



Student Handbook

**Policies & Procedures
for Students
V4**

CONTENTS

Introduction.....	3
Rights and Responsibility	4
Students' Responsibilities.....	6
USI – Unique student identifier.....	6
Access and Equity	7
Language, literacy and numeracy	7
Enrolment, induction and orientation.....	8
Changes to Agreed Services.....	8
Complaints and Appeals Policy	9
Access to Students Records and Participation	12
Fees, Cancellation, Refund and Cooling Off Policy	12
Fees in Advance.....	13
Cancellations, Withdrawal and Refunds	13
Credit Transfer for Prior Studies.....	14
Recognition of Prior Learning.....	14
Change of Name/Address/Telephone Number	15
Student Disciplinary Policy	16
Legislation in relation to your study	18
Third party arrangements	19

Introduction

Welcome to QTLT.

We specialise in delivering training and assessing to support our students in enhancing their skills and knowledge within the industry.

QTLT is committed to providing ongoing learning opportunities and support.

Our highly qualified staff have a wealth of knowledge and experience and are committed to providing a quality and enjoyable learning experience in a peaceful environment.

QTLT is responsible for all compliance of training and or assessment.

QTLT is responsible for issuing all AQF certification

QTLT is responsible to comply with the Standards for RTOs 2015.

QTLT Head office Contact Details:

Telephone: 07 4035 1705

Postal address is: 36 Jensen Street, Manooro QLD 4870

Email: ross@qtl.com.au

Website: www.qtl.com.au

R.T.O No: 40931

We look forward to working together with you to help you complete your chosen course of study and wish you the best in your chosen career path.

Yours sincerely

Mrs. Katherine McLeod
Director
QUEENSLAND TRANSPORT & LOGISTICS TRAINING PTY LTD

Health awareness and disclosure policy – COVID -19

I am aware and remain informed of the health risks imposed on myself and others associated with Covid19 including the risks associated with public gathering.

I advise that I will not attend any training facility

- After recording a temperature of 37.5 or higher
- With Cold / Virus or Influenza like symptoms
- Within 14 days of returning from travel (Interstate / Overseas)
- After recent contact with any persons with Cold / Virus or Influenza like symptoms

I advise that upon attending any training facility, I will adhere to any conditions or procedures in place that are designed to protect the health of the greater community Inc. but not limited to

- Social distancing of 1.5 m from persons in an outdoor environment
- Social distancing of 4 square metre per person for an indoor environment
- Continually wash hands following Health Warning Coronavirus (COVID -10) RTO flyers
- Cover my cough following Health Warning Coronavirus (COVID-10) RTO flyers
- Immediately advising RTO staff in the event I feel unwell and following staff direction
- If identified unwell by RTO/Third Party Trainer/Assessor or staff member agree to leave premises immediately

I acknowledge that although the RTO has implemented health & safety measures to create a safer environment, that ultimately, I am responsible for my own health and safety and assume the risk involved with attendance.

I agree that I am attending this training and assessing at my own risk

Rights and Responsibility

The adult learning environment within the NVR RTO, and any partnering organisations, encourages and supports the participation of people from diverse backgrounds. The NVR RTO's aim is for each student to have an equal opportunity to learn in a supportive environment.

Students' Rights

The RTO, and any partnering organisations, recognise that students have the right to:

- Expect the RTO, and any partnering organisations, to provide training of a high quality that recognises and appreciates their individual learning styles and needs;
- Have access to all the RTO's, and any partnering organisations services regardless of educational background, gender, marital status, sexual preference, race, colour, pregnancy, national origin, ethnic or socio-economic background, physical or intellectual impairment, and religious or political affiliation;
- Have their prior learning, acquired competencies, and experience appropriately recognised in determining their requirements for training and assessment;
- Be advised of the learning outcomes and prescribed assessment tasks for the training program of their choice prior to its commencement;
- Appeal for a review of the results of an assessment;
- Expect to achieve the published learning outcomes from their training program, if they, in turn, devote the necessary time and diligence to it;
- Learn from fully qualified, competent and diligent trainers who observe their responsibility to address students' learning needs, assist them to achieve the course outcomes, and assess their students' work fairly;
- Learn in an appropriately appointed, safe and clean learning environment, free of all forms of harassment and discrimination;
- Be treated with dignity and fairness;
- Have a right to a cooling off period
- Expect the RTO, and any partnering organisations, to be ethical and open in their dealings, their communications and their advertising;
- Expect the RTO, and any partnering organisations, to observe their duty of care to them;
- Efficient handling of administrative matters including the processing of fees, concessions, refunds etc;
- Privacy and confidentiality, and secure storage of student records in accordance with the RTO's, and any partnering organisations, policies, to the extent permitted by law.

