



NANANGO STATE HIGH SCHOOL

Accept the Challenge

STUDENT HANDBOOK

Vocational Education

and

Training

2023



NATIONALLY RECOGNISED  
TRAINING



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# 1. INTRODUCTION

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

This handbook outlines procedures and policies that Nanango State High School has in place to ensure that the school as an RTO is compliant with the Vocational Education & Training Quality Framework (VQF) 2015 in its delivery of VET.

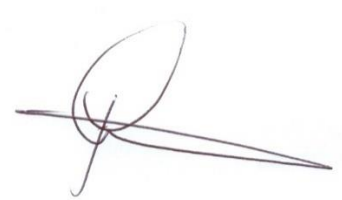
This handbook will assist you as a new student to the school in understanding the implementation processes involved and the policies to follow. You should take the time to study this handbook carefully and should ask your Trainer/Assessor (Teacher) if you are unsure of any details. Keep this handbook with your folio of work (and note it is also located on the school website, under VET, for reference throughout your enrolment).

It is important to know your right as a student, and be familiar with the competencies required for each qualification you study. A process of RPL (Recognition of Prior Learning) can be applied for, to avoid duplication of learning and training. Appeals procedures also exist if you disagree with any aspects of your training and assessments.

All VET students are required to attend an Induction Session, using this handbook at the commencement of the school year, during which time important aspects of your training will be explained to you.

To ensure this handbook meets our systems for quality service, consider providing feedback to your trainer/ assessor or HOD of Senior Schooling.

If you have any further questions regarding the policies that follow, contact the Trainer / Assessor (Teacher) or Head of Department (Senior Schooling) for clarification.



Head of Department  
Senior Schooling

## 2. THE AUSTRALIAN QUALIFICATIONS FRAMEWORK (AQF)

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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).

## 3. ACRONYMS AND ABBREVIATIONS

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AQF	Australian Quality Framework
AVETMISS	Australian Vocational Education and Training Management Information and Statistical Standard
CRICOS	Commonwealth Register of Institutions and Courses for Overseas Students
HOD	Head of Department
HODSS	Head of Department Senior Schooling (NB. Is also the RTO Manager)
HOSES	Head of Special Education Services
ITAB	Industry Training Advisory Body
MOU	Memorandum of Understanding
NTF	National Training Framework
NQC	National Quality Council
NTIS	National Training Information Service
QCAA	Queensland Curriculum and Assessment Authority
RCC	Recognition of Current Competency
RPL	Recognition of Prior Learning
RTO	Registered Training Organisation
SAT	School Based Traineeship / Apprenticeship
SMS	Student Management System
SOA	Statement of Attainment
VET	Vocational Education and Training
VETiS	Vocational Education and Training in Schools
VTA	Vocational Training Area
VQF	Vocational Education & Training Quality Framework

## 4. GENERAL INFORMATION

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Over many years there has been a move within secondary schools in Queensland to provide to students, a range of subjects, which address learning outcomes not often found in the “academic” subjects such as Ancient History, Chemistry, etc. This area of the curriculum, known as Vocational Education and Training (VET) is made available to students in a number of forms, e.g. VET Subjects, Work Experience, School Based Apprenticeships and Traineeships, to name a few. The aim of the school in providing this type of subject is to provide quality learning experiences for all students. All of the courses in our VET curriculum are certified nationally and will provide the diligent student with certification which is guaranteed recognition nationally at the same level as TAFE or Private VET providers. (A Glossary of important terms is found in *Appendix 1*)

### 4.1 NATIONAL ENDORSEMENT

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All of the subjects listed under the heading VET Subjects contain embedded within them, Nationally endorsed competencies. These competencies are able to be taught by schools once they are registered with the Queensland Curriculum and Assessment Authority (QCAA) and the competencies are assessed and certified at a level comparable with all other Registered Training Organisations (RTOs) eg. TAFE and other private providers, nationally. Students deemed competent in a competency will receive credit for their work when they enrol in another course which contains the same competency anywhere in Australia.

### 4.2 CERTIFICATION

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On completion of Year 12, every student is, issued a Senior Statement (by QCAA). This Statement contains the following pieces of information:

- Subjects studied at school, for at least one (1) semester and a rating;
- Courses / competencies completed;
- Other relevant subjects including AMEB, TAFE courses, etc.

#### **and constitutes the formal certification for all work completed**

Statement of Attainment (SOAs) and VET Certificates issued will meet AQF requirements, identify Nanango State High School by National Provider Number and include the “Nationally Recognised Training” Logo.

Replacement / Reissuing of Certificates will be provided free of charge after request is made to the school.

### 4.3 STUDENT SELECTION, ENROLMENT AND INDUCTION ORIENTATION PROCEDURES

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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.

Nanango State High School 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 and handbook). Students will sign the VET Student Induction Participation Form (Appendix 2)

Trainers, Assessors and / or HOD – Senior Schooling will induct all VET students with this handbook.

#### 4.4 QUALIFICATION OR ACCREDITED COURSE INFORMATION

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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 Subject Selection Handbook, through the VET Student Handbook and on the school website.

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
- Fees and charges (where applicable)
- Course outcomes and pathways
- Work experience requirements (where applicable)
- Licensing requirements (where applicable)
- Third party or off-campus arrangements (where applicable)
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#### 4.5 MARKETING AND ADVERTISING OF COURSE INFORMATION

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Nanango State High School as 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.

#### 4.6 WORKPLACE HEALTH AND SAFETY (WHS)

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Individual classroom teachers will induct students into relevant WHS procedures that pertain to the subject area. Students who have a concern in relation to WHS matters should bring these to the attention of the relevant Curriculum Leader.

