



# **Student Information Kit**

# Table of Contents

Table of Contents	1
1. Introduction	3
1.1. Qualify	3
1.2. Enrolment	3
1.3. Course information	4
1.4. Working with children and police check	4
1.5. Language Literacy & Numeracy support	5
1.6. Trainer/Assessor	5
1.7. Attendance – training engagement	6
1.8. Change of personal details	7
1.9. National Unique Student Identifier (USI)	7
2. Training	8
2.1. Competency based training	8
2.2. Training and Assessment standards	8
3. Rights and Responsibilities	10
3.1. Student rights	10
3.2. Student responsibilities:	10
3.3. Our Obligation as your RTO	12
3.4. Student Behaviour	12
3.5. Dress and hygiene	13
3.6. Access and equity	13
3.7. WH&S	15
3.8. Student welfare	15
3.9. General requirements	16
3.10. Disciplinary procedures	16
3.11. Misconduct	17
4. The Assessment Process	17
4.1. National Recognition – Credit Transfer	17
4.2. Recognition of Prior Learning (RPL)	18
4.3. Assessment	19

4.4.	Cheating	20
5.	Complaints/Appeals	<b>Error! Bookmark not defined.</b>
5.1.	Academic and non-academic complaints	<b>Error! Bookmark not defined.</b>
5.2.	Appeals	<b>Error! Bookmark not defined.</b>
6.	Withdrawal/ Completions	22
6.1.	Withdrawal	28
6.2.	Partial Completion	28
6.3.	Completion	29
7.	Fees, Charges and Refunds	29
7.1.	Fees	30
7.2.	Refund Policy	31
8.	Privacy	32
8.1.	Record Keeping/Confidentiality	32
8.2.	Privacy act	33
9.	Legislation	33
10.	Evaluations	34

## Welcome to Qualify

For any enquiries, please contact Student Support on (03) 5482 5885

# 1. Introduction

## 1.1. Qualify

### Welcome to Qualify

Qualify delivers nationally recognised qualifications and accredited courses across several areas including agriculture and foundation skills. We also deliver non-accredited training and employment services across regional Victoria.

The team at Qualify provides advice, support and assistance to students who are having trouble with their program. Qualify provides the following in support of training:

- Continuous access to trainers and assessors
- Detailed course information
- Additional resource information
- Flexible delivery methodologies
- Access and family assistance

You are undertaking a competency based program leading to a nationally recognised certificate.

This booklet provides information about Qualify, the program structure and your role and responsibilities during the program.

Trainers are happy to provide you with more information at any time during the program to ensure your success.

We look forward to working with you and wish you every success.

## 1.2. Enrolment

You are enrolling to undertake a competency based program leading to a nationally recognised certificate.

A pre-training interview is conducted prior to enrolment to ensure the Language, Literacy and Numeracy (LLN) levels of the participants meet the outcomes of the training programs.

Once the Pre-Training Review is complete and the LLN skills verified all participants complete an enrolment form and sign a training plan to register for the course.

Participants with a special need/s should indicate this by ticking the special needs section on the enrolment form.

### **1.3. Course information**

The following information will assist you to understand your roles and responsibilities while the training program with Qualify.

- The Course Outline provides information about the course content
- The Training Plan explains the dates and length of the course
- Language and Literacy Support
- Recognition of Prior Learning (RPL), Credit Transfer and National Recognition Opportunities
- Complaints and Appeals Processes
- Fees and refund information
- Pre-requisites for entry into the program
- Assessment methods
- Completion and qualification issuance information

### **1.4. Working with children and police check**

Students obtain a working with children's check or police check to gain employment in some sectors.

If you are enrolling into a course that may require these checks, you acknowledge that you:

- Obtain the relevant check at your own cost.
- Provide a copy of the relevant check to Qualify within 6 weeks Of the commencement of training, not providing the checks will result in being withdrawn from the program effective immediately.
- If your check comes back with a record Qualify has the right to withdraw you from the program at their discretion effective immediately.

### **1.5. Language Literacy & Numeracy support**

Qualify ensures the foundation skills of students are at the ACSF level required to undertake the training course. Students participate in the LLN Assessment at the pre-training review.

Qualify will provide access to specialist support services for students who identify that they have specific needs with their language, literacy or numeracy. Procedures are followed to access the appropriate assistance for students with specific needs.

**The Reading Writing Hotline** – A national telephone literacy referral service for adults is available on Ph. 1300 6555 06

Web address: <http://www.readingwritinghotline.edu.au/>

### **1.6. Trainer/Assessor**

Your Trainer/s can provide advice on any aspect of the course content, resources or assessment activities.

