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**Quality Training Group Pty Ltd**

**Student Handbook**

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# WELCOME

Let us introduce to you Quality Training Group Pty Ltd. Thank you for choosing to study with us.

Please take the time to review this handbook and keep it in a safe place in case you need to refer to it during your studies. We appreciate and value your business and we are confident that you will find your chosen course to be a valuable learning tool.

Attached to the back of this handbook is your Student Agreement Form, this form must be completed by all students and returned to Quality Training Group Pty Ltd within 30 days. Please note that we will be unable to proceed until we have received this completed form back from you.

If you have any questions or comments during your course, please feel free to contact us on the details provided below.

Please refer to Quality Training Group Pty Ltd for further course information and profiles of trainers.

We wish you the best of luck with your studies. Also, if you require any assistance at all, please give us a call.

## **Regards**

Paul Kelly  
**CEO**

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## Introduction

This Student Handbook is provided to all prospective students of Quality Training Group Pty Ltd prior to completing their application for enrolment with Quality Training Group Pty Ltd. The handbook provides accurate, relevant and up-to-date information to students in relation to access and equity issues.

## Course fees

Unless otherwise advised fees:

- may be subject to change;
- do not include the cost of individual text books, stationary, materials, tools or other individual items of equipment necessary for the course
- reflect the content of the course and the award, not the duration, therefore there is no automatic reduction of tuition fees if you complete the course in a shorter time than the published length of the course:
- may be reduced or refunds maybe granted only if a student is granted sufficient credit transfer/RPL or exemptions such that the course is completed in a shorter than normal time (refer also to the refund policy)

Should you require a period greater than that stated on this offer to complete the course; you may be subject to additional fees.

## Payment

(PLEASE NOTE: only applies to Fee for Service Students)

A tax invoice for tuition fees is issued upon commencement of program. Payment may be made by cash, internet transfer or credit card. Payment of fees is deemed as acceptance of these terms and conditions.

You will not be allowed to commence studies until all applicable fees are paid. This includes any late fees and administration charges. Nothing in the Quality Training Group Pty Ltd's refund and transfer of credit processes negates your right as a student to take action under Australia's consumer protection laws in the case of financial disputes.

## Enrolment Procedure

Complete and sign the Enrolment Form

PLEASE NOTE: Quality Training Group Pty Ltd respects your right to be treated fairly, learn in an environment free of discrimination and racial, sexual or other harassment. By signing the enrolment form, you agree to abide by the Quality Training Group Pty Ltd's regulations and code of conduct. You are expected to conduct yourself in a manner that will not discredit yourself or the Quality Training Group Pty Ltd. Acts which seriously interfere with the basic purposes, necessities and processes of the academic community are prohibited.

- Copy of your identification (e.g. drivers licence, passport etc) will be required upon commencement of course
- When your payment is received and enrolment accepted Quality Training Group Pty Ltd can provide you (or your employer) with a receipt.
- Complete a Recognition of Prior Learning Application (if applicable)
- Complete Language Literacy and Numeracy (LLN) questionnaire and reasonable adjustment form (if applicable)

## Contact Details

It is important that the following information is accurately noted on your enrolment form and that if any of this information changes that you notify Quality Training Group Pty Ltd at the earliest opportunity.

- Correct and clear spelling of your name
- Date of birth
- Current address
- Any assistance that you may require throughout the course
- Any recognition of prior learning and/or credit transfer that you wish to apply for
- Proof of payment of fees (Where applicable)

**\*\*YOU ARE RESPONSIBLE FOR ENSURING THAT Quality Training Group Pty Ltd ADMINISTRATION HAS UP-TO-DATE CONTACT DETAILS FOR YOU. PLEASE NOTIFY ANY CHANGES WITHIN 7 DAYS OF THE CHANGE\*\***

## Change of Enrolment

Change of enrolment extension to the 12 months – 24-month enrolment is assessed on an individual basis and applications for extension must be received in writing stating the student's reasons for applying for extension. Enrolment extension may be granted where reasonable cause of inability to complete is provided.

Where enrolment applies to face to face tuition, transfer of registration may be made to a later session (if in the 12-month enrolment period).

## Cancellation, Refund Policy and Agreement

### **PLEASE NOTE: This cancellation, refund policy and agreement Applies only to Fee for Service Students**

Quality Training Group Pty Ltd provides a money back guarantee on delivery training programs.

If students are not completely satisfied with the program, they are able to return the study materials within 28 days of despatch to qualify for a full refund minus \$150 course handling and management fee.

- If Quality Training Group Pty Ltd receives fees paid in arrears, then the refund policy is not applicable.
- The refund policy and procedures applies to those students who pay their fees in advance
- Tuition fees and application fees to be refunded in full if:
  - The course does not start on the agreed starting date
  - The course stops being provided after it starts but before it's completed.
  - The course is not provided fully to the student because the college has a sanction imposed on it by a government regulator.
- Refunds under the above conditions are paid in full to the student within 14 working days.
- In making a contract to enrol in a course at Quality Training Group Pty Ltd the applicant acknowledges the following:
  - That the information provided by the applicant in their application is complete and correct.
  - Agrees to be bound by Quality Training Group Pty Ltd 's rules and regulations and any amendments made to the rules and regulations.
  - Agrees to undertake a testing requirement prior to any course entry, if deemed necessary by Quality Training Group Pty Ltd.
  - Agrees to pay all fees required on or before the due date as notified in writing by Quality Training Group Pty Ltd or as per the invoice.

- Quality Training Group Pty Ltd will access these fees in accordance with the procedures established by the State Government and the Australian Government
- Quality Training Group Pty Ltd reserves the right to accept or reject any application for enrolment at its discretion.
- Quality Training Group Pty Ltd reserves the right to cancel any course prior to the commencement date of the course should it be deemed necessary and in that event, shall refund all payments received from the applicant.
- Refunds are made in accordance with the policy below and full refunds of amounts owed to the student are made within 14 working days.
- Should a student cancel their own enrolment then they may be entitled to a full refund (less the enrolment fee). They must apply in writing to the CEO, Quality Training Group Pty Ltd (with supporting documentation).
- The following table outlines reasons why a refund may be requested and the amount of tuition fees that are refunded to the student by Quality Training Group Pty Ltd.