Students' Responsibilities

Students are responsible for:

- Understanding and accepting the enrolment conditions for the courses they undertake;
- Providing accurate information about themselves at the time of enrolment, and to advise the RTO, and any partnering organisations, of any personal information changes, including to their address or phone numbers within seven days;
- Paying of all fees and charges associated with their course;
- Signing in and out when attending training;
- Abiding by any dress code stipulated by the RTO, and any partnering organisations,;
- Not cheating or plagiarising in course work / assessments submitted for assessment;
- Recognising the rights of staff and other students to be treated with dignity and fairness, and behaving in an appropriate and acceptable manner towards them;
- Regular and punctual attendance;
- Ensuring they attend classes sober and drug free, and smoke in designated areas;
- The security of their personal possessions while attending a course;
- Promptly reporting all incidents of harassment or injury to the CEO;
- Respecting the RTO's, and any partnering organisations, property and observing policy guidelines and instructions for the use of equipment;
- Seeking clarification of their rights and responsibilities when in doubt;
- Asking for assistance and / or support when needed.

USI – Unique student identifier

From the 1st of January 2015 if you are undertaking nationally recognised training delivered by a registered training organisation it is mandatory to have a Unique Student Identifier (USI).

A USI gives you access to your online USI account which will contain all your nationally recognised training records from 1/1/2015 onwards. When applying for a job you will often need to provide your training records and results. One of the main benefits of the USI is that you will have easy access to your training records and results throughout your life.

As the USI is a legislative requirement, all students must have a USI to be able to obtain a Statement of Attainment or Certificate for the training they have successfully completed. You can create your own USI number through the USI website: www.usi.gov.au alternatively QTLT can create one on your behalf with your written permission on our student enrolment form or contact our administration staff for further information. Each learner must acknowledge to have read and understood the USI privacy notice at <https://www.usi.gov.au/documents/privacy-policy>. This is also notes on each student enrolment form.

Access and Equity

Access and Equity policies are incorporated into operational procedures. The RTO, and any partnering organisations, prohibits discrimination towards any group or individuals in any form, inclusive of:

- Gender
- Pregnancy
- Race, colour, nationality, ethnic or religious background
- Marital status
- Physical or intellectual or psychiatric disability
- Homosexuality (male or female, actual or presumed)
- Age

The RTO, and any partnering organisations, encourages Students with diverse backgrounds and a genuine interest in expanding their knowledge and skill to apply for admission into all courses.

Programs are designed and wherever possible, facilities set up to enhance flexibility of delivery in order to maximise the opportunity for access and participation by disadvantaged people.

Language, literacy and numeracy

As part of our enrolment process all students receive a short literacy and numeracy test.

As we are in a partnership agreement with a Registered Training Organisation working in the field of Licencing for high risk work, it is a condition of licencing that students must be able to speak and understand English to undertake any of our courses. This is to ensure that workers understand workplace instructions and can complete the necessary workplace paperwork.

To test literacy & numeracy, students may be given an industry-appropriate test.

Students with learning difficulties in literacy or numeracy are given reasonable assistance from QTLT RTO, third party staff, additional time in examinations. In the written assessment the whole test can be conducted orally where there is a language or literacy issue.

However, because of the high-risk nature of the industry, interpreters are not allowed to act on behalf of students.

If it is deemed that a student could possibly require more Literacy and/or Numeracy support, the student may be directed to a Specialist Language & Literacy provider. Any fees incurred are the responsibility of the student.

Students with English as a second language are given assistance such as being able to provide oral responses to some assessments and also they are given additional time in theory examinations. However, even if English is their second language it still needs to be at a reasonable enough standard to ensure that workers understand workplace instructions and that they are capable of completing the necessary workplace based paperwork.