#### 4.7 UNIQUE STUDENT IDENTIFIER (USI)

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Teachers are required to assist students to provide their USI number to the Student Management Administration Officer – Mrs Smith (A Block) in the first week of the commencement of their course. This may involve assisting students to apply online during class time. All USI numbers must be verified before the end of Term 1.

A USI is a reference number made up of numbers and letters, unique to each student. It allows the students to link their previous and future VET qualifications into a single authenticated transcript, through the National Vocational Education and Training Data Collection, and prevents them from losing their record. It allows students to see all their training results, from all their previous providers. The USI number stays with the student for life and must be recorded with any nationally recognised VET course they undertake. See Appendix 3(a) and (c). These forms must be sent home and filled in and returned to you teacher for RTO Administration Officer (Mrs Smith) for input of data.



## How students register for a USI

Students will require **one** of the following valid forms of identification:

- Medicare Card
- Drivers Licence
- Australian Passport
- Birth Certificate
- Visa (with Non-Australian Passport)
- Certificate of Registration by Descent
- Citizenship Certificate
- Immunisation Card

Students need to register for a USI online. This is at **NO COST**.

1. Log on to <http://portal.usi.gov.au/students>
2. Select 'I want to create a USI'
3. Follow the prompts to create your USI account
4. Provide your USI number to the SMS Administration Officer on request.

## 4.8 SYSTEMATIC MONITORING AND VALIDATION PROCESSES

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In compliance with the Standards of Registered Training Organisations (RTO) at Nanango State High School each Head of Department responsible for a Vocational Training area, in partnership with the HOD of Senior Schooling will facilitate systematic monitoring throughout the year. Systematic Monitoring and the Validation Process assists in the development of quality training and assessment. On a five year rotation VET assessment tools will be validated according to the school validation planner.

## 4.9 EXTERNAL REVIEW

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Nanango State High School has agreed to participate in external monitoring and audit processes required by the ASQA. This covers random quality audits, audits following a complaint and audit for the purposes of re-registration, as conducted by the QCAA.

## 4.10 FEES AND CHARGES, INCLUDING REFUND POLICY

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The RTO does not charge student fees for VET services. Levies are only collected for consumable costs. Any fees and charges that do occur for consumables will be made known to students prior to enrolment (refer to Subject Selection handbook).

Students who enrol past the commencement of the calendar year will be charged student fees at a pro-rata basis for the duration of the year. Students who leave a VET course before completion may be able to claim a refund for part of the course consumables (levy).

Fees for VET Courses provided by external training providers will be charged as per the third party arrangements with that provider (if applicable).

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



#### 4.11 QUALIFICATION AND ACCREDITED COURSE GUARANTEE

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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 may have the opportunity to negotiate a package of units that will 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 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.

The Senior Subject Selection Form (or similar document), as well as any Subject Change Form (or similar document) used by the RTO will include a disclaimer stating that by *'signing the form, you 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 student is under 18).

#### 4.12 QUEENSLAND CERTIFICATE OF EDUCATION (QCE)

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When students have successfully demonstrated competency in all VET course requirements they will be entitled to have the relevant Certificate recorded on their Senior Statement and gain the relevant QCE points for the completed course. They will also receive a separate AQF certificate for their course that lists all units in which they have been assessed as competent.

If a course has not been completed, only those units of competency that have been successfully achieved will be recorded. Students will also receive a Statement of Attainment recording successful units of competency. Students will gain QCE points for partial completion (25, 50 or 75%) of Certificate II or higher level qualifications. If a student leaves school before course completion, they will be issued a Statement of Attainment detailing units of competency achieved to date.

### 5. CHANGES TO AGREED SERVICES

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As a student enrolled in a VET course of study, you will be advised, as soon as possible, if there are any changes to agreed services eg. any new or changes to third party arrangements.

In the unlikely event the RTO or Third Party ceases to deliver or close, every effort will be made to source another RTO or alternative arrangements, to help students complete relevant qualifications.

## 6. VET COURSES

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Nanango State High School offers a variety of VET subjects which are stand-alone subjects. The following indicates the current offerings at our school. Also see VET teachers or the Nanango State High School website for specific details on each course. Each department will issue individual learning and assessment plans informing you of the requirements of **each** course of study.

- **Certificate I in Business (BSB10115)**
- **Certificate II in Business (BSB20115)**
- **Certificate I in Information, Digital Media and Technology (ICT10115)**
- **Certificate II in Skills for Work and Vocational Pathways (WVP) (FSK20113)**
- **Certificate II in Skills for work and Vocational Pathway (WVP) (FSK20119) – introduced in Year 10 2021**
- **Certificate II in Manufacturing Technology (MSM20216)**

In addition, Blue Dog Training (External RTO) provides **Certificate II in Engineering** through the school in partnership with Trainers / Assessors in the Manual Arts Department.

## 7. SCHOOL BASED NEW APPRENTICESHIPS / TRAINEESHIPS

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The majority of Apprenticeships and Traineeships are now competency based, meaning that the strict three or four year time limits previously applied no longer exist. These times, however, are still good indicators of the amount of time required to complete an Apprenticeship program full time.

Students undertaking a School Based Traineeship or Apprenticeship are required to study some school subjects, attend and/or study through a Registered Training Organisation and complete paid work. The proportion of each of these activities throughout the week is negotiated as part of the agreed Training Agreement. The employer, student, parents and training provider are all signatories to the Training Agreement.

While Apprenticeships continue for some time after a student has departed school, Traineeships in general, will be completed by the end of Year 12. The three components i.e. work, training and schooling are negotiated as they are for Apprenticeships. A Traineeship is a lower VET qualification than an apprenticeship, but is often seen as a step toward completing an Apprenticeship. Completion of an appropriate Traineeship, along with RPL, should make the student competitive in the employment sector on completing school.

