



National Provider No: 32466

Learner Handbook

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Introduction

On behalf of the staff at CSaT, we would like to welcome you.

To help you to understand the way our organisation works and to help you get the most from your studies, we are providing this Student Handbook which we trust answers the questions you have about studying with us, if not, please feel free to ask our Administration staff or your trainer.

When enrolling with CSaT, you will be required to sign to confirm you have received and read this handbook. Please take the time to read this handbook, especially in relation to legislation that may impact on your studies.

This learner handbook is also available from our website www.csat.com.au or within our office.

Our aim as a Registered Training Provider is to deliver quality training across a range of selected industry areas in accordance with the National Training Packages and/or approved courses. CSaT recognises the different learning styles, needs and learning opportunities of learners and is committed to providing access to training by offering various study options and methods of training delivery.

You will be kept informed of any changes to relevant legislation or CSaT policies. Any changes affecting your studies or learning environment will be notified to you. Please ensure you keep CSaT informed of any changes to your postal or email address. You can email your changed details to our Administration or request to complete the relevant form (admin@csat.com.au)

All staff members are here to assist you and we encourage you to talk to us at any time to discuss any problems you may have.

We trust that your time with CSaT is an enjoyable one and that the skills you learn here prove valuable in your chosen career.



Cherie Willcox
(Director)

Your CSaT Contact Details

Trainer's Name:	
Phone Number:	
Email:	

About CSaT

CSaT currently delivers training through various funding arrangements, including (but not limited to):

- User Choice (traineeships and apprenticeships) – QLD only
- Certificate 3 Guarantee - QLD only
- VET in Schools (VETiS) – QLD only
- Fee for Service

Scope of Registration

CSaT is registered to deliver accredited training and assessment in various qualifications and units of competency. Please refer to the following websites to view these:

- www.training.gov.au
- www.csat.com.au

Please note, where qualifications have been superseded, CSaT will ensure that Learners are adequately notified and provided the opportunity to complete or transition within the required timeframe.

Training Partners

From time to time, CSaT engages training partners to deliver training and assessment services on its behalf. Partnering allows us to offer our services across various regions of Queensland. A current list of training partners is listed on our website, www.csat.com.au

Your Learning with CSaT

Unique Student Identifier (USI)

If you are a new or continuing Learner undertaking nationally recognised training, you need a USI in order 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.

Your USI will give you access to an online record of the training you have done since 1 January 2015. You will also be able to produce a comprehensive transcript of your training. This can be used when applying for a job, seeking a credit transfer or demonstrating pre-requisites when undertaking further training.

Apply for and advise of your USI

Creating a USI is quick, easy and free. Visit the USI website at www.usi.gov.au and select the 'Create your USI' link and follow the steps.

Once you have created your USI, you will need to notify CSaT of your USI and any other training organisation you study with, so your training outcomes can be linked. Once registered, you will be able to:

- give your USI to each training organisation you study with
- view and update your details in your USI account
- view and download your training records and transcript
- manage which training organisations can view your transcript

- manage which training organisations can view and/or update your details in your USI account

Important:

- When you create your USI, enter your details exactly as they appear on your form of ID
- When you enroll, you will need to use the same personal details as the ID that you used to create your USI. Please do not use a preferred name or abbreviated name
- CSaT is not permitted to issue your Certificate or Statement of Attainment until we have a verified USI in our student management system against your enrolment
- Update your USI where you change your name (e.g. married name)

Further Information

You can seek further information on the Unique Student Identifier, including transcripts, by:

- Visiting the website www.usi.gov.au
- Watch the short information video from the Australian Government:
<https://www.youtube.com/watch?v=HRYaaF-B7Ho> (or search for USI student video on www.youtube.com)
- <https://www.usi.gov.au/documents/your-usi-transcript>
- <https://www.usi.gov.au/documents/how-view-and-download-my-usi-transcript>
- <https://www.usi.gov.au/documents/how-create-and-download-my-partial-usi-transcript>
- Read the student fact sheets provided to you at induction or found on the USI website

Admission and registration

All learners must complete an Enrolment Form giving your personal details and your intended course details and/or units of study. Any course or unit fees must be paid in advance or in accordance with the payment plan outlined in the course brochure. Your enrolment is not confirmed until the initial deposit is paid. Prior to enrolment you will be provided with a course outline indicating units of work, units of competency, assessment requirements, materials and equipment required.

The National VET Framework

The course in which you are enrolled may lead to you achieving a nationally accredited qualification. If you complete **all** requirements of the course you will be awarded a Certificate. If you exit prior to completing all requirements you will be awarded a Statement of Attainment for units successfully completed prior to exiting.

The course requirements are outlined in the VET Quality Framework and the Australian Qualification Framework (AQF). As an RTO, CSaT's registration is subject to the Standards for Registered Training Organisations (RTOs) 2015. The Australian Skills Quality Authority (ASQA) monitors and audits CSaT to ensure compliance against these frameworks and standards.

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

As an RTO, CSaT adheres to these systems and does all within its power to remain compliant. From time to time learners are surveyed and their cooperation will greatly assist this organisation. Assessment Booklets contain feedback forms and learners are invited to provide feedback on the assessment through this form. Learners will also be invited to provide feedback through other surveys or questionnaires. These are conducted to enable CSaT to identify opportunities for improvement not only to training and assessment but also to services provided.

Learner Records

Learners records are confidential. No staff member of CSaT can provide information about you to a third party without your written permission, except as required by law or as required under the Standards for Registered Training Organisations.

Each individual learner is assigned a personal file for storage of training records. Learner training documentation is stored in a secure manner (individual files in locked cabinets; electronic files with access by password only).

Individuals have the right to access or obtain a copy of the personal information that CSaT holds about them. Requests to access or obtain a copy of personal information must be made in writing and sent to our head office address at PO Box 8087 Allenstown QLD 4700 or by email to admin@csat.com.au

Persons whom may require access to an individual learners training records include:

- third parties who have been authorised by the learner for release of specific information in writing
- CSaT staff who require this information as part of their job role
- officers from ASQA or their representatives for activities required under the Standards for (RTOs) Registered Training Organisations 2015
- legal requirements (e.g. subpoena/search warrants/social service benefits/evidence act)

Learner Support, Welfare and Guidance

CSaT identifies learning needs on or before entry into a qualification or course and makes all learners aware of the range of support available to them. Access to these services will be provided to the learner during the period of their training. The method of identifying and implementing student support will be through the:

- review of a learner's language, literacy and numeracy results;
- induction/ interview prior to or on enrolment
- other information provided to CSaT (e.g. from learner's school or Job Link Provider or Disability Employment Service provider)

CSaT will provide every learner access to the educational and support services necessary to ensure each learner is able to meet all requirements needed to complete the course they are enrolled in.

For any matter, outside of our expertise or control, we will make every attempt to refer the learner to the relevant agency or expert.

Educational and Support Services available to learners of CSaT include but are not limited to:

- pre-enrolment information and materials
- course advice and support
- learning support or catch up sessions (individual or group)
- language, literacy, and numeracy (LLN) assistance or referrals to these programs
- equipment, resources and/or programs to increase access for learners with disabilities and other learners in accordance with our Access and Equity Policy
- flexible scheduling and delivery of training and assessment where required
- information and communications technology (ICT) support
- learning materials in alternative formats, for example, in large print or electronic
- referrals to learner welfare or counselling services
- referrals to mediation services

- referrals to cultural support services; and
- any other services that are considered necessary to support learners to achieve competency.

If you are undertaking training from a training package, you will find that basic literacy/numeracy elements have been incorporated. This should help you learn these basic literacy/numeracy components more readily, as they are being delivered and assessed in the context of an industry area of your liking and choice.

If you still feel you need additional language, literacy or numeracy support, please approach your trainer or the CEO of CSaT

Academic Progress

It is expected that a learner should demonstrate continuing progress, eventually achieving competency in all units undertaken.

Learners are expected to participate actively in class discussions and activities and fulfil all course requirements. If learners are unable to achieve competency at the first assessment in a unit, trainers will work with learners to identify areas of need and support learner's efforts to achieve competency. Opportunities are provided for learners to re-sit assessments.

Facilities

CSaT has all the necessary training room and up to date equipment, materials and products for training delivery. Where delivery occurs in schools, adequate resources are checked and confirmed prior to delivery.

Where you may wish to purchase goods for your own outside use, e.g. beauty products, they will be available for purchase through CSaT at a discounted student price.

Cold water, tea and coffee is provided but if you would like other alternatives, you are welcome to bring your own.

Please bring your own lunch. There are fridges available, along with a microwave and small toasting oven for heating food. A take-away store is also located next to our Gladstone Road premises for purchasing food items.

Car parking for learners is available behind the building where signed.

Your rights and responsibilities as an enrolled Learner with CSaT

As an enrolled learner of CSaT, you have the right to:

- be treated fairly and with respect by other clients and by staff
- learn in an environment free from discrimination and harassment
- learn in a supportive and safe environment
- study a program which meets current industry standards and accreditation requirements
- be given information about assessment requirements and assignment due dates at the beginning of your program of study
- have your work assessed as promptly as possible and receive feedback about your progress
- access the services, facilities and resources and training to support your program of study.
- have personal records kept private and made available only to authorized users
- have access to learning and learner support services
- appeal results and access the review process in accordance with Institute principals
- adequately prepared training sessions
- expect trainers to notify you of their availability for consultation and adhere to these arrangements
- workloads which correlate to the duration of the course.