Staff members and Instructors are required to observe, identify and immediately act when a student has problems with language, literacy, or numeracy.

Enrolment, induction and orientation

Courses consist of small groups (1-10) to ensure quality training and participation and we run courses on a regular basis. Courses normally commence at 8am and finish mid-afternoon.

QTLT conducts an enrolment, induction and orientation program for all its clients including: -

- Language, Literacy and Numeracy support;
- Venue safety and facility arrangements;
- Relevant legislative requirements and accessibility;
- Review of the training and assessment program and flexible learning and assessment;
- Client support and welfare
- Review of Code of Practice
- Appeals, complaints and grievance procedures;
- Disciplinary procedures; and
- Recognition arrangements and credit transfer.

Training Guarantee

The NVR RTO, and any partnering organisations, guarantees once you have commenced your course, training / assessment will be provided to allow you to complete the course.

Students' additional support services - Training that meets your needs

The RTO, and any partnering organisations, is committed to ensuring you receive training, assessment and support services that meet your individual needs. To achieve this, we need to know what your needs are.

If you at any point through-out your course you require any assistance or support please discuss these needs with the RTO, and any partnering organisations, staff and we will do our best to help. If you have any special needs, including Language and Literacy, learning, mobility, visual impairment or hearing please notify staff as soon as possible, preferably at the start of your course, to allow us to cater for any of your needs. If you do not tell us about any condition that may affect your learning, we will not be able to assist you if the need arises. Any information you tell us in relation to your needs will remain confidential and only used to support you.

Changes to Agreed Services

Where there are any changes to agreed services, the RTO, and any partnering organisations, will advise the learner, in writing as soon as practicable, including in relation to any new third party arrangements or a change in ownership or changes to existing third party arrangements.

Complaints and Appeals Policy

This policy and procedure is to provide clear and practical guidelines to ensure that complaints and appeals lodged with the RTO can be resolved, equitably and efficiently, in accordance with the principles of natural justice. The Complaints and Appeals Policy is there to manage and respond to allegations involving the conduct of the RTO, its trainers, assessors or other staff, a third party providing services on the RTO's behalf, its trainers, assessors or other staff or student of the RTO.

The RTO acknowledges that a student, who has a complaint or appeal, has the right to raise the complaint or appeal and expect that every effort will be made to resolve it in accordance with this policy, without prejudice or fear of reprisal or victimisation. The student has the right to present the complaint or appeal formally as well as in writing.

The RTO will manage all complaints and appeals fairly, equitably and efficiently as possible.

The RTO will encourage the parties to approach the complaint or appeal with an open mind and to resolve problems through discussion and conciliation. Where a complaint or appeal cannot be resolved through discussion and conciliation, the RTO acknowledges the need for an appropriate external and independent person to mediate between the parties. The parties will be given the opportunity to formally present their case to the independent person.

Confidentiality will be maintained throughout the process of making and resolving complaints. The RTO seeks to protect the rights and privacy of all involved and to facilitate the return to a comfortable and productive learning environment.

Where complaints or appeals have been received, RTOs must keep evidence of how the matter was dealt with and the outcome (including the timeframes). The RTO will use this information received via any complaint to review the RTO's processes and practices to ensure the issue doesn't happen again.

Procedure

Should a student have a complaint or appeal, the following steps are to be followed:

1. The Student should discuss the issue / complaint with the person involved to try and resolve it verbally.
2. If no resolution is reached, the student should discuss the issue / complaint with his / her trainer to see if it can be resolved.
3. If still no resolution the student should put the following information relating to the complaint or appeal in writing using the Complaints and Appeals Form.
 - A description of the complaint or appeal;
 - State whether they wish to formally present their case;
 - Steps taken thus far to deal with issue / complaint;
 - What outcomes they would like to fix the problem & prevent it from happening again.
4. The student should bring the complaint or appeal to the attention of the Trainer/Assessor within seven (7) days of the issue taking place.