Your Trainer holds a qualification in training and assessment and have the qualification they deliver. Trainers engage in a rigorous professional development program to maintain currency in the specific industry.

## 1.7. Attendance – training engagement

Your attendance and engagement obligations are discussed during the pre-training review.

Students are expected to attend ALL training sessions. If you are unable to attend a training session, then you must make every effort to contact your Trainer either directly or through Qualify prior to the session to arrange an alternative catch-up/time.

Qualify requires student to attend a minimum of 80% of all sessions in order to be deemed competent. Excessive absences or tardiness may result in units not being completed and therefore competencies not being achieved. If you do not attend a minimum of 80% you will be advised to join another group to complete the program. In special circumstances Qualify may provide you with the opportunity to participate in additional catch up workshops

It is your responsibility to actively engage and progress through your program as agreed in your Training Plan. Your Training Plan indicates the nominal end date for completing each unit of competence. As this date approaches your Trainer or student support officer will phone or email you to ensure you are on target to complete the unit and discuss any support and assistance you may require.

Qualify employees will maintain contact with you throughout your course. If you are unresponsive to this contact then weekly attempts to contact you will be made, if you have no contact with Qualify within six weeks you will be withdrawn from the program. No refund amounts are given. Should you choose to reenrol you may contact us to arrange a new enrolment. If there is a justified reason you may be unable to complete all requirements within the timeframe, you may be granted an extension.

If you are unable to complete the assessments by the extension date, you are given the opportunity to discuss any difficulties you are having, if there is insufficient evidence to support continuing the assessment you are notified within fourteen days and withdrawn from the program.

### **1.8. Change of personal details**

You must inform Qualify of any changes to your address or contact details within seven days of the change. Contact head office so we can update your details. This ensures relevant correspondence is sent to your correct address and you are contactable at all times.

You must also inform Qualify of any other change relevant to your training program. If your name changes at any time during your training provide a certified copy of the proof of name change (i.e.: marriage certificate, name change certificate).

### **1.9. National Unique Student Identifier (USI)**

Participants are to provide a Unique Student Identifier (USI) on enrolment. To access a USI, log onto <http://usi.gov.au/Pages/default.aspx> and follow the prompts. Please make sure you have one form of ID from the list below ready.

- Driver's Licence
- Medicare Card
- Australian Passport
- Visa (with Non-Australian Passport) for international students
- Birth Certificate (Australian) \*NB an extract is not sufficient
- Certificate of Registration by Descent
- Citizenship Certificate
- ImmiCard

Contact the office or your trainer if you are unable to access a USI.



## 2. Training

Training is delivered using a variety of flexible approaches including techniques such as group based classroom style learning and on the job workplace practice. Flexible delivery means providing training in a way best suited to students to achieve a nationally recognised qualification.

### 2.1. Competency based training

Competency based training and assessment is evidence based, you provide evidence of your competence to your Trainer/Assessor. Evidence may be gathered by:

- Observation
- Demonstration
- Case studies
- Written assignments
- Role Plays
- Questioning
- Projects
- Reflections
- Presentations

### 2.2. Training and Assessment standards

Qualify is committed to high quality training and assessment consistent with industry standards. Qualify will:

- Provide induction to all students
- Conduct regular reviews of training and assessment and consult with industry

- Consult with regulatory groups, staff, and students to assess the quality of training and assessment
- Always seek to improve training and assessment strategies
- Provide all the necessary resources to implement these processes

Qualify has a quality assurance system for managing and monitoring education and training operations. This system consists of mechanisms for monitoring and evaluating curricula, monitoring of assessment procedures, and stakeholder involvement in decision and policy making.

Qualify will collect and review feedback from industry sources, representatives, and advisory bodies on a regular basis. Industry consultation is used to review and improve training and assessment and are recorded within the industry consultation area of Qualify's training and assessment strategy.

Qualify will measure course and service quality and effectiveness in regular reviews of the strategy. Any industry feedback indicating practices by the RTO or representatives contrary to legislation, standards or codes of practice are acted upon immediately

The courses at Qualify are delivered based on competency standards set by industry. All units or modules are assessed by qualified staff using strict assessment criteria.

When a student demonstrates competency for the required number of units specified in the qualification, the certificate is awarded. Where competency for units less than the required number of units are achieved, a Statement of Attainment is issued for the units achieved.

Students who are Not Yet Competent are provided with information, advice and/or counselling, and given further 2 opportunities to develop and demonstrate their competency.

