and to validate it when I enter VET courses at the College**Student Signature**: **Date**:  |