<b>Withdrawal Reason</b>	<b>Amount Refunded</b>
Withdrawal at least 1 week prior to the agreed start date	Full refund
Withdrawal at 1-6 days prior to agreed start date	50% refund (Enrolment fee retained by Quality Training Group Pty Ltd)
Withdrawal on the agreed start date	No refund
Withdrawal after the agreed start date	No refund
Course withdrawn by Quality Training Group Pty Ltd	Full refund
Quality Training Group Pty Ltd is unable to provide the course for which the original offer was made	Full refund

- Process for making application for refund is as follows:
  - Student must make application for refund in writing using the Application for refund form to the Administration Officer outlining the reasons for requesting the refund.
  - Refund requests for full or partial refunds must:
    - a) set out the reasons for the request; and
    - b) be accompanied by supporting documents as may be appropriate; and
  - Information provided by the student on the Refunds Application Form must include:
    - c) date of the claim
    - d) full name of student
    - e) course in which the student was enrolled
    - f) basis for making the claim
    - g) amount claimed
    - h) address to which the refund is to be forward
    - i) student's payment details
    - j) student's signature; and
    - k) all documents relevant to consideration of the claim
- Refund is provided to student as per this Refund policy and procedures



- This agreement and the availability of the complaints and appeals procedure do not remove the student's rights to take action under Australia's consumer protection laws.
- Quality Training Group Pty Ltd dispute resolution process does not circumscribe the student's right to pursue other legal remedies.
- The student can refer to Quality Training Group Pty Ltd's complaints and appeals procedure if they wish to appeal the refund policy.
- Tuition fees are not transferable to another person or institution.
- Quality Training Group Pty Ltd reserves the right to change, alter or amend curricula, syllabi, course structure, fees and any other matter pertaining to the provision of a course at any time. Quality Training Group Pty Ltd changes, alterations and amendments may be made without notice.
- If Quality Training Group Pty Ltd has to change any of the refund conditions for any reason, all students are notified of the change in writing.
- Refunds will only be paid to the person that enters into the contract with Quality Training Group Pty Ltd unless Quality Training Group Pty Ltd receives written direction to pay the refund to somebody else.

It is important that you read or have the information explained to you within the Refund Policy. The Enrolment form must be signed as confirmation of your acceptance of the refund and transfer of credits policy, and then returned with your payment of fees. In addition, payment of fees is deemed as acceptance of these terms and conditions.

Refer to Quality Training Group Pty Ltd's complaints and appeals procedure contained in this Student Handbook if you wish to appeal the refund policy.

## **Financial and Administrative Practices**

Quality Training Group Pty Ltd guarantees the sound financial position of the business. Measures have been taken to ensure that all course fees paid in advance are identified and protected and the business maintains appropriate.

Students' records are managed to ensure confidentiality and security of all student information maintained. All student records are stored and archived in accordance with the requirements of the VET Quality Framework (VQF) and retained records are retrievable for perusal by students or regulatory authorities if requested.

## **Training / Assessment Guarantee**

QTG provides a 100% guarantee that all training and assessment will be provided (as agreed in the Enrolment Form) once you enrol and commence in your nominated training program.

Where unforeseen circumstances arise (e.g. loss of a specialist teacher and the RTO is unable to obtain a suitable replacement), the RTO will arrange for agreed training and assessment to be completed through another suitable RTO. In this unlikely circumstance, affected students will be formally notified of the arrangements (prior to RTO transfer) and an agreement to those new arrangements - including any refund of fees - will be sought.

## **Access, Equity and Fairness**

Quality Training Group Pty Ltd believes in access for all so the differing needs and requirements of each student are identified and handled with sensitivity. We utilise training facilities that are suitable for access by disabled, impaired students and are geographically accessible. Intending students are invited to raise any concerns regarding access.

Every Student who meets the entry requirements (if applicable) as prescribed by the appropriate National Training Package will be accepted into any training/assessment program within Quality Training Group Pty Ltd's Scope of registration.

Quality Training Group Pty Ltd endorses the national equity strategy by incorporating the principles of equity into all programs.

Students have equitable access to all programs irrespective of their gender, culture, linguistic background, Physical or intellectual or psychiatric disability, or any organism capable of causing disease, pregnancy, marital status, age, race, colour, nationality, ethnic or ethno-religious background, location, Sexual Preference (male or female, actual or presumed), socio-economic background or disability as prescribed by the Anti-Discrimination Act 1991.

Some programs may have a limited number of vacancies and these will be filled in a chronological order upon completion of enrolment.

Admission procedures will therefore be free of discrimination, and if an individual does not meet entry requirements, all attempts are made to assist them to identify alternative courses of action.

Reasonable adjustments are made to delivery and assessments for students who have any physical or mental impairment. Intending students are invited to raise any concerns regarding equity with our administration or Training/assessment staff. The rights of the students are protected during and after any assessments and the students are made aware of their rights and processes of appeal. Assessment tools, systems and procedures are consistent with Equal Employment Legislation and comply with the Principles of Assessment.

## Language, Literacy and Numeracy

Quality Training Group Pty Ltd recognises that all vocational training includes language, literacy and numeracy tasks and all Quality Training Group Pty Ltd trainers and assessors provide:

- materials, resources and assessment tools and tasks that do not require Students to have language, literacy and numeracy skills of more complexity than those used in the workplace for the competencies being taught/assessed;
- clear models of the language/literacy/numeracy task;
- opportunities for repeated and supported practice; and
- opportunities for independent practice

Where some Students require additional practice and training Quality Training Group Pty Ltd provides opportunities for this support to occur.

Quality Training Group Pty Ltd aims at all times to provide a positive and rewarding learning experience for all of its students. The enrolment form asks students to provide information regarding their LL&N requirements or any other special learning needs and a reading and comprehension exercise to ascertain suitability for enrolment into a course is offered. In the event of LL&N becoming an issue, the Administration Staff will contact the student to discuss their requirements.

Where language, literacy and numeracy competency are essential for course students, we have made every effort to ensure that students are adequately supported to enable them to complete their training. Some examples of the type of support that we can offer include:

### Literacy

- Providing students only essential writing tasks,
- To avoid fatigue, use of group activities so that writing can be shared
- Providing examples and models of completed tasks,
- Ensuring that documents and forms are written and formatted in plain English,
- Using clear headings, highlighting certain key words or phrases and providing explanations of all technical terms used.

### Language

- Presenting information in small chunks,
- Speaking clearly, concisely and not too quickly,
- Giving clear instructions in a logical sequence, and ample practical examples
- Encouraging students to ask questions,
- Asking all questions to ensure students understand.

### Numeracy

- Asking students to identify in words, what the exact problem is and how they might solve it,
- Showing students how to do the calculations through step by step instructions and through examples of completed calculations,

- Helping students to work out what math's/calculations/ measurements are required to complete the task,
- Encouraging the use of calculators and demonstrating how to use these.

## **Issue of Qualifications and Statements of Attainment**

After full payment of applicable course fees, appropriate Qualifications or Statements of Attainment will be issued within 15 working days of the successful completion (assessment) of the appropriate course/s or unit(s) of competency.

## **Marketing and Advertising**

The training organisation will only promote and market services (qualifications) for which it has been registered to deliver. The Nationally Recognised Training (NRT) logo is employed only in accordance with its conditions of use and as a result of being registered as a training organisation with an approved scope of registration.

## **Quality Focus**

Quality Training Group Pty Ltd is committed to provide quality services and is focused on continuous improvement of our systems, products and processes. We actively seek feedback from students and staff and value their contribution towards improving programs and services

## **Internal and External Audit and Review**

Quality Training Group Pty Ltd participates in external monitoring and review processes conducted by the required Government authorities. These processes may include random compliance and quality audits, audit following a complaint, and audit for the purpose of maintaining or extending our scope of registration, financial audits and strategic industry audits.

Quality Training Group Pty Ltd has internal audits conducted against the Australian Qualification Framework for the purpose of continuous improvement of systems and training and assessment.

## **Educational Standards**

Quality Training Group Pty Ltd policies and management procedures are designed to maintain high professional standards in the marketing and delivery of vocational education and training services. Policies and procedures safeguard the interests and welfare of students. Quality Training Group Pty Ltd is committed to the success of students and maintains procedures and systems to assist students to successful completion of their studies. We have the capacity to deliver the nominated course(s) and use appropriate methods and materials to ensure successful completion by students.