### 3. Rights and Responsibilities

Students in our training programs are governed by State and Federal legislation.

#### 3.1. Student rights

All students have the right to:

- Be treated fairly and with respect by all students and staff
- Not be harassed, victimised or discriminated against on any basis
- Learn in a supportive environment free from harassment, discrimination and victimisation
- Learn in a healthy and safe environment where risks to personal health and safety are managed and minimised
- Have your personal details and records kept private and secure according to our Records Management policy
- Have access the information Qualify holds about you
- Have your complaints dealt with fairly, promptly, confidentially and without retribution
- Make appeals about procedural and assessment decisions
- Receive training, assessment and support services that meet your individual needs
- Be given clear and accurate information about your course, training and assessment arrangements and your progress
- Access the support they need to effectively participate in their training program
- Provide feedback to Qualify on the client services, training, assessment and support services they receive

#### 3.2. Student responsibilities:

All students, are expected to:

- Treat all people with fairness and respect and do not do anything to offend, embarrass or threaten others
- Not harass, victimise, discriminate against or disrupt others
- Treat all others and their property with respect
- Respect the opinions and backgrounds of others
- Follow all safety policies and procedures as directed by staff
- Report any perceived safety risks as they become known
- Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others
- Notify us if any of their personal or contact details change
- Provide relevant and accurate information to Qualify in a timely manner
- Approach their course with due personal commitment and integrity
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism
- Hand in all assessment tasks, assignments and other evidence of their work with a completed and signed cover sheet
- Make regular contact with their Trainer
- Progress steadily through their course in line with their training plan
- Prepare appropriately for all assessment tasks, visits and training sessions
- Notify Qualify if any difficulties arise as part of their involvement in the program
- Notify Qualify if they are unable to attend a visit or training session for any reason at least twenty-four (24) hours prior to the commencement of the activity
- Refrain from smoking at training venues and on the premises
- Make payments for their training within agreed timeframes

### **3.3. Our Obligation as your RTO**

As a Registered Training Organisation (RTO) registered with Australian Skills Quality Authority (ASQA), we have an obligation to ensure the quality of the nationally recognised training and assessment we deliver. We must comply at all times with the Standards for RTOs 2015 which are part of the VET Quality Framework. To ensure compliance we have developed comprehensive internal policies, procedures and systems that guide our compliant operations and we must participate in audits with ASQA upon their request. In addition, we must ensure that any third parties that we work with who have any involvement in your training and assessment comply as well. This includes our training partners, marketing brokers and sales people where applicable.

As the RTO we have the responsibility to issue your AQF certification documents in line with our issuance policy as outlined in this Handbook.

If at any time you feel we have not met our obligations as an RTO, you have the right to make a complaint following our Complaints and Appeals Policy outlined further on in this Handbook.

### **3.4. Student Behaviour**

You are expected to treat Qualify staff members and fellow students with respect and observe any conditions appearing in the Student Information Kit or raised during the course by Qualify staff members. Where your behaviour is affecting the learning process, you are asked to leave and be given a formal written warning. Re-entry to the training program are negotiated with the Trainer.

In keeping with equal opportunity and discrimination laws, no derogatory or prejudicial comments are acceptable with reference to a person's culture, disability, gender, disability, sexuality, religion or age.

- Inappropriate language and actions will not be tolerated.
- Harassment and intimidation of staff or fellow students will not be tolerated.
- Treat facilities and equipment with due care and respect.
- Arrive on time to start all sessions. This includes after lunch and coffee breaks.

Consumption or being under the influence of, alcohol or illicit substances during training hours is unacceptable and will result in training being terminated or you being asked to leave the premises. Continued abuse of this nature may result in your removal from the traineeship or training program.

Your behaviour must not disrupt or threaten others. Abusive behaviour or physical violence can result in instant withdrawal from the program. You should behave in a way that reflects workplace/classroom standards at all times. Students should be punctual to all training sessions. If you are late you may be marked as absent and this may affect your overall result.

### **3.5. Dress and hygiene**

Neat, comfortable clothing is generally considered appropriate for classroom based sessions. For any workplace based training you are advised by your workplace Supervisor of any specific requirements prior to commencing work. Since you are working near with others, care with your personal hygiene (clothing, hair, deodorant etc.) is required.

### **3.6. Access and equity**

Qualify abides by access and equity principles and provided information, advice and support services to assist students to identify and achieve their learning outcomes.

Qualify is committed to providing an environment free from discrimination and harassment. Students will not be discriminated against on the basis of certain attributes as described by the Equal Opportunity Act 2010.

