# VET
# Student Handbook
# Capalaba State College

# 2022

RTO Code: 30255

Version 10, 2022

# Handbook Disclaimer

This Student Handbook contains information that is correct at the time of printing, but is subject to change. Changes to legislation, training packages and/or Capalaba State College's policy may impact on the currency of information included. All students at this college acknowledge in writing that they have received and read the VET Student Information Handbook. Should any changes be made to the policy and procedures prior to the distribution of a new handbook, students will be advised both verbally and in writing of the changes. You are advised to seek any changed information and/or updates from your trainer or by contacting Capalaba State College.

All relevant college staff are required to sign that they have read and understood this policy, and will similarly sign when any revised versions are developed and disseminated.

This handbook has been prepared as a resource to assist students to understand their obligations and also, those of Capalaba State College. Please carefully read through the information contained in this guide. All students need to read, understand, be familiar with, and follow the policies and procedures outlined in this Handbook. Any queries can be directed to:

Heidi Elliott
HOD Senior Schooling/RTO Manager
Capalaba State College
Phone: (07) 38239111
Email: **helli30@eq.edu.au**

Students at Capalaba State College access VET courses delivered by the college. Students also access VET programs delivered by external providers including TAFE Queensland Brisbane, TAFE Queensland SkillsTech, Skills Generation, Binnacle Training, Axiom College and Training Direct Australia.

TAFE Queensland Brisbane & TAFE Queensland SkillsTech
RTO Code: 0275
CRICOS No. 03020E

Axiom College
RTO Code: 40489

Skills Generation Pty Ltd
RTO Code: 41008

Binnacle Training
RTO Code: 31319

Training Direct Australia
RTO Code: 32355

## Important Details

**Registered Training Organisation (RTO) Details:**

Head Office:    **Capalaba State College**

**RTO Code: 30255**

**P.O. Box 27**

**Capalaba  Qld  4157**

**T (07) 38239111**

**E info@capalabasc.eq.edu.au**

**W https://capalabasc.eq.edu.au**

**Your Details:** *[to be completed by the student]*

| | |
|---|---|
| Name: | |
| Address: | |
| Phone contact: | |
| Email: | |
| USI number: | |
| Course of study: | |
| My trainer name: | |
| My assessor name: | |

**Employer Details (if applicable):** *[to be completed by the student]*

| | |
|---|---|
| Business name: | |
| Contact person: | |
| Address: | |
| Phone contact: | |
| Email: | |

**Copyright Notice**

# Table of Contents

© Velg Training 2016

G:\Coredata\Teachers\Senior Campus Teachers\SENIOR SCHOOLING\VET\Register of Documents CSC\VET Student Handbook\VET Student Handbook Capalaba.doc

Capalaba State College  VQF Register of Documents   Version 8  21 January 2021                                                    4

# Welcome

Congratulations on your choice to undertake a qualification with Capalaba State College.

This handbook has been written to provide students with important information about the vocational education and training (VET) qualifications offered at Capalaba State College as well as your rights and responsibilities as a VET student.

Students should take the time to study this handbook carefully and ask their VET teacher if they are unsure of any details. Students should keep this handbook for reference throughout their enrolment. The contents of this handbook in many instances represent the key points of various VET policies and procedures developed by this College.  A copy of the VQF quality manual outlining the College's VET policies and procedures can be obtained via the VETC.

## About Us

As a Registered Training Organisation (RTO) we deliver nationally recognised qualifications in:

| Qualification code | Qualification title |
|---|---|
| SIT20316 | Certificate II in Hospitality |
| FSK20119 | Certificate II in Skills for Work and Vocational Pathways |
| ICT20120 | Certificate II in Applied Digital Technologies |

In Australia, only Registered Training Organisations can issue nationally recognised qualifications.  Our RTO provider code is 30255.

