# St Columban's College



# VET

# Student Handbook

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# INTRODUCTION

***Congratulations on your decision to enrol in a nationally recognised vocational course.***

This handbook has been written to provide students with important information about the vocational education and training (VET) qualifications offered at St Columban's College as well as your rights and responsibilities as a VET student. St Columban's College is both a school as well as a Registered Training Organisation (RTO). The College is registered with the national Australian Skills Quality Authority (ASQA) through the Queensland Curriculum and Assessment Authority (QCAA). The College's national RTO number is 30351.

Students should take the time to study this handbook carefully and ask their Trainer and Assessor (VET Teacher) if they are unsure of any details. Students should keep this handbook (or note the location of this document) for reference throughout their enrolment. The contents of this handbook in many instances represents the key points of various VET policies and procedures developed by this RTO. A copy of the RTO's VET policies and procedures can be obtained via the RTO Manager.

The RTO Manager and associated Trainers and Assessors (VET teachers) will induct all VET students with this handbook. This induction will include

- Purpose of VET
- AQF framework
- Unique Student Identifier (USI)
- Student selection and enrolment processes
- Course information
- Fees and charges
- Language, Literacy and Numeracy assistance
- Student support services
- RTO complaints and Appeals procedure
- Access and Equity
- Recognition of Prior Learning (RPL)
- Credit transfer
- Access to records
- Significant legislation

(Vet teachers will ensure that all students complete and sign the VET student Induction record (refer to appendix 1)

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## The Australian Qualifications Framework (AQF)

All of the VET courses offered by this RTO lead to nationally recognised qualifications – a certificate (if all of the requirements of the qualification are completed) or a statement of attainment (for those parts that are successfully completed where the full qualification is not completed). This certificate/statement of attainment will be recognised in all eight states/territories in Australia. This is because Australia has a national qualifications framework called the Australian Qualifications Framework (AQF). There are 14 different types of qualifications that can be obtained. These are shown in the following diagram.

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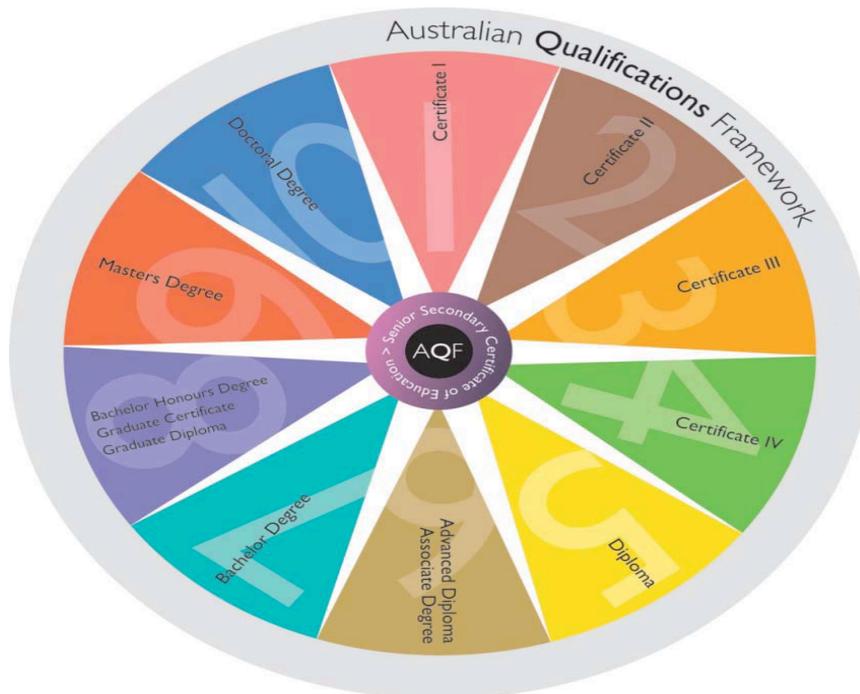
## AQF QUALIFICATION/S

Your trainer and assessor will provide you with information about your VET qualification/s including an overview of the specific units of competency in your qualification/s. You will also be provided further information on you assessment requirements and vocational outcomes.

The following qualifications available for completion at this RTO and can be viewed in the Senior Phase VET Subject Selection Handbook.

| Qualification code | Qualification title | Enrolled |
|---|---|---|
| BSB30115 | Certificate III in Business | ☐ |
| SIT20316 | Certificate II in Hospitality | ☐ |
| SIT20416 | Certificate II in Kitchen Operations | ☐ |
| SIT20116 | Certificate II in Tourism | ☐ |
| MSL20118 | Certificate II in Sampling and Measurement | ☐ |
| CUA20215 | Certificate II in Creative Industries | ☐ |
| SHB20216 | Certificate II in Salon Assistant | ☐ |
| CPC10111 | Certificate I in Construction | ☐ |
| SHB30215 | Certificate III in Make-Up | ☐ |
| AVI30419 | Certificate III in Aviation (Remote Pilot)* | ☐ |
| CHC24015 | Certificate II in Active Volunteering | ☐ |
| 10741NAT | Certificate III in Christian Ministry and Theology* | ☐ |
| 10742NAT | Certificate IV in Christian Ministry and Theology* | ☐ |
| CHC30113 | Certificate III in Early Childhood Education and Care* | ☐ |
| SIS30315 | Certificate III in Fitness* | ☐ |
| SIS40215 | Certificate IV in Fitness* | ☐ |
| SIS30115 | Certificate III in Sport and Recreation* | ☐ |
| MEM20413 | Certificate II in Engineering Pathways* | ☐ |

* These qualifications offered in partnership with an external RTO.