It is unlawful to discriminate on the basis of the following attributes: sex, impairment, marital status, physical features, age, pregnancy, breastfeeding, industrial activity, religious belief or activity, lawful sexual activity, political belief or activity, parental status as a carer or personal association (whether as a relative or otherwise) with a person who is identified by reference to any of the above attributes.

A student should never feel they are unable to complete their training for any reason. Access and Equity is the responsibility of all staff members at Qualify however, students who feel they have been miss treated should contact the Student Services Officer on

Qualify's policy sets out the Access and Equity principles and processes to:

- Reflect fair and reasonable opportunity, for all students and staff, regardless of race, colour, religion, gender or physical disability, regardless of the prevailing community values.
- Equity for all people through the fair and appropriate allocation of resources and involvement in vocational education and training.
- Equality of outcome within vocational education and training for all people, without discrimination.
- Access for all people to appropriate quality vocational education and training programs and services.

The intention of Qualify's is that all students have an equal opportunity to successfully gain skills, knowledge and experience through the training and assessment services of Qualify.

### **3.7. WH&S**

Qualify recognises the importance of providing a safe and healthy environment for students, contractors and visitors during their participation in work and training activities with the organisation.

It is your responsibility to:

- To protect your own health and safety and to avoid adversely affecting the health and safety of any other person.
- To not wilfully or recklessly interfere or misuse anything provided by Qualify in the interests of health, safety or welfare.
- To co-operate with health and safety directives given by staff of Qualify.
- To ensure you are not, affected by the consumption of drugs or alcohol, as to endanger your own health and safety or the health and safety of another person.

Qualify strives for excellence in workplace health and safety and is committed to providing an environment free from risks and conducive to the productivity and efficiency needs of its students and others.

Compliance with Legislation, Qualify meets the requirements of the OH&S Act 2004 (Victoria) and complies with all other relevant legislation, codes of practice, advisory, best practice standards and organisational policies and procedures.

### **3.8. Student welfare**

In order to provide student with support and protect the welfare of students, Qualify can provide access to a range of support services and resources to enhance the outcomes for learners facing a range of life issues including:

- a range of employment support services such as job networks;
- support personnel such as careers counsellors, careers advice;



- a range of personal support services such as disability support, legal aid, housing assistance, mental and physical health, child care.

If you require further information about our support services visit our web site or speak to you trainer for advice.

### **3.9. General requirements**

Do not leave handbags or other valuables unattended. Although our training facilities are reasonably secure, you are ultimately responsible for your own belongings. Qualify accepts no responsibility for any stolen or missing belongings.

Smoking is not permitted within the building or in entrance to the facilities.

If you have a personal health condition, please advise your Trainer before commencing the course. All information is treated in strict confidence and is needed so Qualify can provide support or treatment should an emergency arise

Should you be involved in any accident resulting in personal injury and or damage to equipment or facilities, notify the Trainer immediately.

Emergency procedures and exit plans must be followed. If you hear an alarm or a staff member advises of an emergency, you must leave the building, if you are upstairs exit via the Emergency Stairs. Emergency procedures and exit plans are covered on the first session of a new training program.

### **3.10. Disciplinary procedures**

- Any misconduct will result in a formal meeting followed by a written warning.
- Any further incidents will result in termination from the course without refund.

- Serious misconduct will result in immediate termination from your course. No refund are given in this instance

### **3.11. Misconduct**

Misconduct includes;

- Theft
- Fraud
- Violence/ assault
- Discrimination, harassment, intimidation or victimisation on all EEO and non EEO grounds
- Serious negligence including OH&S non-compliance
- Breaches of policy on staff/service user relationships
- Serious breach of confidentiality
- Refusing to carry out lawful and reasonable instructions
- Wilful disobedience
- Being affected by alcohol or drugs (both illegal and prescription) so impaired that you are unfit to participate in activities.

## **4. The Assessment Process**

### **4.1. National Recognition – Credit Transfer**

Qualify recognise and acknowledge qualifications and statements of attainment issued by another RTO based in any state of Australia.

If you have a qualification or statement of attainment issued by another training organisation you can apply for National Recognition for units of competence equivalent to a unit in the training program. It is your responsibility to indicate your intention to do so and apply for National Recognition by supplying a

certified copy of your original transcript, this is completed as part of the pre-training review prior to enrolment and there is no charge.

Students can also apply for Credit Transfer. Credit Transfer is a process by which students can receive consistent credit outcomes for components of a qualification based on identified equivalence in content and learning outcomes. Students can apply for Credit Transfer as per the National Recognition process and there is no charge to do so.