Given that a position has been found, to be considered for a School Based Apprenticeship / Traineeship the student would need to meet the following requirements:

- Be of good character;
- Have a strong schooling background;
- Have some work experience, preferably in the area of interest;
- Have the support of their parents / carers.

Students who have an interest in a SAT should ensure they obtain all relevant information from the Head of Department (Senior Schooling) or School SAT Administrative Officer (Mrs Smith)

## 8. BENEFITS OF VOCATIONAL EDUCATION AND TRAINING IN SCHOOLS (VETiS)

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The successful completion of Year 12 in conjunction with a Nationally Recognised Certificate Qualification increases the skills level of students and enhances the opportunities for them to competitively enter the workforce and / or further study. VETiS programs are widely accessible in Queensland secondary schools.

VET courses are stand-alone programs or school-based Apprenticeships and Traineeships. VET programs help Year 10, Year 11 and Year 12 students in their transition from school to work. It contributes to young people's chances of obtaining employment upon leaving school and offers other benefits.

Recognised vocational education and training allows school students to reinforce and consolidate general learning in more applied contexts. In this way, recognised VET programs also cater for a broader range of students' learning styles.

Source: QCAA website (2020)

## 9. FLEXIBLE LEARNING AND ASSESSMENT PROCEDURES

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Assessment in VET subjects varies from that in other subjects. VET subjects are concerned with the learning and development of specific industry skills, and as such, are assessed in terms of the student's competency to perform these specific skills.

Competency based assessment means that you are not working towards a grade but rather collecting or attaining skills. In normal testing you are only given one chance at the item being assessed, however in competency based assessment you are allowed to attempt to gain that skill in a variety of assessment methods given by the teacher until the skill is demonstrated.

The following represents the basic **VET assessment principles** 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 of results in each VET subject on at least two occasions throughout a two year course.
- 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 conduction of 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 also available on the school website.

Your Trainer and Assessor will provide you with a thorough overview of the assessment requirements for your individual VET course.

To ensure the school is responsive to the needs of all students, additional set times throughout the year will be set aside for students to work on specific VET competencies (both training and assessment) to ensure satisfactory progress towards their qualification. Set times may include time periods during Block Exam weeks (up to two days three times a year) and other block times as deemed necessary, where trainers / assessors will provide additional opportunities for you to demonstrate competency.

## 10 COMPETENCY BASED ASSESSMENT

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In order to be successful in gaining competency, students must demonstrate consistent application of knowledge and skills 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.

In most subjects assessment tasks / projects are completed a number of times throughout the year. Results for each assessment items 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 records of assessment of competencies will be awarded as either:

- **C** for Competent
- **NYC** for Not Yet Completed
- **WTC** for Working Towards Competency

### 10.1 ASSESSMENT METHODS

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Each Trainer and Assessor will maintain a student profile (paper or electronic) 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 (Recognised Prior Learning).

A master record detailing students' achievements of units of competency is maintained at the RTO on the Student Management System (SMS) and One School.

This will record all elements and units of competency achieved. This will be held by the RTO and will be issued to the student once they complete the program of study or upon exit (in line with the QCAA SMS data entry timelines).

### 10.2 STUDENT ACCESS TO ACCURATE RECORDS POLICY AND PROCEDURES

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Nanango State High School is committed to regularly providing student with information regarding their participation and progress.

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

Trainers 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 be given access to "for checking" SMS printouts. Students will also have access to information regarding any unit achieved through their own online learning account (myQCE Portal).

### 10.3 CONFIDENTIALITY

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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 it has consent from each student.

### 10.4 EMPLOYER CONTRIBUTION TO LEARNERS

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The RTO may encourage students to undertake work experience (for example, as part of Cert II WVP) that provides experiences in the competencies included in their VET qualifications. Students work experience may record their activities in a work experience logbook (or similar document). The relevant employer / supervisor will also provide feedback on the student's engagement in the workplace. The trainer / assessor will analyse the feedback from the workplace supervisor. This information may be used by the assessor to support judgements of competency, in particular elements of the qualification. **However, no qualification at this RTO requires mandatory work experience to be deemed competent.**

### 10.5 DISCIPLINARY PROCEDURES

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All VET students come under the School's Responsible Behaviour Management Policy and the Behaviour Management Committee.

## 11 ACCESS AND EQUITY

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The school is inclusive of all students regardless of sex, race, impairment or any other factor. All students will be informed of the requirements of curriculum or National Training Packages. Our Access and Equity Policy ensures that student selection decisions comply with equal opportunity legislation. The policy states that:

- a. Prospective students will be assessed to determine the likelihood or otherwise of their achieving success in the proposed course. This assessment could take place in the form of examining a student's previous academic record and attendance records or having the student undertake a recognised test. Student Education and Training Plans (SETP) will also show a student's aptitude and career pathway to inform the appropriateness of a selected course of study.
- b. Applicants will have the right to appeal any assessment decisions in accordance with the Appeals Policy.
- c. In the event a student requires special assistance with practical aspects of a course, the student will:
  - Show proof of special requirements e.g. Medical certificate, IEP
  - If necessary, be referred to the Guidance Officer for assistance. The HOD of Student Services and or HOD of Special Education Services, in consultation with other stakeholders, will advise the student's teachers on options for special provisions.
- d. Furniture in general classrooms shall be arranged to enable access to students with disabilities.
- e. Where furniture and fixtures need modifications in order to meet the needs of a student with disabilities, the teacher should arrange this in consultation with the Principal and the Business Services Manager (BSM).
- f. Nanango State High School is a public school committed to the provision of educational services to the broader community.
- g. Fees payable (if applicable) for courses will be kept at the minimum required to cover consumable costs.

