

CQ EDUCATION

Student Handbook



EDUCATION
Seek Your Potential

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www.cqeducation.com.au

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NEW STUDENTS

Welcome, and thank you for selecting CQ EDUCATION as a partner in your new training adventure. The purpose of this manual is to assist new students to understand their rights and responsibilities in relation to training and to provide the necessary information to allow you to gain maximum benefit from your efforts while making the training as enjoyable and rewarding as we possibly can.

At CQ EDUCATION we will measure our success by the skills you gain, and the benefits you then deliver to your workplace.

Feel free to discuss any concerns or issues with your trainer, or if you feel more comfortable, with myself. I wish you every success in your training.

Kindest regards,

ALISHA BERGMAN

(CEO – CQ Education)

STUDENT PERSONAL DETAILS

Name: _____

Address: _____

Telephone: _____ **Mobile:** _____

Email: _____ **Course:** _____

EMERGENCY CONTACT

Name: _____

Address: _____

Telephone: _____ **Mobile:** _____

Important medical details (If appropriate): _____

STUDENT CHARTER

CQ EDUCATION is committed to the provision of “Best Quality” training for all students in a safe, friendly, encouraging and stimulating environment.

We recognize that people undertake training for a variety of reasons. It is our wish that each student achieves their work objectives in their own individual way.

We accept the proposition that people are entitled to be safe and protected from harm in their workplace – even from the results of their own actions. This is why a lot of our resources and thinking are devoted to OH&S matters and the prevention of accidents.

YOUR STUDENT RIGHTS

Students are entitled to:

- Clear, comprehensive course information
- Full explanation of costs and fees in advance
- Be treated with equity, dignity and respect
- Timely and constructive feedback
- Attend training without discrimination or harassment
- Qualified teachers who are thoroughly prepared
- Recognition for prior learning
- Voice concerns and raise training related issues in an environment of mutual respect
- Clean and well maintained class facilities

AND RESPONSIBILITIES

Students are expected to:

- Respect the rights and welfare of other stakeholders
- Behave in a manner which contributes to orderly and effective training
- Only use training facility property (to which they are entitled) responsibly and safely
- Ensure that submissions for assessment are honestly prepared and presented
- Comply with lawful directions from training provider staff when taking part in training
- Always act lawfully and respectfully

Please take the time to read the Student Safety Policy (page 12) carefully.

If at any time you require advice or assistance on OH&S or any other matter, we will be more than happy to discuss things and work with you toward an appropriate solution.

**“Live as if you were to die tomorrow,
Learn as if you were to live forever.”**

Mahatma Gandhi

CQ EDUCATION – THE BUSINESS

CQ Education has been developed to capitalise on increasing demand from employers for applicants with added business skills and training.

Eligible trainers now have the capacity to build their existing qualifications by training **locally**.

CQ Education is an equal opportunity training facility and encourages individuals with disabilities to study with us. Eligible individuals may access government funding.

People currently working are now able to gain **Nationally Accepted Qualifications** in courses consistent with the CQ Education scope of registration.

All training is carried out to strict quality assured guidelines that are audited to ensure complete adherence to the **Standards for RTOs 2015** and **Australian Skill Quality Authority (ASQA)** requirements.

CONTACTING CQ EDUCATION

Contact may be made by either:

- **Calling at Head Office –** 111-113 Bromfield Street, Colac
- **By Mail** PO Box 380 Colac 3250
- **Telephone** 1300 563 977
- **Fax** 1300 315 212
- **Email** info@cqeducation.com.au

CQ EDUCATION CUSTOMER SERVICE

Customer Service staff are available to assist you with:

1. Student Application and Enrolment forms
2. Available courses and course information
3. Concessions available and eligibility for courses
4. Any security concerns, to or from classes
5. Fees payable, refund policy and receipts
6. Results and progress reports
7. Concerns or complaints
8. Policies and procedures
9. Office hours : 9.00 am to 5.00 pm. Monday to Friday

INFORMATION SESSIONS AND ENROLMENT

Prior to the start of training CQ Education will hold an orientation session for all participants:

1. Program outline
2. Participant, employer and trainer/assessor responsibilities (Inc. Code of Practice)
3. Enrolment
4. Explanation of Competency Based Training
5. Recognition of Prior Learning (RPL) and evidence required to achieve RPL
6. Training plan and what it means
7. Training delivery - how, where, when
8. Time release for training (flexible, but generally a maximum of 3 hours per week)
9. Training resources and assessment processes
10. Certification - how, when

TRAINING GUARANTEE

Once a student has commenced a training program with CQ Education, we agree to work together with them to produce a unified approach in the achieving of the relevant qualification they are undertaking. CQ Education is responsible for all training and assessment services provided as part of your training program. All training and assessment activities will be conducted by CQ Education staff (trainers and assessors). CQ Education does not engage in any third party delivery.

STUDENT INFORMATION

WELCOME

We are delighted to be able to offer you a quality training service, and look forward to developing a productive relationship with you during your training and assessment.

CQ Education is a Registered Training Organisation (RTO). This means that the accredited training we offer leads to nationally recognised Statements of Attainment. These can make up part of a qualification if you decide to continue with your vocational training elsewhere.

WHAT IS THE PURPOSE OF THIS DOCUMENT?

As an RTO, we need to provide information about our policies and procedures, and a summary of obligations, to learners before they enroll. This paper tells you a little about the services we provide and what we expect from our learners. Please ask our staff if you need further clarification, or have any questions.

ACCESS AND EQUITY

In summary, access and equity is about everyone being treated fairly without discrimination. This includes you being able to enrol and participate regardless of any irrelevant characteristics such as your ethnic background, sex, religion, race, disability, age, marital status, parental status.

It also includes us considering reasonable adjustments to training and assessment if you have a disability, and providing these within resources. If you have any special needs, we encourage you to tell us about them so we can work to meet your needs, and keep you on track.

WHO IS RESPONSIBLE FOR ACCESS AND EQUITY?

We all are. You have responsibilities to treat others fairly while in training. We must treat you fairly in providing goods and services to you. For example, we offer alternative modes of assessment for participants with special needs who might need reasonable adjustments to be made (such as larger print for people with visual impairments). We work very hard to ensure our training is industry and participant focused.

TRAINING PACKAGES

Training Packages are the basis for nationally recognised training and include nationally recognised units of competency and qualifications.

Training Packages can provide a career pathway. The training we offer can provide one unit of competency that is used in various qualifications, or a full qualification such as the Certificate II in Retail Services.

WHAT IS COMPETENCY?

Training and assessment in the vocational sector is **competency-based**. Through our training programs we will provide you with learning experiences and activities that progressively build and assess your knowledge and skills.