## **Our Vision/ Our Mission**

This Registered Training Organisation has a flexible approach to training and assessment and students in any of our courses should feel free at any time to request flexibility from the training/assessment and administration staff in relation to all training and assessment matters.

## **Flexible Learning**

Quality Training Group Pty Ltd recognises the principles of flexible delivery. Programs are designed to emphasise flexibility of delivery and assessment to maximise the opportunity for access and participation by disadvantaged students. Delivery alternatives include self-paced learning, flexible timetabling, face to face lecture/tutorial and tutor feedback to fax/email enquiries.

## **Client Support and Guidance**

All clients of the organisation should contact their trainer/assessor in the first instance if they require support or guidance. Quality Training Group Pty Ltd Administration office can also provide support that may be needed in the completion of their course of study with this organisation. The RTO manager is also available to assist in any way if your trainer/assessor or the administration staff cannot help.

Quality Training Group Pty Ltd caters to diverse student learning needs and aims to identify and respond to the learning needs of all students. Students are encouraged to express their views about their learning needs at all stages of their learning experience from enrolment stage.

All students should contact the RTO Manager if they wish to ask about any vocational education training or personal counselling services available.

Quality Training Group Pty Ltd provides suitable resources to help students to identify their learning needs and provides staff with the required student based information for use in designing student training and assessment strategies. In designing and adapting training and assessment products, Quality Training Group Pty Ltd will do its best to ensure they are relevant to industry and legislative needs.

Quality Training Group Pty Ltd is committed to providing assistance to students requiring additional support or advice while training

Additional support and services include:

- Counselling in the areas of Language, Literacy and Numeracy.
- Assistance when applying for RPL and Credit Transfer.

## **Personal Counselling services**

Are available to all students and staff. This may take the form of advice or referral to other services. Personal counselling services must meet Quality Training Group Pty Ltd code of practice and confidentiality procedures. Personal counselling services include but are not restricted to:

- Complaint/conflict resolution
- Stress management
- Access and equity issues
- Student welfare and support

## **Student Privacy**

Quality Training Group Pty Ltd recognises a student's right to privacy. Quality Training Group Pty Ltd Privacy Policy identifies how we handle all student information we are in the possession of. We collect and store student enrolment details and progress reports.

Where State or Commonwealth funding supports training we are obliged to submit your enrolment details for statistical purposes.

The information we collect from you is protected. Personal student files will only contain information pertinent to the student's training program.

The confidentiality of all personal information in our records will be protected under current Commonwealth legislation governing this area.

## **Student Health and Safety**

It is in the interest of all staff and students that self-responsibility for health is seen as a serious concern. If you are suffering from a temporary sickness which could affect others (eg colds, flu and viral infections) you should not attend classes or examination sessions.

Students unable to attend the classes or examinations due to illness should advise Quality Training Group Pty Ltd immediately.

## **Drugs & Alcohol**

To ensure the integrity of Quality Training Group Pty Ltd and its programs and assessments, the consumption, use, sale or distribution of alcohol and/or prohibited drugs by any student at any of its classes or examination sessions is strictly forbidden at all times.

## Workplace Health & Safety

Quality Training Group Pty Ltd is committed to providing a safe and healthy environment for the benefit of all students, visitors and employees.

Directors of Quality Training Group Pty Ltd are responsible for ensuring that the level of Workplace Health and Safety is not compromised and recognises its obligations under the Federal and State rules and regulations of the Workplace Health and Safety legislation.

It is important students report ANY incident occurring on Quality Training Group Pty Ltd premises immediately. If students have any concerns or notice a condition or practice that seems unsafe, it is important it is brought to the attention of the administration office and/or trainer.

Quality Training Group Pty Ltd will not require or permit students to attend scheduled classes including time allocated for self-paced or online studies for more than eight hours in any one day (other than in courses where regulatory body has issued Quality Training Group Pty Ltd with a specific written exemption for a course related reason, specifying different maximum hours for that course).

Quality Training Group Pty Ltd will not require or permit students to attend scheduled classes including time allocated for self-paced or online studies outside of 8am to 10pm other than in courses where the regulatory body has issued a specific written exemption for a course-related reason, approving a different schedule for that course and with the written agreement of the student (e.g. in the case of shift workers).

RTO schedules classes between the hours of 8am and 5pm Monday to Friday unless arrangements have been made to fit classes in with shift work at your workplace. You are required to organise your own transport unless this is being organised through your employer, Job Network or other employment authorities/bodies

## Student Conduct

Today's workplace requires employees to use their initiative, work as a team member and be honest, loyal, tactful and courteous. It is expected that students will treat fellow students and staff with respect. At Quality Training Group Pty Ltd we strive to achieve the following "basic principles" of interpersonal behaviour:

- Appropriate dress is required of all students at all times.
- Students are expected to respect other students, staff and property so that learning and teaching can take place freely, safely and without impediment due to the misconduct of others.
- Focus on the situation, issue or behaviour, not on the person.
- Maintain the self-confidence and esteem of others.

- Maintain constructive relationships with staff and students.
- Take the initiative to make things better.
- Lead by example.
- The use of inappropriate language will not be tolerated.
- Mobile phones are to be turned off during classes and examination sessions.
- No food or drinks are allowed in training sessions or examination rooms.
- No smoking is permitted in classes or examination sessions conducted by Quality Training Group Pty Ltd.
- Zero tolerance of drug/alcohol intake before or during training on site or at training venues

Staff members and students are to hold each other responsible for adhering to these principles at all times.

## **Absenteeism Policy**

Students are required to notify the RTO Manager of Quality Training Group Pty Ltd prior to the commencement of the face to face training sessions if they are unable to attend.

Students must abide these conditions as follows:

- Students who are absent on the date of assessment must notify RTO of their inability to attend prior to the assessment time.
- Students who know in advance that an assessment date cannot be met must inform **Quality Training Group Pty Ltd**

## **Theft**

As the premises of Quality Training Group Pty Ltd are open to the public, you are advised not to leave your valuables unsupervised. Quality Training Group Pty Ltd cannot be held responsible for anything which may be stolen from its premises or employer premises where training is often conducted.

## **Plagiarism, Collusion and Cheating**

The policy will clearly describe the steps that Quality Training Group Pty Ltd takes when plagiarism, collusion or cheating are suspected or identified to:

- Ensure that students do not gain unfair advantage by plagiarising, colluding or cheating at any time during their learning and assessment.
- Ensure that Quality Training Group Pty Ltd takes responsibility for informing students about what constitutes plagiarism, collusion and cheating in assessment.



- Establish practices that recognise and counter plagiarism, collusion and cheating in order to quality assure Quality Training Group Pty Ltd assessment protocols.

## Definitions

**Plagiarism** – Is to take someone’s words or ideas or other materials and present them as your own.

**Collusion** – Is an understanding or agreement between two or more people to intentionally cooperate to gain an unfair advantage in assessment and may include.