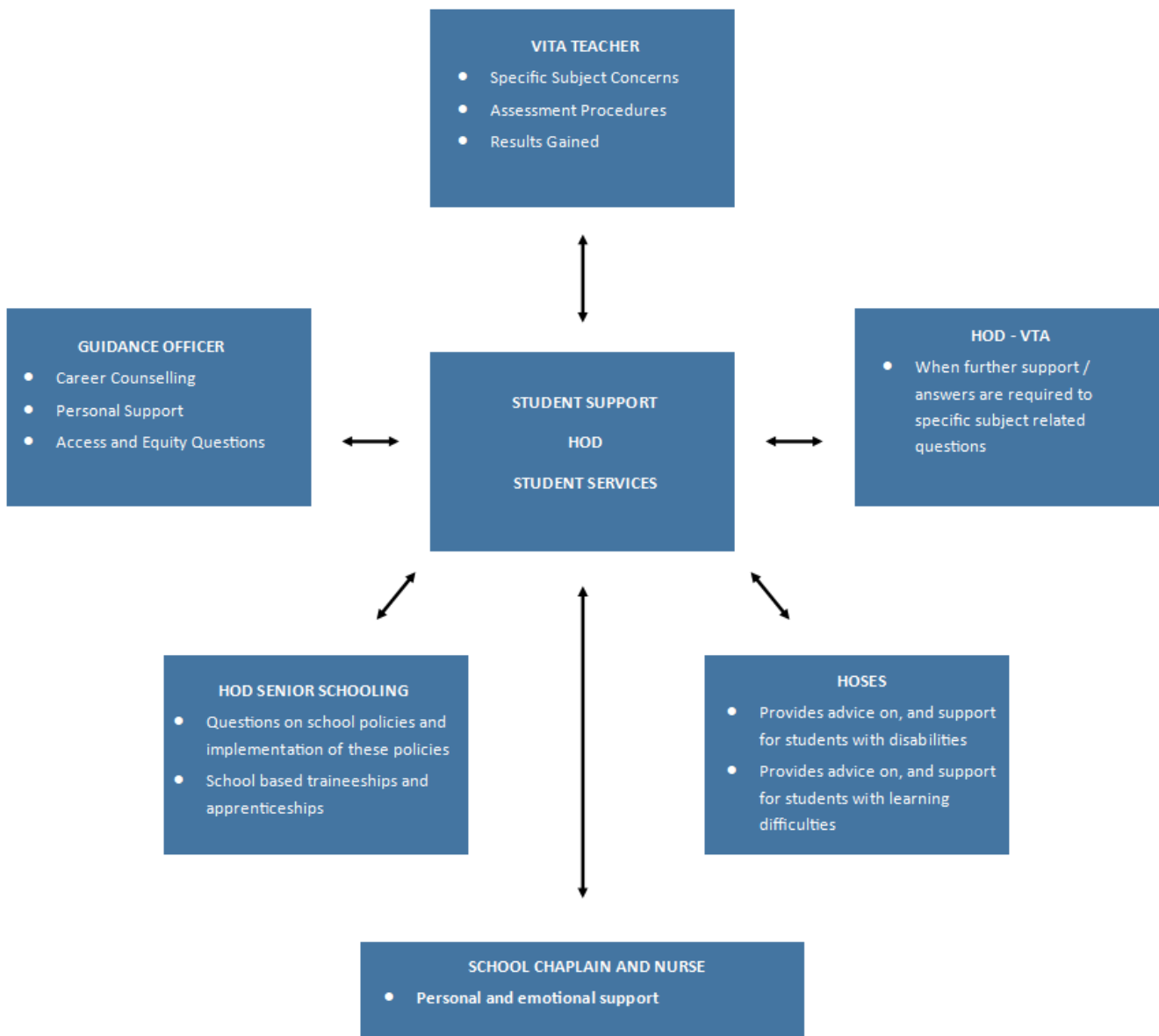
HOD of Student Services has access and equity as a nominated part of their duties.

## 11.1 STUDENT SUPPORT, WELFARE AND GUIDANCE SERVICES

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

- Principal
- Deputy Principal
- RTO Manager (HOD – Senior Schooling)
- Heads of Department (HOD)
- Head of Special Education Services (HOSES)
- Trainers and Assessors
- Guidance Officer
- Year Level Co-ordinators
- School Nurse
- School Chaplain
- Learning Support Teachers

Support can be given to the student as outline in the diagram below:



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. 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 the RTO Manager.

## 12 RECOGNITION OF PRIOR LEARNING (RPL)

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Students will be offered Recognition of Prior Learning (RPL). RPL - means an assessment process that assessed the competency/ies of an individual that may have been acquired through formal, non-formal and informal learning to determine the extent to which that individual meets the requirements specified in the training package or VET accredited courses. In the first VET class of the year, the teacher will be responsible to ensure that the students are informed of the 'Recognition of Prior Learning procedure'. Teachers will remind students at the beginning of each term.

RPL can only be granted for the units of competency which each course covers. Students may have developed knowledge and skills suitable for RPL from other subjects, work experience, industry placement, part time job or unpaid work, activities outside school, etc. If students wish to apply for RPL they must:

- Ask their teacher for specific information about the elements of competency that relate to the qualification.
- See their teacher for an RPL Application Form (Appendix 3), complete this in detail and attach all relevant evidence for assessment. The types of evidence that can be used to support their application include: a work report from an employer, work experience records, products of your work or other forms of commendation.

The VET teacher and HOD - Senior Schooling will review student applications and decide the outcome. Students will be notified of the result in writing. If they disagree with the outcomes they may appeal it. A 'Student RPL Application Register' (Appendix 4) will record RPL applications.

### 12.1 RECOGNITION OF QUALIFICATION POLICY - CREDIT TRANSFER PROCEDURE

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The school will recognise all qualifications issued by any other RTO. The school will seek verification of the certification from the relevant RTO where there is some ambiguity.