During the process your assessor will make a judgement about whether you are competent (or not yet competent) against the requirements of the unit. To be assessed as competent, you must demonstrate that you can apply the **skills, knowledge and attitudes** as set out in the unit of competency, to the **standard of performance expected in the workplace**.

Your assessment could include processes such as: oral or written tests, practical demonstrations, projects, portfolio or diary completion, role plays, assignments and practical application of skills in your workplace (or simulated workplace) setting.

IN CONDUCTING ASSESSMENTS, YOUR ASSESSOR MUST:

- Check off assessment outcomes using assessment tools designed for each unit.
- Ensure assessment also focuses on how you manage tasks, contingencies and job roles in applying the skills (to a workplace standard).
- Gather sufficient evidence to enable valid judgements to be made.
- Ensure the language, literacy and numeracy skills in assessments are consistent with workplace requirements.
- Comply with the assessment requirements stated in the unit of competency.

Your assessor will also:

- Provide you with feedback about the outcomes of the assessment, and give you guidance on options.
- Keep a record of the outcomes and processes. (See information on pages 11 and 12)

Once you are deemed competent in a unit or units, you will be eligible for a nationally recognised Statement of Attainment for those units of competency or an AQF qualification for a full qualification (with the units listed on the reverse).

If you disagree with an assessment decision, we encourage you to discuss this with your assessor. However you may make a formal appeal. A re-assessment with another internal assessor will be offered. If this is not satisfactory to you, the appeal will be referred to another assessor from another RTO.

If you have a complaint, or would like to appeal any assessment decisions, you may do this through our *Complaints and Appeals Procedures*—you can get a full copy of these from the Quality Assurance Officer, Gemma Middleton, 1300 563 977.

RECOGNITION OF PRIOR LEARNING (RPL)

In some cases, people may have already gained some of the skills described in units. If you have gained skills through non-formal on-the-job training or life experience that relates to the training offered, you can request an RPL assessment. You will need to provide evidence. (See page 25)

CREDIT TRANSFER (NATIONAL RECOGNITION)

Credit Transfer: Credit transfer assesses the initial course or subject that an individual is using to claim access to, or the award of credit in, a destination course. The assessment determines the extent to which the client's initial course or subject is equivalent to the required learning outcomes, competency outcomes, or standards in a qualification. This may include credit transfer based on formal learning that is outside the AQF.

Under national agreements CQ Education will recognise all relevant Qualifications and Statements of Attainment issued by any other Registered Training Organisation (RTO).

So, if you have any of the units we offer, show us your original Statement of Attainment or qualification, and if they are the same, we will recognise them. This means you do not need to enrol in any units you already hold. Under credit transfer arrangements you can achieve credit for any relevant completed studies, even if undertaken as part of a different study course. Students will have the option to apply for Credit Transfer through enrolment. (See page 24)

COLLECTION OF PERSONAL INFORMATION

CQ Education collects personal information about its participants to provide our professional services and to effectively manage our business. All information is stored securely and is not given to a third party unless there is an immediate need to do so or a contractual requirement.

We collect sufficient information from you on enrolment to provide you with services. We will not collect sensitive information unless you consent, it is required by law, or other special circumstances such as for health or safety.

NOTIFICATION OF SIGNIFICANT CHANGES

Students and stakeholders shall be notified of any significant changes to the management and operations of CQ Education. These changes include but are not limited to:

- Ownership changes
- Address changes to Head Office location or any permanent locations where the RTO is delivering training and assessment services (addition of new facilities, cessation of existing facilities)
- Any third party arrangements if applicable

PARTICIPANT SUPPORT

As we have small numbers of students in our groups, our trainers will provide you with individual support and guidance. However, if at any time during your participation you require any welfare or guidance services, please feel free to contact our Quality Assurance Officer, Gemma Middleton.

We will try to meet your needs within our resources, or assist you in referral to other agencies.

COMPLAINTS AND APPEALS

If you believe you have been treated unfairly or wish to appeal any of our decisions (including assessment decisions) you have a right to do so under our Complaints and Appeals Procedures.

You have the right to be heard if you have a complaint or appeal, and we will deal promptly, fairly, and confidentially, with your complaint, or appeal using independent people. While we try to resolve complaints informally where possible, formal complaints and appeals must be submitted in writing, and there is a form to help with this.

We will deal promptly, fairly and confidentially with all complaints and appeals—with the wishes of the complainant in mind—and use the information gained to improve our products and services.

We will treat all complaints and appeals in confidence, use independent people to hear formal complaints and will involve only those people who need to know, and then only with the complainant's permission. We will promptly act on any complaint found to be substantiated.

Contact your trainer if you have a complaint, or wish to appeal, any decision we have made. If this is difficult to do on your own, you may ask someone to do it on your behalf, or to be with you, when you make a complaint, or appeal. If your complaint is about the trainer please contact our Quality Assurance Officer, Gemma Middleton.

PRIVACY

CQ Recruitment complies with Privacy legislation in all its dealings with participants. We take all reasonable steps to protect the privacy of the personal information that we hold. This policy sets out how we intend to do so.

We may use or disclose your personal information:

- For the purpose for which it was collected.
- Where you have consented to the use or disclosure.
- To maintain our relationship with you.
- For purposes related to QLC's research, planning, service development, security and risk management.
- To the extent that we are required or authorised by law to do so.

We may also use your personal information to keep you informed of our services, events and developments in the training sector and other matters. We also are required as an RTO to continuously improve our services.

If you do not wish to be contacted for those purposes, please let us know using the contact details set out at the end of this booklet. We aim to provide you with information and invitations that we consider may be of interest or relevant to you.

ACCESS AND CORRECTION

If you wish to access your personal information, please contact the Training Manager. We will provide access (in the presence of the Training Manager) on request, unless there are legal or administrative reasons that prevent this. If access is denied we will inform you of the reasons.

Where you believe personal information is not accurate, you can request correction.

FEES AND CHARGES

The RTO will not require, either directly or through a third party, a prospective or current learner to prepay fees in excess of \$1500 and therefore is able to adequately ensure protection of course fees in line with the Standards for Registered Training Organisations 2015 requirements.

Student fees are also protected by the RTO's fair and reasonable refund policy and procedure which is provided to students prior to enrolment. The conditions of the Refund Policy and Procedure are outlined in the Student Information Handbook, the Enrolment Form, and are available by request.

These refund arrangements and the availability of the complaints and appeals processes, does not remove the client's right to take action under Australia's consumer protection laws, including but not limited to a statutory cooling-off period, if one applies.