Credit Transfer are granted where students have previously completed qualifications or units recognised as being equivalent to those in the qualification or unit/s within the training program. Credit transfers are based on established credit agreements with other training organisations or on guidance provided in the relevant training package about equivalence between superseded and current training packages.

If it is determined there is no equivalency with the units, you may be apply for Recognition of Prior Learning. If you are unsatisfied with the outcome of your application, you can lodge an appeal – refer to appeals process.

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

Recognition of Prior Learning (RPL) acknowledges the full range of an individual's skills and knowledge, irrespective of how it has been acquired. This includes competencies gained through formal and informal study, work experience, employment and other life experiences. Students undertaking training programs are entitled to have their prior learning recognised.

Students seeking RPL are provided with a copy of an RPL application form. Our Qualify Trainers will assist students in the process of understanding RPL, gathering evidence and demonstrating competence in conjunction with the completion of an RPL kit or evidence portfolio.

### **RPL process:**

1. Outline on the application form the details of your past experience relevant to your training program.
2. You are asked to attend an interview with an appropriately skilled program (RPL) Assessor who will talk to you about your current competency. The Assessor will determine the most appropriate method of verifying the competencies according to the assessment criteria in the RPL kit.
3. Submit a portfolio evidence and RPL kit and the Assessor will assess your current competence against the performance criteria, skills and knowledge of the unit or module being sought.
4. An assessment report is provided, where current competence is not established, a recommendation for gap training is included. You may be asked to provide additional information or attend a second interview at a later date

Successful Students who meet all the RPL requirements are able to proceed to further training or obtain their certificate. Applicants may appeal any decision through the appeals procedure as described on the Web Site

### **4.3. Assessment**

Prior to an assessment taking place, Trainers inform the student of the assessment process. The Trainer is available to answer questions regarding the assessment prior to its occurrence.

Some examples of assessment activities are:

- Workbooks – Students may be given worksheets these are collected as formative evidence.
- Role Play – Students participate in a hypothetical situation to demonstrate their skills and knowledge.

- On-the-job demonstration – Students demonstrate their competency in the workplace.
- Class Presentation – Students present a small talk to others to illustrate a point.
- Group Project – Students work together to complete a project on a given topic within a timeframe.
- Self-assessment checklists – completed alone or with the trainer to allow the Student to measure their own learning progress.
- Learning checks – Students complete these on-going to help them develop a continued understanding of the program content.

You will be required to complete assessments tasks throughout your training program and these are resulted as ‘SATISFACTORY’ or ‘NOT YET SATISFACTORY’. You will need to obtain a ‘SATISFACTORY’ result in all assessment tasks to be deemed ‘COMPETENT’ for a unit of competence.

There is no mark/grade given in an assessment and you cannot fail. If you receive a ‘Not Yet Competent’ assessment or ‘NOT YET SATISFACTORY’ assessment task please talk to your Trainer in regards to further training and development to bring your skills into line with a competent assessment.

The grading in the assessment of competency is either ‘COMPETENT’ or ‘NOT YET COMPETENT’.

#### **4.4. Cheating**

##### **Student Integrity and Honesty**

Plagiarism and collusion (or cheating) in any form are unacceptable and are treated seriously by Qualify.

Plagiarism: “the practice of taking someone else’s work or ideas and passing them off as one’s own”

Collusion: secret or illegal cooperation or conspiracy in order to deceive others

Some examples of cheating include:

- Not acknowledging reference materials used (ask you Trainer for more information about appropriate referencing);
- Collaborating on assignments where this is not a requirement of the assessment;
- Copying all or part of assessments from another student;
- Soliciting assistance from any source;
- Submitting the same work for multiple courses;
- Submitting the work of others or a version of work of others from previous courses
- Stealing work from Trainer/Assessor, computer, other students etc.
- Qualify has put in place a number of mechanisms in order to reduce occurrences and likelihood of plagiarism, cheating and collusion amongst students including:
  - Student declaration of authenticity of work submitted
  - Clear assessment guidelines;
  - Multiple assessment methods for each unit;
  - Students are reminded to appropriately acknowledge all reference materials used to prepare an assessment task;
  - Online students have their own individual secure login for online work.
  - If cheating is suspected, Qualify staff members must source evidence to support the claim. This can involve:
    - Review previous work of the student;
    - Comparisons with other students work where collusion is suspected;
    - Discussions with the students involved;

- Review of previous incidences of cheating (if any) and the disciplinary action taken;  
If the claim is substantiated, the assessment result are recorded as Not Yet Competent and you are advised of disciplinary procedures to be taken if required. If you are unhappy with the result you can lodge an appeal using the appeals procedure.