- Unauthorised and unacknowledged joint authorship in an assessment task
- Unauthorised and unacknowledged copying or use of material prepared by another person for use in assessment

**Cheating in an examination** – Is to seek to obtain an unfair advantage in an examination or test.

**Referencing** - Referencing is a standardised method of acknowledging the sources of information and ideas and other material used in an assignment.

**Suspension** – is exclusion from participating in RTO activities for a defined period.

## Policy

- Quality Training Group Pty Ltd requires students to submit work that is their own, and considers that plagiarism, collusion and cheating constitute academic misconduct for which penalties may be applied.
- Quality Training Group Pty Ltd recognises its responsibility for educating students about what constitutes plagiarism or collusion and cheating in their particular discipline.
- Quality Training Group Pty Ltd has established a procedure to recognise and counter plagiarism, collusion and cheating to ensure the integrity of its assessment processes and outcomes.
- Countering plagiarism, collusion and cheating is the shared responsibility of staff and students.
- Trainer/assessors:
  - a. are responsible for explaining referencing, and for identifying and reporting plagiarism, cheating and collusion.
  - b. must not engage in any activity whereby they knowingly collude with students for the purposes of plagiarism and/or cheating on a set assessment task or during an examination or test.
  - c. must report suspected plagiarism to the CEO RTO

- The student must:
  - a. avoid plagiarism by clearly referencing the use of words or ideas or other materials of other people in an acceptable format
  - b. not present work done in collusion with another person or persons as solely their own work.
  - c. not engage in any situation whereby the student knowingly attempts, or assists another student to attempt, to gain an unfair advantage by cheating during an examination or test
  - d. submit written assessment pieces, including log books and group work, with an attached RTO Assignment Attachment Sheet signed by the student(s) to attest that the work submitted is their own and that they are aware of the relevant Institute policy and procedure on plagiarism, collusion and cheating.
  - e. Copies of formal documentation regarding plagiarism, collusion and cheating investigations, findings, outcomes and letters of communication between Quality Training Group Pty Ltd and the student will be kept for a period of 7 years or at the discretion of the CEO
  - f. Quality Training Group Pty Ltd will ensure that adequate professional development activities and induction programs for trainers/assessors include advice on recognising and addressing plagiarism, collusion and cheating.

## Procedures

- A Trainer or Assessor who suspects plagiarism should report this to the CEO Quality Training Group Pty Ltd.
- The CEO must decide whether the plagiarism amounts to cheating, that is must determine whether it is more likely than not that the plagiarism was done with the intention of gaining an unfair advantage
- The CEO should use of the many tools available on the internet to help them objectively assess plagiarism of other's work.
- The CEO decides there was no Plagiarism and Cheating and if that it is a case of unsatisfactory assessment and not cheating, will then mark the work appropriately.
- In some cases, the CEO may require the student to attend a meeting with them discuss the issue of plagiarism and cheating. If this occurs, they should send a Student – Plagiarism and Cheating Warning Letter to the student in the appropriate form. A copy of the Student – Plagiarism and Cheating Warning Letter is to be placed on the student's personal file.
- The CEO decides there is a possible case of Plagiarism and Cheating and if they reach the conclusion that there is evidence that the student intended to obtain an unfair advantage, the Academic coordinator must give the student an opportunity to respond before making a final determination.
- In addition to more obvious cases of plagiarism (eg copying large slabs of information from the Internet), this situation would arise where two students, contrary to instructions, submit substantially the same work. The CEO decides that Plagiarism and Cheating has occurred
- If after giving the student an opportunity to respond, the CEO decides that the student has acted with an intention to obtain an unfair advantage, they will either:

- a. disallow a Competency for that unit of Competence; or
  - b. inform the student that the marks have been disallowed and advise the student that he/she has a right to appeal as per our Complaints and Appeals procedure; and
  - c. place a copy of the letter on the students personal file.
- Where cheating has occurred the student must be graded as ‘not yet competent’ and will be required to retake the unit at their expense. They must be notified in writing and offered the right to appeal.
  - CEO decides that Plagiarism and Cheating has not occurred
  - If, having heard the student’s explanation, the CEO decides that the student’s conduct did not amount to Plagiarism and Cheating, they:
    - a. Will treat the case as one of unsatisfactory academic work and mark the assessment appropriately (ie not yet competent); and
    - b. May, if it is deemed necessary, advice and counsel the student about the rules relating to plagiarism and cheating.
  - If (b) occurs, the CEO should consider whether it is necessary to send a warning letter to the student. If a Student – Plagiarism and Cheating Warning Letter is sent to the student, they must place a copy of the students’ individual file.

## **Penalties of Plagiarism and Cheating**

- Students who are found cheating or guilty of plagiarism on any form of assessment will be deemed Not Yet Competent for the relevant Unit of Competence. The student will then need to re-submit, re-sit assessment. See Training and Assessment Policy and Procedure.
- Students who are found cheating or guilty of plagiarism for a second time will need to re-enrol and repeat the entire Unit of Competence and pay applicable fees.
- Students who are found cheating or guilty of plagiarism for a third or subsequent time, the matter will be referred to the CEO.
- Students will also be issued an official written warning which will be placed in the students file.
- Continued behaviour of this kind may result in students being expelled from Quality Training Group Pty Ltd. See Complaints and Appeals Policy and Procedure.

## Methods for avoiding Plagiarism (Student guidelines)

It is fundamental that students are aware of what plagiarism is, its penalties, and consequences. This is particularly relevant for commencing students. Some methods for avoiding plagiarism include:

- Developing your referencing skills through:
  - Follow the Quality Training Group Pty Ltd referencing style
- You must give credit whenever you
- quote from someone's actual spoken or written words
- use another person's ideas, opinions, or theories in an assignment or essay
- make use of pieces of information, such as statistics, graphs, drawings, that are not common knowledge
- paraphrase another person's spoken or written words
- Use quotation marks around everything that comes directly from a text or article
- Try to summarise ideas and arguments in your own words - don't just rearrange a few words here and there
- Check that you have correctly paraphrased and acknowledged the original ideas
- Check your summary against the original text

## Methods of Detection used by Quality Training Group Pty Ltd

- Strange or inconsistent formatting may indicate that material has been cut and pasted from other sources
- Irregularities in the use of citation protocols, inconsistencies between in-text citation and reference lists (or bibliographies) may indicate that the student has cut and pasted sections of the submitted work from different sources. Although students often forget to list all citations in the references, or bibliography it is also common in plagiarised work
- Variations in writing style within an assignment can be a clue to plagiarised work. However, style questions might also point to poor or exceptional writing skills
- The content of a plagiarised assignment may not be on the topic, but be very well written. There may be material in an assignment which would be correct in another context but wrong with respect to the topic of the assignment or the aspect to which it refers. This may mean that a student has copied an original work and substituted some details
- Technical clues may also indicate plagiarism
- Use google to search sentences used in assignment

## Notification and Appeal

The student will be notified in writing of penalties as a result of general and academic misconduct. The grounds for appeals are as follows:

- Procedural irregularity and/or
- Factual errors on which the decision was based and which were of such magnitude as to invalidate the decision

Appeals must be lodged in writing to the RTO Manager of Quality Training Group Pty Ltd within 20 working days of the date of the student being notified of the consequence. The process will commence within 10 working days from the date of receipt the student's appeal.