The fee structure for courses delivered by CQ Education is as follows:

Course Name and Code	Fee for Service			Government Funded (Vic)	
	<i>Enrolment</i>	<i>Tuition</i>	<i>Total</i>	<i>No Concession</i>	<i>With Concession</i>
SIR20216 Cert II Retail Services	\$450.00	\$1,076.25	\$1,526.25	\$2.87 / Hr (N/A)	\$1.57 / Hr (N/A)
SIR30216 Cert III Retail	\$450.00	\$1,248.45	\$1,698.45	\$1,698.45 (N/A)	\$699.69 (N/A)
CPCCWHS1001 Prepare to Work Safely in the Construction Industry			\$165.00	N/A	N/A

NOTE: *This training is delivered with Victorian and Commonwealth Government funding under the Victorian Training Guarantee.*

KFC trainees are employed by Victorian Group Training Company Limited and will not be expected to contribute personally toward the cost of training.

CQ Education staff will test your eligibility for Government assistance as part of the enrolment process and advise you accordingly. New regulations limit the Government funded courses that students are entitled to undertake in any year. Please check with your trainer or CQ Education staff if this might impact on your plans for further training.

NOTE: Should the RTO cancel the course prior to completion, or is unable to provide the course for which the original enrolment and payment has been made for any reason including closure, then a full refund of unused tuition fees will apply.

EXPECTATIONS OF PARTICIPANTS

CQ Education expects participants to make a positive contribution and to treat others with respect and courtesy, and we will treat any inappropriate behaviour very seriously (see Student Responsibilities).

For example, we expect you to:

- Ensure your behaviour is reasonable, for example that it is in line with the standard of behaviour expected in the workplace, families or the general community.

- Be fair and reasonable to others—we take any harassment or discrimination very seriously and will take immediate action if we think participants are being discriminatory.
- Ensure all your actions and language meet community expectations.
- Follow the reasonable requests of your trainer or assessor.
- Participate to the best of your ability in training and assessment activities.

We reserve the right to suspend or cancel any participant who does not meet our expectations. If this happens any fees paid will be forfeited.

UNIQUE STUDENT IDENTIFIER

It is a requirement that all learners must provide a Unique Student Identifier (USI) to CQ Education before a Qualification or Statement of Attainment can be issued (unless a USI Exemption has been granted by the Department of Education and Training).

CQ Education will include provision for the USI on the Enrolment Form and encourage all students to generate their own USI. The RTO will also provide information on the Enrolment Form on how to apply for a USI exemption, and inform students that if a USI exemption is granted then the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the Registrar.

USI Exemption

A person with a genuine personal objection to being assigned a USI can apply for an exemption to the Student Identifiers Registrar. To apply for an exemption, the student must complete the Commonwealth Statutory Declaration Form found at: <https://www.usi.gov.au/documents/usi-statutory-declaration>

The student must send it to the register at the following address:

Student Identifiers Registrar
C/- Department of Education and Training
GPO Box 9880
Canberra ACT 2601

If a USI exemption is granted then the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the Registrar.

CONTACT US

If you have any questions or feedback about any issues, or wish to make a complaint about the way in which we have handled your personal expectations, please contact us as set out below:

Phone: 1300 563 977
Address: Compliance Manager
CQ Education Pty Ltd
111 – 113 Bromfield Street
COLAC VIC 3250

TRAINING AND ASSESSMENT INFORMATION FOR STUDENTS

HOW YOU WILL BE ASSESSED

The process you will be following is known as a competency-based assessment. The difference between this process and traditional forms of assessments is that evidence of your current skills and knowledge will be measured against national and international standards of best practice, not against the learning you have undertaken either recently or in the past.

Furthermore, the assessment will be concerned with how you apply the skills and knowledge in your workplace, not in the training room or in a hypothetical case study.

The assessment tasks utilized in this training have been designed to enable you to demonstrate the required skills and knowledge and produce the critical evidence required so you can successfully demonstrate competency at the required standard.

The following table shows you how to achieve a satisfactory result against the criteria for each type of assessment task.

WHAT HAPPENS IF YOUR RESULT IS 'NOT YET COMPETENT' FOR ONE OR MORE ASSESSMENT TASKS?

Our assessment process is designed to answer the question "has the desired learning outcome been achieved yet?" If the answer is "Not yet", then we work with you to see how we can get there.

In the case that one or more of your assessments has been marked 'NYC', your trainer will provide you with the necessary feedback and guidance, in order for you to resubmit your responses.

WHAT IF YOU DISAGREE ON THE ASSESSMENT OUTCOME?

You can appeal against a decision made in regards to an assessment of your competency. An appeal should only be made if you have been assessed as 'Not Yet Competent' against specific competency standards and you feel you have sufficient grounds to believe that you are entitled to be assessed as competent.

You must be able to adequately demonstrate that you have the skills and experience to be able to meet the Learning Outcomes of modules you are appealing against the assessment of.

You can request a form to make an appeal and submit it to your trainer, the Course Coordinator, or the Administration officer. CQ Education will examine the appeal and you will be advised of the outcome within 14 days. Any additional information you wish to provide may be attached to this form.

WHAT IF I BELIEVE I AM ALREADY COMPETENT BEFORE TRAINING?

If you believe you already have the knowledge and skills to be able to demonstrate competence in this unit, speak with your trainer, as you may be able to apply for Recognition of Prior Learning (RPL).

LEARNER RESOURCE GUIDES for Students are available on the CQ Education website through the Student Portal.

Login details: Password: CQTraining

Task	Satisfactory Answer (= "Competent")	Non Satisfactory Answer (= Not Yet Competent)
Portfolio Evidence	The assessor will mark evidence provided against the key competencies of the unit	Evidence provided does not meet all of the key competencies in the unit
Questions (Written or verbal)	All questions answered correctly	Incorrect answers for one or more questions
	Answers address the question in full; referring to appropriate sources from your workbook and/or workplace	Answers do not address the question in full. Does not refer to appropriate or correct sources.
3 rd . party judged on performance in the workplace	Supervisor or manager observes work performance and confirms that you consistently meet the standards expected from an experienced operator	Could not demonstrate consistency. Could not demonstrate the ability to achieve the required standard
Project	The assessor will mark the project against the detailed project guidelines/instructions	Does not follow project guidelines/instructions
	Attachments/appendices if requested are attached	Requested supplementary items are not attached
	All requirements of the project are addressed/covered.	Response does not address the project requirements in full; is missing a response for one or more areas.
	Responses must refer to appropriate sources from your workbook and/or workplace	One or more of the project requirements are answered incorrectly. Does not refer to or utilize appropriate or correct sources of information
Observation in workplace/ role Play Simulation	All elements, criteria and critical aspects of evidence, are demonstrated at the appropriate AQF level	Could not demonstrate elements, criteria and critical aspects of evidence, at the appropriate AQF level
Case Study Comprehension and Associated Questions	All comprehension questions answered correctly; demonstrating an application of knowledge of the topic to the case study	Lack of demonstrated comprehension of the underpinning knowledge (remove) required to complete the case study questions correctly. One or more questions are answered incorrectly.
	Answers address the question in full; referring to appropriate sources from your workbook and/or workplace	Answers do not address the question in full; do not refer to appropriate sources.