Our campus is located on School Road in Capalaba.  Our courses are delivered by appropriately qualified and experienced trainers, and through a variety of methods. We offer training sessions via:

- Face-to-face support
- Workplace visits
- Classroom lessons
- Online modules
- Online collaboration, and
- A combination of the above

**Contacting Us**

Our contact details are listed in the 'Important Details' section at the beginning of this Handbook. Feel free to contact us with any query you may have regarding your learning experience with Capalaba State College.
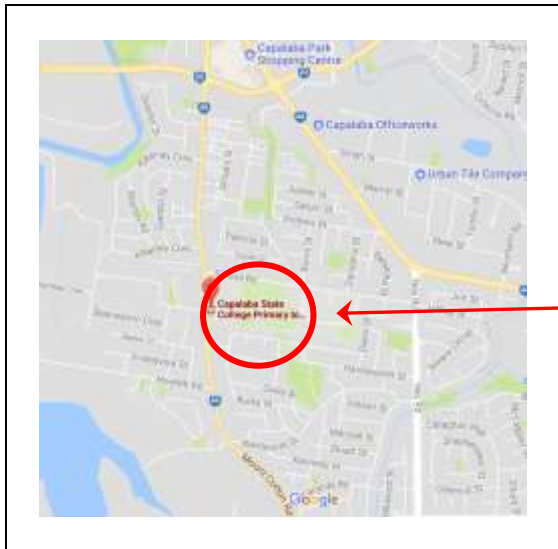


We are here

# Legislation

As an RTO, Capalaba State College is required to adhere to legislation designed to uphold the integrity of nationally recognised qualifications. This includes:

- the *Standards for Registered Training Organisations (RTOs) 2015*
- *National Vocational Education and Training Regulator Act 2011*

Additionally, Capalaba State College abides by a range of other legal requirements at a State and Commonwealth level including, but not limited to:

- *Anti-discrimination*
- *Apprenticeships and Traineeships*
- *Children and Young People*
- *Copyright*
- *Corporations*
- *Employment and Workplace Relations*
- *Equal Opportunity*
- *Fair Work* (including harassment and bullying)
- *Privacy and Personal Information Protection*
- *Student Identifiers*
- *Taxation*
- *Workplace Health and Safety*

Capalaba State College is dedicated to following the provisions in the VET Quality Framework.

More information about these regulations and legal frameworks can be found at:

- [www.comlaw.gov.au](http://www.comlaw.gov.au) which is the Australian Government website for Commonwealth Law
- [www.asqa.gov.au](http://www.asqa.gov.au) which is the website for the regulator of Australia's vocational education and training (VET) sector

# Code of Conduct

As a responsible member of the VET community, Capalaba State College follows a Code of Conduct which outlines how you can expect the organisation and our staff to behave. Similarly, Capalaba State College has expectations for student behaviour. Staff operate under the Queensland Public Service Code of Conduct and students operate under the Capalaba State College Responsible Behaviour Plan for Students.

A copy of the Code of Conduct can be obtained by contacting the RTO Manager.

# Other Policies and Procedures

The following Policies and Procedures underpin Capalaba State College's operations.  This information is available on the website.  Alternatively, please contact our administration department for more information:

- Policies as per the Department of Education & Training Qld Policies & Procedures Register
- Access and Equity Policy
- Assessments Policy and Procedure
- Complaints & Appeals Policy and Procedure
- Governance, Data and Administration Policy
- Marketing Policy
- Policy for Student Conduct (Responsible Behaviour Plan)
- Privacy Policy

# Privacy

Capalaba State College strongly supports the privacy and confidentiality of its students. Information is collected and stored in accordance with the *Privacy Act 1988*. Certain general, non-specific information such as location, sex, age and results may be passed on to agencies to inform future funding arrangements and/or statistical data gathering requirements.

We will not give out your information to any person or agency without your permission, unless we are required to do so by law.

## Access to Your Records

If you wish to access your student information file, please direct your enquiry to the RTO Manager on (07) 38239111.

# Enrolment

Students select VET courses provided by the college as part of their subject selection process. For any additional courses hosted by the college, students make application via the Senior Schooling Coordinator.  All required documentation must be submitted prior to the course commencing.