**Training Partnerships with external Registered Training Organisations (RTOs)**

As shown by asterisks in the table above, several of the qualifications offered at the College are run in partnership with outside training organisations. The College has partnership or contract agreements with these organisations, which set out all the arrangements for teaching these qualifications by your teacher in our College. Your teacher can explain further how this works. One main difference from the other qualifications, which are on the College Scope of Registration, is that the certificates for course completion are issued by the external RTO, not the College.

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# 1. Student selection, enrolment and induction/orientation procedures

Students enrolled in the VET courses at this RTO participate in the same enrolment and selection processes as other students at the RTO. Where numbers are limited for VET subjects, selection will be based on interview and/or on the order in which enrolments were received.

St Columban's College will provide each student with information about the training, assessment and support services they will receive, and about their rights and obligations (through the VET student induction session) before enrolment into the QCAA Student management system. At the time of enrolment students must ensure they have provided the College with their USI number.

## USI Number (Unique Student Identifier)

A USI will allow an individuals USI account to be linked to the National Vocational Education and Training (VET) Data collection allowing an individual to see all of thier training results from providrs incuding completed training and individuals units of competency. The Unique Student Identifier or USI is a reference number made up of 10 numbers and letters that:
- creates a secure online record of your recognised training and qualifications gained in Australia, even from different training organisations
- will give you access to your training records and transcripts
- can be accessed online, anytime and anywhere
- is free and easy to create and stays with you for life.

Before you can receive certification for a completed national qualification, you must have a USI number, and must have given that number to Mrs Linda Cabrera, the Vocational Education and Training officer. For more information go to: https://www.usi.gov.au

Students must obtain a **Unique Student Identifier (USI)** to enroll in a Certificate course.

Students are provided with the following documentation upon enrolment at Set Planning:

- USI Fact Sheets and Help

- USI Consent Form

- USI Collection and Verification Form

If students enrol at different times, they will be asked to complete and sign the forms listed above.

**NOTE:** Students will not be issued with either a Certificate or Statement of Attainment, if they have not provided a Unique Student Identifier (USI) to the RTO.

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**VET Enrolment forms**

VET enrolment forms will be provided on enrolment in a VET course. This will be at the beginning of the course in the year following set plan or at the determined entry point (late student enrolment). All enrolment forms must be completed to allow students to participate in the qualification. Please refer to appendix 2 for the enrolment form.

## 2. Qualification or accredited course information

Information pertaining to your qualification or accredited course can be sourced from course documentation provided by your Trainer and Assessor, subject specific information included in the VET Subject Selection Handbook (or similar document), through the VET student handbook and on the College website or the College DAL (Documents and Links) (if applicable).

Information available to students regarding course information will include:

- Qualification or VET accredited course code and title
- Packaging rule information as per the specified Training Package or VET Accredited course
- Units of competency (code and title) to be delivered
- Entry requirements
- Course delivery location, duration and modes of delivery/assessment.
- Fees and charges
- USI information
- RPL and Credit transfer arrangements.
- Work experience requirements (where applicable)
- Licensing requirements (where applicable)
- Third party or off-campus arrangements (where applicable)
- Students rights and obligations
- RTO obligations and communication processes

## 3. Marketing and advertising of course information

The RTO will ensure that its marketing and advertising of AQF qualifications to prospective students is ethical, accurate and consistent with its scope of registration. In the provision of information, no false or misleading comparisons are drawn with any other training organisation or training product.

The RTO will not advertise or market, as the RTO, in any way VET accredited courses, qualifications or units of competency that are not on the scope of registration. Courses run in partnership with external training organisations will be advertised only on written approval from that RTO. St Columban's College

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will ensure it will have the appropriate human and physical resources to deliver and assess any course currently on the RTO's scope of registration. If the RTO loses access to these resources, the RTO will provide students with alternative opportunities to complete the course and the related qualification. The College retains the right to cancel the course if it is unable to meet the requirements.

## 4. Legislative requirements

The RTO will observe all Australian, state and territory laws governing Vocational Education and Training. The RTO will also meet all legislative requirements of the:

- Education (General Provisions) Act 2006
- National Vocational Education and Training Regulator Act 2011
- Copyright Amendment Act 2006
- Education (Work Experience) Act 1996
- Child Protection Act 1999
- Workplace Health and Safety Act 2011
- Anti-discrimination Act 1991
- Privacy Act 1988 (2018)
- Information Privacy Act 2009

If students require any further information, please see the RTO Manager.