QUALIFICATIONS & STATEMENTS OF ATTAINMENT

CQ Education is responsible for the issuance of AQF certification to any student who successfully completes an accredited program – Qualification or Unit of Competency.

All learners will be issued with a Qualifications or Statement of Attainment within 30 days of completion (or partial completion) of their course provided that the student successfully completed all required assessment tasks, full payment of fees has been received by the RTO, and the student has a USI number (unless a USI exemption applies for the student).

CQ EDUCATION POLICIES

We devote this section of our handbook to outlining the various “student related” policies which guide and drive the CQ culture.

We include them in this handbook as a reference and a base on which students can mould their expectations.

STUDENT SAFETY POLICY

Policy and Purpose:	To ensure as far as possible that students attending classes with CQ Education not only ARE physically safe, but FEEL safe, (Whether coming to class, in class, or returning to home / work after leaving class).
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PROCESS

- **CQ Education** reception and training staff will monitor students attending training for signs of insecurity or discomfort when accessing, undertaking or leaving training, particularly younger students departing from training in darkness or poor weather. Students will be encouraged to communicate re: collection after class or any transport arrangements that staff can assist with. (Parent communication, public transport connections, peer group support etc.)
- **CQ Education** trainers and/or assessors will ensure that no student is left waiting for collection outside of premises. Premises will remain open with students able to remain inside (front or back) until collected. If necessary, staff will telephone for family assistance and will remain on duty until all students are safely departed.
- **CQ Education** staff will be vigilant in monitoring class behaviour and ensure that all training is conducted in an environment which is free of discrimination, harassment and bullying. (CQ Education Policy 02 – Anti-Discrimination Policy)
- **CQ Education** will maintain all training facilities to the appropriate building standards and if necessary will have facilities checked and “signed-off” by an independent, qualified building surveyor as being safe and in accord with the Training Facility Requirements Checklist, Facility 01, and the Facility Safety Compliance Checklist, Facility 03.
- If a student is (or becomes) ill during training he should tell his teacher/trainer. The teacher or office staff will take care of the student and if necessary contact parents to collect
- **CQ Education** accept a duty of care toward students taking part in training. Should a student have a need to leave part way through a session the trainer should only release that student
 1. *Into the care of their store with the store manager’s consent, or-*
 2. *After parent or store manager authorisation, the form of which should be noted on the attendance record.*

In the case of a student leaving without authorisation as above, the trainer should immediately contact the CQ Education Training Program Manager, the student’s parent, or the student’s manager with details. Students should not be released onto the street without authorisation.

NOTE:

- The above applies equally to students who are ineligible for training for any reason, or who mistakenly attend an incorrect class. The safety of clients is a CQ Education priority.
- Training is only to take place between 8.00 am and 10.00 pm.
- No student can attend class for more than 8 hrs. on any day

STUDENT SUPPORT SERVICES

Being a student is exciting, but it can also be challenging. All staff can be approached to gain advice on academic and personal issues. Staff at CQ Education will offer professional and confidential advice in areas where they can help and will ensure that all efforts are taken to ensure a positive learning experience is achieved.

Whilst all staff employed by the RTO has the responsibility to provide support to all students, the RTO shall nominate a 'Student Support Officer' who shall be available to all students, on an appointment basis, through the standard RTO hours of business.

Students can access the student support officer directly or via student administration and an appointment will be organised as soon as practical.

Currently the role and responsibility this 'Student Support Officer' is maintained by the person detailed below:

Name: *Ashlee Gappa* **Ph:** *1300 158 100* **Email:** *ashlee@vgtc.org.au*

The Training Manager is able to provide links to external sources of support where the staff at CQ Education are not qualified or it is in the student's best interests to seek professional advice.

In the case of an emergency the student must contact '000' via telephone to report the emergency to appropriate authorities.

CQ EDUCATION – OH&S POLICY

Purpose: **To document CQ Education commitment to providing a safe and healthy workplace for all employees, students, visitors and contractors.**

Responsible: **Unit Manager**

CQ Education are committed to providing a safe and healthy workplace for all employees, visitors, students and contractors. In the event of a work related injury we will take all the necessary steps to ensure the injury does not happen again.

Should one of our stakeholders incur work related injury causing them to be unable to continue their pre-injury duties, we will provide the necessary assistance for them to remain at work, or return as soon as it is safely possible.

We will do this through risk management and occupational rehabilitation.

PROCEDURE - RISK MANAGEMENT SYSTEM - CQ EDUCATION WILL ENDEAVOR TO:

1. Take all practicable steps to identify, assess and control any known or identified potential risk to any student, contractor or visitor.
2. Encourage through training and awareness the early reporting of any symptoms of any injury or disease related to the workplace.
3. Assess risks relating to all reported incidents and or injuries, near misses and hazards reported to identify root cause and apply appropriate countermeasures to prevent future recurrence.
4. Comply with all legal obligations, including notification of incidents to Worksafe Victoria as required.
5. Ensure Cartwright McCallum Enterprises/ CQ Education consultation requirements (as listed in our incident and injury policy and procedure) throughout the life of the risk assessment process.

REFUND POLICY AND PROCEDURE

1. Policy

This policy/procedure provides all staff and clients (students / employers) information on the refund arrangements that are in place within CQ Education.

The following procedures ensure all clients are treated fairly and with integrity when applying for refunds. All refunds applications are to be submitted to Student Administration and the following procedures followed in assessing the refund application.

All refund information is to be made available to clients prior to enrolment through:

- Student Information Handbook
- The RTO's website
- The enrolment form / fee for service agreement which is completed and signed prior to acceptance into a course of study with CQ Education.

2. Procedure

2.1 Refund applications

- Any student wishing to apply for a refund must complete a 'Refund Application Form' (Appendix A) and submit this form to Student Administration. The application form can be accessed by:
 - Contacting student administration
 - Accessing the RTO's website
- All refund applications are to be assessed by the Compliance Manager and applications processed within fourteen (14) days of the application being placed. Where a student is entitled to a refund the Compliance Manager is required to process the refund payment as required.
- Payment of a refund application cancels a student's enrolment.

Please note: Where the student breaches the CQ Education Policies and Procedures no refund is payable.

2.2 Refunds due to non-delivery of course by RTO

Tuition fees are to be refunded in full if the RTO is unable to commence the course as agreed due to unforeseen circumstances.