5. Upon receiving the complaint form it is forwarded to the CEO for review and action.
6. The person who the complaint is against (**respondent**) is notified by QTLT CEO of the specific allegations being made against them and all relevant information about the complaint in writing
7. **The hearing rule** -The respondent is given a reasonable chance to consider their position and reply in writing
8. Once QTLT receives the respondents reply
9. **Case to be met** - QTLT creates a draft letter stating a summary of the issues being considered by the decision maker along with a proposal of resolution
10. **Both parties have A real chance to reply** - Whether in writing or orally (chance to give your response before the final decision is made)
11. QTLT receives the replies from both parties and unless any further evidence is submitted and unless the resolution is challenged by either party a written agreement is made of resolution and action implemented
12. *The bias rule - in line with procedural fairness. If the person in authority does not believe they can handle the complaint in an impartial way, they will exclude themselves from the process, and refer the matter to their Supervisor. In some cases, resolution of the complaint may also involve appropriate bodies external to QTLT, e.g. trade unions or statutory bodies.*
13. If the complaint or appeal is not dealt with to the student's satisfaction within seven (7) day period, they may bring it to the attention of the Director. The Director will either deal with the issue personally or arrange for it to be dealt with by a management representative. This process must commence within 48 hours from the time the Director, or their delegate, receives written notification from the student about their dissatisfaction to the response received from their trainer and a response / resolution must be presented within 7 days.
14. Should the issue still not be resolved to the student's satisfaction, the RTO will make arrangements for an independent external person to resolve the issue. The student will be given the opportunity to formally present his or her case. The time frame for this process may vary but should take no longer than 14 days.
15. All parties involved will receive a written statement of the outcomes, including reasons for the decision within the 14 day period.
16. If the student is still not happy with external mediation, they may take their complaint to the Australian Skills Quality Authority (ASQA) and lodge a complaint using ASQAs online complaint form.
17. Where the RTO considers more than 60 calendar days are required to process and finalise the complaint or appeal, the RTO will inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required, and regularly updates the complainant or appellant on the progress of the matter.

18. All documentation relating to complaints or appeals should be archived for audit purposes.
19. The RTO's CEO will be person responsible for the implementation and maintenance of the policy.

Appeals against Assessment Grades

Students may appeal against a result shown on their student record / assessment and may lodge their appeal as outlined above.

Flexible Forms of Assessment

The RTO, and any partnering organisations, has facilities to provide flexible forms of assessment as required for Students in proven extenuating circumstances. The student must apply in writing to the CEO with details of the circumstances. The CEO will assess the application, and the student notified in writing.

Access to Students Records and Participation

The RTO, and any partnering organisations, is committed to providing you with accurate and current records of your participation and progress. If at any point you wish to view your student file or discuss your progress in the course, please arrange a time with your trainer or the CEO and they will be more than willing to help you.

Transfer of student results and other records in the event that QTLT ceases to operate or if the RTO, or a third party delivering training and assessment on its behalf, closes or ceases to deliver any part of the training product that the learner is enrolled in;

If QTLT ceases to operate, it must, within 14 days of ceasing, forward all student results, including student records (name, address and any identifier, such as date of birth) to the Department of Employment and Training's regional office.

Fees, Cancellation, Refund and Cooling Off Policy

All fees are to be paid at the specified time, as per the course information and can only be paid by credit card or EFT. Tax Invoices will be issued as required and as an approved program, there is NO GST included in the course cost.

Fees may vary depending on the:

- Course and or chosen units/Recognition of Prior Learning/CT
- *All payments are to be finalized before certificate is printed and issued*
- Replacement of lost certificate or Statement of Attainments - **\$40**
- No refunds apply unless given appropriate reasoning by the student or unless the NVR R.T.O. cancels the course. (refer to the Refunds Policy section)
- Credit transfer **\$50** per unit if applicable to course code and requirements
- RPL **\$150** per unit unless provided (if applicable to course code and requirements)
- There are no fee concessions for our courses if you wish to discuss this further please contact the office on Phone: **07 4035 1705**
- Course costing fee, including material and administration fee due is: **CLEARLY STATED ON THE STUDENT ENROLMENT & INTRODUCTION FORM** (no additional fees or charges apply for any additional services unless listed above)
- **24hr cooling off period otherwise no refund applies**

All students are liable for the financial commitment to the partnering organisations.

