



VET STUDENT HANDBOOK

VET Quality Framework

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Correct at time of publication but subject to change

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Introduction

Welcome to students undertaking a vocational education and training (VET) course this year. The purpose of this handbook is to provide all VET students with information about the VET programs offered. It also outlines your rights and responsibilities as a VET student studying at Kawana Waters State College. Take the time to read everything in this handbook as you will be required to sign that you understand its contents. If there is anything that you do not understand, please ask your teacher about it. You may need to refer to this handbook throughout your period of enrolment in your VET course/s. Please note that the Policies and Procedures covered in this handbook are edited to provide you with the key concepts. You can access the full copies of all the policies and procedures at any time by making a request to your Head of Department – VET and/or RTO Manager.

Kawana Waters State College (RTO 30070) is a Registered Training Organisation (RTO) and as such, is able to deliver and assess Nationally Recognised Qualifications under the Australian Qualification Framework (AQF). Information about Kawana Waters State College as an RTO can be accessed at: www.training.gov.au

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Course Information

A current list of VET qualifications that Kawana Waters State College has approval to deliver training and/or assessment in can be found online: <https://training.gov.au/Organisation/Details/30070>

The subject selection booklet also provides information about our training programs, and other VET programs delivered through an external RTO.

Delivery and assessment

General entry requirements

General entry requirements for most programs include the student's agreement and ability to undertake the following:

- Demonstrate evidence of language, literacy and numeracy skills at the requisite ACSF level
- Attend and participate in scheduled training and assessment
- Participate in workplace tasks to employer expectations
- Be able to work in an industry environment and handle industry standard equipment
- Comply with the RTO code of conduct requirements, directions on work, and health and safety matters

Specific entry and/or completion requirements

Specific entry requirements may exist for some courses.

Requirements to commence/complete some units within a qualification may include:

- successfully obtain a Blue Card (eligibility to work with children and young people) prior to engaging in activities with children under 18 years, www.bluecard.qld.gov.au/index.html
- successfully obtain a White Card (general construction induction card), www.worksafe.qld.gov.au/licensing-and-registrations/work-health-and-safety-licences/what-licence-do-i-need/general-construction-induction/apply-for-a-general-construction-induction-card

- mandatory work experience with an organisation or employer (this will include a minimum number of hours, e.g. hospitality service periods, structured volunteer program)
- other (details to be provided).

Prior to enrolment the RTO will provide advice in print or electronically to students on participation requirements and application processes.

Access and reasonable adjustments

When appropriate, reasonable adjustments will be applied by the RTO to consider the individual student's needs.

Reasonable adjustments may include:

- accessible class rooms
- note-taking support
- course material in alternative formats – electronic, large print
- use of laptop for assessments
- an Auslan (Australian Sign Language) interpreter
- extra time or extensions for assessments or alternative assessment tasks
- ergonomic chair/desk
- use of assistive technology
- other adjustments.

Mode of delivery

The mode of delivery includes any combination of the following:

- face-to-face in a simulated workplace environment for required performance and knowledge evidence
- work experience in commercial work site – third party report
- online for some components of training for knowledge evidence
- in a classroom ('off the job') for some components of training for knowledge evidence.

Delivery location

The delivery location for most courses is the principal place of business of the RTO, i.e. Kawana Waters State College. If applicable, students will be advised of locations of additional campuses where training or assessment services are provided.

Program duration

Total program duration for delivery and assessment is clearly communicated in the Subject Information Handbook and during induction at the beginning of the course. After the expiry of the program duration, no further assessment evidence will be accepted and no further training conducted.

Amount of training and volume of learning

The 'amount of training' relates to formal teaching and learning activities.

The nominal amount of scheduled training for each program will be provided during course induction.

The 'volume of learning' identifies the notional duration of all activities required for the achievement of the learning outcomes of the program.