Any 'unused tuition' fees are to be refunded where the RTO is unable to complete the course due to unforeseen circumstances.

Where there is an instance of provider default in the above circumstances, CQ Education may arrange for another course, or part of a course, to be provided to students at no (extra) cost to the student as an alternative to refunding course money. Where the student agrees to this arrangement, CQ Education will not be liable to refund the money owed for the original enrolment.

Outline of Refund Arrangements	
The RTO is unable to commence the course for which the original enrolment and payment has been made.	Full refund or alternative placement in a course
The RTO is unable to continue to deliver the course as agreed.	Partial refund or alternative placement in a course

2.3 Refunds based upon student application / student withdrawal

Applications for refunds are to be processed by the Compliance Manager within 14 days from the date of application.

Where a student is unable to complete their course they may be eligible for a refund of tuition fees. Where a student withdraws from the course without extenuating circumstances only a partial refund is payable.

A refund of tuition fees is only payable in certain circumstances and these circumstances and amounts are provided to students prior to confirming enrolment.

CQ Education's refund arrangements are as follows:

Outline of Refund Arrangements	
Withdrawal more than two weeks prior to agreed start date	Full refund
Withdrawal less than 7 days prior to the agreed start date	Full refund minus a \$50.00 Administration fee
Withdrawal after course commencement	Refund of unused tuition fees

* Students may have extenuating circumstances that prevent them from attending scheduled course dates that may include but are not limited to illness, family or personal matters, or other reasons that are out of the ordinary. Where evidence can be successfully provided to support the student's circumstances, course fees may either be transferred to the next available course where applicable, or a refund of unused course fees will be issued. This decision of assessing the extenuating circumstances rests with the CEO and shall be assessed on a case by case situation.

2.4 Appealing Refund decisions

- All clients have the right to appeal a refund decision made by CQ Education by accessing the complaints and appeals policy and procedure.
- This policy and the availability of complaints and appeals processes, does not remove the client's right to take action under Australia's consumer protection laws, including but not limited to a statutory cooling-off period, if one applies.
- The RTO's dispute resolution processes do not remove the client's right to pursue other legal remedies where they feel necessary.

2.5 Further information

- If fees have been paid by a third party then refunds will be payable to that third party.
- Any information that the client provides CQ Education or that CQ Education collects about the client (including payments and refunds) can be given to authorised State and Commonwealth Agencies.

EQUITY, HARASSMENT AND BULLYING POLICY

Purpose: To guarantee training operation free from discrimination and anti – social behaviour.

Responsible: Unit Manager

CQ Education is committed to providing a workplace free of all forms of discrimination and harassment. This policy applies to students and to all CQ Education employees and contractors.

CQ Education will meet the needs of individuals and the community by integrating access and equity guidelines into relevant policies and procedures. Equity principles are implemented for all persons through the fair allocation of resources and the right to equality of opportunity without discrimination. CQ Education will be pro-active in the promotion of opportunities for all persons to participate in learning and development programs and in associated decisions which affect their lives. To achieve these outcomes, CQ Education will.

- Ensure that client and employee processes are non-discriminatory and encourage fair access for numbers of under-represented groups.
- Ensure access and equity issues are considered during training program delivery, program design, program development, learning and assessment materials and methodology. It is the responsibility of management to provide a working environment free from discrimination, harassment and bullying.
- CQ Education will take all practicable steps to ensure our clients receive that operating environment.
- CQ Education will ensure that unlawful discrimination, racial and religious vilification and sexual harassment are prevented and if encountered, dealt with appropriately. This includes any form of unwelcome sexual attention that is offensive, intimidating or humiliating. It prohibits discrimination on the basis of sex, marital status, pregnancy, parental status, breastfeeding, age, race, impairment, religion, political belief or activity, trade union activity, lawful sexual activity, association with, or relation to, a person who has any of the above attributes.

PROCESS FOR ESTABLISHING ENTRY PATHWAY TO CERT III RETAIL

Purpose: To clarify for students that requirements exist for entry to Cert. III in Retail.

Responsible: Compliance Manager

SIR30216 Certificate III in Retail

There are no entry requirements for this qualification.

POLICY FOR HANDLING CHEATING AND/OR PLAGIARISM

Purpose: CQ Education will provide a culture of honest, accurate and motivational training. Results will be dependent on an accurate assessment of work as provided by students. To assure the integrity and validity of results, CQ Education will take positive action to detect and deal with examples of cheating or copying in work students provide for assessment.

Responsible: Quality Assurance Officer

1. Objective - Policy statement

1.1 Students undergoing training at CQ Education are preparing for professional activity of the highest standards. Students will be counselled that. It is their ethical responsibility to guarantee the integrity of their work, and the professional responsibility of **CQ Education** to take all reasonable steps to ensure that attempts to cheat are identified and subjected to disciplinary action if appropriate.

CQ Education will monitor submitted work and put in place measures to minimize the possibility of students gaining an advantage by unfair means, including cheating, copying from other students, submitting “cut and paste” work as their own creation, or similar.

2. Definitions

2.1 Cheating includes, but is not limited to:

- Plagiarism (Explained below)
- Submission of work for assessment that is not the student’s own
- Submitting or using false data
- Theft of, or, unauthorized access to assessment papers
- Collaboration in preparing answers, unless specifically permitted
- Submitting the same work for credit in more than one course

2.2 Plagiarism is the use of someone else’s work without acknowledging the source, or claiming it as being original. It is not necessarily dishonest to use work from another source to make or clarify a point, but it must be acknowledged as from that source, either by inserting it in punctuation marks with a footnote or notation, or similar.

3. Control Statement

3.1 Students will be advised at the beginning of training (and in the Student Handbook) of the need for honesty and integrity, and that it is important that work submitted is their own. It is generally OK to quote from someone else’s work (Internet, textbooks etc.) but that the source should be indicated as outlined in clause 2.2.

3.2 Trainers and Assessors will be advised in their Position Description (and Employee Handbook) to be vigilant and aware, and to take all reasonable steps to satisfy themselves that material presented is the student’s own work.

3.3 Material suspected of being dishonestly submitted will be reported to the CQ Education Manager for investigation. The student will not be accused of cheating at that stage, but will be given an opportunity to explain their answer.

3.4 The Manager will take action depending on the deemed severity of the offence. Action may range from counselling (for misdemeanours) or re-testing, through to dismissal from the course without any results being registered for acts of deliberately attempting to gain an advantage by cheating.

3.5 Should the fairness of the managers’ finding be disputed by the student, the issue will be dealt with in accordance with the Dispute Resolution Policy (HR. Pol. 03).