The RTO, and any partnering organisations:

- has appropriate safeguards and fair options in place for any monies paid in advance;
- guarantees once you have commenced your training / assessment, you will be provided with every opportunity to complete the course.
- will, in the event that a course is cancelled, whilst in progress, due to circumstances beyond its control, provide the student with a refund of fees on hold or offer to transfer the student to another course.
- will refund a pro rata proportion of any money paid by you and not yet used for the delivery and assessment of the course, in the event we cancel or discontinue a course.

Students who have any queries regarding eligibility for refunds should contact the CEO in the first instance.

Fees in Advance

In the case where a student wishes to pay more than the application fee with their enrolment application, the amount will not exceed \$1,000.00 prior to the course commencement.

Following course commencement, the RTO may require payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student does not exceed \$1,500. The RTO, and any partnering organisations, has appropriate safeguards and fair options in place for any monies paid in advance and that these funds are not used until courses and or units have commenced.

Cancellations, Withdrawal and Refunds

Cancellation of course by the **QTLT NVR R.T.O.** after enrolment and commencement. (The Student does not have to make an application for a refund; QTLT will process it automatically).

Cancellation of course by the **Director** due to RTO or third party closure, after enrolment fee paid no commencement. (The Student does not have to make an application for a refund; QTLT will process it automatically).

If you withdraw from a course after your enrolment has been confirmed, and within 4 weeks of the commencement date, you will forfeit any fees paid, including any enrolment fees and any course fees.

If you withdraw from a course due to illness, (verified by a medical certificate and within 7 days of course commencement) we will refund any course fees paid less any application fee and 20% of your course cost. Should you withdraw for any other reason other than illness and within 5 days of course commencement, you will be liable to 50% of the course cost.

Should you withdraw from the course once commenced, or if you fail to commence the course you will forfeit all monies paid and be liable for the full course cost.

Credit Transfer for Prior Studies

Learners must not be required to repeat any unit or module in which they have already been assessed as competent, unless a regulatory requirement or license condition (including industry licensing schemes) requires this. Where a learner provides suitable evidence that they have successfully completed a unit or module at any RTO, the RTO must provide credit for that unit or module. In some cases, licensing or regulatory requirements may prevent a unit or module being awarded through a credit process. e.g. CPR and First Aid.

Credit must be granted not only for studies completed at an RTO, but at any authorised issuing organisation, such as a university. In such cases, an analysis as to the equivalence of the study completed with the relevant unit/s or module/s would need to be completed before any credit could be granted.

The RTO is not obliged to issue a qualification or statement of attainment that is achieved wholly through recognition of units and/or modules completed at another RTO or RTOs.

Before providing credit on the basis of a qualification, statement of attainment or record of results, you should authenticate the information in the document (e.g. by contacting the organisation that issued the document and confirming the content is valid).

Note that providing credit for previous studies is not a recognition of prior learning (RPL) process. RPL is a form of assessment of the competence of a person, while providing credit is recognising the equivalence of studies previously undertaken and completed successfully.

If an applicant wishes to apply for recognition for the qualification that they have received from another RTO, they must present the original for sighting or provide a certified copy of the certificate with their enrolment.

The RTO must then verify the certificate to ensure its legitimacy and currency. The RTO will write on the copy of the certificate the date and person they spoke to when verifying the qualification. The outcome of the application will then be communicated to the applicant.

Recognition of Prior Learning

The RTO provides a user-friendly, supportive, streamlined framework for the assessment and recognition of various types of prior competencies obtained by an individual through previous or current training, work experience and / or life experience.

The underlying principle of Recognition of Prior Learning (RPL) is that no individual / participant should be required to undertake a unit of study in a training session for which they are able to demonstrate satisfactory achievement of the required competency standard or learning outcome for entry into, and/or partial or total completion of a qualification.

This policy therefore aims to maximise the recognition of an individual's prior skills and knowledge whilst at all times maintaining the integrity and standards of the defined learning outcomes of the specific course of study.

Assessment will take place by a qualified assessor who has successfully completed Certificate IV in Training and Assessment (TAE40116) and who has the vocational

competencies in the unit they are assessing the participant's competency against. To view the current procedure on the recognition of prior learning, refer to the College policy.