The total volume of learning for each program is:

- 600 – 1200 hours (Certificate I and II)
- 1200 – 1400 hours (Certificate III and IV)

Learning resources

There are sufficient learning resources, equipment and facilities to:

- enable students to meet the requirements for each unit of competency
- support the number of students undertaking the training and assessment.

Assessment resources

Assessments will be formative and conducted so that skills, knowledge and understanding may be demonstrated in the simulated workplace environment. Assessment of knowledge and skills will be integrated with assessment of their practical application.

Projects/tasks and work evidence will be progressively gathered by the assessor for units of competency until sufficient valid evidence is gathered to make assessment decisions on competency. Evidence of skills and knowledge will be gathered simultaneously.

Students from other schools

Students not enrolled with the school but seeking enrolment for a VET program delivered by the RTO may become fee-paying students. Where this is the case, students will be advised in writing or electronically.

Students will be required to fractionally enrol with the school. Fractional Subject Resource Scheme fees and fees as per 'students from the school' will apply.

Students from the school

Students enrolled with the school may have to pay fees for a VET program. Where this is the case, students have been advised in writing or electronically.

Early termination or withdrawing from the program

In the event that the RTO loses suitably qualified trainers and assessors and is unable to deliver a VET program or students withdraw from the VET program:

- students will be issued with a Statement of Attainment for any successfully completed units of competency
- any fees paid toward the program will be refunded on a pro rata basis or as explained in the RTO refund policy.

Evidence-gathering conditions

Evidence-gathering will be progressively gathered for groups of units simultaneously. Methods will confirm consistency of performance over time and in a range of workplace-relevant contexts, rather than a single assessment event. Evidence-gathering will be by observation of relevant tasks with questioning on underpinning knowledge and, where applicable, training journals and reviews of work products/folios and third-party reports. Evidence-gathering will be done under the specific assessment conditions required by the units.

Work placement requirements

The RTO may require students to undertake work placement or work experience. When this is the case, a summary of the requirements will be recorded in Section 4 of the TAS. Students will be advised in writing or electronically.

Third party arrangements

'Third party' means any party that provides services on behalf of the RTO, but does not include a contract of employment between an RTO and its employee.

Where services are provided on the RTO's behalf by a third party, the provision of those services must include a written agreement. The RTO must disclose to the student the name and contact details of any third party that will provide training and/or assessment, and related educational and

support services to the student on the RTO's behalf. When the RTO offers a qualification on its scope to students and in order to achieve the qualification the RTO requires students to undertake training for one or more units with a different RTO, this is considered a third-party arrangement.

Educational and support services

Learners are school students in Years 10 to 12. The RTO will schedule supervised training and assessment sessions based on the timetable. Students may negotiate support in addition to scheduled hours to develop the required skills and knowledge.

Unmet educational needs of young persons aged 10–17 in the juvenile justice system — school RTOs within youth detention centres may deliver training and assessment to these students even if not in detention. The RTO does not deliver services to students in the juvenile justice system.

There are many people on staff who will be able to assist you if you need help. People involved in support and guidance services at this school include:

- Deputy Principal and RTO CEO – Mrs Chloe Brown
- Head of Department VET and RTO Manager – Miss Melanie Colquhoun
- Senior School Placement Officer – Ms Alisa Austin
- Industry Liaison Officer – Mrs Karen Healey
- Guidance Officer – Mr Robert McClean

Transition

If a qualification is superseded with a new version before the end of the expected duration of the program, then:

- if practical, students will complete training and assessment and receive any appropriate certificates in the old qualification within 12 months of the release of the new version
- if this is not practical, students will transition to the new qualification within 12 months and complete their training and assessment in the new version within the expected duration of the program. Credit will be arranged for units completed and deemed as equivalent.

Certification

Certificates and Statements of Attainment

If a student is assessed as meeting the requirements of the qualification, and all agreed fees the student owes to the RTO have been paid, then within 30 calendar days* of all conditions being met:

- an AQF certificate and record of results will be issued if the qualification in which the learner is enrolled is complete
- a Statement of Attainment will be issued if the qualification in which the learner is enrolled is partially complete.