COMPLAINTS AND APPEALS POLICY & PROCEDURE

3. Policy

This policy/procedure supports the RTO to provide a process for complaints and appeals to be heard and actioned. This includes any allegations involving the conduct of

- the RTO, its trainers, assessors or other staff;
- a third party providing services on the RTOs behalf, its trainers, assessors or other staff; or
- a learner of the RTO

All complaints and appeals received by CQ Education will be viewed as an opportunity for improvement. Despite all efforts of CQ Education to provide satisfactory services to its students and clients, complaints may occasionally arise that require formal resolution. The following procedures provide students and clients the opportunity to have any issues relating to a substantiated complaint or appeal resolved and resolutions reached that attempt to satisfy all parties involved. This complaints and appeals process will be at no cost to the student or client (unless referred to a third party; see procedure for more details).

4. Procedure

The complaints and appeals policy and procedure and applicable form is made available to all students, potential students, and clients by directly contacting the RTO, through the RTO's website, and within the student information handbook.

2.1 General Complaints

Where possible all non-formal attempts shall be made to resolve the issue. This may include advice, discussions, and general mediation in relation to the issue and the complainant's issue. Any staff member can be involved in this informal process to resolve issues but once a complainant has placed a formal complaint / appeal the following procedures must be followed:

- Any student, potential student, or third party may submit a formal complaint to CQ Education with the reasonable expectation that all complaints will be treated with integrity and privacy. There is no cost for accessing the internal complaints and appeals process.
- Complainants have the right to access advice and support from independent external agencies / persons at any point of the complaint and appeals process. Use of external services will be at the complainant's costs unless authorised by the CEO.
- Any person wishing to submit a formal complaint or appeal can do so by completing the 'Complaints and Appeals Form' and state their case providing as many details as possible. This form can be gained by contacting Student Administration at the RTO, or through the RTO website.
- All formally submitted complaints or appeals are submitted to the Compliance Manager or directly to the Compliance Manager. Complaints are to include the following information:
 - Submission date of complaint
 - Name of complainant;
 - Nature of complaint ;
 - Date of the event which lead to the complaint
 - Attachments (if applicable)
- Once a formal complaint is received it is to be entered into the 'Complaints and Appeals Register' which is monitored by the Compliance Manager regularly. The information to be contained and updated within the register is as follows:
 - Submission date of complaint
 - Name of complainant
 - Description of complaint / appeal
 - Determined Resolution
 - Date of Resolution
- The complainant shall be notified in writing that their complaint has been received and registered with the RTO.
- A complainant may be assisted or accompanied by a support person regardless of the nature of the issue or complaint throughout the process at all times.
- The Compliance Manager shall then refer the matter to the appropriate staff to resolve, or make a decision on the complaint within 10 working days and keep the complainant informed of any decisions or outcomes concluded, or processes in place to deal with the complaint.

- As part of the process of investigating the complaint the Compliance Manager shall ensure the principles of natural justice and procedural fairness are maintained at all times. This includes informing and involving all parties involved in the allegations or cause for the complaint. There will be opportunities provided to all parties to provide their version of the event(s) or action(s) that have caused the complaint. The collection of information and details regarding the complaint will be conducted in a manner that ensures the privacy and confidentiality of all parties involved.
- To ensure the fairness of the complaints system, the complaints resolution process (investigation and determining outcomes of a complaint) must be completed by a person independent of the complaint. In other words where the complaint is in relation to the CEO or Compliance Manager's actions, the complaint shall be referred immediately to the external and independent mediator listed below.
- In the unlikely event that the complaint is not finalised within 60 calendar days, the RTO shall ensure that the complainant shall be provided reasons for the delay, and will be regularly kept informed and updated of the progress of the matter.
- Once a decision has been reached the Compliance Manager shall be required to inform all parties involved of any decisions or outcomes that are concluded in writing. Within the notification of the outcome of the formal complaint the complainant shall also be notified that they have the right of appeal. To appeal a decision the RTO must receive, in writing, grounds of the appeal. Complainants are referred to the appeals procedure.
- All complaints must be dealt with and finalised as soon as practicable. In the unlikely event that the complaint is not finalised within 60 calendar days, the RTO shall ensure that the complainant shall be provided reasons for the delay, and will be regularly kept informed and updated of the progress of the matter.
- The Compliance Manager shall ensure that the RTO will act immediately on any substantiated complaint. If the internal or any external complaint handling or appeal process results in a decision that supports the complainant, the registered provider must immediately implement any decision and/or corrective and preventative action that is required, and advise the complainant of the outcome.
- Copies of all documentation, outcomes and further action required will be placed into the 'Complaints and Appeals Register' by the Student Administration Manager and on the students file / complainants file.

2.2 Appealing a Decision

All complainants have the right to appeal decisions made by CQ Education where reasonable grounds can be established. The areas in which a complainant may appeal a decision made by CQ Education may include:

- Assessments conducted
- Deferral, suspension, or cancellation decisions made in relation to the student's enrolment
- Or any other conclusion / decision that is made after a complaint has been dealt with by CQ Education in the first instance.
- To activate the appeals process the complainant is to complete a 'Complaints and Appeals Form' which is to include a summary of the grounds the appeal is based upon. The reason the complainant feels the decision is unfair is to be clearly explained and help and support with this process can be gained from Student Administration Department.
- The complainant shall be notified in writing that their appeal has been received and registered with the RTO.
- The Compliance Manager shall then determine the validity of the appeal and organise a meeting with all parties involved in the matter and attempt to seek resolution where appropriate.
- The process for all formally lodged appeals will begin within 10 working days of the appeal being lodged.
- All appeals must be dealt with and finalised as soon as practicable. In the unlikely event that the complaint is not finalised within 60 calendar days, the RTO shall ensure that the complainant shall be provided reasons for the delay, and will be regularly kept informed and updated of the progress of the matter.
- The Compliance Manager shall ensure that CQ Education acts on any substantiated appeal.

- Where an appeal has been lodged it will be defined into one of the following categories and the appropriate procedures followed:

General appeals

- Where a complainant has appealed a decision or outcome of a formal complaint they are required to notify CQ Education in writing within 20 working days of the grounds of their appeal. Any supporting documentation should also be attached to the appeal.
- The appeal shall be lodged through the Student Administration Manager and they shall ensure the details of the appeal are added to the 'Complaints and Appeals Register'.
- The Compliance Manager shall be notified and shall seek details regarding the initial documentation of the complaint and shall make a decision based on the grounds of the appeal.
- The complainant shall be notified in writing of the outcome with reasons for the decisions, and the 'Complaints and Appeals Register' updated. The complainant shall also be provided the option of activating the external appeals process if they are not satisfied with the outcome. The complainant is required to notify CQ Education if they wish to proceed with the external appeals process.