You also have a **responsibility** to:

- treat other learners and staff with respect and fairness
- behave in a non-discriminatory, non-harassing manner to other learners and staff
- behave so as not to offend, embarrass, or threaten others
- complete all assessment tasks by the due date
- complete all assessments honestly, without any form of cheating or plagiarism
- respect other's copyright and work within copyright law
- follow normal safety procedures e.g. approved clothing, safety equipment and workplace practices
- respect the rights of others by not using mobile phones or pagers in classrooms,
- not damage or steal property
- not enter any CSaT training facility with any illegal drugs or weapons, or to be under the influence of illegal drugs or alcohol

Workplace Health and Safety

Actions learners should take in response to racial or sexual harassment

The Queensland Anti-Discrimination Act 1991 and the Federal Sex Discrimination Act 1984 makes sexual harassment unlawful. Specific actions learners should take in response to harassment:

- a) tell the harasser straight away that you do not want him/her to behave in that way;
- b) inform teacher/trainer if appropriate;
- c) inform parent, guardian, or caregiver if appropriate;
- d) contact the principals of CSaT

Rights and Responsibilities in Relation to Workplace Health and Safety

The Workplace Health and Safety Act 2011 places provides a framework to protect the health, safety and welfare of all workers at work. It also protects the health and safety of all other people who might be affected by the work.

The Work Health and Safety (WHS) laws require a person conducting a business or undertaking (PCBU) to ensure, so far as is reasonably practicable, the health and safety of their workers while at work in the business or undertaking.

This includes:

- provision and maintenance of a work environment without risks to health and safety
- provision and maintenance of safe plant and structures
- provision and maintenance of safe systems of work
- the safe use, handling, storage and transport of plant, structures and substances
- provision of adequate facilities for the welfare at work of workers in carrying out work for the business or undertaking, including ensuring access to those facilities
- provision of any information, training, instruction or supervision that is necessary to protect all persons from risks to their health and safety arising from work carried out as part of the conduct of the business or undertaking
- health of workers and the conditions at the workplace are monitored for the purpose of preventing illness or injury of workers arising from the conduct of the business or undertaking.

Workers are classified as any person who carries out work, in any capacity, for a PCBU.

Workers must:

- take reasonable care for their own health and safety and electrical safety
- take reasonable care that their conduct, acts or omissions does not adversely affect the health and safety of others or adversely affect the electrical safety of other persons or property
- comply, so far as they are reasonably able with instructions
- cooperate with reasonable health and safety and electrical safety policies or procedures that have been notified to workers.

Dress code

Dress requirements are neat casual attire. Please note that shorts and thongs are not considered suitable attire. For workplace health and safety reasons, all learners are required to wear closed in footwear (thongs are NOT permitted). If you are advised to wear special footwear or protective clothing, it must be worn without exception. No singlets are permitted.

For learners participating in the Beauty or Hairdressing qualifications, the specific dress and grooming code includes:

- black pants at medium length (just below knee height), $\frac{3}{4}$ length or full length are to be worn
- black blouse, shirt or tunic. Blouse/shirt must be plain (no writing)
- black enclosed shoes
- hair must be tied back and completely off the face, with no facial piercings
- only jewellery to be worn is a watch and small earrings
- nails must be neat and tidy with no chipped nail polish etc
- make-up (if worn) is to be natural looking (no **heavy** eyeliner or eyeshadows etc.)

For learners participating in the Rural Operations qualification, the specific dress code includes:

- long pants (i.e. jeans)
- closed in work shoes/boots
- wide brimmed hat
- long sleeved shirt

Mobile phone use

As is the case in schools and most workplaces mobile phones must be kept on silent or in your bags until after hours and their use during training times will **not** be tolerated. If you believe you must make an important call, the office/salon phone is available for your use, but you are to clear it with your trainer first. No photos are to be taken of other students or property belonging to CSaT without express permission from CSaT.

Class times

Class times are generally set from 8.30am to 3.00pm unless otherwise advised.

Attendance

Attendance at training should be treated as you would in a workplace. If you are unable to attend, please contact CSaT via phone or email prior to the commencement of class. You are required to arrive, ready for training prior to the scheduled start time and attend for the entire day unless otherwise organised with your trainer. Not maintaining contact with trainer/assessor without prior written arrangement for more than 6 weeks will be deemed as a withdrawal from the course

Smoking

CSaT premises (including classrooms, toilets, and general office areas) are smoke-free zones. If learners wish to smoke, they should do so outside the buildings in designated smoking areas.

Theft

As the premises of CSaT are open to the public, learners are advised not to leave their valuables unsupervised. CSaT cannot be held responsible for anything which may be stolen from its premises.

Responsibilities of Staff

CSaT abides by the Standards for The Standards for RTOs 2015 in relation to all training and assessment activities. Accordingly, *CSaT is responsible for:*

- the quality of the training and assessment conducted by any person engaged by us.
- the issuance of the AQF certification documentation. Once deemed competent, a certificate will be posted to you at the address appearing on the enrolment form. Consequently, it is essential you keep us updated on any changes to your personal details

All Trainers employed by CSaT must ensure that:

- they have the necessary training and assessment competencies as determined by the National Skills Standards Counsel or its successors
- the qualifications they hold are current and relevant to the modules which they teach and have current industry skills
- they are familiar with Equal Employment Opportunity and Occupational Health and Safety principles,
- where relevant, they hold a current certificate/card authorising the staff member to work with children and young people
- any information passed on to learners is accurate
- all learner attendance is recorded accurately

Accidents

All accidents must be reported and recorded on the Incident Report Form which must be signed by the CSaT Chief Executive Officer or their nominated representative. Any action will be recorded.

Change of enrolment details

It is your responsibility to notify us of any change of name, address, or employment, which occurs during the term of your studies with us. Please contact our Administration to complete the relevant form to do this. At the conclusion of your course CSaT will send Certificate/Statement of Attainment to the most recent address recorded in the records management system. It is, therefore, imperative that you keep us informed of any changes to your personal details.

Cancellations

CSaT reserves the right to cancel any course or subject where it is unable to meet the requirements of the course or there are insufficient learner numbers to proceed.

FEES

Government funded learners

Please refer to the Government funding section on pages 17-20 in reference to student or co-contribution fees.

Fee for service students

Fees will vary from program to program, therefore are supplied independently of this handbook. Learners will be supplied with the fee structure and payment terms relevant to their program prior to registration

Individual fee for service learners will be invoiced prior to commencement of training with payment required before commencement in the relevant class. Where the **total** fee is over \$1000.00 CSaT will not require any prospective or current learner to prepay fees in excess of \$1500.00 at any one time. Learners are always required to pay unit fees in advance of commencing study.

The invoice shall outline the payment terms.

If regular payments are not up to date, CSaT has the right to cancel studies unless an application for extension is made in writing and approved by the CEO or full payment of current outstanding amount is received.

Not maintaining contact with trainer/assessor without prior written arrangement for more than 6 weeks will be deemed as a withdrawal from the course and no refund will be provided. If a re-enrolment is requested a re-enrolment fee will apply.

Payment process

Payments for fees, whether in full or via payment plan will be accepted by direct deposit or EFTPOS at our office on Gladstone Road.

Payment options

CSaT offers several payment options, as listed below:

- EFT at CSaT office
- Cash
- Bank transfer

Payment plans are also available. A minimum of \$50.00 per week is required. Please contact CSaT for further information and

Other fees

In the event that you should require a new 'original' of your Completion Certificate, Statement of Results or Statement of Attainment, the following fees shall be incurred:

- Learner Academic History \$10.00
- Learner Records \$10.00
- Duplicate Receipts (Enrolment Confirmation) \$10.00
- Replacement Awards \$15.00

Training and Assessment

Inclusive Learning

CSaT supports inclusive learning practice and believes everyone has a right to learn with fair access to learning opportunities. We will provide every learner access to the educational and support services necessary to ensure each learner is able to meet all requirements needed to complete the course they are enrolled in.

CSaT aims to provide the teaching and learning opportunities and experiences, which are free from barriers and bias, and consider individual learning styles/preferences and individual needs related to disability, race, socioeconomic status, gender, language, ethnicity, geographical isolation, sexuality, work commitments and family responsibilities.

Training

CSaT learners will be offered the choice of an appropriate learning pathway that ensures they will achieve the competencies for the qualification or statement of attainment. Learning pathways offered are:

- learning and assessment pathway involving formative and summative assessment activities
- assessment only pathway for RPL or Credit Transfer
- combination of the two pathways where the learner achieves competency
- recognition for some units through an assessment pathway involving skills recognition, followed by achievement of others through a learning and assessment pathway

Range of Assessment

CSaT is committed to the delivery of high quality training and assessment practices that are informed by industry and addresses real workplace and environmental training needs.

Each qualification is made of a number of required units of competency. To be awarded the qualification, you must be deemed competency in each unit. A number of different types of assessment (evidence gathering methods) will be used within your course. The assessment will be explained to you by your trainer/assessor. Assessments methods may include:

- written questions
- observation
- practical activities
- verbal questions
- case studies
- demonstration
- portfolio
- project
- supplementary evidence (e.g. log book, photographic evidence, third party report etc.)
- RPL (Recognition of Prior Learning)

Assessments will be marked as 'satisfactory' or 'not yet satisfactory'. All learners have the right to resubmission of an assessment item. Learners have a right to one resubmission per assessment piece/event if the competent criterion for an assessment has not been met. Further resubmissions may be permitted by the trainer on a case-by-case basis.