## Entry Requirements

Please contact Capalaba State College to confirm any pre-requisites that are required for entry to the course in which you are interested. Entry requirements may relate to things such as:

- Previous workplace experience
- Previous completion of another qualification that is specified as a pre-requisite for a course
- Levels of language, literacy and numeracy skills appropriate for successful completion of the coursework and also, for effective performance in the workplace in the specific job-role
- Access to a relevant workplace and job-role where the required competencies can be learned and practiced
- Access to a computer that has appropriate software and capacity to access learning and assessment materials
- Access to an internet connection with sufficient capacity to download course materials (e.g. broadband connection)
- Access to course specific materials such as personal protective equipment (PPE) or other tools of trade

*Binnacle Training's *Certificate III in Fitness (SIS30315)* and *Certificate II in Sport & Recreation (SIS20115)* both require students to obtain a (free) 'Working with Children' Student Blue Card (a requirement of official enrolment).  Students will need a customer reference number (CRN) and photo from the Department of Transport and Main Roads (TMR) before they apply for their blue card (there is not fee for the CRN or the photo).  At enrolment, each student will be required to create (or simply supply if previously create) a Unique Student Identifier USI).Unique Student Identifier (USI)

A USI is required by all Australians undertaking nationally recognised training. It allows students to link to a secure online record of all qualifications gained regardless of the provider. This system was implemented by the Australian Government in 2015, so it will show student achievements from 1 January 2015 onwards.

As an RTO, Capalaba State College cannot issue Certificates or Statements of Attainment without a USI. Therefore, it is mandatory that all students supply their USI upon enrolment.

If you do not have a USI, please visit https://www.usi.gov.au/students/create-your-usi for more information, and instructions on how to apply.

## Language, Literacy and Numeracy Skills (LLN)

A Language, Literacy & Numeracy (LLN) Screening process is undertaken at the time of initial enrolment (or earlier) by external providers eg. Binnacle Training, Axiom College and Skills Generation to ensure students have the capacity to effectively engage with the content. Please refer to RTO Manager for further details regarding reading writing and numeracy skills that would be expected in order to satisfy competency requirements.

## Personal Learning Plan

Students should indicate on their Senior Education Training Plan any VET courses they wish to undertake. This includes the opportunity for you to complete a Language, Literacy and Numeracy (LLN) indicator which will identify any areas in which additional support may be required.

## Access and Equity

Capalaba State College will work to meet the needs of the community and individuals and/or groups who might be otherwise disadvantaged. This includes providing fair allocation of resources and equal opportunity to access training services. Capalaba State College prohibits discrimination based on factors including:

- Gender
- Age
- Marital status
- Sexual orientation
- Race
- Ethnicity
- Religious background
- Parental status

Capalaba State College will work to ensure all participants have the right resources available to allow successful completion of course requirements. This includes flexible delivery and assessment arrangements where necessary, and LLN support.

It is the responsibility of all staff at Capalaba State College to uphold our commitment to Access and Equity principles. If you have questions or concerns, please contact us on (07) 38239111.

**Other Support Services**

Capalaba State College is at all times concerned for the welfare of its students. Students can access onsite support from the Guidance Officer, School Based Youth Nurse and Youth Support Coordinator. If you are experiencing difficulties and/or require counselling or personal support, there are a number of professional organisations well equipped to offer services to help. Included are:

Headspace: 1300 851 274 or www.headspace.org.au

Lifeline: 13 11 14 or www.lifeline.org.au

Beyond Blue: 1300 22 4636 or www.beyondblue.org.au

Salvation Army: 13 SALVOS (13 72 58) or www.salvos.org.au


## Student ID Card


All enrolled students are eligible for a student ID card. Students are required to be active members of the College's Student Resource Scheme. Please check that all of your personal details are correct prior to your card being issued. There is a fee to replace lost or damaged cards.


# Fees


The College does not charge students fees for VET services. Fees are only collected for consumable costs.