## Complaints/Appeals Policy

### Purpose

The purpose of this policy and procedure is to outline Qualify's approach to managing dissatisfaction, formal complaints and appeals of students, clients, staff and other members of the community. It provides a transparent approach for all complaints and appeals to be addressed in a fair, efficient and confidential manner.

This policy and procedure ensures compliance with Standard 6 of the Standards.

### Definitions

**Appeal** means a request for a decision made by Qualify to be reviewed

**Complaint** means a person's formal expression of dissatisfaction with any product or service provided by Qualify

**Services** means training, assessment, related educational and support services and/or activities related to the recruitment of prospective learners. It does not include services such as student counselling, mediation or ICT support

**SRTOs means the Standards for RTOs 2015** – refer definition of 'Standards'

**Standards** means the Standards for Registered Training Organisations (RTOs) 2015 of the VET Quality Framework which can be accessed from [www.asqa.gov.au](http://www.asqa.gov.au)

# Policy

## 1. Nature of complaints and appeals

- Qualify responds to all allegations involving the conduct of:
  - The RTO, its trainers and assessors and other staff.
  - Any third party providing Services on behalf of Qualify.
  - Any student or client of Qualify.
- Complaints may be made in relation to any of Qualify’s services and activities such as:
  - the application and enrolment process
  - marketing information
  - the quality of training and assessment provided
  - training and assessment matters, including student progress, student support and assessment requirements
  - the way someone has been treated
  - the actions of another student
- An appeal is a request for a decision made by Qualify to be reviewed. Decisions may have been about:
  - course admissions
  - refund assessments
  - response to a complaint
  - assessment outcomes / results
  - other general decisions made by Qualify



## 2. Principles of resolution

- Qualify is committed to developing a procedurally fair complaints and appeals process that is carried out free from bias, following the principles of natural justice. Through this policy and procedure, Qualify ensures that complaints and appeals:
  - Are responded to in a consistent and transparent manner.
  - Are responded to promptly, objectively, with sensitivity and confidentiality.
  - Are able to be made at no cost to the individual.
  - Are used as an opportunity to identify potential causes of the complaint or appeal and take actions to prevent the issues from recurring as well as identifying any areas for improvement.
- Qualify will inform all persons or parties involved in any allegations made as well as providing them with an opportunity to present their side of the matter.
- Nothing in this policy and procedure limits the rights of an individual to take action under Australia’s Consumer Protection laws and it does not circumscribe an individual’s rights to pursue other legal remedies.
- Where a student chooses to access this policy and procedure, Qualify will maintain the student’s enrolment while the complaints/appeals handling process is ongoing.

## 3. Timeframes for resolution

Complaints and appeals will be finalised as soon as practicable or at least within 30 calendar days unless there is a significant reason for the matter to take longer. In matters where additional time is needed, the complainant or

appellant will be advised in writing of the reasons and will be updated weekly on the progress of the matter until such a time that the matter is resolved.

#### **4. Records of complaints and appeals**

Qualify will maintain a record of all complaints and appeals and their outcomes on the Complaints and Appeals Register, which will be securely stored according to the Privacy Policy and Procedures.

#### **5. Making a complaint or appeal**

- Complaints about a particular incident should be made within ninety (90) calendar days of the incident occurring and appeals must be made within thirty (30) calendar days of the original decision being made.
- Complaints and appeals must be made in writing using the Complaints and Appeals Form, or other written format and sent to Qualify's head office at 490-492 High Street Echuca VIC 3564 or via email to [admin@qualifytraining.com.au](mailto:admin@qualifytraining.com.au) marked attention to the General Manager, Operations.
- When making a complaint or appeal, provide as much information as possible to enable Qualify to investigate and determine an appropriate solution. This should include:
  - The issue you are complaining about or the decision you are appealing – describe what happened and how it affected you.
  - Any evidence you have to support your complaint or appeal.
  - Details about the steps you have already taken to resolve the issue.
  - Suggestions about how the matter might be resolved.

- Your complaint or appeal will be acknowledged in writing via email or post within 7 days.

## **6. Resolution of complaints and appeals**

- Some or all members of the management team of Qualify will be involved in resolving complaints and appeals as outlined in the procedures.
- Where a complaint or appeal involves another individual or organisation, they will be given the opportunity to respond to any allegations made.
- Where a third party delivering Services on behalf of the RTO is involved, they will be included in the process of resolving the complaint or appeal.
- In the case of an assessment appeal, an assessor who is independent from the original decision will assess the original task again. The outcome of this assessment will be the result granted for the assessment task.