#### Credit Transfer Procedure

- In the first VET class of the year, the teacher shall make students aware that the school will recognise any existing qualifications they possess.
- If a student presents a qualification or statement of attainment to the teacher, the teacher will take a copy and bring it to the attention of the HOD – Senior Schooling.
- The HOD – Senior School will verify the authenticity of the qualification. The verified copy of the qualification is placed in the student's file.
- Once the qualification is verified, the teacher will give the student exemption for the units of competency identified in the qualification and update the student's records to reflect this information.
- At this stage, the qualification or units of competency will be added to the Student Management System for senior certification. (Credit Transfer)

All students who are entitled to credit transfer from units of competency they have achieved with 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 SMS Administrator and the student and relevant Trainer and Assessor, will be informed by the RTO Manager. In order to achieve this, the RTO Manager and SMS Administrator 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 or SMS Administrator directly. A copy of the Statement of Attainment / Record of Results will be provided to the Trainer and Assessor to store a copy with the student profile / portfolio as evidence. The SMS Administrator will update SMS accordingly.

When students have undertaken qualifications through other non-school RTOs, credit transfer will be granted when the student provides the RTO Manager or SMS Administrator with a copy of the Statement of Attainment or Record of Results. This will be recorded on SMS by the SMS Administrator and a copy of the documentation given to the Trainer and Assessor for storing as evidence on the student profile / portfolio.

### 13 COMPLAINTS AND APPEALS POLICY

For students undertaking VET courses, there may be occasions where the need arises to question the delivery of a VET qualification, procedures involved in awarding a unit of competency or in recognising the RPL process.

In the first instance, if the student feels comfortable, they are encouraged to first speak to their VET teacher or HOD of Senior School to discuss potential solutions. A formal complaint may be lodged with referral to the school’s VET Complaints and Appeals Policy (available on the school’s website). An example of the complaints form can be seen (Appendix 5). Complaints received are recorded in a central register (Appendix 6). The ‘Appeals Period’ is identified as 30 days following a decision, ie. you may appeal a judgement/decision up to 30 days following this judgement/decision.

The school RTO will ensure that the principles of natural justice and procedural fairness are adopted at every stage of the complaints and appeals process. All formal complaints and appeals will be heard and decided on within 30 business days of receiving the written complaint or appeal. If the school RTO considers more than 30 days are required to process and finalise the complaint or appeal, the complainant or appellant will be informed of the reasons in writing and will be regularly updated on the progress of the matter.

If the processes fail to resolve the complaint or appeal, a review by an independent party will be provided if requested. Complaints or appeals should be directed to the Principal as CEO of the school RTO. This school is committed to dealing positively with student concerns and involve our processes to deliver better training.

#### Expectations

Students	Teachers
<ul style="list-style-type: none"> <li>• Supply their USI number to the SMS Administrator, their teacher/trainer preferably within the first week of commencing their course, or bring in the required documentation to obtain a USI during the allocated lesson. (All USI numbers must be finalised no later than the end of Term 1)</li> <li>• Be prepared for class - laptop &amp; resources as required by the course of study</li> <li>• Be responsible &amp; ask for help</li> <li>• Attend catch up sessions (as designated during Block Exam Sessions and at other specified times)</li> </ul>	<ul style="list-style-type: none"> <li>• Maintain currency &amp; industry experience</li> <li>• Update &amp; maintain current staff profile</li> <li>• Offer RPL</li> <li>• Follow legislation</li> <li>• Monitor student’s performance &amp; give feedback</li> <li>• Mark work in a reasonable timeframe</li> <li>• Support the school in maintaining RTO status</li> <li>• Store student records safely</li> </ul>

**NB. The complete ‘Student Complaints and Appeals Policy’ can be found on the Nanango State High School website.**



## 13.1 COMPLAINTS PROCEDURE

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Persons with a complaint concerning the manner in which the school conducts its responsibilities as an RTO, have access to the following procedure:

Complaints may be one (1) of two (2) types – Type 1: Allegations of inappropriate behaviour  
Type 2: All other complaints

### **Informal complaint:**

1. The initial stage of any complaint shall be for the complainant to communicate directly with the operational representative of the school, e.g. the teacher (trainer), who will make a decision and record the outcome of the complaint;
2. Person(s) dissatisfied with the outcome of the complaint to the teacher may then complain to the relevant Head of Department (Senior Schooling), who will make a decision and record the outcome of the complaint;
3. Person(s) dissatisfied with the outcome of the complaint to the Head of Department (Senior Schooling) may initiate a 'formal' complaint.

### **Formal complaint:**

1. Formal complaints may only proceed after the informal complaint procedure has been finalised
2. The complaint and its outcome shall be recorded in writing;
3. On receipt of a formal complaint the principal shall convene an independent panel to hear the complaint; this shall be the 'Complaint Committee';
4. The Complaint Committee shall not have had previous involvement with the complaint and should include representatives of:
  - a) The principal
  - b) The teaching staff
  - c) Non-teaching staff
5. The complainant shall be given an opportunity to present his/her case to the committee and may be accompanied by one other person as support or as representation;
6. The relevant staff member shall be given an opportunity to present his/her case to the committee and may be accompanied by one other person as support or as representation;
7. The Complaint Committee will make a decision on the complaint;
8. The Complaint Committee will communicate its decision on the complaint to all parties in writing within 30 working days of making its decision

*N.B. If the complaint is not dealt with to the satisfaction of the student they have the right for an external organisation e.g. QCAA, to hear that complaint.*