This is usually due to special circumstances where a learner is able to provide justification for their request; such circumstances include, but are not limited to:

- compassionate grounds,
- sickness supported by a doctor's certificate,
- employment obligations supported by the employer

You must be marked as satisfactory in **all** assessment items for a unit of competency before you can be deemed competent in that unit.

You will be provided due dates for each assessment task from your trainer/assessor. If you cannot meet the required timeframes, please speak to your trainer/assessor as soon as possible to arrange an extension.

Reasonable Adjustment

Where required, trainers and assessors will apply reasonable adjustment for a learner's training or assessment to ensure delivery is equitable for all learners and will consider cultural, physical, and learning barriers as well as language, literacy, and numeracy needs.

Competency Assessment

To be assessed as competent, learners must, under the guidance of qualified Trainers and Assessors, provide evidence which demonstrates that they can perform to the necessary standard. An assessment of competence requires learners to consistently and over time demonstrate the skills, attitude and knowledge that enable confident completion of workplace tasks in a variety of situations, to industry standards (including industry timelines)

In making a determination on assessment **evidence**, the Trainer/Assessor must ensure that the evidence is:

- **Authentic:** the learner's own work and the declaration of authenticity is signed
- **Valid:** directly related to the unit of competency
- **Current:** reflects the learner's current capacity
- **Sufficient:** Learners are required to complete both written assessments and practical tasks. Assessments require, according to the specifications in the unit, that evidence is captured over a period of time and in a variety of different means. The assessment mapping ensures that all aspects of competency have been satisfied and that competency can be demonstrated repeatedly

ACSF Specifications and Foundation Skills

The term 'Foundation Skills' is currently used to include the core skills defined in the Australian Core Skills Framework (ACSF) as well as the employability skills identified by employers as critical for effective performance in the workplace. The core skills of the ACSF include reading, writing, oral communication, numeracy, and learning.

Foundation skills encompass both the core skills of reading, writing, oral communication, numeracy and learning as described by the Australian Core Skills Framework (ACSF), and the Employability Skills/Core Skills for Work. They exist on a continuum from very basic skills to highly-developed and specialist skills. The foundation skills have been addressed in the assessment as part of the performance criteria for the unit of competency.

Prior to Assessment

As an enrolled learner, you will be provided with all relevant information relating to the assessment/s prior to the commencement including your rights and the appeals procedure that can be utilised by if you wish to appeal against the assessment outcome or make a complaint.

Assessment Requirements

To demonstrate competence, a learner must undertake all tasks in the relevant assessment booklet/assessment sheet and complete them satisfactorily. If a learner is deemed 'Not Yet Satisfactory' two (2) opportunities to re-attempt the assessment task will be provided. After a learner has demonstrated competency and consistency in performance, the learner will be awarded the unit. The Assessor will complete all checklists and provide feedback on these activities.

Should a learner be deemed 'Not Competent' on completion of the unit, the learner can appeal the assessment result as per our policy.

As part of the assessment process, all learners must abide by any relevant assessment policies as provided to them. If the learner feels they are not yet ready to be assessed or this assessment is unfair, they will be offered the opportunity to discuss all options that are available to complete the assessment.

Submitting Assessments

Learners are to submit assessment tasks in person or via email to their assessor.

Assessments should be submitted on or before their due date. Extensions for individual assessment tasks may be negotiated in specific circumstances. Consultation on this must occur prior to the due date.

Assessment Outcomes

There are two (2) outcomes of assessments: S = Satisfactory and NYS = Not Yet Satisfactory (requires more training and experience). Where Learners have received a NYS result on assessment, they will be eligible to re-submit assessments and be re-assessed.

Re-assessment

Learners will be allowed two (2) further attempts at an assessment that has been deemed Not Yet Satisfactory, within the timeframe of a course (unit of competency). No additional fees will be charged.

Learners who require re-assessment beyond the delivery timeframe of a unit or due date of an assessment, unless it is due to medical reasons, will be given the opportunity to request an additional time to resubmit and in this time, they can request a mentoring session if required.

Results

Assessors will inform the Learner of the outcome of their assessment as soon as possible from the date the assessment was submitted.

Overall Assessment Result

Learners will be awarded C = Competent on successful completion of the unit when the Trainer/Assessor is satisfied that the learner has satisfactorily completed all assessments and has provided the appropriate evidence required to meet all criteria. If the learner fails to meet this requirement, he or she will receive the result NC = Not Competent and will need to re-enrol in the unit and be re-assessed.

On submission of their final assessment Learners are required to tick and sign pre and post assessment information where indicated.

Language, Literacy and Numeracy (LLN)

CSaT aims at all times to provide a positive and rewarding learning experience for all its learners. The enrolment form requests provision of information regarding each learner's LL&N requirements or any other special learning needs. In the event of LL&N becoming an issue, the trainer/assessor or enrolment officer will discuss with the learner, their requirements.

Learners must ensure that they have discussed with a CSaT representative, any concerns they may have about their capacity to participate because of any Language, Literacy or Numeracy difficulties.

Where language, literacy and numeracy competency is essential for learners, CSaT will make every effort to ensure that each learner is adequately supported to enable them to complete their training. Some examples of the type of support that CSaT *may* offer include:

Literacy

- Providing learners only essential writing tasks,
- Provision of handouts in an audio format via either cassette tape or on CD,
- Consideration of the use of group exercises so that the responsibility for writing rests with more than one person,
- Provision of examples and models of completed tasks,
- Ensure that documents and forms are written and formatted in plain English,
- Use of clear headings, highlighted certain key words or phrases, and provided explanations of all technical terms used,
- Assessments can be conducted using the interview technique where required.

Language

- Present information in small chunks,
- Speak clearly, concisely, and not too quickly,
- Give clear instructions in a logical sequence,
- Give lots of practical examples,
- Encourage learners to ask questions,
- Ask questions to ensure learners understand.

Numeracy

- Ask learners to identify in words, what the exact problem is and how they might solve it,
- Show learners how to do the calculations through step by step instructions and through examples of completed calculations,
- Help learners to work out what maths/calculations/measurements are required to complete the task,
- Encourage the use of calculators (if applicable) and demonstrate how to use them

RPL

Recognition of Prior Learning is a term that covers Recognition of Prior Learning (RPL), Recognition of Current Competency (RCC) and Skills Recognition. The term “recognition processes” refers to assessment processes that enable recognition of competencies currently held, regardless of how, when or where the learning occurred.

Under the VET Quality Framework, competencies may be attained a number of ways including any combination of formal or informal training and education, work experience or general life experience. In order to grant recognition of prior learning/current competency, the assessor must be confident that the candidate is currently competent against the endorsed industry or enterprise competency standards of Training Packages or competency outcomes specified in Australian Qualification Framework (AQF) accredited courses.

The evidence may take a variety of forms and could include certification, references from past employers, testimonials from clients and work samples. The assessor must ensure that the evidence is authentic, valid, reliable, current and sufficient.

Knowledge and skills can be acquired in a variety of ways:

- Through a formal learning process, such as attending school or completing a short course,
 - Through work experience, such as being taught on the job how to do something
 - Life experience or personal experience, such as a hobby or experience at home.
- There are no limits on where or how the skills have been acquired

Please refer to page 24 of this handbook for further information on our current process for recognition of prior learning

Credit Transfer

Credit Transfer is available to all learners enrolling in CSaT courses on scope of registration.

Credit Transfer is assessing a previously completed course or national training package qualification with another Registered Training Provider and using it towards your current course of study.

To apply for credit transfer, you will need to provide a certified copy of a Statement of Attainment or qualification and Academic Transcript, confirming the units of competency that you have already completed

Please speak with your trainer/assessor if you wish to apply for Credit Transfer on/before enrolment.

Plagiarism and Cheating

Collusion, plagiarism or cheating in assignments or assessments will not be tolerated. Trainers will advise all learners of the many ways to avoid plagiarism. Learners who are proven to be involved in such activities may risk the cancellation of their enrolment.

Copyright

Care must be taken when copying the work of others. The owner of the material may take legal action against you if copyright has been infringed. You are allowed to do a certain amount of copying for research or study purposes. Generally, 10% or one chapter of a book is acceptable. When copying work, it will be necessary to acknowledge this in your assignment and include in text referencing and a bibliography/reference at the end. If unsure of this or you require further assistance, please discuss this with your trainer.

Misconduct

Failure of the learner to comply with the previously listed responsibilities will constitute misconduct. CSaT's CEO will deal with any *repeat* misconduct by learners.

Further occurrence of misconduct may result in the suspension or termination of the learner's enrolment.

Feedback about your assessment

Your trainer/assessor will provide you with relevant, constructive, and positive feedback on your completed assessment tasks.

Response time

Learners have access to training support with CSaT Trainers/Staff, 5 days per week between the hours of 8.00am and 4.00pm via telephone, email or where appropriate in person. Please note, trainers are engaged in the delivery of training during this time, they will respond to your query as soon as they are able to do so.