The College will refund on a pro-rate basis any fees collected for consumable costs to students who leave before completion of the VET service.


## Refunds


Students requiring refunds must make application through the college office.

**Course Withdrawal**

If you wish to withdraw from a course, you must advise Capalaba State College in writing via the college 'Subject Change Request' form of your decision within 14 days. Send your notification to request a refund to the Senior Schooling/VET Coordinator and include the following information:

- Your name
- Contact details (address, phone, email etc.)
- USI
- Effective date of the cancellation

- Reason for refund request

Your application will be reviewed and you will be advised of the outcome within 7 working days.

Satisfactory evidence for withdrawal (e.g. medical certificate) must be provided.

**Cancellation of Course by Capalaba State College**

All monies received are recorded in the appropriate college's cost centre. A relevant proportion of fees for the course will remain in that account until the course is completed to ensure pro-rata refunds for eligible students.

Any excursion fee should be paid one week before the due excursion. It will be recorded in an appropriate college cost centre. Should the excursion be cancelled, students will be entitled to a refund less any advertised non-refundable deposit.

In the event that a course is cancelled by Capalaba State College for any reason, students enrolled at the time of the cancellation announcement will have their fees refunded less any advertised non-refundable deposit. Students who may have already been assessed as competent for some units in the course will be issued a Statement of Attainment for these units and the cost of issuing the statement(s) will be deducted from the refund total.

# Course Information

After enrolment, you will be given access to training materials in hard copy and/or digital format. Textbooks are not provided. You will need to supply your own stationery materials. You can access Capalaba State College's online learning platform using your college login details.

You will be given an outline for training appointments which may be:

- Workplace visits
- Classroom sessions
- Online modules
- A combination of the above

**Duration**

How long your course will take depends on a number of factors. Included are your own efforts and commitment to submitting assessments regularly and on time, your study load (i.e. full- or part-time) and how many units (if any) are eligible for credit transfer and/or recognition of previous experience and qualifications. Further, the level of the qualification being undertaken will impact on course duration. The Australian Qualifications Framework (AQF) summarises the criteria of different qualification levels and gives an indication of the complexity, depth of achievement, knowledge, skills and levels of autonomy required to achieve a qualification at that level.

The AQF expresses the time expected to gain a qualification as an equivalent to full-time years. This is known as the 'Volume of Learning'.

**Volume of Learning**

Volume of Learning statements provide an indication of the amount of time it is expected that a student would need as a full-time student to achieve the qualification. Volume of Learning figures assume none of the competencies identified in a qualification are currently held.

The listed time frames account for all activities a student would undertake, including supervised training activities, classroom sessions, online modules and/or workplace learning, as well as individual study, practice and learning.

The Volume of Learning for qualifications in the VET sector are:

| AQF Qualification Level | Typical Volume of Learning |
|---|---|
| Certificate I | 0.5 - 1 year |
| Certificate II | 0.5 - 1 year |
| Certificate III | 1 - 2 years (up to 4 years for some apprenticeship/traineeship agreements) |
| Certificate IV | 0.5 - 2 years |
| Diploma | 1 - 2 years |
| Advanced Diploma | 1.5 - 2 years |

*(Taken from: http://www.aqf.edu.au/aqf/in-detail/aqf-qualifications/)*

More information on Volume of Learning can be accessed at:

http://www.aqf.edu.au/wp-content/uploads/2013/06/Volume-of-learning-explanation-v2-2014.pdf

## Competency Based Training

Competency Based Training (CBT) is an approach to teaching that focuses on allowing a student to demonstrate their ability to do something. Used in the VET sector, CBT is used to develop concrete skills and is typically based on a standard of performance expected in the workplace and industry.

CBT programs deliver qualifications that are made up of Units of Competency. Each unit defines the skills and knowledge required to effectively perform in the workplace. Assessment is based upon the learning outcomes expected from each Unit of Competency.