## 13.2 APPEALS PROCEDURE

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- All formal appeals must be in writing and addressed to the Principal, as CEO of the RTO;
- On receipt of a written appeal:
  - A written acknowledgment is sent to the appellant from the Principal (via Admin support);
  - The appeal is forwarded to the RTO Manager;
- If the appeal is not finalised within 30 business days, the appellant is informed of the reasons in writing and regularly updated on the progress of the matter;
- The Principal and/or the RTO Manager will either deal with the appeal or convene an independent panel to hear the complaint; this shall be the complaints and appeals committee;
  - The Appeals Committee shall not have had previous involvement with the appeal, and will include representatives of:

- The Principal;
- The teaching staff, and;
- An independent person
- Two (2) types of appeals may be lodged:
  - Appeal of final assessment decision
  - Appeal of any other RTO decision
- The appellant shall be given an opportunity to present their case and may be accompanied by other people as support or as representation;
- The relevant staff member, if applicable, shall be given an opportunity to present their case and may be accompanied by other people as support or as representation;
- The outcome/decision will be communicated to all parties in writing within 60 days;
- If the processes fail to resolve the appeal, the individual making the appeal will have the outcome reviewed by an appropriate party independent of the RTO;
- If the appellant is still not satisfied, the Principal will refer them to the QCAA website for further information about making complaints ([www.qcaa.qld.edu.au/3141.html](http://www.qcaa.qld.edu.au/3141.html))

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

## APPENDIX 1 Glossary of Terms

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### **Accreditation**

The process by which specific courses are formally recognised by State or Territory, Training Authorities to ensure they meet specified quality requirements.

### **Assessment**

Assessment means the process of collecting evidence and making judgements on whether competency has been achieved to confirm that an individual can perform to the standard expected in the workplace, as expressed in the relevant endorsed industry/enterprise competency standards or the learning outcomes of an accredited course.

### **Australian Qualifications Framework (AQF)**

A national framework for all qualifications in post-compulsory education and training. The AQF is the national policy for regulated qualifications in the Australian education and training system. It incorporates the quality assured qualifications from each education and training sector into a single comprehensive national qualifications framework. The AQF recognises that the school's sector, the VET sector and the higher education sector have different industry and institutional linkages. It connects the different sectors in a coherent single framework incorporating qualifications, levels and guidelines. The AQF comprises titles and guidelines, which define each qualification, together with principles and protocols covering articulation and issuance of qualifications and statements of attainment.

### **Australian Quality Skills Authority (ASQA)**

The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers to ensure nationally approved quality standards are met.

### **Competency-Based Assessment**

Competency-based assessment is the process of collecting evidence and making judgments on whether the student can consistently demonstrate knowledge and skill, and the application of that knowledge and skill to the standard of performance required in the workplace.

### **Competency standards**

Comprises the specification of knowledge and skill and the application of that knowledge and skill to the standard of performance required in the workplace. Competency standards define the outcomes for training delivery, assessment, and the issuing of qualifications and statements of attainment under the Australian Skills Quality Authority (ASQA).

### **Credit Transfer**

Credit towards qualifications granted to participants in training on the basis of assessing competency or course outcomes. These assessments are based on prior agreement between organisations of the credit value of specific courses and programs. Under a training packages approach, credit transfer relates primarily to evidence of achievement of relevant competencies.

## **Evidence**

The set of information which, when matched against the relevant criteria, provides proof of the student's competency. Evidence can take many forms and be gathered from a number of sources.

## **Key Competencies**

Employment related general competencies that are essential for effective participation in the workplace.

## **National Competency Standards**

National standards define the competencies required for effective performance in the workplace. A unit of competency comprises the specification of knowledge and skill and the application of that knowledge and skill at an industry level, to the standard of performance required in employment. Competency standards can be either industry or enterprise based.

## **National Register on VET in Australia**

Training.gov.au is the official National Register on VET in Australia and is the authoritative source of information on training packages, qualifications, and accredited courses, units of competency, skill sets and Registered Training Organisations. Information is searchable and publicly accessible via the internet. The register contains comprehensive information on endorsed training packages which have been approved by Ministers. Information includes full details of competency standards; a listing of National Centre for Vocational Education Research (NCVER) noted support materials with contact source; details of AQF accredited courses/qualifications; and contact details and scope of registration of all RTOs.

## **Qualification**

Qualification means, in the vocational education and training sector, the formal certification issued by an RTO under the AQF, which a person has achieved all the requirements for a qualification as specified in an endorsed national training package or in an AQF accredited course.

## **Quality Assurance**

The planned and systematic process of ensuring the consistent application of registration requirements by Registered Training Organisations. Quality assurance forms part of a quality management system or focus.

## **Recognition of Prior Learning (RPL)**

Recognition of Prior Learning means recognition of competencies currently held, regardless of how, when or where the learning occurred. Under the ASQA, competencies may be attained in a number of ways. This includes through any combination of formal or informal training and education, work experience or general life experience. In order to grant RPL, the assessor must be confident that the candidate is currently competent against the endorsed industry or enterprise competency standard or outcomes specified in AQF accredited courses. The evidence may take a variety of forms and could include certification, references from past employers and work samples. The assessor must ensure that the evidence is authentic, valid, reliable, current and sufficient.

## **Records of Assessment**

The information of assessment outcomes that is retained by the organisation that is responsible for issuing the nationally recognised Statement of Attainment or Qualification.

## **Registered Training Organisation (RTO)**

Any training organisation registered in accordance with the Australian Skills Quality Authority providing vocational education, training and/or assessment services. RTOs include TAFE schools/institutes, private commercial providers, community providers, schools, higher education institutions, enterprises and firms, industry bodies and any other organisation which meets the requirements for registration.