Recognition of Qualification issued by another NVR R.T.O.s

QTLT will recognize and accept AQF and VET qualifications and VET Statement of Attainments issued by any other NVR R.T.O's. They must meet current AQF Standards and should provide a Statement of attainment listing all units completed.

For further information and clarification on your Certificate or Qualification please submit to either your Trainer/Assessor or post/email to QTLT for verification.

All documents will then be reviewed to ensure they meet AQF standards and guidelines and you will be contacted accordingly with the outcome.

Administrative Contacts

Occasionally Students may need to consult the Trainers and or the CEO with comments, questions, suggestions or other matters. In order that we may better assist our Students, we suggest, that the student speak with his/her trainer, or the CEO.

The trainer can Trainer/Assessor **can only** comment on his/her subject not on other subjects. The following suggestions may also be of assistance. Read all the information contained in this book thoroughly. If the required information is not found in the "Policies and Procedures for Students" refer the question to the Trainer or CEO.

Change of Name/Address/Telephone Number

Upon change of name, address or telephone number, you are required to notify the RTO, and any partnering organisations, with the relevant information. The change must be advised in writing stating the previous address, the new address.

No responsibility will be accepted by the RTO for failure to follow the above procedure.

Medical Certificates

All medical certificates substantiating reasons for failure to sit an assessment must be presented to the CEO. Any other medical certificates must be handed to the individual trainer for the recording of attendance.

Assessment Results

Students are notified of assessment results by their Trainer/Assessor at the end of each session. Assessment results will not be given to anybody other than, you, the trainer and or CEO with your prior permission. No assessment results are issued or discussed over the telephone.

Student's completing competencies will be assessed as either:

- C** - Competency Achieved; or
- NC** - Not Competent

Academic Misconduct and Plagiarism Policy

Academic misconduct or plagiarism occurs when a student reproduce someone else's words, ideas, or findings and present them as their own without proper acknowledgment. It includes attempts by students to cheat or act dishonestly in an examination, test, assignment, essay, or any other assessment task.

There are many forms of academic misconduct or plagiarism, including the following:

- Direct copying of sentences, paragraphs or other extracts from someone else's published work (including on the Internet and in software) without acknowledging the source;
- Paraphrasing someone else's words without acknowledging the source;
- Using facts and information derived from a source without acknowledging the source;
- Using ideas directly derived from an identifiable author without acknowledging the source;
- Producing assignments that should be their own independent work in collaboration with and/or using the work of other people (e.g. a student or tutor);
- Using the work of other members of a group project without acknowledging who contributed the work;
- Copying from another student's and / or their work;
- Submitting someone else's work as their own;
- Using a diagram from another text or the Internet as a basis for your diagram without acknowledging the source;
- Taking statistics from another source and using them in a new table or figure without acknowledgement;
- Buying an essay from the Internet or another student and submitting it as their own work;
- Making up fake quotes or sources.

Students who are found cheating or guilty of plagiarism in any form of assessment will be deemed **Not Competent** for the relevant Unit of Competency on confirmation of the breach. All confirmed cases of cheating or plagiarism these are recorded on the student's file. Students will be disciplined as per the Students Disciplinary Policy.

Students found cheating will receive a formal written warning from the CEO advising that a second breach will result in the student being asked to leave to course with no refund.

Student Disciplinary Policy

The student disciplinary policy exists for the proper management of disciplinary issues.

The policy is designed to ensure fairness and objectivity and its primary function is not intended as a form of punishment but as a means of providing students with the opportunity to correct or modify their behaviour.

Procedure

The RTO, and any partnering organisations, seeks to promote an environment in which students develop a positive and responsible attitude towards fellow students, staff and the general work / learning environment.

When a student's behaviour conflicts with the Student Code of Conduct, disciplinary action will be taken according to the following process:

1. Initially, the trainer will discuss the behaviour in question with the student and add a note to the students file.
2. If the behaviour continues to be unacceptable the trainer arranges a meeting with the CEO, or their delegate to discuss the issue.
 - a. Details of all disciplinary warnings and/or interviews will be recorded using the communication log of the Student Database System.
 - b. The CEO, or their delegate, counsels the student on possible consequences of breaching the Student Code of Conduct.
3. If necessary, an action plan may be implemented for the student to abide by in cases deemed necessary by the CEO, or their delegate.
4. Further disciplinary problems will be addressed by the CEO, or their delegate, in consultation with the trainer.
5. An official warning letter will be issued by the CEO, or their delegate.