Legislation

CSaT will ensure its staff and learners are informed of any changes to legislative and regulatory requirements that affect the services delivered by:

- Inclusion of changes in email communications
- Regular update to website
- Advising staff and learners in relevant handbooks

CSaT undertakes to comply with all relevant legislative and regulatory requirements, especially those that may affect a learner's learning, such as:

- The National Vocational Education and Training Regulator Act 2011 and legislative instruments
- The Further Education and Training Act 2014 and regulation
- Work Health and Safety legislation and regulations
- Copyright legislation
- Workplace relations
- Anti-discrimination legislation and regulations
- Privacy legislation and regulations
- Disability and Equal Opportunity legislation
- Consumer protection requirements

Program and fee information

Queensland

User Choice

<https://desbt.qld.gov.au/training/training-careers/incentives/userchoice>

The User Choice 2017-20 program provides a public funding contribution towards the cost of training and assessment services for eligible Queensland apprentices and trainees.

The program aims to provide funding aligned to the skill needs of industry and respond to changing government priorities.

The program provides the flexibility for apprentices, trainees, and their employers to select a preferred registered training organisation (RTO) from a list of pre-qualified suppliers for the delivery of nationally recognised, accredited training to meet their specific needs. The program works in conjunction with the Commonwealth Australian Apprenticeships System, under which apprentices and trainees (also known in some jurisdictions as "Australian Apprentices") enter into legally binding training contracts with their employers and receive structured training to achieve a nationally recognised qualification

Period of Withdrawal

Employers are required to release the apprentice/trainee from work to participate in any structured training and assessment as negotiated in the training plan. CSaT will discuss the recommended release time per week the apprentice/trainee and employer during the development of the training plan. Providing this release from normal duties per week allows the apprentice/trainee to work through their training and assessment according to their training plan so that they can complete their apprenticeship/traineeship within the required timeframes.

Training Record Book (Apprentices/Trainees)

The training record book is to record evidence of progression of training. A training record book will be provided to the apprentice/trainee within 14 days of the training plan being finalised.

The apprentice or trainee **must**:

- hold the training record and produce it to their employer, training organisation or the department, when requested.
- take it with them if they change employers

Upon completion of each unit of competency, all parties will sign the training record:

- The employer's signature supports that the apprentice or trainee is competent in the workplace, industry, and company standards.
- The apprentice or trainee's signature supports that he/she agrees he/she can competently perform the workplace tasks.
- The training organisation's signature supports that successful completion of off-the-job training in the underpinning knowledge and skills.

Fees

Student Contribution (Tuition fees) are an Apprentices/Trainees contribution to the cost of training and assessment services provided by the RTO.

CSaT will inform apprentices/trainees and their employer about our fees and charges policy, including full costs, method of collection, refunds, and exemptions prior to enrolment.

The student contribution fee is calculated per unit. The amount per unit is set by the Government annually and is a fee that is multiplied by the unit's nominal hour. From 1st January 2019, until further notice, all Queensland Government funded trainees/apprentices (User Choice) will be charged \$1.60 for each nominal hour for any unit of competency. This fee also applies to assessment via recognition of prior learning. Some learners may be eligible for partial or full exemption (please see below)

Payment plans are available to individual apprentices/trainees. All payment plans will be negotiated on a case by case basis with CSaT Administration. The fees may be paid by the employer, but cannot be waived (unless full exemption applies)

Please note, units completed via Credit Transfer will not incur a fee.

Partial exemption to student contribution fees

CSaT will charge 40% of the Student Contribution Fee where the Participant falls into one or more of the following exemption categories:

- The Participant was or will be under 17 at the end of February in the year in which CSaT provides training, and the Participant is not at school and has not completed year 12;
- The Participant holds a health care card or pensioner card issued under Commonwealth law, or is the partner or a dependant of a person who holds a health care card or pensioner concession card, and is named on the card;
- The Participant issues CSaT with an official form under Commonwealth Law confirming that the Participant, his or her partner or the person of whom the Participant is a dependant, is entitled to concessions under a health care card or pensioner concession card; or
- The Participant is an Aboriginal or Torres Strait Islander person. Acceptable evidence is as stated on the Training Contract and Quest Enrolment Form.

Full exemption to student contribution fees

Full exemption from the Student Contribution Fee applies to following exemption categories:

- Where payment of the student contribution fee would cause extreme financial hardship, then the PQS may exempt the Participant from these fees.
- Where the Queensland Government advises in writing that the fees are optional
- Where credit transfer/national recognition has been applied to a unit of competency /module
- Where the Participant is a School-based Apprentice or Trainee (SATS)
- Is undertaking a qualification as part of the Skilling Queenslanders for Work's Work Skills Traineeship program
- Year 12 fee free (refer to fact sheet)
- From 1st July 2019, learners employed as an apprentice or trainee under 21 years of age, under a training contract in one of the 139 priority apprenticeship or traineeship qualifications.

If you would like to apply for Full exemption for your student contribution fees due to financial hardship, please contact CSaT Administration to discuss this and fill in the necessary paperwork.

Refund

Should you withdraw, you will be charged a percentage of student contribution fees for all units you attend training and did not completed an assessment. You will receive a full refund for any units you have not yet commenced or attended training for.

Refund Formula for Student contribution fees

- Attended training and achieve competency – 0% refund of student contribution fee
- Attended training did not submit or complete an assessment – 50% refund of student contribution fee paid
- Has not attended training or commenced unit – 100% refund of student contribution fee paid.

Further Information

Further information regarding Apprenticeships and Traineeships is available from the QLD Department of Employment, Small Business and Training via <http://apprenticeshipsinfo.qld.gov.au/apprentices/about.html>. This information includes, but is not limited to:

- Training contracts and commencement
- Who's who in the apprenticeship and traineeship system
- School based apprenticeships and traineeships
- Apprentice or trainee responsibilities
- Parent or guardian responsibilities
- Probationary periods
- Length of apprenticeships and traineeships
- Funded training assistance available for apprentices and trainees
- Employer responsibilities
- Disability assistance
- Discipline
- Changing the registered training contract
- Completing and apprenticeship or traineeship
- Cancellation of an apprenticeship or traineeship

You may also wish to contact the Department's information line on 1800 210 210 or your Australian Apprenticeship Support Network Provider on 133 873.

Certificate 3 Guarantee Program

<https://desbt.qld.gov.au/training/training-careers/incentives/certificate3>

The Certificate 3 Guarantee Program provides a government subsidy to support eligible individuals to complete their first post-school Certificate III level qualification. It also supports school students to access training and Queensland's Year 12 graduates to transition to employment by providing fee-free training in high priority qualifications. Eligible learners are only able to access ONE full qualification under the Certificate 3 Guarantee Program and will no longer be eligible for a subsidised training place under the Certificate 3 Guarantee Program.

Fees

Given the benefits that accrue to individuals from training, Learners undertaking Certificate III level training will be required to contribute to the cost of their training through a co-contribution fee which is charged per unit of competency. Payments are invoiced per unit of competency in advance and must be paid prior to commencing training or prior to the unit of competency being completed.

Once you have commenced training should you wish to withdraw there is no refund. Payment of fees without commencing the unit will result in a refund. Please refer to our Refund Policy for further information.

The co-contribution fee may be paid by the learner or on their behalf by an employer or another third party. The co-contribution fee can be found within Course Information Booklets.

Concessional fees

The following students are entitled to concessions:

- learners (or their partner or guardian) who hold a Health Care or Pensioner Concession Card;
- Aboriginal and Torres Strait Islander learners;
- school students enrolled in a VETiS program;
- learners with a disability; or
- learners who are adult prisoners.

Vocational Education and Training in Schools (VETiS)

<https://desbt.qld.gov.au/training/training-careers/incentives/vetis>

Some students undertake nationally recognised vocational education and training (VET) qualifications while they are still at school. VET is learning which is directly related to work. Nationally recognised qualifications are developed by industry to give people the knowledge and skills they need to work in a particular job.

VETiS qualifications are funded by the Queensland Government's VET investment budget. Students undertaking VETiS, funded by the VET Investment budget, can complete one employment stream qualification at the certificate I or II level.

CSaT Policies

The following pages contain vital information for you to review. Please do not hesitate to contact us should you have any questions or concerns.

Complaints and Appeals Policy

V5 08.07.19

This purpose of this policy is to ensure that concerns and complaints against CSaT, its trainers, assessors, other staff, third parties providing services on its behalf and learners shall be handled impartially, justly and with confidentiality. CSaT ensures the principles of natural justice and procedural fairness will be adopted at every stage of the complaint process. The complaints process consists of a number of stages.

Any person/s wishing to make a complaint, appeal, or any other matter against CSaT concerning its conduct as an RTO, shall have access to the complaints procedure. All formal complaints will be heard by CSaT within 60 calendar days of the receipt of the written complaint. If, for whatever reason, more than 60 days is required to process and finalise the complaint, CSaT will inform the complainant in writing giving reasons why additional time is required. CSaT will regularly update the complainant on the progress of the complaint. CSaT's Managing Director will deal with the complaint or convene an independent panel to hear the complaint if the process fails to resolve the complaint, or the complainant requests a review. The complaints committee shall not have had any previous involvement with the complaint. A register of Complaints which documents all formal complaints and their resolution will be securely maintained by CSaT. CSaT will identify any potential causes of complaints and appeals and take corrective action to eliminate such complaints in the future. Any substantiated complaints will be reviewed as part of the continuous improvement procedure.

Should a learner seek to make a complaint the following procedure will be followed:

Step 1

The complainant can make an informal verbal approach to the trainer/course presenter or an administration representative where the issue will be discussed. If the complaint cannot be resolved proceed to Step 2.