## 5. Fees and charges, including refund policy

The RTO does not in general charge students fees for VET qualification services. Levies for VET courses are included in the general subject levy bundle for the year level. Any fees and charges that do occur for additional services will be made known to students on at subject selection or enrolment. Therefore students who enrol past the commencement of the calendar year will be not be charged additional student levies as all students pay the same subject levy bundle for the year cohort. This includes fees for VET Courses delivered within the College provided by external training providers. The College does not charge additional fees for reprinting certificates and statements of attainment.

Matters regarding payment of fees will be managed by the Business Manager in accordance with the principles contained in the general fee policy of the school (not specific to VET).

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## 6.  Student services

St Columban's College will establish the needs of their students and deliver services to meet their individual needs where applicable. All students at this RTO will have involvement with some or all of the following processes, designed to establish their educational and support needs:

- SET plans
- Subject selection processes
- Career guidance services

The provision of educational services will be monitored to ensure the RTO continues to cater for student needs through review of student senior education and training (SET) plans, as needed. The RTO will also ensure that all students receive the services detailed in their enrolment agreement with the RTO.

The RTO will continually improve student services by collecting, analysing and acting on any relevant data collection through students providing valuable feedback to the RTO through informal and formal processes i.e. through individual student assessment feedback, course evaluation feedback, quality indicators — student engagement surveys and school-generated surveys (where applicable).

## 7.  Student support, welfare and guidance services

Students have access to a wide range of support, welfare and guidance services at this RTO, including:

- Principal (Mr Michael Connolly)
- Deputy Principal (Mr Stephen deLaurence)
- Assistant Principal Senior Phase (Mrs Kate Ruddy)
- RTO Manager (Mrs Amanda Schimke)
- Learning Enhancement leader (Mrs Veronica McMahon)
- Career Development and Vocational Learning Leader (Mrs Bronwyn Carlos)
- Trainers and Assessors (VET teachers)

## 8.  Provision for language, literacy and numeracy assistance

If you are undertaking a VET subject, which has units of competency from a training package, you will find that basic literacy/numeracy elements have been incorporated in the Foundation Skills component of the competency. This should help you learn these basic literacy/numeracy components more readily, as they are being delivered and assessed in the context of an industry vocational area of your choice. If you still feel you need additional language, literacy or numeracy support, please seek further advice from your VET teacher or the RTO Manager.

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## 9. Access and equity policy and procedure

St Columbans College is committed to providing equal opportunity and promoting inclusive practices and processes and integrating the principles of access and equity into all polices and practices. The Access and Equity guidelines at St Columban's College are designed to remove any barriers so that all students have the opportunity to gain skills, knowledge and experience through access to VET subjects.

This RTO is inclusive of all students regardless of sex, race, impairment or any other factor. Any matter relating to access and equity will be referred to the RTO Manager, as the designated Access and Equity Officer.

St Columban's College has written access and equity policies documents generally as a school (not specific to VET) and all staff are aware of these.

Access and equity guidelines will be implemented through the following strategies:

- The curriculum, while limited by the available human and physical resources, will provide for a choice of VET subject/s for all students
- Links with other providers, such as other RTOs will be considered where additional resources are required.
- Access to school-based apprenticeships and traineeships may be available to students
- Where possible, students will be provided with the opportunity to gain a full Certificate at AQF levels I, or II or III/IV (where applicable)
- Access to industry specific VET programs will be available to all students regardless of sex, gender or race.
- If the RTO loses access to either physical and or human resources, the RTO will provide students with alternative opportunities to complete the course and the related qualification.

**Discrimination** occurs if a person treats someone differently on the basis of an attribute or characteristic such as gender, sexuality, race, pregnancy, physical or intellectual impairment, age, etc. This RTO strives to meet the needs of each student through incorporating access and equity principles and practices which acknowledge the right of all students to equality of opportunity without discrimination.

For example, the following principles apply:

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1. VET curriculum areas will be adequately resourced, with teachers with the appropriate qualifications, in order to ensure students have quality outcomes.

2. VET training and assessment will be in line with industry standards to ensure quality outcomes for students. As well, a variety of training/assessment methods will be used to cater for the ways in which students learn. Students with learning difficulties or impairment will participate with an initial and annual meeting with their parent/guardian and relevant RTO staff to ensure that the training and assessment provided meets their needs.

3. All students will be actively encouraged to participate in VET qualifications, irrespective of background/cultural differences.

4. Prior to participating in structured work placement, students will be provided with an induction programme that will equip them with the knowledge to recognise harassment/discrimination should it occur and to ensure they have the strategies to deal with anything like this. Appropriate support will be provided to ensure students are successful in their work placement.

5. Literacy/numeracy is integrated throughout all VET qualifications, as well as being delivered separately through your English/literacy and Maths/numeracy programme.