Assessment appeals

- Where a student wishes to appeal an assessment they are required to notify their Trainer & Assessor in the first instance. Where appropriate the Trainer & Assessor may decide to re-assess the student to ensure a fair and equitable decision is gained. The Trainer & Assessor shall complete a written report regarding the re-assessment outlining the reasons why assessment was or was not granted.
- If this is still not to the student's satisfaction, the student shall formally lodge an appeal by submitting a written letter outlining their reasons for the appeal. They shall lodge this with student administrations department and the appeal shall be entered into the 'Complaints and Appeals Register.'
- The Compliance Manager shall be notified and shall seek details from the Trainer & Assessor involved and any other relevant parties. A decision shall be made regarding the appeal either indicating the assessment decision stands or details of a possible re-assessment by a 'third party'. The third party shall be another Trainer & Assessor appointed by CQ Education.
- The student shall be notified in writing of the outcome with reasons for the decision, and the 'Complaints and Appeals Register' updated. The student shall also be provided the option of activating the external appeals process if they are not satisfied with the outcome. The student is required to notify CQ Education if they wish to proceed with the external appeals process.

2.3 External (Independent) Appeals:

In addition to the above internal processes, if the processes fail to resolve the complaint or appeal, or the complainant or appellant is still dissatisfied with the decision of the RTO, an application with an independent and external dispute resolution body can be submitted to allow for any decisions made by the RTO in relation to the complaints and / or appeals process to be reviewed independently of the RTO. (See below for contact details).

It should also be noted that any complaints about the CEO or Compliance Manager will be automatically be dealt with by this external and independent mediator in the first instance of the complaint being received.

Where the RTO is informed that the student has accessed external appeals processes:

- The RTO will maintain a student's enrolment until the external appeal process is finalised.
- The RTO will comply with the findings of the external appeals process.
- Where a decision or outcome is in favour of the complainant, CQ Education shall follow the required action and recommendation from the relevant external appeals organisation to satisfy the student's grievance as soon as practicable.

The decision of the independent mediator is final and any further action the student wishes to take is outside the RTO's policies and procedures. The student shall be referred to the appropriate government agencies and this information can be gained from the Compliance Manager.

- All records and correspondence in relation to an external appeal shall be maintained with the initial complaint and internal appeal documentation within the 'Complaints and Appeals Register' and the student file for a minimum of 5 years.

Independent Mediator:**Victorian Students:**

The Dispute Settlement Centre of Victoria (DSCV) is a free dispute resolution and mediation service funded by the Victorian Government and may be able to assist resolve any outstanding complaint or issue with the complaint handling process. Further details and office locations for this service are available from <http://www.disputes.vic.gov.au/>

Organisation:	Disputes Settlement Centre of Victoria (http://www.disputes.vic.gov.au/)
Contact Point:	<u>Melbourne Office:</u> Level 4, 456 Lonsdale Street Melbourne VIC 3000 Tel: 1300 372 888 Fax: 8684 1311

Further information

If, after the RTO's internal complaints and appeals processes have been completed, you still believe the RTO is breaching or has breached its legal requirements, you can submit a complaint to ASQA by completing the online complaint form: <https://rms.asqa.gov.au/registration/newcomplaint.aspx> (ASQA website: www.asqa.gov.au)

Except in exceptional circumstances, you must attach evidence to your complaint form showing:

- that you have followed your RTO's formal complaints procedure, and
- the RTO's response.

ASQA's processes require you to identify yourself to ASQA as a complainant, although you may request that your identity is kept confidential throughout any investigation that ASQA undertakes.

2.5 Preventative and Corrective Action

If the internal or any external complaint handling or appeal processes result in a decision that supports the complainant, CQ Education will immediately implement any decision and/or corrective and preventative action that is required, and advise the complainant, and all involved in the matter, of the outcome.

In all cases where a complaint, internal appeal, or external appeal is submitted results in any type of corrective action to be taken by the RTO, details of the complaint and / or appeal shall be reviewed to ensure that steps are taken to eliminate or mitigate the likelihood of recurrence.

In addition the complaints and appeals register shall be monitored by the Compliance Manager to ensure that all complaints and appeals submitted, regardless of the outcome, are able to be monitored and reviewed to ensure appropriate steps and actions are identified to prevent further re-occurrence.

The details of the complaint and resulting outcome(s) shall be reviewed as part of the RTO's next management meeting with the purpose of identifying the potential causes of the initial complaint. The RTO will then determine appropriate steps to be taken so as to remove the potential issue arising again in the future. Where the complaint has arisen due to any employee or student actions, appropriate mechanisms shall be implemented to ensure appropriate education is provided to prevent recurrence of potential issues.

PRIVACY INFORMATION ACCESS POLICY/PROCESS

Purpose: To ensure accuracy and openness are maintained in the record-keeping function.
To offer students and clients access to their own files and records as kept by CQ Education.

Responsible: Quality Assurance Officer

POLICY

Under the Privacy Act, clients have the right to access personal information held. If the information is incorrect those clients have the right to require CQ Education to amend it. *Clients wishing to access their records should contact the QA Officer for an application form.*

CQ Education guarantees to comply with requirements in this regard, while also maintaining compliance with other Privacy regulations.

ACCESS TO STUDENT RECORDS

Access by students to their personal records is available upon request to the Student Administration Department. This includes current and previous students.

Students may contact student administration to discuss a suitable time to view their file and access will only be granted once a student can confirm their identification.

Student Access to the file will be granted only once written notification is received and the Student administration manager has validated the student's identification.

CREDIT TRANSFER POLICY AND PROCEDURE

1. Policy

This policy ensures that CQ Education will recognise the AQF Qualifications and Statement of Attainments issued by any other Registered Training Organisation.

The underlying principle of Nationally Recognised Training is that a student does not have to repeat training and assessment that has already been undertaken.

The RTO will ensure the following definition of Credit Transfer is implemented:

Credit Transfer: Credit transfer assesses the initial course or subject that an individual is using to claim access to, or the award of credit in, a destination course. The assessment determines the extent to which the client's initial course or subject is equivalent to the required learning outcomes, competency outcomes, or standards in a qualification. This may include credit transfer based on formal learning that is outside the AQF.

2. Procedure

2.1 General information for individuals

All prospective and enrolling individuals must be informed in either print or electronic form of the opportunity to apply for Credit Transfer. Students are informed of credit transfer process in the Student Information Handbook, and are asked to identify if they would like to apply for a Credit Transfer in the Enrolment Form. Individuals can apply for Credit Transfer at any time.