Step 2

A written formal complaint will need to be lodged. All formal complaints must be addressed to the CEO of CSaT who will provide written acknowledgement of the receipt of the complaint. A form has been created for this called the *Complaints and Appeals Form*. Please ask at administration for this. All formal complaints will be heard by CSaT's CEO within 60 calendar days of the receipt of the written complaint.

Step 3

Where CSaT considers more than 60 calendar days are required to process and finalise the complaint they will:

- a) inform the complainant in writing, including reasons why more than 60 calendar days are required; and
- b) regularly update the complainant on the progress of the matter

Step 4

If the process fails to resolve the complaint, and if requested by the complainant, CSaT will convene an independent panel (*two members and a chair*) to conduct a review of the complaint. All documentation will be provided to the complaint committee who may choose to hear from the parties /witnesses orally.

Step 5

After reviewing and evaluating all the evidence the independent body will make a decision on the complaint/appeal and advise the complainant/s of the outcome in writing and the reasons for their decision.

Step 6

CSaT will record all complaints and appeals and their outcomes and securely maintain all records of the process. CSaT will identify any potential causes of complaints and take appropriate corrective action to eliminate them as part of their continuous improvement processes

Continuous improvement

V4 08.07.19

The purpose of this policy is to affirm the commitment of CSaT to the ongoing process of quality improvement through systematic continuous improvement of its operations, management systems and training and assessments strategies. This policy aims to encourage and support a philosophy of ongoing improvement by using the principles of 'Plan, Do, Check, Adapt' and the belief that changes in working practices may be necessary to better serve the needs of clients. It is the premise of this policy that all jobs, work processes and systems are capable of endless improvement.

CSaT is committed to operating efficiently and effectively by providing quality services with a focus on ongoing improvement across all of its operations. As a Registered Training Organisation CSaT is obliged to comply with the **VET Quality Framework** to ensure it delivers quality training and assessment for individual learners, industry and the vocational education and training (VET) sector. In order to best meet the training needs and satisfaction of our clients we regularly monitor the quality of our systems, policies and procedures, training and assessment and professional development of staff by collecting, analysing, and acting upon relevant data. The gathering of data may occur through various methods such as consultation with staff, clients, learners and trainers and assessors, on a regular basis, including the compilation of CSaT's Quality Indicators.

CSaT will systematically collect data by:

- The collection and compilation of data for the Quality Indicators
- Obtaining written feedback from learners
- Obtaining feedback from trainers and assessors (including day to day interaction and staff meetings)
- Obtaining feedback from parents, if appropriate
- Obtaining feedback from employers, if appropriate
- Validation of assessments and assessment processes
- Analysis of the root cause of complaints should they occur
- Conducting annual Internal Audits.

Data will be analysed for relevance to possible improvements to:

- Client services and information
- All aspects of training
- Assessment
- Selection of competencies in qualifications
- Appropriateness of training methods
- Staff professional development
- RTO systems

Improvements will be made to relevant areas of CSaT's operations on the basis of the data collected. Records will be kept of changes made.

Recognition of Prior Learning (RPL)

V5 08.07.19

RPL is an assessment process that determines the extent to which an individual has achieved the required learning outcomes, competency, outcomes, or standards for entry to, and/or partial or total completion of a qualification. CSaT ensures that an individual's prior learning is recognised, irrespective of how or where the learning has taken place. This includes competencies gained through formal study or informally through work experience, employment and other 'life' experiences. Mention of RPL is in all course information and the learner agreement which is received prior to enrolment. CSaT trainers will also make clients aware of the RPL policy. This will occur during learner induction/orientation and at various intervals throughout the duration of the course. The RPL process is outlined in the Learner Handbook.

The cost of RPL is based on the needs of the learner and the number of units of competency for which they are seeking recognition. As such the cost will vary from application to application. CSaT will calculate the total cost payable for an RPL application and advise the learner before proceeding with the RPL assessment process.

CSaT creates an environment where client's prior learning and current skills are recognised. All learners shall have access to and will be offered Recognition of Prior Learning (RPL).

CSaT will only offer RPL for unit/s of competency within current qualifications on scope of registration.

CSaT staff will provide opportunities for learners to engage in the RPL process and when requested will:

- provide the learner with copies of an RPL Application Form
- provide the learner with information about the types of evidence that can be used to support an RPL application. RPL assessment evidence may include, but is not limited to:
 - Resume (outlining specific job positions and how they relate to specific skills requirements)
 - Work samples
 - References
 - Completed performance reviews
 - Performance observation, demonstration, or skills test
 - Portfolio, logbook, task book, job description, projects, or assignments
 - Competency conversation/interview with Assessor

Suggested evidence requirements for each specific unit of competency will be listed within the RPL documents.

Once the evidence has been provided CSaT will:

- make a prompt decision and notify learners of the outcome of the RPL process
- update the learner's records if RPL is granted
- review the RPL processes and make recommendations for change, if required and implement rectifications.

User Choice – QLD Government funded learners

** Proof of competence must include:

- Documented "*Competency Conversation*" with the student against unit requirements which is signed by the student and the RTO assessor. (Actual questions and responses must be recorded and retained.) **Please note:** *Questions asked by the assessor as well as expected responses should be selected from a benchmark document developed by the PQS to ensure consistency and reliability of the assessment process when used across multiple candidates.*
- Documented "*Competency Conversation*" with at least one recent employer validating students demonstrated the requisite workplace performance against unit requirements,

verified further by signatures from the employer and the RTO assessor. (Actual questions and responses must be recorded and retained.) **Please note:** Questions asked by the assessor as well as expected responses should be selected from a benchmark document developed by the PQS to ensure consistency and reliability of the assessment process when used across multiple candidates.

Documented student self-appraisal (signed by the student) demonstrating formal and informal knowledge and skills against tasks relevant to the units making up the qualification

- Record of previous experience relevant to the intended qualification. Evidence will include but is not limited to a resume or consecutive list of recent employment, which includes dates during which employment occurred; a short description of work undertaken and contact details of employer or supervisor.
- Where applicable and in accordance with the unit of competency requirements, a challenge test/s (including practical and knowledge tests) addressing the elements and performance criteria of the unit and the skills required as a minimum in the relevant industry.
- Where applicable and in accordance with the unit of competency requirements, further evidence to support the decision to grant RPL to the candidate.

Evidence which substantiates that the RPL process has been based on the assessment of previously unrecognised skills and knowledge an individual has achieved outside the formal education and training system and which pre-dates the commencement of the apprenticeship/ traineeship, including:

- email or other documented evidence the supplier has contacted the previous employer / supervisor to confirm claims made by the apprentice / trainee and which provides a record of the main points of the conversation
- work samples demonstrating apprentice / trainee performance within the workplace prior to the commencement of the apprenticeship / traineeship

VET Investment – QLD Government funded learners

RPL

Proof of competence must include:

- Documented “*Competency Conversation*” with the student which is signed by the student and the RTO assessor. Actual questions and responses must be documented and retained.

Please note: Questions asked by the assessor as well as the expected responses should be selected from a benchmark document developed by the supplier to ensure consistency and reliability of the assessment process when used across multiple candidates.

- Documented “*Competency Conversation*” with at least one recent employer validating the student has demonstrated workplace performance against unit requirements, which is further verified by signatures from the employer and the RTO assessor. Actual questions and responses must be documented and retained.

Documented student self-appraisal (signed by the student) of formal and informal knowledge and skills against tasks relevant to the units making up the qualification

- Record of experience relevant to the intended qualification. Evidence will include, but is not limited to, a resume or consecutive list of recent employment, which includes dates during which employment occurred, a short description of work undertaken and contact details of employer or supervisor
- Where applicable and in accordance with the unit of competency requirements, challenge test/s (including practical and knowledge tests) addressing the elements and performance criteria of the unit, and the skills required as a minimum in the relevant industry
- Where applicable and in accordance with the unit of competency requirements, further evidence to support the decision to grant RPL to the student

Credit transfer

V3 08.07.19

Credit Transfer is recognising a previously completed course or national training package qualification with another Registered Training Provider.

CSaT is committed to applying credit transfer to qualifications or statements of attainment issued by other Registered Training Organisations.

Credit Transfer is available to all learners enrolling in CSaT courses on scope of registration. Where a learner has completed a program of study from another registered training organisation that covers the same (or superseded but equivalent to) unit(s) of competency, the learner may apply to CSaT to have these unit(s) of competency recognised towards the same (or equivalent) unit(s) of competency covered in a qualification offered by CSaT.

Wherever possible, credit transfer will be applied as soon as possible on/after enrolment.

Results and evidence of credit transfer shall be maintained on the learners file and recorded in the Student Management System as part of data reporting processes and qualification issuance.

There is no cost to the learner for a credit transfer result.

Credit transfer information is provided to the student via the learner handbook, promotional material or a trainer and assessor at induction.

Access and Equity

V5 05.07.19

CSaT is firmly committed to achieving best practice in the provision of vocational education and training and acknowledges that this is dependent on non-discriminatory access to services and comparable educational outcomes by all groups in society. CSaT is inclusive of all learners regardless of race, impairment, or any other factor and strives to ensure that its decision-making process reflects a commitment to learner access and equity.

Learner recruitment and enrolment processes shall be free from discrimination and are based on the qualification/course entry requirements. These processes shall be conducted in an ethical and responsible manner.

All learners/clients have equitable access to training resources, facilities, equipment, support services, information, training and assessment personnel, materials, assessment opportunities, and training opportunities.