6. This RTO will openly value all students, irrespective of background/culture/other differences and all students will be made to feel valued through the delivery of appropriate training/assessment methods and support structures.

7. Any complaints in relation to discrimination/harassment will be treated seriously, in line with the RTO's Complaints and appeals policy.

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## 10. Flexible learning and assessment procedures

The following represent the basic <u>VET assessment principles</u> of this RTO. They are designed to promote fairness and equity in assessment.

- All VET students at this RTO will be fully informed of the VET assessment procedures and requirements and will have the right to appeal.
- Students will be given clear and timely information on assessment.
- Information given to students, on the assessment cover sheet, will include:
  - advice about the assessment methods
  - assessment procedures
  - the criteria against which they will be assessed
  - when and how they will receive feedback.
- Students will sight their profile sheet of results in each VET subject on at least two occasions per year.
- The assessment approach chosen will cater for the language, literacy and numeracy needs of students.
- Any special geographic, financial or social needs of students will be considered in the development and conduct of the assessment.
- Reasonable adjustment will be made to the assessment strategy to ensure equity for all students, while maintaining the integrity of the assessment outcomes.
- Opportunities for feedback and review of all aspects of assessment will be provided to students.
- A clearly documented mechanism for appeal against assessment processes and decisions is available to students and is publicly available in this handbook which is stored on the intranet.

Your Trainer and Assessor will provide you with a thorough overview of the assessment requirements for your individual VET course. The following information, however, represents some general information about the VET assessment process adopted at St Columban's College.

## 11. Competency based assessment

In order to be successful in gaining competency, students must demonstrate consistent application of knowledge and skill to the standard of performance required in the workplace. Students must be able to transfer and apply skills and knowledge to new situations and environments.

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In most qualifications assessment tasks are completed a number of times throughout the year. Results for each assessment item will be marked on a student profile sheet (or similar document) using terms such as Satisfactory or Unsatisfactory, or working towards competence. This assists students to become competent as their skills improve.

Final (exit) records of assessment of competencies will be awarded as either:
- **C** for Competent
- **NYC** for Not Yet Competent

**Assessment methods**

Each Trainer and Assessor will maintain a student profile (or similar document) for each student and on completion of the program of study an exit level will be awarded, based on the principles of assessment and rules of evidence.

Elements of competency will be assessed and recorded once the Trainer and Assessor is satisfied that a student has demonstrated consistent competency in an element or unit of competency. Students may also receive assessment if they apply for and meet the requirements for, RPL.

A master record detailing students' achievements of the units of competency is maintained at the RTO on the Student Management System and in the Register of Documents.

This will record all elements and units of competency achieved. This will be held by the RTO for a period of 30 years. The appropriate certification will be issued to the student once they complete the program of study or upon exit (in line with the QCAA Student management data entry timelines). A certificate or Statement of Attainment will be issued to students once they complete the program of study or within 30 days of exit.

## 12. Student access to accurate records policy and procedures

St Columban's College is committed to regularly providing students with information regarding their participation and progress.

The Trainers and Assessors must maintain accurate and current records of each student's progress towards and achievement of competencies.

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Trainer and Assessors will provide access to a student's own records at least once each semester, or on request by the student. Students may also check their QCAA Student Connect learning account regarding any unit achieved.

## 13.  Confidentiality procedure

Information about a student, except as required by law or as required under the *VET Quality Framework*, is not disclosed without the student's written permission and that of their parent or guardian if the student is less than 18 years of age. The RTO will ensure that they have the consent from each student.

## 14. Employer contributing to learner's training and assessment: Work Placement

Structured workplace learning is mandatory for some qualifications, and highly recommended for all VET training qualifications. Your VET teacher will inform you of the procedures for Structured Work Placement or Vocational Learning Placement. The College encourages students to source a convenient placement with the assistance of their parents. Wherever possible the RTO will assist students in workplaces that provide experience in the competencies included in their VET qualifications. This RTO does not use assessment by work placement supervisors. Students on work placements may record their activities in a workplace experience logbook (or similar document). Your VET teacher will seek the cooperation of the workplace supervisor in the sign-off on the accuracy of the student's entries in the log. This logbook (or similar document) may be used by the assessor to support judgments of competency. Students at this RTO will be assisted in placement in workplaces where it forms a mandatory requirement of the Training Package or Accredited course. Students need to visit the Career and Training Centre to finalise work placement.

## 15.  Complaints and appeals procedures

Complaints and appeals are managed by the RTO in a fair, efficient and effective manner. The RTO will create an environment where student's views are valued. Complaints arise when a student is dissatisfied with an aspect of the RTO's services, and requires action to be taken to resolve the matter. Appeals arise when a student is not satisfied with a decision that the RTO has made. Appeals can relate to assessment decisions, but they can also relate to other decisions. Students with either a complaint or an appeal will have access to informal complaint process or a formal complaint or appeal process. All complaints received by the RTO will be acknowledged in writing and finalised as soon as practicable. All complaints and appeals will be finalised within 60 calendar days. If more time is required, all parties are

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notified in writing of the reasons for the time extension. The Complaints and appeals form is located on the College DAL (Documents and Links) in the *All VET* folder and as appendix 2 in this handbook. The RTO Manager will keep a *Complaints and appeals register*, which documents all formal Type 1 and Type 2 complaints and their resolution. Any substantiated complaints will be reviewed as part of the continuous improvement procedure.