2.2 Student request for Credit Transfer

- If a student wishes to apply for Credit Transfer they must complete the 'Credit Transfer Application Form' (Appendix A) and include appropriate evidence to support the Credit Transfer application.
- The 'Credit Transfer Application Form' will specify the Units of Competency that the student is applying for Credit Transfer.
- The student is required to submit this application with associated evidence to Student Administration or directly to their trainer at enrolment.

2.3 Assessment process

The assessment of all Credit Transfer Applications will be undertaken by the Compliance Manager. Any Credit Transfer applications received by Student Administration shall be passed to the Compliance Manager for assessment.

All Credit Transfer applications must be supported by the appropriate evidence. This may be in the form of Nationally Recognised Qualification or Statement of Attainment indicating exactly the same code and title as those included in the student application, or other documents of equivalence that are outside the AQF.

Where appropriate evidence is provided with the Credit Transfer application the Compliance Manager must grant the Credit Transfer. The Compliance Manager must complete the appropriate sections of the Credit Transfer Application form to identify if the application has been granted or not.

Where Credit Transfer is 'Granted' this information will be communicated in writing to the applicant within 10 business days of completion of the assessment, and the Qualification / Statement of Attainment will then be issued or the training program adjusted accordingly.

Where Credit Transfer is 'Not Granted' students will be notified in writing of the outcome within 10 business days of completion of the assessment. The written communication to the student is to including a reason for refusal (where applicable).

In all cases, a copy of the Credit Transfer documentation and verified copies of the relevant Qualification/ Statement of Attainment and outcome will be kept in the student's file.

POLICY FOR OFFERING RECOGNITION OF PRIOR LEARNING (RPL)

- At enrolment, or at any time through training, students may apply for Recognition of Prior Learning (RPL) if they believe they can demonstrate that they possess the skills and knowledge to cover the competencies of a unit.
Recognition of Prior Learning (RPL) acknowledges an individual's competence, irrespective of how it has been acquired. This includes competencies gained through formal study, work and other life experience. Being granted 'RPL' for a unit negates the need for a student to do again the study and assessment for a pass in that unit. It gives formal recognition that they possess the knowledge and skills required.
- Students wishing to apply for RPL should speak to the Trainer or Training Program Manager. Applications for recognition of either past qualifications or experience should be submitted as early as possible.
- The Training Program Manager will provide the relevant application form. (Stud. 13A). He/she will also inform the student about the performance tests and assessments of units within the course, and answer any queries so that the student may decide if an application is warranted or not.
- Successful assessment depends upon evidence which must be documented. Evidence may include reports relating to work done, courses attended, employer references etc. and must cover the elements of competency listed in the relevant training package. Evidence must be – Valid / Authentic / Sufficient / Current / Reliable. (The assessor or training manager will explain the requirements for evidence)

RPL is assessed against the units of competency in a program by utilising one or more of the following:

- A. Review of evidence including relevant formal qualifications.
- B. Interviews, or observation of the participant in a work situation.
- C. Confirmation of testimonials
- D. Validated Workplace Logbooks
- E. Skills/Challenge testing
- F. Written/Oral reviews and/or answers to questions.

Please Note: If the RPL assessment is unfavorable, the student can appeal the decision. ("Grievance or Dispute Resolution" Doc. Pol. 03)

If student has a prior Qualification or a Statement of Attainment issued under the Australian Qualifications Framework from any state or territory, the RTO will automatically give exemptions for those units of competency. Credit transfer will be provided at no cost to student.

The steps for RPL

1. Student/trainee requests recognition, attends interview and appropriate qualification/ unit/ competency is identified.
2. Trainer/Assessor will advise student/trainee of evidence required for the application to be judged, based on the requirements of the relevant training package. If it is decided to progress the application for Recognised Prior Learning (RPL) an application form should then be completed. (Doc. 'Stud. 13') The student/trainee will be given access to the full curriculum so they can clearly identify the learning outcomes or competencies to address.
3. To progress the application, the Student/trainee submits the completed RPL Application form with supporting evidence to the Trainer/Assessor or the Training Program Manager.
4. The RTO will then analyse individual experience and qualifications against appropriate learning outcomes and competency statements. A qualified assessor will complete this process.
5. If validated claim matches learning outcomes/competencies then full recognition is granted.
6. If the evidence does not match learning outcomes/competencies then further evidence will be requested, this may involve another interview for the applicant to support his/her case. Extra evidence must be supplied within two weeks.
7. If further evidence is not recognised then claim will be rejected, a letter of advice will be forwarded to applicant advising of decision either way.
8. If student/trainee wishes to appeal that decision he/she must inform the RTO in writing within one week of rejection letter being received.
9. The appeal will be dealt with as outlined in the "Grievance or Dispute Resolution" policy. (Copy in student handbook)
10. On completion, a letter of advice of outcome will be forwarded to applicant within one week of the final decision.
11. Completed RPL Application Form with attachments will be placed in the student/trainees file and digitally recorded in student file.

12. NOTE: CQ Education do not qualify for Gov't. funding for RPL. Gov't. funded students should be processed without charge for RPL. Fee for Service students may be asked to contribute, but at a reduced price.

CQ EDUCATION RECORD KEEPING

TRAINING PLAN RECORD

The training plan record is designed to reflect all the learning and development activities you participate in. This includes time spent on your traineeship, work-based training and development, and any other learning activities you may undertake in the course of your work.

The amount of time required to be reported on learning and development activities will vary according to the number of hours per week you work. We encourage you to keep a record of you training on this page.

- If you are employed full-time, the requirement is a minimum of 12 hours (720 minutes) per month, which translates into approximately 3 hours per week.
- If you are employed part time, the required time is pro-rata. For example, if you worked 20 hours per week, it would be half of the full time load – 6 hours (360 minutes) minimum per month.

Category	Description Examples
1 on 1's	Any meetings between a trainee and their supervisor on an individual basis.
Team Meetings	Meetings involving trainees and other team members.
Supervised Training	Any time allocated to the traineeship and related activities under direction or supervision.
Job Shadowing	Work-based training such as learning new activities or processes or skills training by watching/working with others.
Other	Any other learning and development activities not covered by other headings.

Tip: It is always easier to complete the record as you go through the month, rather than leaving it until the very end when you will find it harder to remember activities!

Please remember to:

- Sign and date the trainee section at the end of the month
- Get a Team Leader or Supervisor signature and date at the end of the month
- Hand in your training plan to your trainer when complete

If you are unsure what category to put an activity under, or have any further questions, please contact your trainer.

CHANGE OF ADDRESS FORM

If at any stage throughout your participation your personal details change, please notify us by photocopying and filling out your new details below and giving it to your trainer or email to info@cqeducation.com.au

Family Name		
Given Names		
Phone No.	Mobile	
E- Mail		
Home Address		
Town / Suburb		
Postcode		
Signed		