CSaT will implement reasonable adjustments as necessary to ensure delivery and assessment of all programs meet individual learner needs.

All learners shall have access to, and the achievement of, suitable outcomes in training programs and courses offered by CSaT. This document clearly sets out the Access and Equity position of the Organisation and ensures that these principles are incorporated into future planning processes regarding facilities, services, and policies. Learners are made aware of this policy prior to course enrolment which is made available to them within the learner handbook.

Privacy

V5 08.07.19

CSaT is a Registered Training Organisation with responsibility for delivering vocational education and training. CSaT collects and stores personal information on our learners and industry clients. CSaT complies with the Privacy Act 1988 (Commonwealth). This policy describes how CSaT collects, manages, uses, discloses, protects and disposes of personal information in accordance with the Australian Privacy Principles (APP's). This policy extends to all training partners engaged with CSaT in a partnership agreement.

CSaT understands the importance of maintaining the confidentiality of information provided to us and is firmly committed to protecting the privacy of our clients. We support the National Principals for the Fair Handling of Personal Information embodied in the Privacy Amendment (Private Sector) Act 2000 and the Australian Privacy Principles (APPS) as set out in Schedule 1 of the Commonwealth of Australia Privacy Act 1988. Through this policy CSaT seeks to ensure that personal information is handled solely for the purposes for which it was acquired and in ways that are ethical, legal, and secure.

If an individual considers the personal information that CSaT holds about them to be incorrect, incomplete, out of date or misleading, they can request that the information be amended by contacting us.

CSaT will hold personal information only for the period we are legally required to retain the information.

Collection

Under the *Data Provision Requirements 2012*, **CSaT is** required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER). CSaT only collects personal information to properly and efficiently carry out its functions or activities under the National Vocational Education and Training Regulator Act 2011 (NVR Act), or the Freedom of Information Act 1982 (FOI Act), and only when it is reasonably necessary for or directly related to CSaT functions.

CSaT will only collect personal information by fair and lawful means that is necessary for the functions of CSaT.

CSaT generally collects personal information about an individual directly from the individual or their authorised representative. The following types of personal information are generally collected, depending on the need for service delivery:

- Contact details;
- Date of birth
- Unique Student Identifier (USI)
- Employment details;
- Educational background;
- Demographic Information;
- Course progress and achievement information; and
- Financial billing information.

The following types of sensitive information may also be collected and held:

- Identity details;
- Complaint or issue information;
- Disability status & other individual needs;
- Indigenous status; and
- Background checks (such as National Criminal Checks).

The CSaT enrolment form will gather such information to be used or disclosed by CSaT for statistical, regulatory and research purposes. Learners are required to provide consent to such disclosure by signing the declaration contained within the enrolment form.

When collecting personal information, CSaT shall take reasonable steps to inform the person about:

- Our identity and contact details
- The purpose of collection
- The consequences if personal information is not collected
- Their rights to access Personal Information held by this organization

Use and disclosure

CSaT uses personal information only for the purposes for which it was provided and for directly related purposes (unless otherwise required by or authorised under law). Generally, the type and purpose for which CSaT collects personal information will include, but are not limited to:

- Learner enrolment information
- AVETMISS statistical information records (where appropriate)
- Learner information collected to track progress through each course, subject and class (where applicable)
- Trainer and assessor records about the learner's progress
- Communications with learners that may impact on the outcome of assessments or the learner participation in training or assessment
- Qualifications issued, certificate or statements of attainment.
- Fees and charges applied, refunds given and other financial dealings with learners
- Collected stakeholder feedback, opportunity for improvement, systems inputs, and other feedback on the operation of the organisation

CSaT will not disclose an individuals' personal information to another person or organisation, unless:

- the individual concerned is reasonably likely to have been aware, or made aware, that information of that kind is usually passed to that person or organisation;
- the individual concerned has given written consent;
- CSaT believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the individual concerned or of another person;
- the disclosure is required or authorised by or under law;
- the disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue

CSaT also delivers services through a range of Commonwealth and State Government funding contract agreement arrangements, which also include various information collection and disclosure requirements. Due to these legal requirements, CSaT discloses information held on individuals for valid purposes to a range of entities including:

- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- Employer – if you are enrolled in training paid by your employer;
- Commonwealth and State or Territory government departments and authorised agencies;
- NCVET;
- Organisations conducting student surveys; and
- Researchers.

Furthermore, personal information disclosed to NCVET may be used or disclosed for the following purposes:

- populating authenticated VET transcripts;
- facilitating statistics and research relating to education, including surveys and data linkage;
- pre-populating RTO student enrolment forms;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation

Data Quality

CSaT shall take all reasonable steps to ensure that personal information it collects is accurate, complete and up-to-date at the time of collection and use. These steps including maintaining and updating personal information when advised by individuals that their personal information has changed, and at other times when necessary.

Data Security

CSaT shall take reasonable steps to ensure personal information is safe from misuse, loss, and unauthorized access, alteration or disclosure. Information shall be destroyed or identifiers removed when it is no longer needed for either the primary or approved secondary purpose or the required retention period set by Commonwealth and State legislation.

CSaT shall take reasonable steps to ensure the security of physical files, computers, networks and communications are maintained at all times. Only authorised personnel are provided with login information to each computer, with Student Management System and financial system access limited to only those relevant to their specific role. The CSaT SMS is hosted externally with robust security. Virus protection, backup procedures are in place.

Openness

CSaT shall make available, on request, our Privacy Statement and Policy. We shall also, on request and within reason, inform an individual:

- What type of Personal Information we collect and hold
- For what purpose
- How it is collected
- How it is used and disclosed

Privacy Impact Assessment

CSaT will conduct a Privacy Impact Assessment (PIA) for all high privacy risk projects. A high privacy risk project is a project that involves or proposes new or changed ways of handling personal information that are likely to have significant impact on the privacy of individuals.

A PIA identifies the potential impact that project might have on privacy and sets out recommendations for managing, minimising or eliminating the impact.

Access and Correction

Under the Privacy Act, individual may request access to, or correction of personal information that CSaT holds about them.

If requested, CSaT shall give individuals access to and correction of their personal information held by CSaT. When requesting access to personal information, individuals shall:

- Formally in writing, request to access their personal information
- Provide two (2) acceptable forms to prove their identity
- Advise what format they require the information
- Provide data storage, if necessary
- Pay any reasonable associated fees
- Allow 15 working days for processing (i.e. 3 weeks)

CSaT may choose to charge for access to and copy of personal information. Should fees apply, they shall not be excessive, nor shall they apply to lodging a request.

A number of third parties, other than the individual, may request access to an individual's personal information. Such third parties may include employers, parents, Australian Apprenticeships Centres, Governments (Commonwealth, State or Local) and various other stakeholders.

In all cases where access is requested, CSaT will ensure that:

- Parties requesting access to personal information are robustly identified and vetted;
- Where legally possible, the individual to whom the information relates will be contacted to confirm consent (if consent not previously provided for the matter); and
- Only appropriately authorised parties, for valid purposes, will be provided access to the information.

Requests for access to or correction of personal information should be directed to CSaT's Privacy Contact Officer, using the contact details set out below.

Disclosing personal information to other countries

CSaT shall not transfer personal information to a foreign company or organisation unless required to do so under relevant legislation and government directive and with the notification being provided to the individual concerned.

Complaints

If an individual wishes to lodge a complaint about how CSaT handles personal information, or if they feel CSaT has breached the APPs, they can do so by completing a Complaint form available from CSaT administration staff or CSaT website.

If an individual is dissatisfied with CSaT's response, they may submit their complaint to the OAIC for further investigation.

Office of the Australian Information Commissioner
GPO Box 5218
SYDNEY NSW 2001

1300 363 992
enquiries@oaic.gov.au

Privacy Contact Officer

If you have any questions about how CSaT collects, holds, uses or disclosed your personal information or about requested for access to or correction of your personal information or lodging a privacy complaint, please contact CSaT's Privacy Contact Officer via:

Privacy Contact Officer
CSaT
PO Box 8087
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Refunds

V3 09.07.19

The purpose of this policy is to specify the circumstances under which learners may claim a refund and the associated procedures for handling refunds. CSaT has a fair and reasonable refund policy free from bias, dishonesty and injustice and will apply this policy fairly and consistently across all of its students enrolled in training programs or courses.

Conditions under which fees or proportion of fees may be refunded

Fee for service students

In the event that CSaT cancels any course/training program, participants will be entitled to a full refund, or a transfer of funds to another future course.

Once participation in a course/unit has commenced no refund is available to learners who leave before finalising the course/unit/ qualification, unless they can provide a medical certificate or show extreme personal hardship, approved by the CEO of CSaT.

In that case, fees may be refunded on a pro-rata basis, minus an administration fee of \$100.00. However, should participants wish to finalise incomplete modules in a future course, the original fee payment can be used as credit towards that course within 6 months of initial payment.

No refund will be made for materials and resources that are considered to be supplied to and/or used by the student.

The maximum time within which a refund can be claimed will be at the sole discretion of CSaT.

If a client chooses to withdraw or cancel their enrolment from a course prior to commencement then written notification must be received by CSaT clearly outlining the reasons for cancellation.

Refunds are given to cancellations made 7 or more working days prior to commencement of training minus an administration fee of \$100.00.

If notified 7 days or less prior to the commencement of the course no refund will be given, unless the client can provide a medical certificate or show extreme personal hardship, approved by the CEO of CSaT. If a refund is approved, an administration fee of \$100.00 will apply.