## **7. Independent parties**

- Qualify acknowledges the need for an appropriate independent party to be appointed to review a matter where this is requested by the complainant or appellant and the internal processes have failed to resolve the matter.
- A mediator can be provided by the Australian Mediation Association - Commercial and Business Mediation. Qualify agrees to pay the cost of one mediation session of up to two hours and advises that, should the matter require further mediation, it will be at the cost of the complainant or appellant.
- Qualify will provide complete cooperation with the external mediator investigating the complaint/appeal and will be bound by the recommendations arising out of this process.

- The CEO will ensure that any recommendations made are implemented within twenty (20) days of being notified of the recommendations. The complainant or appellant will also be formally notified in writing of the outcome of the mediation.

## 8. External complaint avenues

Complaints can also be made via the following avenues:

- National Training Complaints Hotline:

The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training. The service refers consumers to the appropriate agency/authority/jurisdiction to assist with their complaint. Consumers can register a complaint with the National Training Complaints Hotline by:

- Phone: 13 38 73, Monday–Friday, 8am to 6pm nationally.
- Email: [ntch@education.gov.au](mailto:ntch@education.gov.au)

For more information about the National Training Complaints Hotline, refer to the following webpage: <https://www.education.gov.au/NTCH>

- Australian Skills Quality Authority (ASQA):

Complainants may also complain to Qualify's RTO's registering body: Australian Skills Quality Authority (ASQA).

ASQA requires that if you have a complaint you must seek to resolve this problem by following our formal internal complaints process as above.

ASQA can investigate complaints about:

- ASQA-regulated providers that may have breached the required standards, and

- the marketing/advertising practices of organisations claiming to be registered training organisations or to offer nationally recognised training.

Refer to ASQA website for other agencies that can assist with other complaints:

<http://www.asqa.gov.au/complaints/make-a-complaint---domestic-students/make-a-complaint---domestic-students1.html>

## 9. Publication

This policy and procedure will be published in the Student Handbook and on Qualify's website.

## 5. Withdrawal/ Completions

### 5.1. Withdrawal

If you wish to terminate your participation in the training program, please inform your Trainer immediately and complete a Withdrawal/Completion Form. This form will ensure the Certificate or Statement of Attainment can be awarded to you promptly.

Qualify may also withdraw students who are no longer actively engaged in their training programs - refer to attendance and training engagement.

### 5.2. Partial Completion

Statements of Attainment are issued to students who satisfactorily complete units of competency from a Nationally Recognised qualification.

Qualify will issue Statements of Attainments according to PP-13 Issuing AQF Certificates and Statements of Attainment Policy procedure

### 5.3. Completion

Once Qualify has received the signed Withdrawal/Completion Form acknowledging the completion of all aspects of the training program the qualification can be issued.

The completion form can be obtained from your Trainer once all training requirements are completed. The completion form is signed by your Trainer and acknowledgement all assessments are deemed competent as per the student training plan.

Qualify will issue full qualifications and statements of results that show the following within 30 days of receiving evidence of all assessments being deemed competent and receipt of a finalised completion form:

Qualify will issue Certificates according to PP-13 Issuing AQF Certificates and Statements of Attainment Policy procedure

## 6. Fees, Charges and Refunds

Students are advised of all fees and charges associated with a course, including course fees, administration fees, material fees and any other charges via the website.

During the pre-training review students are informed of the total amount of all fees, payment terms, and any fees associated with additional services and the refund policy.

The student's agreement is confirmed by signing the enrolment form as acceptance of the terms and conditions associated with Fees Charges and Refund Policy.

## 6.1. Fees

Qualify only accepts student tuition payments in arrears. Qualify has set the following fees and charges in place.

- Prior to enrolment, each student is issued a Statement of Fees, outlining any / all fees payable for the qualification, unit of competency or course.
- Qualify does not intend to take more than \$1,500 upfront from any student.
- A Student Services and Amenities Fee of \$385, including GST, generally applies for referrals or enrolments into programs. The fee consists of the following components:
  - Administration Fee
  - Materials Fee
  - Ancillary Fee - Ancillaries such as excursion costs are payable for some courses
  - Statement of Results and Certificate
- Tuition Fees: A tuition fee, which is set by Qualify as per the current Ministerial Directions around funding per scheduled nominal hour, generally applies, unless a fee exemption is granted.