## How Does Assessment Work in CBT?

Unlike the traditional school system of grading assessments on a scale ranging from A to F, assessment of CBT determines if you have the required skills and knowledge… or not yet.

Assessment is specifically conducted to determine if a student can deliver essential outcomes related to the performance criteria within each Unit of Competency. Basically, this means assessment is conducted to see whether or not a student has the required skills and knowledge to perform effectively in the workplace. If a student's performance in the assessment does not demonstrate the requirements, rather than a fail, competency based assessment means the student is marked as 'Not Yet Competent', and more training is required to get to the point of being 'Competent'. Assessors will look for evidence against which to base their judgements of competency.

The ways to demonstrate to our qualified assessors that you can perform to the required standard and be classed as 'Competent' or 'Meeting Requirements', include:

- Being observed as you work/perform the tasks and activities
- Responses to verbal questioning
- Written responses to theory questions
- Responding to a role play or case study
- Conducting a project
- Submitting a written report
- Compiling a portfolio of work samples
- A combination of the above

Capalaba State College has a Training and Assessment Strategy for each of the qualifications we deliver and we outline our approaches for conducting assessment in those strategies.

## Training and Assessment Strategies

Capalaba State College staff are appropriately qualified and have sufficient, relevant industry experience to train and assess the courses delivered by Capalaba State College.  On occasion, a subject specialist may conduct assessment in conjunction with a fully qualified assessor. You will be advised of specific instances in your course whereby this may be the case.

Our methodologies regarding training and assessment work toward ensuring our processes meet national assessment principles including Recognition of Prior Learning (RPL), Recognition of Current Competencies (RCC) and Direct Credit Transfer (DCT). All courses are assessed under the competency based training and assessment criteria established under the AQF.

## Flexible Learning and Assessment

Included in our training and assessment strategies are practices that promote flexibility in learning and assessment. This means we will work with you to provide options that are responsive to your individual needs, and that maximise learning outcomes and access to learning activities.

## Apprenticeships and Traineeships

Capalaba State College gives all students enrolled in an apprenticeship or traineeship a training plan which outlines how and when training will take place. This is signed by all parties involved, and given to you at the start of the training contract.

## Training Plans

In the case where your course of study calls for vocational placement, is part of a workplace traineeship, or part of an apprenticeship, a training plan will be developed for you. The plan will be developed between you, the placement/workplace organisation, and Capalaba State College. It will outline the skills and knowledge you will develop over the duration of the training plan. The training plan becomes a 'living document' and any changes are agreed and noted by all involved parties.

## Third-Party Arrangements

A 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.

The training and assessment, and related educational and support services Capalaba State College will provide to the learner include the:

- name and contact details of any third party that will provide training and/or assessment, and related educational and support services to the learner on Capalaba State College's behalf; and
- the learner's rights, including:

- if Capalaba State College, 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.

Capalaba State College has arrangements in place with external RTO's such as TAFE Qld Brisbane (RTO Code: 0275), Axiom College (RTO Code: 40489) and Training Direct Australia (RTO Code: 32355) to deliver the unit, SITHFAB002 (Provide Responsible Service of Alcohol) on the school RTO's behalf over the period of one day at Capalaba State College premises.

## Recognition Processes

Capalaba State College offers assessment processes that enable recognition of competencies currently held, regardless of how, when or where the learning occurred. These are detailed below:

- **Recognition of Prior Learning**

Recognition of Prior Learning (RPL) is an assessment process that involves making a judgment on the skills and knowledge an individual has as a result of past study and/or experience. The aim of RPL is to recognise your existing competencies without having to go through the complete processes of training and assessment. You will still need to provide evidence though, upon which your assessor can base their judgement. Evidence must be:

- Authentic – it must be your own work
- Sufficient – it must demonstrate competence over a period of time, that the competencies can be repeated, and the evidence must be enough so that the assessor can make an accurate judgement regarding competency
- Current – it must demonstrate up-to-date knowledge and skills i.e. from the present or the very-recent past
- Valid – it must be relevant to what is being assessed

You may be eligible to apply for RPL on one or more Units of Competency in your course. Please contact the Senior Schooling/VET Coordinator to discuss your options.