Students will be notified in induction on how to deal with the use of information that they may use during the Training period.

## Student Responsibilities

- Students must not help or receive assistance from another student unless the assistance is authorised by the RTO Manager.
- Students must be responsible for their own equipment and advise the trainer immediately if the equipment becomes lost or stolen as sharing equipment between students is not permitted.
- Students must not bring any materials into the examination room other than those specified by the trainer.
- Students must not bring any materials into the production area other than those specified by the trainer.
- Students will not be permitted to use computer software or other devices during class or assessments other than those items requested by the trainer.

Students may be excluded from a final assessment in any unit for any of the following reasons:

- Unauthorised absence from class
- Failure to meet the unit requirements, for example failure to attend classes or assessments
- Academic misconduct
- General misconduct (see below).

## Quality Training Group Pty Ltd Responsibilities

- Students must be treated fairly, with dignity and with due regard to their privacy
- Students are to be regarded as innocent of the alleged misconduct until they have either admitted to it or been found by proper inquiry to have so behaved
- Past misconduct is not evidence that Students have behaved in the same manner again
- Each case is dealt with on its own merits and according to its own circumstances with the proviso that the first instance of misconduct will be penalised more leniently than subsequent instances of misconduct
- All letters and requests will be kept on the student file.

**FAILURE TO COMPLY WITH THIS POLICY MAY RESULT IN SUSPENSION FROM THE COURSE OF STUDY.**

## Harassment

**Quality Training Group Pty Ltd** will not tolerate any harassment, victimization, bullying or any such conduct that has the purpose or effect of interfering with an individual's work performance or creating an intimidating, hostile, or an offensive learning or assessment environment. This includes harassment, victimization, bullying because of sex, race, national origin, religion, disability, sexuality or age.

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

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

### **Examples of Harassment may include:**

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

### **Examples of victimisation may include:**

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

**Examples of bullying may include:**

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

Students and staff should be aware that differing social and cultural standards may mean behaviour that is acceptable to some may be perceived as offensive by others.

Such conduct, when experienced or observed, should be reported to Quality Training Group Pty Ltd staff. All complaints will be promptly investigated.

The privacy of a student filing a report and the individual under investigation shall be respected at all times consistent with the obligation to conduct a fair and thorough investigation.

All staff and students are expected to work in an atmosphere based on mutual respect for the rights and differences of each individual.

Disciplinary action may be taken against students or staff who are found to have harassed other students or staff.

Quality Training Group Pty Ltd expects all students to uphold the spirit of this policy. Breaches of the policy will be considered to be “misconduct” or “serious misconduct” which may result in termination of enrolment for students or dismissal for staff.

## **Complaints Policy and Procedures**

Quality Training Group Pty Ltd recognises that differences and complaints can arise from time to time. Quick settlement of these matters is in the best interest of all parties concerned and the following steps are implemented to ensure this happens.

You need to decide how you would like to deal with your issue. You are advised to seek independent advice and information after which you can choose:

- to resolve the matter personally, with or without assistance
- an informal resolution process
- a formal resolution process
- to take no further action
- to provide feedback via surveys

Our aim is always to work towards a constructive resolution for all parties wherever possible.

## Procedure for lodging a complaint

- For all concerns relating to the delivery of academic, administrative or support services, you should speak initially with the staff member responsible for the relevant area/issue (e.g. trainer/assessor). This can be done informally in person or in writing (**a Complaints and Appeals application form is available in the back of this Student Handbook for your use**). Problems and issues are often resolved quickly at this stage. Complaints will remain confidential.
- If you believe that the response provided by the trainer/assessor or other staff member of Quality Training Group Pty Ltd is not reasonable, you may wish to seek a review of the outcome by contacting the CEO of Quality Training Group Pty Ltd in writing outlining the reasons you are seeking further consideration. You may submit a complaint by email, fax, letter or in person.
- If the CEO is party to the complaint, they will not take part in any discussions or decisions made by Quality Training Group Pty Ltd.
- Quality Training Group Pty Ltd will investigate your complaint. Normally you can expect to receive acknowledgement in writing within two working days and a decision within 20 working days. However, depending on the complexity of the case and the information provided, this timeframe may vary. To assist with the timely resolution of your complaint it is important that you:
  - detail the steps you have taken towards resolution
  - clearly state the outcome you are seeking
- provide relevant supporting documentation.
- If the matter is not resolved satisfactorily an independent mediator, from the Department of Justice Disputes & Resolution complaints committee will be engaged. Any fee's or charges that may be incurred via external resolution mediator will be subject to 50% payment by Quality Training Group Pty Ltd & 50% payment you.
- A written statement of the outcome of all complaints will be given to you and will be kept on your personal file.
- Quality Training Group Pty Ltd will maintain your enrolment while a complaint is ongoing
- If you are concerned about Quality Training Group Pty Ltd as a training provider, then they may approach the Regulatory Authority. This authority has the power to suspend or cancel Quality Training Group Pty Ltd's institutional registration or any course registration if a breach of the requirements of registration provision is proved. Concerns about the conduct of RTO should be addressed to:  
Australian Skills Quality Authority  
Refer to their website at <http://www.asqa.gov.au/complaints/making-a-complaint.html> for further information.
- The complaint will be investigated and resolved by the RTO Manager. If the RTO Manager is the person named in the complaint, then the CEO will investigate and resolve the issues.



- External review - If you believe the outcome of your complaint is unreasonable, you may choose to pursue the matter with an external body. Contact details for the State Ombudsman Offices are available from the websites below:

ACT	<a href="http://www.ombudsman.act.gov.au">www.ombudsman.act.gov.au</a>
NSW	<a href="http://www.ombo.nsw.gov.au">www.ombo.nsw.gov.au</a>
NT	<a href="http://www.omb-hcsc.nt.gov.au">www.omb-hcsc.nt.gov.au</a>
TAS	<a href="http://www.ombudsman.tas.gov.au">www.ombudsman.tas.gov.au</a>
WA	<a href="http://www.ombudsman.wa.gov.au">www.ombudsman.wa.gov.au</a>
QLD	<a href="http://www.ombudsman.qld.gov.au">www.ombudsman.qld.gov.au</a>
VIC	<a href="http://www.ombudsman.vic.gov.au">www.ombudsman.vic.gov.au</a>
SA	<a href="http://www.trainingadvocate.sa.gov.au">www.trainingadvocate.sa.gov.au</a>

- All records of complaints will be kept on your student file.
- If the decision of the complaint supports you then Quality Training Group Pty Ltd will immediately implement the decision and advise you of the outcome

## **Rights and responsibilities in the complaint process**

Rights and responsibilities common to all parties to a complaint include:

- Respectful communication
- Privacy
- Natural justice.

## **Privacy**

Quality Training Group Pty Ltd complies with the *Privacy Act 1988 (Commonwealth)*. Quality Training Group Pty Ltd's privacy and records management policies and procedures provide guidance for the management of personal information. Information collected as part of a student complaint will be kept in a confidential and secure location, and will not comprise part of the student's academic file.

## Procedural fairness

The principles of procedural fairness ensure that decision making is fair, consistent and reasonable:

- except under certain circumstances, persons have a right to be informed of the details of a complaint made against them
- all parties to a complaint have the right to be heard and to respond
- all relevant submissions and evidence shall be genuinely and impartially considered
- the matter shall be addressed without undue delay
- the decision-maker shall not be unduly influenced by any party to a complaint.