The RTO identifies that there are two types of complaints.

### Type 1 complaint

This type of complaint is allegations of inappropriate behaviour and or child protection. These allegations are processed according to the RTO's complaints policy and procedure. This is followed in accordance with the College student protection policy.

### Type 2 complaint

All other complaints fall under this category.

Students with a complaint or appeal have access to both informal and formal procedures.

### Type 2 Complaint - Informal or Formal complaint or appeal

The initial stage of any complaint shall be for the complainant to communicate directly Trainer and Assessor who will make a decision and record the outcome of the complaint.

Learners dissatisfied with the outcome of the complaint to the Trainer and Assessor may then communicate the complaint to the Curriculum Leader, who will make a decision in regard to proceeding with a formal complaint or appeal process.

Learners dissatisfied with the outcome of the informal complaint may initiate a 'formal complaint or appeal' with the RTO Manager.

Type 2 Formal complaints or appeal procedures may only proceed after the informal complaint/appeal procedure has been finalised and will follow the below procedure:

- All type 2 formal complaints or appeals will be in writing addressed to the Principal and submitted to the RTO Manager;
- On receipt of a Type 2 formal complaint or appeal the RTO Manager shall reply in writing to acknowledge receipt of the complaint, then inform the Principal;
- The RTO Manager and the Principal will meet to discuss the complaint or appeal and either make a decision or convene an independent panel to hear the complaint; this shall be the "Complaint and Appeal Committee" and will consist of members who have not been involved in the issue to this point. It will include the Principal, a member of staff and an independent representative of the School/College community;

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- When a decision is reached this will be communicated in writing to the complainant/appellant within 60 calendar days of the complaint or appeal being received as well as being recorded on the *Complaints and appeals register*;
- If the decision will take longer than 60 calendar days the complainant/appellant will be notified in writing of the reasons why a decision has not been reached and provide regular updates regarding the progress of the matter;
- The complainant/appellant shall be given an opportunity to present their case to the committee and may be accompanied by one other person as support or as representation;
- The relevant staff member, third party or other learner shall be given an opportunity to present their case to the committee and may be accompanied by one other person as support or as representation;
- The Complaint and Appeal Committee will make a decision on the complaint;
- The Complaint and Appeal Committee will communicate its decision on the complaint to all parties in writing and this will be recorded in the Complaints and Appeals Register;
- If the complainant/appellant is still not satisfied, the Principal will appoint an independent third party (outside the RTO) to mediate with costs being communicated to all parties prior to commencement;
- If the complainant/appellant is still not satisfied, the Principal will refer them to the QCAA website for further information about making complaints ([https://www.qcaa.qld.edu.au](https://www.qcaa.qld.edu.au))
- After the complaint or appeal is finalised the RTO Manager will organise a meeting of relevant parties to review the decision and outcome and evaluate the policies, procedures and strategies of the RTO in order to take appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.

The root cause of the complaint will be included in the systematic monitoring and evaluation processes of the RTO so appropriate corrective action can be instigated to eliminate or mitigate the likelihood of reoccurrence.

## 16. Recognition arrangements for RPL

All VET students have access to a procedure that gives Recognition of Prior Learning. RPL is an assessment process that assesses an individual's level of knowledge and skills against individual or multiple units of competencies.

All applications for RPL will be responded to once a written application has been received. The RTO Managerwill keep an RPL register which documents all RPL applications and their outcomes. Once the

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evidence has been provided to the RTO to assess RPL, the student will be notified of the decision. Students may have access to reassessment on appeal.

### *Recognition of prior learning procedure*

At the commencement of the school year a Student Induction will be conducted by the RTO Manager and/or Trainer and Assessor and included in this process will be information about Recognition of Prior Learning (RPL) and will be further documented in the Student Handbook. Students who join a VET qualification as a late enrolment will be taken through the induction process by the RTO Manager. Students will be informed about:

- What RPL is;
- All students will have access to, and be offered RPL;
- The application forms used for RPL and the types of evidence that could be presented;
- The process that will be followed for RPL; and
- Appealing assessment decisions for RPL.

A VET student seeking RPL will be provided with a copy of a RPL application form by their relevant Trainer and Assessor along with receiving support and assistance to interpret the documentation and compile the evidence required. The RPL application form is located on the College DAL (Documents and Links) in the *All VET* folder and as appendix 3 in this handbook.