- **Recognition of Current Competencies**

Recognition of Current Competencies is a recognition process similar to RPL. It applies if a student has "…previously successfully completed the requirements for a unit of competency…and is now required to be reassessed to ensure the competence is being maintained".

(Taken from: http://www.skillsrecognition.net.au/key-terms)

- **Credit Transfer**

Capalaba State College recognises AQF qualifications and Statements of Attainment that have been issued by other RTOs. Credit transfer may be applied to Units of Competency and related qualifications that have been studied in the past. To apply for a direct credit transfer you will need to supply a certified copy your documentation (certificates and/or statements). For full details on the requirements for credit transfer applications, please contact the Senior Schooling/VET Coordinator on (07) 38239111.

## Foundation Skills

All training and assessment delivered by Capalaba State College contain Foundation Skills. Foundation Skills are a mandatory component of Units of Competency.

They are non-technical skills that support participation in the workplace, the community, and adult education and training. Examples of Foundation Skills include things such as communication skills, literacy skills (reading, writing and numeracy), interacting with others, and skills to effectively participate in the workplace such as teamwork, problem solving, and self- and time-management.

# Assessment Information

## Submitting Assessments

You are expected to complete assessments for all units in your qualification. You will need to submit assessments by the due date for a result to be recorded. You will receive full and detailed instructions on the requirements for each assessment, including its context and purpose; ensure you talk to your trainer and/or assessor to clarify anything that is not clear to you.

### Resubmissions

If you receive feedback to say your submission was 'Not Yet Competent', you will need to provide more evidence to support your claim for competency. This may mean re-doing some of the theory questions, putting extra or more relevant information into your portfolio, or demonstrating a task again. Resubmission must be provided prior to the end date of the course. Capalaba State College does not charge a fee for resubmission of assessments provided by the College.

Talk to the Senior Schooling/VET Coordinator for more information. All of the staff at Capalaba State College will take every reasonable effort to help you succeed in your course.

## Assessment Feedback

You will receive feedback regarding the outcome of each of your assessment items. To be deemed 'Competent' against a nationally accredited unit, you must meet the requirements for all elements that comprise that unit.

## Plagiarism

All work that you submit must be your own. You will have signed a declaration at the start of each assessment that this will be the case.

Plagiarism is taking someone else's work and/or ideas and passing them off as your own. It is a form of cheating and is taken seriously by Capalaba State College. To help you understand, the following are examples that constitute plagiarism:

- Copying sections of text and not acknowledging where the information has come from
- Mashing together multiple 'cut and paste' sections, without properly referencing them, to form an assessment response
- Presenting work that was done as part of a group as your own
- Using information (pictures, text, designs, ideas etc.) and not citing the original author(s)
- Unintentionally failing to cite where information has come from

## Referencing

When it comes to properly acknowledging where information has come from, students should be aware of, and be able to properly use, referencing protocols. Capalaba State College expects that you use Harvard style of referencing when writing your assessments. More information about how to do this can be found at:

https://www.adelaide.edu.au/writingcentre/referencing_guides/harvardStyleGuide.pdf

https://www.library.usyd.edu.au/subjects/downloads/citation/Harvard_Complete.pdf

## Appeals

Whilst as a student, you are able to lodge an appeal if you disagree with a decision regarding an assessment outcome, you are encouraged to speak with your assessor in the first instance. If you are not satisfied with the outcome of that discussion, you may request a formal review of the assessment decision. See College website for procedures to lodge an appeal.

**Where to Get Help**

Talk to your trainer and/or assessor for help in understanding how to complete your assessments. They are happy to support you and can be contacted though our office on (07) 38239111.

# Student Conduct

Just as Capalaba State College has a responsibility to meet expectations of students, legislation, and regulations, so too, do students have obligations they are expected to meet. It is expected that students will participate with commitment in their studies, regularly submit assessment items, and behave in a manner that does not contravene workplace health and safety or the principle of respect for others.