NOTE: The RTO reserves the right to expel students immediately depending upon the seriousness of the misconduct.

Work Health and Safety Procedures

The Organisation realises its responsibilities to Students to ensure a safe and healthy academic and working environment. The Organisation operates according to appropriate Work Health and Safety standards and procedures. First aid kits are located in the offices of the RTO, and any partnering organisations. These are accessible during training if required via your trainer or administration

Student feedback

At various times throughout, and at the completion of your course, we will seek your comments and feedback in relation to the competency content, delivery methods and Trainer/Assessor performance.

This form is called a "Student feedback form" and will be issued by the Trainer/Assessor at the end of each individual unit session.

This feedback can be anonymous and helps us to identify processes for continuous improvement of future programs of study.

Legislation in relation to your study

As a student at the RTO, and any partnering organisations, you are required to know about your rights and responsibility in relation to various Act and Regulations that may impact on your study.

A Legislative Summary document is available from the CEO should you wish to read it. This is called the Legislative Summary QLD V1.0. There are certain bits of legislation that you need to make yourself aware of during your course. These are (but not limited to):

Commonwealth Legislation:

- National Vocational Education and Training Regulator Act 2011
- Commonwealth Privacy Act 1988 / Privacy Amendment (Private Sector) Act 2000
- Commonwealth Sex Discrimination Act 1984
- Commonwealth Racial Discrimination Act 1975
- Commonwealth Age Discrimination Act 2004
- Commonwealth Disability Discrimination Act 1992

Copies of all legislation may be viewed and download copies off the internet at www.austlii.edu.au

VET Quality Framework

The vocational education and training (VET) Quality Framework is aimed at achieving greater national consistency in the way providers are registered and monitored and in how standards in the vocational education and training (VET) sector are enforced.

The VET Quality Framework comprises:

- the Standards for Registered Training Organisations 2015
- the Fit and Proper Person Requirements
- the Financial Viability Risk Assessment Requirements
- the Data Provision Requirements, and
- the Australian Qualifications Framework.

Data Provision Requirements

The Data Provision Requirements 2012 ensure RTOs provide ASQA with a range of accurate and complete data about their business and operations.

These requirements allow ASQA to identify trends and risks within the industry, and to further monitor and improve Australia's world-class VET system.

The Data Provision Requirements also ensure ASQA has a record of all student records, qualifications and statements of attainment.

Third party arrangements

QTLT has third party arrangements in place with the following:

RKM Associated Pty Ltd trading as Cairns Truck School

Mr Ross McLeod

Ph: 0438 587 884

Email: ross@qtl.com.au

Website: www.advancedtrainingandconstruction.com

Brisbane Truck School

Mr Neil McLeod

Ph: 1300 438 542

Email: neil@brisbanetruckschool.com

Website: www.brisbanetruckschool.com

Jeymayd Training and Assessing

Mr Desmond Campbell

Ph: 0429 623 368

Email: jemayd@bigpond.com

Sheer Workplace Training Pty Ltd

Mr John Parker

Ph: 0488 422 626

Email: john@sheerworkplacetraining.com.au

Ticket Training Solutions

Mr Steven Walters

Ph: 0409 679 240

Email: tickettraining@gmail.com

Anderson Training Services (NQ) Pty Ltd

Mr Stephen Anderson

Ph: 0417 188 743

Email: andersontransport@bigpond.com

Website: www.andersontraining.com.au

Fees

- All fees will be paid directly to Third Party unless QTLT states otherwise

Issuing of Qualifications to meet AQF

- QTLT will provide a Statement of Attainment upon student assessed as competent by the Qualified Trainer/Assessor. The Qualification will be sent directly to the address provided on the student enrolment form address. This process takes up to 3 - 5 days.

Complaints/Appeals

- Same process applies as in this student handbook