## Student responsibilities

- Respectful conduct in accordance with Quality Training Group Pty Ltd policy, procedures and guidelines.
- Seek advice from Quality Training Group Pty Ltd staff and define the exact nature of the issue.
- Take the issue to the appropriate place for resolution following Quality Training Group Pty Ltd policy.

Present the facts that relate to the complaint.

- Collect and provide objective evidence to support the facts.
- Consider the resolution you are seeking and cooperate with reasonable conciliatory offers.

## Respondent

(person/department complaint is being made about)

- Be informed about the substantive allegations in the complaint.
- Be afforded time and the right to respond.
- Participate in options for resolution.
- Seek support and advocacy, e.g. union representative, colleague, friend.

## Procedures for lodging an appeal

- If the outcome of your complaint does not meet your satisfaction you may lodge an appeal
- You can lodge an appeal formally in writing to the CEO
- Your appeal will be considered by an independent body depending on the type of original complaint
- Outcomes of the appeal once decision is made will be communicated to you in writing within 20 days

## Academic Appeals Process

An appeals and reassessment process is an integral part of all training and assessment pathways leading to a nationally recognised qualification or Statement of Attainment under the Australian Qualification Framework and in accordance with the Australian Quality Training Framework.

A fair and impartial appeals process is available to you as a student of Quality Training Group Pty Ltd. If you wish to appeal your assessment result, you must first discuss the issue with your Trainer. All appeals are recorded in writing on the Appeals against Assessment form, and the results of the appeal process will also be communicated to you in writing including reasons for the decision made.

The appeals process will allow for you to formally present your case, and will also allow for your appeal to be heard by an independent person or panel if requested. A copy of this communication will also be kept on file, both on the complaints register and your student file.

## Grounds for Appeal

Your application for appeal will be considered if you are disadvantaged because:

- the Trainer did not provide a subject outline,
- the Trainer varied without consultation or in an unreasonable way the assessment requirements as specified in the subject outline,
- assessment requirements specified by the Trainer were unreasonably or prejudicially applied to you
- it is believed that a clerical error has occurred in the documenting of the assessment outcome,
- there appears to be a discrepancy between the practical observation and the formal assessment

If the appeal for re-assessment is upheld Quality Training Group Pty Ltd will make all necessary arrangements to conduct the re-assessment at a time that is mutually convenient for all parties concerned, and if required the appeal will be heard by an independent person or panel.

All appeals are recorded and reviewed at Management Review Meetings.

## Procedure for lodging an academic appeal

- Before making an appeal, we ask that you discuss the matter with your trainer/assessor in an attempt to reach a decision.
- If they are still not happy, they can then appeal in writing within 7 days of the initial discussion. (**Note:** The appeal should be put in writing within three (3) months of receipt of results and given to the facilitator/assessor and/or the CEO)
- The CEO will ensure that you are contacted personally and acknowledged in writing within five (5) days of receipt of the complaint.
- Once you lodge a formal appeal a third party will be appointed in an attempt to resolve the issue. Any decision recommended by this adjudicator or 'umpire' is not binding to either party in the dispute.

- Quality Training Group Pty Ltd will investigate your appeal. Normally you can expect to receive acknowledgement in writing within two working days and a decision within 20 working days. However, depending on the complexity of the case and the information provided, this timeframe may vary.
- If you are still not satisfied another registered provider in the same curriculum area will be appointed to arbitrate.
- If no satisfactory solution is reached you can appeal to the regulatory authority.
- A written statement of the outcome of all academic appeals will be given to you and will be kept on your personal file.
- All academic appeals will be recorded in a data base for future reference and used for continuous improvement purposes.

You have the right to a support person to be involved at all times during the appeal process.

Please remember that Quality Training Group Pty Ltd is committed to delivering quality education and training. If you are experiencing any difficulties during your program of study do not hesitate to request assistance about your concerns with the relevant staff member or Management.

## National Recognition

**Definition:** “Recognition by an RTO of the AQF qualifications and statements of attainment issued by all other RTOs, thereby enabling national recognition of the qualifications and statements of attainment issued to any person. Recognition by each state and territory’s registering body of the training organisations registered by any other state or territory’s registering body and of its registration decisions. Recognition by all state and territory course-accrediting bodies and registering bodies of each other’s accredited courses and accreditation decisions” (AQTF 2010 Users’ Guide to the Essential Conditions and Standards for Continuing Registration).

**Principles of recognition:** Quality Training Group Pty Ltd is committed to providing a fair and equitable recognition system which embraces the following principles:

- Access:* Recognition must be available and offered to all students. Information provided to students should document support services available and how these services may be accessed.
- Accountability/Transparency:* Decisions regarding recognition should be fully documented and defensible.
- Client focussed service:* The process for recognition should focus on the individual needs of clients and minimise the time and cost to applicants. It should include reasonable timeframes for Quality Training Group Pty Ltd responses. Fees for recognition must not exceed those charged for equivalent study and assessment.
- Maximisation of credit:* Quality Training Group Pty Ltd is committed to assisting students to complete training without unnecessary duplication of learning or assessment. This facilitates

students completing their studies in a shorter time frame. Opportunities for recognition should therefore be maximised.

Quality Training Group Pty Ltd accepts and recognises the outcomes of training from any other RTO or body in partnership with an RTO throughout Australia, thereby ensuring acceptance of the qualifications and statements of attainment awarded by all RTOs.

## **Recognition of Prior Learning (RPL)**

**Definition:** “An assessment process that assesses an individual’s non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to, and/or partial or total completion, of a qualification” (AQTF 2010 Users’ Guide to the Essential Conditions and Standards for Continuing Registration).

RPL is the formal recognition of the skills and knowledge a person has regardless of how or where they have been attained, that is, through informal or non-formal training, work experience, (paid and unpaid) voluntary work and life experience. RPL is a form of assessment and under the VQF must:

- a) meet the requirements of the relevant Training Package or accredited course
- b) be conducted in accordance with the principles of assessment and the rules of evidence, and
- c) meet workplace and, where relevant, regulatory requirements.

RPL will be offered before training commences. A statement of attainment will be issued where your skills and knowledge can be verified against a unit or units of competency. A qualification may be attained entirely through RPL.

**Mixed cases of recognition:** In some cases, your past studies are substantially but not fully equivalent to those units for which you request recognition. In mixed cases of recognition, an RPL assessment may be used to supplement credit transfer. The quality requirements for credit transfer and RPL will then apply separately to the two processes – assessment of the past studies and assessment of your skills and knowledge. The result of mixed recognition is reported as RPL.

**Currency:** The AQTF 2010 User’s Guide to the Essential Conditions and Standards for Continuing Registration (p 69) states “In assessment, currency relates to the age of the evidence presented by a candidate to demonstrate that they are still competent. Competency requires demonstration of current performance, so the evidence collected must be from either the present or the very recent past.”

Currency concerns the demonstration of individual competence and applies particularly to RPL assessments. It does not apply to national recognition or credit transfer.