## **Scope of Registration**

Scope of Registration means the defined scope for which a training organisation is registered that identifies the particular services and products that can be provided. An RTO may be registered to provide either:

- Training delivery and assessment services and products and issue AQF qualifications and Statements of Attainment
- Assessment services and products and issue AQF qualifications and
- Statements of Attainment

## **Statement of Attainment**

Statement of Attainment means a record of recognised learning which, although falling short of an AQF qualification, may contribute towards a qualification outcome, either as attainment of competencies within a training package, partial completion of a course leading to a qualification, or completion of a nationally accredited short course which may accumulate towards a qualification through RPL process.

## **Training Packages**

Comprehensive, integrated products which provide national benchmarks and resources for delivery, assessment and qualifications in vocational education and training. Training packages comprise endorsed components of national competency standards, assessment guidelines and qualifications, combined with non-endorsed components which may include a learning strategy, assessment resources and professional development materials.

## **Queensland Curriculum Assessment Authority (QCAA)**

QCAA's role and its priorities are assisting educators to deliver the best curriculum and assessment practices from Prep to Year 12.

## APPENDIX 2 VET Student Induction Participation Form

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### Nanango State High School VET STUDENT INDUCTION FORM

<b>Student Name:</b>	<b>Year:</b>
<b>Teacher/Trainer Name:</b>	

You will be required to complete this form for each school based VET subject you are studying at Nanango State High School

**The VET subject I am enrolled in is:**

<b>Certificate:</b>
<b>Course Code:</b>

**Student to answer questions, by ticking the appropriate box**

- I have received a copy of, and have read the VET Student Handbook
- I have received copies of the training and assessment plan (or equivalent) for this VET area
- I am aware of the 'Recognition of Prior Learning Processes' I may apply for ie. RPL process
- The purpose and consequences of assessment has been explained
- I understand what will be required as evidence to demonstrate competence
- My rights and the appeal system have been explained to me
- I have advised my teacher/assessor of any special needs I may have in relation to assessment
- I have completed the VET Student Course Induction

<b>Student's signature:</b>	<b>Date:</b>
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## APPENDIX 3 (a) Unique Student Identifier Collection, Verification and Privacy Form

Student details			
<b>Student's full legal name</b>			
<b>Date of birth</b>	Choose date.		
<b>Unique Student Identifier</b>			
<p><b>Note:</b> If you don't have a USI or have forgotten it, you can create or retrieve your USI at <a href="http://www.usi.gov.au/students">www.usi.gov.au/students</a> and complete this form.</p>			
Privacy notice: Use of your personal information and USI			
<p>You are advised and agree that you understand and consent to the use of the personal information you provide in connection with your application and verification of a Unique Student Identifier (USI).</p> <p>From 1 January 2015, Nanango State High School can be prevented from issuing you with a nationally recognised VET qualification or Statement of Attainment when you complete your course if you do not have a USI.</p> <p>The USI is collected by the student identifiers registrar for the purpose of:</p> <ul style="list-style-type: none"> <li>• applying for, verifying and giving a USI prior to issuance of Australian Qualification Framework (AQF) certification documentation</li> <li>• replacing an authenticated AQF certification document</li> <li>• recording a student's final outcomes that will be made available on the national USI register.</li> </ul> <p>A student's verified USI and final assessment outcomes may be disclosed to:</p> <ul style="list-style-type: none"> <li>• Commonwealth and State or Territory government departments, agencies and statutory bodies performing functions in relation to VET for: <ul style="list-style-type: none"> <li>– the purpose of administering and auditing VET, VET providers and VET programs</li> <li>– education-related policy and research purposes</li> <li>– assistance with determining eligibility for training subsidies</li> </ul> </li> <li>• VET regulators to enable them to perform their regulatory functions</li> <li>• VET admission bodies for the purpose of administering VET and VET programs</li> <li>• current and former registered training organisations (RTOs) to enable them to deliver VET courses to the individual, meeting their reporting obligations under the Standards for RTOs and the national USI scheme</li> <li>• schools for the purpose of delivering VET courses to the individual and reporting on these courses</li> <li>• the National Centre for Vocational Education Research (NCVER) for the purpose of creating authenticated VET transcripts, resolving problems with USIs and the collection, preparation and auditing of national VET statistics. You may receive an NCVER student survey which may be administered by an NCVER employee, agent or third-party contractor. You may opt out of the survey at the time of being contacted</li> <li>• any other authorised person or entity required by law to access the information to perform functions in the administration of the USI system.</li> </ul> <p>Your verified USI and final assessment outcomes will not otherwise be disclosed without your consent unless authorised or required by or under law.</p>			
Student declaration			
<p><input type="checkbox"/> I hereby give permission for _____ to collect, verify and disclose my personal information (which may include sensitive information), along with my final outcomes in accordance with the privacy notice above.</p> <p>If you would like [insert school RTO name] to apply for a USI on your behalf, you must authorise us to do so and declare that you have read the privacy information.</p>			
<b>Student name</b>		<b>Parent/carer name</b>	
<b>Student signature</b>		<b>Parent/carer signature</b>	
<b>Date</b>	[Date]	<b>Date</b>	[Date]

## APPENDIX 3 (b) USI Application Through School RTO

We need to verify your identity to create your USI. Please fill in the following details or present to the office for verification.

**Please provide details for one of the forms of identity below (numbered 1 to 6).**

**Please ensure that the name written in the 'Student's full legal name' section is identical to that written in the document you provide.**

In accordance with Section 11 of the *Student Identifiers Act 2014*, [insert school RTO name] will securely destroy personal information that we collect from individuals solely for the purpose of applying for a USI on their behalf as soon as practicable after we have made the application or the information is no longer needed for that purpose.