Conditions under which tuition may be terminated:

If regular payments are not up to date, CSaT has the right to cancel studies unless an application for extension is made in writing and approved by the CEO.

Not maintaining contact with trainer/assessor without prior written arrangement for more than 6 weeks will be deemed as a withdrawal from the course and no refund will be provided. If a re- enrolment is requested a re-enrolment fee will apply.

Queensland Government Funded Students

User Choice

Should a learner withdraw from a traineeship/apprenticeship a percentage of student contribution fees will be charged for all units where training was commenced but the assessment not completed. A full refund is applicable for any units not yet commenced or attended training for.

Refund Formula for Student contribution fees:

- Attended training and achieve competency – 0% refund of student contribution fee
- Commenced training did not submit or complete an assessment – 50% refund of student contribution fee paid
- Has not attended commenced unit – 100% refund of student contribution fee paid.

Certificate 3 Guarantee

Should a learner wish to withdraw from the program, after training has commenced, there is no refund. Where payment has been made, but training has not yet commenced, a refund will be applicable. Where applicable, a student may wish to defer for a short period of time, with the fees being transferred to the new program.

Procedures for applying for refunds

All fee-for-service learner requests for refund must be submitted in writing. Where possible, clients are to complete a 'Request for a Refund Form'. This form is available from the office of CSaT. A request for refund may only be submitted by the client who originally paid the course fees. Appropriate supporting documents should be attached to the request, for example, doctor's certificate, police report etc. Requests for refund will normally be considered and processed within a period of 10 working days from receipt of the written request. All refunds will be issued by direct deposit made payable to the same body or person from whom the payment was received.

Applicable Queensland Government funded learners who cancel or withdraw from their program will be identified to receive the appropriate refund.

In the event that a client is unhappy with the outcome of their application for a refund they may lodge a complaint under the CSaT Complaints Policy and Procedures.

Fees in advance

V5 08.07.19

The purpose of this policy is to specify how learners will be informed about fees, the circumstances under which fees in advance will be collected and the associated procedures for handling such Fees.

Prior to enrolment learners will receive notification of:

- a) The total amount of all fees including course fees, administration fees, materials fees, and any other charges.
- b) Payment terms, including the timing and amount of fees to be paid and any non-refundable deposit and administration fees.
- c) Fees and charges for additional services.
- d) Refund Policy.

Completion of an enrolment form by the learner constitutes an agreement to the fees, terms, and conditions of payment.

Fee-for-Service learners

An initial deposit of up to, but not exceeding \$1,000, will be required on enrolment and before the course commences as specified in the course information package. After the commencement of the course additional fees, for tuition or other services yet to be delivered, to a maximum amount of \$1,500, are payable in advance instalments. The balance of the fees will be due prior to commencement of the final assessment and prior to the issuance of a testamur.

It is the learner's responsibility to complete adequate payments in accordance with their payment schedule and training/workbooks will not be made available if payments are not up to date. Payment plans of a minimum \$50.00 per week are available.

If regular payments are not up to date, CSaT has the right to suspend or cancel studies unless an application for extension is made in writing.

Should the learner fail to provide evidence for final assessment after the maximum time that can be taken by the learner prior to submitting evidence for final assessment specified in the course information package, the course will be deemed to be complete and the learner marked as Not Yet Competent. Extensions of time may be negotiated with the CEO of CSaT.

Should the learner withdraw from the course for any reason please refer to CSaT's Refund Policy.

- Invoice for initial fees must be created and issued on successful enrolment of learner
 - Manager or Administration Officer is responsible for issuing relevant invoices using MYOB
 - Invoices will be issued on enrolment or notification by training partners
 - Copies of all invoices and relevant payments are maintained in MYOB
- CSaT will issue multiple invoices over the term of the qualification
- Invoice must clearly outline:
 - the learner name
 - date
 - qualification or specific units of competency
 - per unit cost
 - GST is excluded
 - Total amount of fees

Queensland Government Funded Programs

VET Investment - Certificate 3 Guarantee

Learners enrolling in eligible programs under the Queensland Government Certificate 3 Guarantee program will be required to make payment of a minimum of 1 unit in advance with advance payments never exceeding \$1000.00 at any one time. Failure of the learner to make these payments in advance may result in the suspension of their training until suitable payment is made.

- CSaT will charge and collect the fee at the unit of competency level, so that fees for units of competency add up to the total co-contribution fee.
 - Manager or Administration Officer is responsible for issuing relevant invoices using MYOB
 - Copies of all invoices and relevant payments are maintained in MYOB
- Invoice for first unit/s (co-contribution fee) must be created and issued on successful enrolment of learner
- Invoice must clearly outline the learner name, unit being charged, concessional/non-concessional rate of learner and fee amount
 - Concessional student status applies when:
 - (a) the student holds a Health Care or Pensioner Concession Card issued under Commonwealth law, or is the partner or a dependant of a person who holds a Health Care or Pensioner Concession Card and is named on the card;
 - (b) the student provides CSaT with an official form under Commonwealth law confirming that the student, their partner or the person of whom the student is a dependant is entitled to concessions under a Health Care or Pensioner Concession Card;
 - (c) the student identifies as an Aboriginal or Torres Strait Islander;
 - (d) the student is a school student and is enrolled in a VETiS program (may include young people in detention);
 - (e) the student has a disability; or
 - (f) the student is an adult prisoner.
- Co-contribution fees are not to be charged for Credit Transfer, transitional gap training, or for learner cohorts exempt from paying fees (i.e. VETiS, Year 12 Fee Free etc)
- Payment of individual units must be received prior to the learner finalising their relevant unit of competency (and submission of claims to the Queensland Government for payment)
- CSaT will retain evidence of co-contribution fees charged and collected (in MYOB)
- CSaT will report to the department, via RTO Cloud data submission for each learner, the fees collected per unit of competency — with fees reported in whole dollar values for each unit

User Choice

Learners enrolling in eligible programs under the Queensland Government User Choice program will be required to make payment of a number of units in advance with advance payments never exceeding \$1000.00 at any one time. Failure of the learner to make payment of these fees may result in services being ceased until suitable payment is made.

- Invoice for initial student contribution fees must be created and issued on successful enrolment of learner
 - Manager or Administration Officer is responsible for issuing relevant invoices using MYOB
 - Invoices will be issued on enrolment or notification by training partners
 - Copies of all invoices and relevant payments are maintained in MYOB
- CSaT will issue multiple student contribution invoices over the term of the qualification
- Invoice must clearly outline:
 - the apprentice/trainee name
 - date
 - qualification or specific units of competency
 - rate of student contribution fee (\$1.60 as at 1.7.19).
 - GST is excluded
 - Total amount of student contribution fees
- CSaT will apply appropriate exemption rates to student contribution fees (where applicable)
 - CSaT will not charge **40** per cent of the student contribution fee where the participant falls into one or more of the following exemption categories:
 - (a) The participant was or will be under 17 years of age at the end of February in the year in which the PQS provides training, and the participant is not at school and has not completed year 12.

- (b) The participant holds a Health Care Card or Pensioner Concession Card issued under Commonwealth law, or is the partner or a dependant of a person who holds a Health Care Card or Pensioner Concession Card, and is named on the card.
 - (c) The participant issues CSaT with an official form under Commonwealth law confirming that the participant, his or her partner or the person of whom the participant is a dependant, is entitled to concessions under a Health Care Card or Pensioner Concession Card.
 - (d) The participant is an Aboriginal or Torres Strait Islander person. Acceptable evidence is as stated on the Training Contract and AVETMISS VET Enrolment Form.
- CSaT may apply **full** exemption from the student contribution fee where the participant falls into one or more of the following exemption categories:
 - (a) Where payment of the student contribution fee would cause extreme financial hardship, then CSaT may waive these fees.
 - i. The fee waiver process should be in place at the time of the participant's enrolment.
 - ii. For 2.6.3(a) of this *Fees and Charges* section, the PQS must have a reasonable internal process to manage an appeal about the outcome of an application under financial hardship.
 - (b) Where the Queensland Government, as represented by the departmental officer responsible for the User Choice budget, advises in writing that fees are optional. On receipt of such advice, CSaT may choose not to collect the student contribution fee. In this circumstance, any decision by CSaT not to collect fees does not create a liability for the department. CSaT may not apply for reimbursement by the department of fee revenue foregone.
 - CSaT **must** apply full exemption from the student contribution fee where the participant falls into one or more of the following exemption categories:
 - (a) where credit transfer/national recognition has been applied to a unit of competency/module
 - (b) the participant is a school-based apprentice or trainee
 - (c) the participant is undertaking a qualification as part of the Skilling Queenslanders for Work – Work Skills Traineeship program.
 - CSaT **must not** charge a student contribution fee to a Year 12 graduate who:
 - (a) commences an apprenticeship/traineeship within 12 months of completing Year 12 (that is, by the end of the calendar year following completion of Year 12), and
 - (b) meets the participant eligibility in 2.2.2, and;
 - (c) enrolls in a high priority qualification identified by the department

Other fees

The following fees will apply should a **reprint** of award, results, academic history be required:

- Student Academic History \$10.00
- Student Records \$10.00
- Duplicate Receipts (Enrolment Confirmation) \$10.00
- Replacement Awards \$15.00

A request for reprint form must be completed and payment received before any reprint documents are processed.