To comply with this policy:

- RPL assessments must include some questioning and/or observation on current industry practice or direct assessment; they should not be based purely on documentary evidence
- Quality Training Group Pty Ltd may not apply any cut-off period for credit transfer.

There are however competency units and licences where assessment has a fixed period of validity for regulatory purposes. Recognition processes must not be used in a way that apparently extends this period of validity without further assessment.

## Procedure for applying for RPL

- Indicate your decision to apply for RPL as soon as possible
- Decide which units of competency you wish to RPL
- Read the RPL policy and procedures contained in this student handbook
- Complete an enrolment form and indicates RPL will be sought
- Provide this enrolment form to your trainer/assessor or administration officer
- Request from your trainer/assessor or administration officer an RPL application form and other RPL information as necessary
- Complete the RPL application and forward to your Trainer/Assessor along with any supporting evidence/documents.
- Your trainer Assessor will then arrange an interview with you to commence the RPL assessment process
- Provide evidence of skills, knowledge, competence for assessment to your Trainer/Assessor at interview. Evidence may include but not be limited to:
  - a) Written.
  - b) Verbal.
  - c) Demonstration of skills.
  - d) Third party testimonials.
- Your Trainer/Assessor will assess your evidence against unit(s) requirements and record outcomes.
- Your trainer/Assessor will provide feedback to you on your RPL assessment outcome.
- You will then be issued with a Statement of Attainment/s
- Should RPL not be granted you may submit a written appeal to the CEO within 7 days of receiving your final result (refer to Academic Appeals Policy and Procedure)

## Credit Transfer (CT)

**Definition:** “Credit transfer assesses the initial course or subject that an individual is using to claim access to, or the award of credit in, a destination course. The assessment determines the extent to which the client’s initial course or subject is equivalent to the required learning outcomes, competency outcomes or standards in a qualification. This may include credit transfer based on formal learning that is outside the AQF” (AQTF 2010 Users’ Guide to the Essential Conditions and Standards for Continuing Registration).

Credit Transfers can be granted under any of the following circumstances:

- Under the principles of National Recognition, you may be granted an automatic credit for any unit that you have successfully completed at any other Registered Training Organisation (RTO).
- When the unit has exactly the same code and title, even if it is not from the same Training Package.
- When the unit has been reviewed and this has resulted in minor changes to the unit code or title eg. A code to B code. This indicates that the outcomes of the unit have remained substantially the same and there is at least 80% commonality with the original unit.
- When the unit has been transferred from another Training Package/curriculum and recoded, however the learning outcomes remain the same.

### **Procedure for applying for Credit Transfer**

- Indicate your decision to apply for Credit Transfer as soon as possible
- Decide which units of competency for which you wish to apply for Credit Transfer
- Read the Credit Transfer policy and procedures contained in this student handbook
- Complete enrolment form and indicates Credit Transfer will be sought
- Provide enrolment form to your trainer/assessor or administration officer
- Request a Credit transfer application form and other Credit Transfer information as necessary from your trainer/assessor or administration officer
- Complete and submit Credit Transfer application form along with the following documents:
  - Qualification testamur and an Official Academic Transcript\* AND/OR
  - Statement of attainment

\* Please note: Documents must be originals or certified true copies. Certified copies must bear an original signature and certification that the document is a true copy of the original

- Your trainer/Assessor will grant Credit Transfer
- You will be issued with a Statement of Attainment/s
- Should Credit Transfer not be granted you may submit a written appeal to the CEO within 7 days of receiving your final result (refer to Academic Appeals Policy and Procedure)

## Attendance procedures

Attendance is an essential element of a student's program for face to face training courses.

It is important that students try to arrive to class on time, including returning from morning and lunch breaks, as lateness interrupts other students and valuable work is missed. Training time should be seen as high priority.

Students wishing to apply for deferment of training course are required to obtain a Request for Deferment/Extension Form from the RTO Manager and fill out the appropriate details. Students are then asked to organise/advise alternative arrangements for study. Students are required to return the form to the office for processing.

## Student Training Records

Quality Training Group Pty Ltd has in place a policy and procedure for the collection, storage and protection all the training records of individual students to meet training and assessment activity requirements.

Training Records cover all types of documentation and information relating to training and assessment activities including but not limited to:

- student enrolment data,
- commencement and completion dates for individuals of all competency units,
- individual student assessment information for each unit of competency,
- information on awards issued (award, date, certificate number),
- individual student participation data (assignments/assessments where practicable, attendance),
- documentation / records of complaints, appeals,
- recognition (RPL/RCC) and national recognition process documents (application and results)

We are committed to maintaining and safeguarding the confidentiality and privacy of your student information. Quality Training Group Pty Ltd will document and implement procedures to assure the integrity, accuracy and currency of your records.

Hard copy student records are stored in secure premises requiring key access. Electronic records are backed up weekly to a backup system and are protected from unauthorised access by password controls.

Further protection of the electronic data and its computer systems is provided by the antivirus software systems which automatically update their virus definition files on a needs basis.



Further computer system protection is provided by the firewall software which monitors and protects Quality Training Group Pty Ltd's computer systems from unauthorised access from the internet.

Your results will be archived for a period of not less than 30 years. Training records other than student results will be collected and stored for a period of seven years unless otherwise required.

## **Access to Your Student Training Record**

Access to your individual student training record must meet Commonwealth and State Privacy legislation and will be limited to:

- Accessing your own personal/training record, via making an official appointment with the CEO, RTO manager or Trainer.
- Authorising release of specific information to third parties in writing,
- Quality Training Group Pty Ltd staff who require this information as part of their job role,
- Officers from the regulatory authority or their representatives for activities required under the Standards for Registered Training organisations and Skills Queensland funding,
- Legal requirements (e.g. subpoena/search warrants/social service benefits/evidence act).

## **Training Delivery & Assessment**

### **Staff**

Quality Training Group Pty Ltd employ trainers with experience from the relevant industries to ensure you have training staff that have worked in similar situations as the current environment that you are training in. Quality Training Group Pty Ltd abides by the VQF regarding Trainer and assessor qualifications in relation to all training and assessment activities. We ensure that all of our Trainers and assessors have as a minimum, the following combination of:

- A Certificate IV in Training and Assessment or equivalent (TAE40110) and
- A minimum of five (5) years' recent industry experience in your vocational area
- Up to date VET knowledge
- Familiarity with the principles and practices of Competency-Based Training, the Australian Quality Training Framework and Recognition of Prior learning and Familiarity with Equal Employment Opportunity and Occupational Health and Safety principles
- Current working with children card

### **Classroom Training**

If you are enrolled in 'face to face' training by qualified trainers you are required to attend each scheduled class and the trainer will moderate the learning pace, method and sequence appropriate to the learning needs.

## **Classroom Assessment**

Assessment tasks and strategies cover a wide range of methods and may include the creation of specific written documents, projects or reports, formal questions (multiple choice, short and long answer), problem solving tasks, case studies and discussion.

As a general rule for major assessments, you will be provided with task assessment instructions including the date the task is due for completion.

## **Rescheduled Assessment Policy & Procedure**

Quality Training Group Pty Ltd is committed to validity, reliability, flexibility and fairness in assessment processes for the training programs that it delivers to its students.

Students are notified in advance of assessment dates and times by the Administration Office.