Students are bound by the College's Responsible Behaviour Plan for students.

Capalaba State College views student misconduct seriously. We expect that our students will behave in an honest, respectful manner appropriate for a learning environment, and in a way that will uphold the integrity of the RTO. Consequences of student misconduct vary up to and including expulsion from the course. Examples of student misconduct include, but are not limited to:

- Academic misconduct including plagiarism and cheating
- Harassment, bullying and/or discrimination
- Falsifying information
- Any behaviour or act that is against the law
- Any behaviour that endangers the health, safety and wellbeing of others
- Intentionally damaging equipment and/or materials belonging to Capalaba State College and/or a partner organisation such as a school or workplace

Consequences for misconduct will depend on the severity and frequency of the breach and include, but are not limited to:

- Formal reprimand (warning)
- Suspension from the course
- Student to reimburse the costs incurred by any damage caused
- Cancellation of the course without refund and/or credit
- Suspension/exclusion/cancellation of enrolment from the college
- Matter referred to the police

Students found guilty of misconduct have a right to lodge an appeal by following our 'Complaints and Appeals' process.

### Academic misconduct

Plagiarism and cheating are serious offences. Students engaging in this behaviour will face disciplinary action.

### Workplace Health and Safety

Workplace health and safety legislation applies to everyone at Capalaba State College.  All staff, students and visitors have a responsibility to ensure the workplace is safe and that their own actions do not put the health and safety of others at risk.

Please report any incident, injury or hazard immediately.  Students are to follow procedures for evaluations, lock downs and assemblies as per the college's Critical Incident Plan.

### Smoking, Drugs and Alcohol

Capalaba State College is a smoke-free workplace. Smoking is prohibited in all buildings and on the grounds.

Any student under the influence of drugs and/or alcohol is not permitted on Capalaba State College's premises, to use Capalaba State College's facilities or equipment, or to engage in any Capalaba State College activity.  Students in breach will receive consequences as per the Responsible Behaviour Plan for students.

People taking prescription medication have a duty to ensure their own safety, and that of others, is not affected.  All medications on campus must be registered through the college office.

# Student Feedback

Capalaba State College is dedicated to ensuring its practices are constantly reviewed to ensure best possible outcomes. This approach to continuous improvement relies on input from students regarding their experiences whilst enrolled in their course. We welcome feedback at any time, but will also specifically ask for it at the completion of your study.

# Issuing Certificates

Upon successful completion of your coursework and provided all fees are paid, a Certificate or Statement of Attainment will be issued to you within 30 calendar days of you being assessed as meeting all requirements for the course. This meets the compliance requirements as set for Capalaba State College and other RTOs in the Standards for RTOs 2015.

If for some reason Capalaba State College ceases to operate whilst you are still enrolled, a Statement of Attainment will be issued to you for the units within the qualification for which you have successfully met requirements. (See also, the section 'Cancellation of Course by

Capalaba State College').  Please refer requests to obtain replacement certification to RTO Manager.

# Student Handbook Verification

Please make sure you read and understand all parts of this Student Handbook. If there is any aspect with which you are unsure, please contact Capalaba State College for clarification.

After you have finished reading this Handbook, please complete the section below, sign your name and return this page to Capalaba State College.

**Your Details:**

| | |
|---|---|
| Name: | |
| Address: | |
| Phone contact: | |
| Email: | |
| USI number: | |
| Course of study: | |
| My trainer name: | |
| My assessor name: | |

I, _____ (print full name), have received a copy of the Capalaba State College Student VET Handbook. I acknowledge it is my responsibility to read, understand and follow the terms and conditions it sets out. I understand this does not cancel my rights as applicable according to state and/or federal law.