Once the student has submitted the required evidence the Trainer and Assessor will examine the evidence provided and make an assessment judgement. If there are gaps the Trainer and Assessor will inform the student of the gaps and the required training and assessment that will need to be undertaking to address these gaps. The Trainer and Assessor will clearly document the assessment decision using the qualification specific documentation that is to be retained in accordance with the Retention of Student Records in the Assessment system policy and procedure. This will be provided to the student within 10 working days of receipt of the evidence being provided to the trainer and assessor.

The Trainer and Assessor must inform the RTO Manager of the application and result and the RTO Manager will record this in the RPL Application Register in the Register of documents.

### **RPL Appeal procedure**

- Students must submit the RPL appeal form to the RTO Manager.
- All RPL appeals will be assessed by the College Deputy Principal

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- The original RPL application and evidence will be used and reviewed by the College Deputy Principal. A secondary review of the evidence will be conducted by another subject matter expert not involved in the original assessment.
- The appeal review will be conducted within 15 working days upon receipt of the RPL appeal form.
- The Deputy Principal will forward the original RPL application and findings of the re-assessment to the Principal to make the final decision.
- The outcome of the RPL appeal will be made available to the student.

## 17. Recognition of AQF qualifications and statements of attainment issued by another RTO and credit transfer

At the commencement of the school year a Student Induction will be conducted by the RTO Manager and/or Trainer and Assessor and included in this process will be information about credit transfer. Students who join a VET qualification as a late enrolment will be taken through the induction process by the RTO Manager.

Students will be informed about:

- What credit transfer is;
- What documents need to be provided for credit transfer; and
- The process of obtaining credit transfer.

All students who are entitled to credit transfer from units of competency they have achieved within the RTO (ie. through qualifications completed in year 10 or across qualifications being undertaken at the same time) will be awarded credit transfer automatically by the RTO. These instances will be identified by the RTO Manager and the Student Data Management Officer.  The student and relevant Trainer and Assessor will be informed by the RTO Manager. In order to achieve this, the RTO Manager and Student Data Management Oficer will identify all units of competency across the RTO that are offered in multiple courses and where students will be awarded credit transfer.

When students transfer in from other schools that are an RTO and the student has undertaken VET at the other school credit transfer will only be granted upon the student providing a Statement of Attainment or Record of Results issued by the previous RTO (a Form S1 is not sufficient). It will be the responsibility of the student to obtain this and credit transfer will not be granted until the documented evidence has been provided. The documentation is to be provided to the RTO Manager. The RTO Manager will verify the authenticity of the qualification or statement of attainment.   A copy of the Statement of Attainment/Record of Results will be provided to the Student Data Management Officer to

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enter a credit transfer into student management. The Trainer and Assessor must store a copy with the student profile/portfolio as evidence and update the reporting spreadsheet and student profile accordingly.

When students have undertaken qualifications through other non-school RTOs credit transfer will be granted when the student provides the RTO Manager with a copy of the Statement of Attainment or Record of Results. The RTO Manager will verify the authenticity of the qualification or statement of attainment.   A copy of the Statement of Attainment/Record of Results will be provided to the Student Data Management Officer to enter a credit transfer into student management. This will be recorded in student management and a copy of the documentation given to the Trainer and Assessor. The Trainer and Assessor must store a copy with the student profile/portfolio as evidence and update the reporting spreadsheet and student profile accordingly.

## 18.  Certification and issuing qualifications

The RTO must issue to students whom it has assessed as competent in accordance with the requirements of the Training package or VET accredited course, a VET qualification or VET statement of attainment (as appropriate) that meets the requirements of the Standards for RTOs 2015.

The RTO will ensure that through the implementation of the AQF Issuance and replacement Policy:
- Students will receive the certification documentation to which they are entitled
- AQF qualifications are correctly identified in certification documentation
- AQF qualifications are protected against fraudulent issuance
- A clear distinction can be made between AQF qualifications and non-AQF qualifications
- Certification documentation is used consistently across the RTO, and
- Students and parents/caregivers are confident that the qualifications they have been awarded are part of Australia's national qualifications framework – the AQF
- The RTO will establish anti-fraud mechanisms by including the RTO's own logo on each document issued to ensure there is no fraudulent reproduction or use of credentials.
- In accordance with the Standards for Registered Training Organisations (2015) the College will issue Qualification Certificates, or Statements of Attainment within 30 calendar days of full completion of all requirements for the course, or part there-of. This is on the provision that the student has a VET USI number registered and validated by the College.

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## *Replacement of certification documentation*

The RTO maintains a Register of Certification Documents Issued for 30 years from the date of issue. This allows learners to request a reissue of their documentation at a later date. The RTO ensures that this is stored in an accessible format with both electronic and hard copy records kept securely. The process for a learner, or former learner, to request a reissue of their documentation is as follows:

- All requests for a replacement qualification or statement of attainment must be in writing (email is acceptable) from the learner to the RTO Manager;

- The request will be forwarded to the RTO to coordinate who will request the Vocational Education and Training Officer to print the certification documentation after using the AQF issuance checklist;

- The RTO will access the archived records/Register of Certification Documentation Issued to access the required information for the replacement document;

- The replacement will identify that it is a re-issued version as well as follow all requirements for printing and issuing qualifications and statements of attainment as outlined in the checklist for certification documentation; and

- The replacement will be issued with 30 working days of receipt of the written request.