Where a student is not \*eligible for funding, a Tuition Fee, which is set by Qualify, generally applies, unless a fee exemption is granted.

- Fee concessions apply to concession card holders. Evidence of valid concession card is required.
  - Fee exemptions may apply on the grounds of financial hardship or other reasons. Exemption applications need to be made in writing to

the General Manager, Operations. After reviewing the application, the General Manager, Operations may elect to; waive fees, negotiate a payment plan with the student or defer requirement for payment of fees to a negotiated date.

If the student meets the above criteria they should contact the General Manager, Operations for further information on how to apply.

## **6.2. Refund Policy**

- All course fees, except for Government funded students, include a non-refundable deposit or enrolment fee. This amount is specified on the Qualify web site this is accepted when signing the Enrolment Form.
- The amenities fee is non-refundable except in the instance where Qualify is required to cancel a course due to insufficient numbers or due to unforeseen circumstances.
- Students who withdraw from a course and wish to seek a refund or have their fees reduced, must apply to Qualify in writing, outlining the details and reason for their request. Students who have not completed a withdrawal form are not eligible for consideration of a refund or reduction in fees.
- Eligibility for a refund are assessed based on the services provided to the student and the costs incurred by Qualify in order to provide those services.
- Students withdrawn from their program due to being un-contactable or dis-engaged will not be entitled to any refund amount.
- The outcome of the refund assessment is provided in writing to the student's registered address, outlining the decision and reasons for the decision along with any applicable refund or adjustment notice. If you



are unsatisfied with the outcome, you can lodge an appeal- refer to appeals process.

## 7. Privacy

Qualify at all times complies with the Privacy Amendment (Enhancing Privacy Protection) Act 2012. The Privacy Amendment prevents Qualify from providing any Student details to any person other than the student.

Students are to note: Qualify's obligations to provide students' private information as required under the relevant state and federal law.

### 7.1. Record Keeping/Confidentiality

All matters in relation to course enrolment, assessment results, course fees or any other issue can only be discussed with the student unless the course enrolment form is signed by a third party (such as a parent or guardian for students under the age of 18), or a letter of permission allowing access to the student's information is provided by the student for their file.

Requests to view your student file are made in writing detailing the specific information required, requests are submitted to Qualify via, [admin@edgeworforce.com.au](mailto:admin@edgeworforce.com.au).

All personal and company details provided to Qualify by students remains confidential. Records containing personal and company details are stored securely with limited access to approved personnel. Student records may be used by Qualify and relevant authorities for statistical analysis.

Qualify keep complete and accurate records of the admission, academic progress and graduation of its students. Financial records will reflect all payments and charges and the balance due, and copies of these records are provided to students on request.

## 7.2. Privacy act

Students should be familiar with the Privacy Act Legislation. This legislation is detailed on the website [www.oaic.gov.au](http://www.oaic.gov.au)

Personal information is collected solely for the purpose of operating as a Registered Training Organisation. The requirements of the registering authority may require the releases of your personal information for the purpose of audit.

Under the National Privacy Principles you can access personal information held on you and you may request corrections to information that is incorrect or out of date.

## 8. Legislation

A range of legislation is applicable to Qualify staff and students. Information on relevant legislation can be found as follows:

OH&S	<a href="http://www.worksafe.vic.gov.au">www.worksafe.vic.gov.au</a>
Equal Opportunity	<a href="http://www.hreoc.gov.au">www.hreoc.gov.au</a>
VET Act	<a href="http://www.skills.vic.gov.au">www.skills.vic.gov.au</a>
Privacy	<a href="http://www.privacy.vic.gov.au">www.privacy.vic.gov.au</a>
ASQA	<a href="http://www.asqa.gov.au">www.asqa.gov.au</a>
Other legislation	<a href="http://www.liv.asn.au">www.liv.asn.au</a> <a href="http://www.austlii.edu.au">www.austlii.edu.au</a>

It is the responsibility of staff to ensure relevant legislation are met at all times. Please use the websites indicated or contact the Qualify head office if you require further information.

## 9. Evaluations

At Qualify we strive to continuously improve our courses, therefore, we periodically ask you to provide feedback on all aspects of your training experience this will include:

- Feedback on your Trainers/Assessors
- Course content
- Assessment Tools
- Facilities
- The Qualify administration team.

Feedback received forms part of the continuous improvement process to ensure Qualify provides quality training and assessment.

You are asked to complete the NCVET Learner Engagement survey towards the end of your training program.

As a condition of registration Qualify provides a summary report on the feedback received to our Registering body as an indication of our performance.