Student details	
<b>Student's full legal name</b>	
<b>Date of birth</b>	
<b>Town/city and country of birth</b>	<i>(name of the Australian or overseas town or city where you were born)</i>
<b>1 Medicare card</b>	<i>Name identified on card</i>
Card number	
Individual reference number (next to your name on Medicare card)	
Expiry date	(MM/YYYY) <span style="float: right;">Green <input type="checkbox"/></span>
<b>2 Australian birth certificate</b>	<i>Name identified on certificate</i>
State or Territory	
Certificate number	
<b>3 Australian passport</b>	<i>Name identified on passport</i>
Passport number	
<b>4 Non-Australian passport (with Australian Visa)</b>	<i>Name identified on passport</i>
Country of issue	
Passport number	
<b>5 Immigration card</b>	<i>Name identified on card</i>
ImmiCard number	
<b>6 Citizenship certificate</b>	<i>Name identified on certificate</i>
Certificate number	

For office use only	
<b>Processed by</b>	<b>Signature</b>
<b>USI verified by</b>	<i>Identify application software</i>
<b>USI recorded in SLIMS / SMS</b>	<input type="checkbox"/> <b>Date</b> Choose date.



## APPENDIX 3 (c) Privacy Notice and Student Declaration

### Privacy notice

Under the *Data Provision Requirements 2012*, Nanango State High School is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research (NCVER).

Your personal information (including the personal information contained on this form and your training activity data) may be used or disclosed by Nanango State High School for statistical, regulatory and research purposes. Nanango State High School may disclose your personal information for these purposes to third parties, including:

- school — if you are a secondary school student undertaking VET, including a school-based apprenticeship or traineeship
- employer — if you are enrolled in training paid for by your employer
- Commonwealth and State or Territory government departments and authorised agencies
- NCVER
- organisations conducting student surveys
- researchers.

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

- issuing a VET statement of attainment or qualification, and populating authenticated VET transcripts
- facilitating statistics and research relating to education, including surveys
- understanding how the VET market operates, for policy, workforce planning and consumer information
- administering VET, including program administration, regulation, monitoring and evaluation.

You may receive an NCVER student survey which may be administered by an NCVER employee, agent or third-party contractor. You may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the *Privacy Act 1988* (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at [www.ncver.edu.au](http://www.ncver.edu.au)).

### Student declaration and consent

I declare that the information I have provided is true and correct to the best of my knowledge.

I consent to the collection, use and disclosure of my personal information in accordance with the privacy notice above.

<b>Student name</b>		<b>Parent/guardian name*</b>	
<b>Student signature</b>		<b>Parent/guardian signature</b>	
<b>Date</b>	[Date]	<b>Date</b>	[Date]

\*Parent/guardian consent is required for all students under the age of 18.

**APPENDIX 4 RPL APPLICATION REGISTER**



**RPL APPLICATION FORM**

<b>Student Name:</b>				<b>Date:</b>		
<b>Subject:</b>		<b>Course Code:</b>		<b>Course Title:</b>		
<b>Units of Competency</b>		Details of relevant previous experience including formal training, work experience and life experience (interests, skills etc) Attach copies of relevant evidence		<b>FOR OFFICE USE</b>		
<b>CODE</b>	<b>NAME</b>			<b>Assessors' comments and recommendations</b>	<b>Comp</b>	<b>NYC</b>
<b>Student Signature:</b>				<b>Date:</b>		

**This application must be submitted (with copies of relevant evidence) to your VET course teacher. You will be notified of the status of your application. If you are not satisfied with the result you may follow complaints procedures to appeal the decision.**

APPENDIX 5 RPL APPLICATION REGISTER



Nanango State High School

RPL APPLICATION REGISTER

App No	Date Application/Appeal Received	Student Name	LUI Number	Year Level	Teacher	Certificate	Unit/Competencies	Evidence Provided	Outcome (C/NYC)	Date advised data capture
	<i>Eg. 10/10/2011</i>	<i>Damien Smith</i>	<i>000111111</i>	<i>11</i>	<i>Gordon Much</i>	<i>LMF10102 - Certificate in Furnishing</i>	<i>LMFCR0001A - Follow safe working policies and practices LMFCR0002A- Communicate in the workplace</i>	<i>Yes</i>  <i>Yes</i>	<i>C</i>  <i>C</i>	<i>10/10/11</i>  <i>10/10/11</i>
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## APPENDIX 6 VET Student Complaints / Appeals Application Form

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Nanango State High School

### VET Student Complaints/Appeal Application Form

<b>Student Name:</b>			
<b>Class Group:</b>		<b>Date:</b>	

**Nature of Complaint /Appeal**

Please us specific details (dates, etc)

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<b>Complaint Against:</b>	
<b>Student Signature:</b>	
<b>Parent Signature:</b>	
<b>Accepted by:</b>	<b>Position:</b>

<b>OFFICE USE ONLY</b>	
<b>Entered into Register of Complaints by:</b>	
<b>Signature:</b>	<b>Date:</b>
<b>Action Taken:</b>	
<b>Outcome:</b>	

## APPENDIX 7 RTO Complaints and Appeals Register



Nanango State High School

### RTO COMPLAINTS AND APPEALS REGISTER

Ref No	Date Complaint/Appeal Received	Complaint Received From	Student /Parent Outside Agency	Complaint/Appeals Details	Complaint reviewed by	Complaint / Appeal Outcomes	Complaint Initiator Advised of result	Date complaint closed
	<i>Eg. 10/10/2011</i>	<i>Tracey Smith</i>	<i>Parent</i>	<i>Would like a review of her son's Cert I in Beauty results. Parent has concerns with regard to quality of teaching in that particular subject</i>	<i>Lisa Tran Diarmuid O'Roiordan Natalie Catanzaro</i>	<i>Student results have been revised. Teacher has been assigned a mentor to revise lesson planning. Teacher has undertaken PD in RTC procedures</i>	<i>Yes</i>	<i>11/11/11</i>
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