- Requests for reissue of certificates issued by external training providers must be forwarded directly to the RTO concerned. The College cannot reissue certificates for qualifications which are not on the College Scope of Registration.

## 19.  Qualification and accredited course guarantee

The RTO gives a guarantee to the student that the RTO will complete the training once the student has started in their chosen qualification or accredited course. Students who enter a course after the start date have the opportunity to negotiate a package of units that may lead to a statement of attainment only. This adjustment will be reflected in the Enrolment Agreement form which will be signed by both the student and parent/guardian.

In the event of losing a specialist trainer, and the RTO being unable to obtain a suitable replacement, the RTO will arrange for agreed training and assessment to be completed through another RTO if this is possible (fees may be incurred).

Prior to the transfer to another RTO, affected students will be formally notified of the arrangements, and agreement to those arrangements, including any refund of fees will be obtained. If an external transfer is not possible, the RTO will gain a written agreement for a subject/course transfer within the RTO from the student and parent/guardian.

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The '*Change to Senior Education and Training Program*' Form will be completed  (or similar document), and a VET enrolment form (or similar document) used by the RTO that includes a disclaimer stating that by '*signing the form, they agree to all of the policies and procedures related to VET that are outlined in all RTO documentation pertaining to VET*'. When an enrolment form is received, the form is checked to ensure it has been signed by both the student and their parent/guardian.

If you have queries about your VET training program which your VET teacher cannot answer, please email Mrs Schimke directly, or email Mrs Cabrera to make an appointment to speak with Mrs Schimke directly.

**Mrs Amanda Schimke**: RTO Manager- aschimke@bne.catholic.edu.au

**Mrs Linda Cabrera:** Vocational Education and Training Officer - lcabrera@bne.catholic.edu.au

| | | | | |
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<u>APPENDIX 1</u>

# St Columban's College

**Vocational Education & Training**

**Student VET induction Register**

Qualification: _____ Teacher: _____

As an RTO, St Columbans College is required to meet the National Standards for RTOs 2015. All students at the College who are studying a VET course must complete an induction and be provided with access to the VET student handbook.

In signing the register below, I acknowledge that I have been provided with the following information

- The Australian Qualification Framework
- Student selection and enrolment processes
- Fees and charges
- LLN support
- Student support services
- Access and Equity information

- Credit transfer
- Recognition of prior learning
- Complaints and Appeals
- Access to records
- Key RTO staff

| Student | Date | Signature |
|---------|------|-----------|
|  |  |  |
|  |  |  |
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|  |  |  |
|  |  |  |

Please return a scanned copy to the VET Officer (Linda Cabrera) once completed.

| | | | | |
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**Student form**

# Complaints and Appeals form

Students who have a complaint or appeal should refer to the publicly available Complaints and Appeals Policy and Procedure prior to completing and submitting this form.

| Student Details | |
|---|---|
| **Full name** | |
| **Year level** | |
| **Email address** | |
| **Teacher** | |
| **Mobile telephone** | |
| **Date** | |
| **Type of Incident** | Type 1 Complaint    Type 2 Complaint    Appeal    Assessment Appeal |

| Complaint Details | |
|---|---|
| **Qualification code** | |
| **Qualification title** | |
| **Please provide details of the complaint below:** | |
| | |

I declare that the information & documentation given is true and accurate

_____          _____
Signature of Student                                              Date


_____          _____
Signature of Witness                                              Date

**Complaints Outcome:**    ☐ Upheld      ☐ Denied      ☐ More evidence required

**Written Notice Provided:**    ☐ Yes ☐ No

**Complaints and Appeals Register No.** [＿＿＿＿＿]

| | | | | |
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| Appeal Details | |
|---|---|
| **Qualification code** | |
| **Qualification title** | |
| **Units of competency for which appeal is being sought** | |
| **Code** | **Title** |
| | |
| | |
| | |
| | |

**Please provide reasons for requesting this appeal:**

☐ I declare that the information & documentation given is true and accurate

| | |
|---|---|
| Signature of Student | Date |

| | |
|---|---|
| Signature of Witness | Date |

**Appeals Outcome:** ☐ Upheld ☐ Denied ☐ More evidence required

**Written Notice Provided:** ☐ Yes ☐ No

**Complaints and Appeals Register No.** [ ]

| For office use only |
|---|
| Processed by: Signature: Date: |
| ☐ CEO Notified |
| ☐ Recorded in secure Complaints and Appeals Register |
| ☐ Notified in writing within 60 calendar days |
| ☐ Outcome reached |

**Privacy Notice**:

*The information provided on this form will be used to follow up your complaint or appeal. The information may be provided to staff or external bodies who are in a position to remedy your complaint or appeal. The information will be stored securely and you may access or correct any personal information provided at any time by contacting the person to whom you submit this form.*