*unless there is a written agreement with students and parents that the RTO will issue certification on exit or request.

Unique Student Identifier (USI)

The school RTO will not issue an AQF certificate, record of results or Statement of Attainment to a student without having a verified USI for that individual. The consequences of not providing the RTO with a USI have been explained to the student. Each student's USI will be recorded by the RTO in SLIMS or Student Management and reported to QCAA in the same year that the certification was issued.

A student may access their training records and results (transcript) using their online USI account. For more information, see usi.gov.au/Students/pages/default.aspx

Credit arrangements

Transitioning from an old version to a new version of a training product

If the National Register (training.gov.au) deems a superseded unit of competency to be equivalent to its replacement, students may claim credit for a successfully completed superseded unit.

If a student already holds a unit of competency

If a student has a Statement of Attainment for a unit of competency and it has the same code as a unit of competency making up this program, the student may make a claim for a credit transfer.

Recognition of prior learning (RPL) arrangements

Students may request recognition of prior learning (RPL) assessment.

Students are advised of the opportunity to apply for RPL and, if requested, will be provided with an RPL document allowing them to provide verifiable details of prior learning. The evidence will be assessed for currency and against requirements of the units of competency, and an amended program strategy will be prepared, considering the student's prior learning.

Replacement of Certificates and Statements of Attainment

The RTO maintains an auditable quality register of all AQF qualifications (including Statements of Attainment) issued and authorised to issue.

The register contains sufficient information to identify correctly the holder of the qualification, the AQF qualification by its full title, and date of issue/award/ conferral.

The RTO has a policy that permits the replacement of certification documentation and maintains responsibility for authentication and verification of any replacement certification documentation.

Reporting

Recording results

RTO management records student enrolment data in QCAA approved software within the first term of the student's commencement of the VET program.

Evidence-gathering tools are used to make decisions about a student's progress toward competency. The interim outcome descriptors of 'Satisfactory' or 'Unsatisfactory' will be used on students' projects and evidence documents.

Students may continue to submit evidence until they exit the program or the end of the program's duration period.

Assessor may determine final outcomes for units of competency at any time, but only after sufficient valid evidence has been gathered and assessed and any pre-requisite units have been successfully completed.

RTO management will record final outcomes (usually using the descriptors Competent, Not Competent, Credit Transfer, Superseded or Withdrawn) in Student Management software approved by QCAA. All final outcomes must be entered into a QCAA approved software program before the end of the last term of the VET program or immediately after a student exits the program.

Student profiles

Student profiles are updated by the assessor and are accessible to students on request. Assessors update the profile to confirm an individual student's submission of evidence and record interim and final outcomes. RTO management uses final outcomes recorded in student profiles to update Student Management.

Projects and evidence-gathering instruments

All assessment activities, including projects and evidence-gathering tools, are identified by a code and listed in the TAS document.

A mapping document provides evidence of how assessment activities, projects and evidence-gathering tools meet the requirements for each unit of competency.

Data privacy and reporting

Students are informed that personal information will be collected and reported on their behalf.

Use of personal email addresses

Agreed email addresses used on assessment materials and evidence provide the same acknowledgment as a signature. The RTO has recorded students and assessors email addresses.

Complaints

The complaints received by the RTO will be acknowledged in writing and finalised as soon as practicable. A complaint may involve the conduct of the RTO's officers, students or third-party service providers of the RTO. Any RTO officer may receive a complaint verbally, in writing or electronically.

Appeals

All appeals received by the RTO will be acknowledged in writing and finalised as soon as practicable. There are two types of appeals that can be lodged:

- appeal of final assessment decision
- appeal of any other RTO decision.

Appeals must be submitted to the RTO in writing using the RTO's appeal form.

Public availability

The complaints and appeals policy and procedure may be accessed via the publicly accessible school RTO website.

For more information, see <https://kawanawaterssc.eq.edu.au/curriculum/vocational-education>