Student name: _____

Student signature: _____

Date: _____

# Appendix A

## Information from the Standards for RTOs 2015

The following information has been taken from http://www.asqa.gov.au/users-guide-to-the-standards-for-registered-training-organisations-2015/about-the-standards-for-rtos/standard-five/clauses/clauses-5.1--5.4.html

Standard 5 is about making sure learners "are adequately informed about the services they are to receive, their rights and obligations, and the RTO's responsibilities under these Standards". Much of the information learners need to know can be included in the Student Handbook or published on your RTO's website.

## Inform and protect learners
### Clause 5.1

Prior to enrolment or the commencement of training and assessment, whichever comes first, the RTO provides advice to the prospective learner about the training product appropriate to meeting the learner's needs, taking into account the individual's existing skills and competencies.

### Clause 5.2

Prior to enrolment or the commencement of training and assessment, whichever comes first, the RTO provides, in print or through referral to an electronic copy, current and accurate information that enables the learner to make informed decisions about undertaking training with the RTO and at a minimum includes the following content:

- the code, title and currency of the training product to which the learner is to be enrolled, as published on the National Register
- the training and assessment, and related educational and support services the RTO will provide to the learner including the:
    - o estimated duration
    - o expected locations at which it will be provided
    - o expected modes of delivery
    - o name and contact details of any third party that will provide training and/or assessment, and related educational and support services to the learner on the RTO's behalf, and
    - o any work placement arrangements.
- the RTO's obligations to the learner, including that the RTO is responsible for the quality of the training and assessment in compliance with these Standards, and for the issuance of the AQF certification documentation.
- the learner's rights, including:
    - o details of the RTO's complaints and appeals process required by Standard 6, and
    - o 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
- the learner's obligations:
    - o in relation to the repayment of any debt to be incurred under the VET FEE-HELP scheme arising from the provision of services
    - o any requirements the RTO requires the learner to meet to enter and successfully complete their chosen training product, and
    - o any materials and equipment that the learner must provide, and
- information on the implications for the learner of government training entitlements and subsidy arrangements in relation to the delivery of the services.

## Clause 5.3

Where the RTO collects fees from the individual learner, either directly or through a third party, the RTO provides or directs the learner to information prior to enrolment or the commencement of training and assessment, whichever comes first, specifying:

- all relevant fee information including:
  - o fees that must be paid to the RTO, and
  - o payment terms and conditions including deposits and refunds
- the learner's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies
- the learner's right to obtain a refund for services not provided by the RTO in the event the:
  - o arrangement is terminated early, or
  - o the RTO fails to provide the agreed services.

## Clause 5.4

Where there are any changes to agreed services, the RTO advises the learner 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.

### Consumer rights

Inform prospective learners about their rights as a consumer, in accordance with state/territory laws.

If state or territory laws where the course is being offered require a cooling-off period, you must provide information about this.

Your RTO must also notify learners when any change occurs that may affect the services you are providing them. This includes:

- a change in ownership of the RTO, and/or
- any changes to, or new third-party arrangements your RTO puts in place, for the delivery of services to those learners.

# Appendix B

List of suggested topics appropriate for inclusion in an RTO's Student Handbook.

About the RTO

Academic misconduct

Access and equity

Access to records

Alumni community

Anti-discrimination

Appeals

Assessments

Campus life

Competency Based Training

Code of Conduct

Code of Practice statements

Copyright

Course admission

Course duration

Courses offered

Direct Credit Transfer

Deferring / suspension / course cancellation

Educational pathways

Enrolment

Enrolment dates

Feedback

Fees

Foundation Skills

How to – help for students

How to lodge

Issue of certificates

Learning and Assessment Strategies

Late submission of assessment

Legislation

LLN considerations

Methods

Minimum computer literacy levels required

Mission of the RTO

Payment methods available

Plagiarism

Policies and procedures

Policies including drugs, alcohol and smoking

Privacy

Protocols

Purpose of the handbook

Recognition of Current Competencies

Referencing

Refunds including Refund Policy

Requirements

    Computer

    Internet – with broadband access

    Other materials

Re-sits/resubmission

Recognition of Prior Learning

Student card and replacement

Student feedback – end of course