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# RPL Application Form

Students applying for Recognition of Prior Learning (RPL) for one or more units of competency must complete this form. This information will form part of the evidence gathering process, and the Trainer and Assessor will assist the student with understanding further evidence requirements. All information gathered will remain confidential.

| Student Details | |
|---|---|
| **Full name** | |
| **Year level** | |
| **Email address** | |
| **Teacher** | |

| Qualification application details | | |
|---|---|---|
| **Qualification code** | | |
| **Qualification title** | | |
| **Units of competency for which RPL is being sought** | | |
| **Code** | **Title** | **Evidence Attached** |
| | | |
| | | |
| | | |
| | | |
| | | |

☐ I declare that the information & documentation given is true and accurate


_____          _____
Signature of Student                                                          Date

| For office use only | | | |
|---|---|---|---|
| Received by: | | Signature: | Date: |
| ☐ Date received: | | | |
| ☐ Documents verified: | | | |
| ☐ Processed date: | | | |
| ☐ RPL Register Number: | | | |

| | | | | |
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| Details of employment history (relevant to this application) | | | |
|---|---|---|---|
| Employer | | | |
| Employer address | | | |
| | Telephone: | | Dates employed: |
| Job details | Job title: | | Number of hours per week worked in this role: |
| Supervisor | Name: | Telephone: | |
| Supervision details | Number of supervised hours per week:<br>Length of time supervised: | | |

**Please attach evidence for each unit to support your application. This could include**

- ✓ Certificates/Statement of Results/Attainment
- ✓ Reference which can be contacted
- ✓ Resume
- ✓ Photos
- ✓ Performance reviews
- ✓ Job descriptions

You may be asked to provide further information/evidence, attend further interviews, complete written/oral assessment, and undertake demonstration of skills, workplace assessment/observation or skills test. Please be aware you may be required to undertake some or all of these depending on the evidence you provide and the qualification or course being applied for.

| Unit Code | Unit Title | Evidence sighted |
|---|---|---|
| | | |
| | | |
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| Qualification/Course Code: | |
|---|---|
| **Qualification/Course Title:** | |

| Satisfactory / Unsatisfactory | Evidence collected | Comment Evidence meets requirements (if "unsatisfactory", reason must be documented) |
|---|---|---|
| Unit Code/Title : | | |
| ☐ **Yes** <br> ☐ **No** | ☐ Performance criteria <br> ☐ Performance evidence <br> ☐ Knowledge evidence | |
| Unit Code/Title : | | |
| ☐ **Yes** <br> ☐ **No** | ☐ Performance criteria <br> ☐ Performance evidence <br> ☐ Knowledge evidence | |
| Unit Code/Title : | | |
| ☐ **Yes** <br> ☐ **No** | ☐ Performance criteria <br> ☐ Performance evidence <br> ☐ Knowledge evidence | |
| Unit Code/Title : | | |
| ☐ **Yes** <br> ☐ **No** | ☐ Performance criteria <br> ☐ Performance evidence <br> ☐ Knowledge evidence | |
| Unit Code/Title : | | |
| ☐ **Yes** <br> ☐ **No** | ☐ Performance criteria <br> ☐ Performance evidence <br> ☐ Knowledge evidence | |

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**RPL Result:** ☐ Granted ☐ Denied ☐ More evidence required

**Feedback Given:** ☐ Yes ☐ No

| Assessor Comments: |
| --- |
| |

_____     _____     _____
Assessor Name                 Assessor Signature            Date

## ACCEPTANCE BY THE STUDENT

I accept and agree to the assessment decision made in relation to my application for RPL

_____     _____     _____
Student Name                  Student Signature             Date

(If you do not accept/agree with this decision please complete a Student Complaints and Appeals form and follow the appropriate formal appeals process)

| For office use only | | |
| --- | --- | --- |
| Processed by: | Signature: | Date: |
| ☐ Student notified | | |
| ☐ Evidence retailed on student file | | |
| ☐ Student profile/tracking sheet updated | | |
| ☐ QCAA Student Management system updated | | |

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**Appendix 4**

# Student form

# RPL Application Appeals Form

The RPL application appeals form is used by students who wish to appeal the RPL decision provided from their RPL application. All components of the form must be completed and submitted to the RTO manager as per the procedures outlined in the VET student handbook.

| Student Details | |
|---|---|
| **Full name** | |
| **Year level** | |
| **Email address** | |
| **Teacher** | |
| **Date of original RPL application** | |
| **Date of lodgement of appeal** | |

| Qualification details | |
|---|---|
| **Qualification code and title** | |

I declare that the information & documentation given is true and accurate

_____                    _____
Signature of Student                                               Date

| For office use only | | |
|---|---|---|
| Received by: | Signature: | Date: |
| ☐ Teacher notified: | | |
| ☐ Date received from student: | | |
| ☐ Processed date: | | |
| ☐ RPL Appeal Register Number: | | |

| | | | | |
|---|---|---|---|---|
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