### **The Following Conditions Apply to Assessments:**

Students who are unable to attend on the scheduled day of assessment must notify Quality Training Group Pty Ltd as soon as possible of their inability to attend and make arrangements for rescheduling.

- Students who know in advance that an assessment date cannot be met must inform the Administration Office.
- Students who have missed an assessment for any reason covered must apply for the missed assessment to be rescheduled.

### **The Following Conditions Apply to Rescheduled Assessments:**

- Students must have rescheduled and completed the assessment within four (4) weeks of the original assessment date.
- Students must organise to reschedule the assessment with the Administration Office.
- Students must supply a medical certificate or letter from their employer

If conditions are not adhered to, students will be deemed **NOT YET COMPETENT**, and their assessment will remain Incomplete.

## Reassessment Procedure

If a student has previously attempted an assessment and has been deemed **NOT YET COMPETENT** they may apply for reassessment under the following conditions:

- Students who have previously attempted an assessment and are deemed **NOT YET COMPETENT** may be reassessed a second time. Any reassessment covered may incur a cost after a second reassessment has been attempted.

## Issuing of Certification

Vocational education and training undertaken at Quality Training Group Pty Ltd is competency based. Assessments determine whether a student is competent or not yet competent.

You will also receive your certificate in the mail within 15 working days of the exam & assignment being completed and returned to Quality Training Group Pty Ltd. As well as being issued with a statement regarding competency, students are issued with certification listing Units of Competency undertaken and results are stated using the following grades: RPL, National recognition, Competent or Credit Transfer.

Certification will only be issued once all relevant course fees are paid for.

## Re-issuing of Certificates

Should you require a copy of your original certificate or statement of attainment, this will incur a cost of \$50. You will be required to complete and sign a Certificate/SOA Request Form and provide to RTO administration.

## What are Competencies?

A competency is a statement about the skills, knowledge and attitudes a student needs to complete and these statements are contained in each Unit of Competency. Each Unit of Competency is made up of several Elements which are broken down into Performance Criteria.

The assessment of your competency means that you must be able to “Show, Tell and Apply” evidence, skills and knowledge, which match and meet these units and elements against a set of Performance Criteria, Essential Skills and Knowledge, and Employability Skills.

All students will be provided with a description for each Unit and, the elements, which make up each Unit of competency.

## Competency Assessment Processes

There are three types of assessment that occur at different stages for each Unit.

- Provision for assessment of Recognition of Prior Learning.
- On-going assessments to provide feedback about your progress and to identify any outstanding unit and/or element you need to focus upon.
- Final assessments when you indicate you are ready to complete the assessment for any remaining competencies.

## How are competencies assessed?

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

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

If you are enrolled in a qualification and can only demonstrate competencies in some and not all Units of learning a certificate for the qualification cannot be issued.

You can however, receive recognition for the competencies and units of learning you have successfully completed. This recognition is a Statement of Attainment and will identify the qualification name, Unit codes and titles.

## Your Responsibility as a Student

- Understanding and accepting the enrolment conditions for the courses you undertake.
- Providing accurate information about yourself at time of enrolment, and to advise Quality Training Group Pty Ltd of any changes to your address or phone numbers within 7 days.
- Paying of all fees and charges associated with your course and providing your own course requirements where notified.
- Recognising the rights of staff and other students to be treated with dignity and fairness, and behaving in an appropriate and acceptable manner towards them.
- Regular and punctual attendance.
- Ensuring you attend classes sober and drug free, and smoke only in open areas away from other people.
- The security of your personal possessions while attending a course.
- Promptly reporting all incidents of harassment or injury to RTO Manager or Trainer.
- Respecting Quality Training Group Pty Ltd property and observing policy guidelines and instructions for the use of equipment.

- Seeking clarification of your rights and responsibilities when in doubt

## **Your Trainer's Responsibility**

- If enrolled in face to face courses your Trainer will decide class rules with you. These rules apply to your trainer as well as you and should include provision (but is not exclusive to) for anti-discrimination behaviour, non-smoking and mobile phones. Your trainer must not display unprofessional behaviour at any time and must conduct themselves in a fair and equitable manner. They will be prepared for training and conduct the learning in a clear manner and confirm understanding from students.
- Training may consist of group/action learning activities, self-paced learning, assignments, case studies, discussions, workbook activities, research and reports, etc.
- The qualifications the trainer holds are current and relevant to the modules which they teach,
- Any information passed on to students is accurate
- Any advice given is done so consistent Quality Training Group Pty Ltd own Code of Practice
- All student attendance is recorded accurately as per the Attendance sheet provided for each module that is delivered
- All absences are recorded for each session
- Attendance and absence information is passed on to the registrars in the roll book in a timely manner
- Classes are held as scheduled by Quality Training Group Pty Ltd and any changes are to be reported immediately to ensure continued compliance
- Quality Training Group Pty Ltd Management is advised of any addition or increase in the number of students in a class for any reason in case alternate arrangements need to be made for classroom allocation
- No changes in classroom allocation are made outside those authorised by the course coordinator
- Trainers who successfully complete additional qualifications advise Quality Training Group Pty Ltd of such and provide certified copies of the qualification and transcript
- All Trainers will be responsible for the welfare and safety of all its students

## **Legislation**

In addition to general business practice legislation, Quality Training Group Pty Ltd is subject to a variety of legislative requirements as they relate to training and assessment. Legislation is continually being updated and, as it comes to hand, information that directly affects students will be passed on.

Current legislation that effects our operations and may impact on students includes but is not limited to the legislation listed below:

Commonwealth Legislation (other relevant legislation can be found at <http://www.comlaw.gov.au/Browse/ByTitle/Acts/Current>)

Relevant State Legislation can be found at <http://www.legislation.qld.gov.au/OQPChome.htm>

## **The VQF**

Quality Training Group Pty Ltd is a Registered Training Organisation (RTO), which means our courses are accredited under the VET Quality Framework (VQF).

The required standards are defined in the VET Quality Framework (VQF). The regulatory authority audits RTOs to ensure compliance against these standards.

These standards and the auditing process are intended to provide the basis for a nationally consistent, high quality vocational education and training system.

The VET Quality Framework is a training system and is a key driver of Australia's economic and social growth. It is a national training system that provides the basis for high-quality, industry developed and nationally recognised training.

The VET Quality Framework (VQF) is a national set of standards, which assures nationally consistent, high-quality training, and assessment services for the Students of Australia's vocational education and training system. You can find the current version of these conditions and standards at [www.asqa.gov.au](http://www.asqa.gov.au) (VQF).

As an RTO, Quality Training Group Pty Ltd adheres to this system and does all within its power to remain compliant. From time to time industry representatives, staff and students will be surveyed and their cooperation will assist this organisation in remaining compliant.

## **Student Feedback and Quality Improvement**

Quality Training Group Pty Ltd periodically collects statistical information to monitor, maintain and achieve on going continuous quality improvement in the delivery of vocational education and training.

We value and welcome constructive feedback from our students and staff concerning educational and service improvements or changes that would improve existing educational and student services provided by Quality Training Group Pty Ltd.

To provide management with this feedback for evaluation students are periodically asked to complete a student survey which will provide the opportunity to review learning outcome and goals.