Issuing qualifications policy

V4 20/05/19

The purpose of this policy is to ensure that CSaT is compliant with the AQF Qualifications Issuance Policy and the AQF Qualifications Register Policy in the Australian Qualification Framework and the National Skills Standards Council's (NSSC) Application of the AQF Qualifications Issuance Policy within the VET Sector and the VET Quality Framework when issuing qualifications.

CSaT has authority to issue VET qualification within their scope of registration.

CSaT will ensure that its credentials (Qualifications and Statements of Attainment) will abide by the required guidelines as set out in the AQF Qualifications Implementation Handbook (latest addition).

CSaT:

- will issue Qualifications/Statements of Attainment within 30 days of completion or cancellation of the learner's program of study
- will only issue Qualifications/Statements of Attainment to those learners who have a verified USI
- maintains registers of all Qualifications and Statements of Attainments issued to graduates;
- will store an electronic copy of issued qualification or statement of attainment on the CSaT server/RTO Cloud
- will use AVETMISS compliant software with Administration responsible for ensuring this data and other information is recorded correctly. The student management system stores learner records including enrolment data, AVETMISS details, unit/s of competency completed
- will retain records of Qualifications and Statements of Attainment issued for a period of 30 years; and
- will provide returns of its client records of Qualifications and Statements of Attainment to its registering body on a regular basis, as determined by the registering body in compliance with the VET Quality Framework.

CSaT has not, to date, delivered or assessed any training/courses in a language other than English

Workplace Health and Safety

V3 05.07.19

CSaT acknowledges its obligation under the Work Health and Safety Act (2011) to provide a healthy and safe work environment for its employees, contractors, clients and visitors. CSaT will make every reasonable effort to ensure that each person who performs an activity for the purposes of the business is not exposed to risks to their health and safety arising out of the conduct of the business. CSaT will endeavour to prevent accidents and protect people from injuries in its workplace.

Workplace Hazards

CSaT will undertake to comply with regulatory requirements regarding workplace hazards and duty of care. It is the responsibility of each staff member to report to any workplace hazards that are discovered or observed. The elimination of hazards in the workplace is a three-stage process:

1. Identify the hazard
2. Evaluate the hazard
3. Implement the appropriate controls

Workplace Accidents and Incidents

Workplace incidents and accidents should be notified immediately to CSaT Management and a Staff Incident/Accident Report form completed. In the event that an accident or incident occurs, management staff are required to ensure that appropriate assistance is provided and an investigation is carried out after the emergency has passed in an effort to rectify potential future risks.

First Aid

First aid is provided for initial emergency treatment of injuries or illnesses at work. Each CSaT location has first aid kits and where possible qualified first aid officers in charge of them.

Emergency Evacuation

CSaT staff are responsible for the safe evacuation of attending learners in the event of an emergency. Attendance sheets are to be taken to the emergency assembly point so that learners can be accounted for. All staff, visitors, contractors and learners in attendance at the time of any emergency evacuation must follow and abide by the evacuation plan as displayed in various locations throughout the CSaT building. CSaT staff providing training services at an outside venue, must abide by the emergency evacuation plan/instructions as provided at the venue.

The CSaT CEO has the responsibility of promoting and maintaining WH&S in the workplace. In meeting this responsibility, CSaT makes available appropriate resources to promote, monitor and develop its WH&S system, policy and procedures.

Each employee and contractor is directly responsible for the day to day management of their own work, health & safety. Due care must be exercised at all times to ensure others health and safety in the workplace is also protected by:

- Adhering to safe work practices, instructions and rules.
- Immediately reporting any unsafe work condition or equipment to management.
- Performing all work duties in a manner which ensures health and safety in the workplace.

Glossary/Definitions

ASQA - Australia Quality Skills Authority

ASQA's functions include:

- registering training providers as 'registered training organisations' (RTOs)
- accrediting vocational education and training (VET) courses
- ensuring that organisations comply with the conditions and standards for registration, including by carrying out compliance audits

Australian Apprenticeship Support Network

Australian Apprenticeship Support Network providers will provide advice and support services to the needs of employers and apprentices throughout the apprenticeship lifecycle from pre-commencement to completion

AVETMISS – Australian Vocational Education and Training Management Information Statistical Standard

The agreed national data standard for the collection, analysis and reporting of vocational education and training information in Australia. The Standard consists of three parts, the AVETMIS Standard for VET Providers, the AVETMIS Standard for Australian Apprenticeships and the AVETMIS Standard for Financial Data.

Bullying

Unwelcome and offensive behaviour that intimidates, humiliates and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insults, spreading false or malicious rumours about someone, isolating or ignoring a person, putting people under unnecessary pressure with overwork or impossible deadlines, and sabotaging someone's work or their ability to do their job by not providing them with vital information and resources.

Classrooms

Rooms either owned or hired by CSaT of X Pty Ltd for training purposes

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.

Confidentiality

Information kept in trust and divulged only to those who need to know.

Credit Transfer

The granting of status or credit by an institution or training organisation to Learners for modules (subjects) or units of competency completed at the same or another institution or training organisation.

Discrimination - treating someone unfairly or unequally simply because they belong to a group or category of people. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender history, impairment, age or sexual orientation. Victimisation is also treated as another ground of discrimination.

Employability Skills

The skills which enable people to gain, keep and progress within employment, including skills in the clusters of work readiness and work habits, interpersonal skills and learning, thinking and adaptability skills.

Fee for Service training

Training for which most or all of the cost is borne by the Learner or a person or organisation on behalf of the Learner

Foundation Skills

Foundation Skills are the underpinning communication skills required for participation in the workplace, the community and in adult education and training.

Harassment

Any unwelcome and uninvited comment or action that results in a person being intimidated, offended, humiliated or embarrassed. Equal opportunity laws prohibit harassment on the grounds of sex and race.

NRT – Nationally Recognised Training

An accredited program of study that leads to vocational qualifications and credentials that are recognised across Australia. Only registered training organisations that meet government quality standards such as TAFE, private providers and vocational divisions of universities can provide nationally recognised training. It includes accredited courses and endorsed training package qualifications.

Personnel

All employees either full-time, part-time or contract of CSaT of X Pty Ltd

Prerequisite

In vocational education and training, a requirement for admission to a particular course or module (unit of competency), e.g. satisfactory completion of a specific subject or course, at least five years in the workforce etc.

Racial Harassment

Any occurrence of a person being threatened, abused, insulted or taunted in relation to their race, descent or nationality, colour, language or ethnic origin, or a racial characteristic. It may include derogatory remarks, innuendo and slur, intolerance, mimicry or mockery, displays of material prejudicial to a particular race, racial jokes, allocating least favourable jobs or singling out for unfair treatment.

RPL – Recognition of prior learning

An assessment process that assesses the competency(s) of an individual that may have been acquired through formal, non-formal and informal learning to determine the extent to which that individual meets the requirements specified in the training package or VET accredited courses

RTO – Registered Training Organisation

An organisation registered by a state or territory registering and accrediting body to deliver training and/or conduct assessments and issue nationally recognised qualifications in accordance with the Australian. RTO's include TAFE colleges and institutes, adult and community education providers, private providers, community organisations, schools, higher education institutions, commercial and enterprise training providers, industry bodies and other organisations meeting the registration requirements.

Superseded Training Package/Transition

Training packages are monitored and revised as the need arises. A review may lead to a qualification or unit of competency being superseded by:

- a new version of the qualification or unit of competency, r
- the endorsement of a new qualification or unit of competency altogether

Learners are entitled to graduate with a qualification that must closely represent the current skill needs of industry. A qualification being superseded or discontinued is a clear indication that industry needs have changed to the extent that the previous qualification is no longer suitable. The Standards for Registered Training Organisations (RTOs) 2015 require providers to manage their scope of registration to ensure that all Learners enrolled in a superseded training product are transferred to a current training product within one year of the replacement being published. This ensures that wherever possible, Learners undertake the current qualification so their future career pathways or opportunities for employment are not adversely affected.

Sexual Harassment - any verbal or physical sexual conduct that is unwelcome and uninvited. It may include kissing, embracing, patting, pinching, touching, leering or gestures, questions about a person's private or sexual life, requests for sexual favours, smutty jokes, phone calls, emails, facsimiles or messages, offensive noises or displays of sexually graphic or suggestive material.

Victimisation - any unfavourable treatment of a person as a result of their involvement in an equal opportunity complaint. Unfavourable treatment could include: adverse changes to the work environment; denial of access to resources or work.

Training Contract

A legally binding agreement between an apprentice or trainee and an employer which defines the rights and responsibilities of each party. These include the employer guaranteeing to train the apprentice or trainee in the agreed occupation or training area, and to allow time off work to attend any required off-the-job training; and the apprentice or trainee agreeing to learn all aspects of the occupation or training area, and to work for the employer for a specific period.

Training Plan

A documented program of training and assessment required for an apprenticeship/traineeship training contract. It is developed by a registered training organisation in consultation with the parties to the contract as the basis for training and assessing a person undertaking an apprenticeship or traineeship.

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

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

User Choice

A national policy governing the flow of public funds to registered training organisations selected by employers to deliver the off-the-job training components of apprenticeships and traineeships. Its purpose is to make vocational education and training more responsive to the needs of industry and employers.

VET

Post-compulsory education and training, excluding degree and higher-level programs delivered by further education institutions, which provides people with occupational or work-related knowledge and skills.

VET Quality Framework

VET Quality Framework comprises the following:

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

