



CAREER
EMPLOYMENT
AUSTRALIA
LTD

STUDENT HANDBOOK 2017



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Achieves
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LIST OF ABBREVIATIONS

AQF	Australian Quality Framework
ASQA	Australian Skills Quality Authority
AQTF	Australian Quality Training Framework- (former name)
AVETMISS	Australian Vocational Educational and Training Management Information Statistical System
CT	Credit Transfer
DEEWR	Department of Education, Employment and Workplace Relations (formerly DEST-changed 2007)
DET	Department of Education and Training
RPL	Recognition of Prior Learning
RTO	Registered Training Organisation
SRTO	Supervising Registered Training Organisation
USI	Unique Student Identifier

OFFICE HOURS



- The office hours for most centres are: **8.30 am till 4.30pm Monday to Friday.**
 - Phones may not be manned for all opening hours.
 - The centres close on Public Holidays unless otherwise notified.
- On occasions when staff training is to be conducted that will affect these hours, one week's notice will be given.
 - Some offices may need to be available for customer service from 8.00 am to 5.00 pm.
 - Training times will be advised by the trainer/educator at the time the course acceptance is advised. Flexible training times may be arranged where special circumstances exist.

This Student Handbook should be read in conjunction with a Course Outline.

Before you read this Handbook ensure you have received a Course Outline or material specific to your course. Some sections may not be applicable to your program.

CAREER EMPLOYMENT AUSTRALIA LTD

INTRODUCTION



CEA Ltd. is a not-for-profit community organisation.

Career Employment Australia Ltd. (RTO No. 0104)

The organisation is managed by a committee whose members perform their role in an honorary capacity. The organisation has a solid background in assisting disadvantaged people and also adopts a holistic approach to clients and the servicing of funded contracts.

The organisation overall delivers many services and contributes enormously to community

Until 1 July 2016, the organisation was known as Career Employment Australia Inc.

CAREER EMPLOYMENT AUSTRALIA LTD. (RTO No. 0104);

Whether you are undertaking your training at our premises, at another training venue or through a self-paced learning mode, we would like to take this opportunity to let you know about our organisation and what you can expect as you proceed through your selected training.

If this is your first training program, the information in this booklet will be helpful. We trust that the knowledge, skills and wisdom gained from your studies will help prepare you for the challenges that lie ahead.

Our employment and training services are offered by qualified staff. Staff are professional and supportive in their approaches to clients/trainees. Trainers/assessors are responsible for preparing and presenting material to meet appropriate standards. Work produced by students will be assessed fairly, objectively and consistently to determine competency and understanding of the subject.

We aim to provide an environment where students can obtain the highest level of achievement and feel they are true partners in their education. We have a sound financial and administrative base and ensure staff and students abide by the privacy and confidentiality legislation.



CAREER
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LTD

REGISTERED TRAINING ORGANISATION

As a Registered Training Organisations (RTO), **Career Employment Australia Ltd** is registered to:

- train and conduct assess;
- issue nationally recognised qualifications in accordance with the Australian Quality Training Framework (AQTF);
- ASQA supports students through effective regulation of the vocational education and training industry.

WHAT IS THE AUSTRALIAN SKILLS QUALITY AUTHORITY?

“As the national regulator for the vocational education and training (VET) sector, the Australian Skills Quality Authority (ASQA) seeks to make sure that the sector's quality is maintained through the effective regulation of:

- *vocational education and training providers*
- *accredited vocational education and training courses, and*
- *Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) providers including those delivering English Language Intensive Courses to Overseas Students (ELICOS).*

Australia is fortunate to have a world-leading vocational education and training system. This crucial sector provides training in the skills Australians need for employment, and injects billions of dollars of export income into the economy each year.

ASQA makes sure that the quality and reputation of Australia's VET system is maintained through effective national regulation. “

Ref: <http://www.asqa.gov.au/about/agency-overview/agency-overview.html>

QUALIFICATIONS

Our group is registered to deliver training, assess competence and issue Australian Qualifications Framework (AQF) qualifications. All training programs delivered and all qualifications issued by our group are in respect of training packages or nationally accredited courses.

The AQF qualification framework is shown below grouped according to the sector in which they are most commonly issued.

SCHOOLS SECTOR	VET SECTOR	HIGHER EDUCATION SECTOR
		Doctoral Degree
		Masters Degree
	Vocational Graduate Diploma	Graduate Diploma
	Vocational Graduate Certificate	Graduate Certificate
		Bachelor Degree
	Advanced Diploma	Associate Degree, Advanced Diploma
	Diploma	Diploma
	Certificate IV	
Senior Secondary Certificate of Education	Certificate III	
	Certificate II	
	Certificate I	

TRAINING PACKAGES AND ACCREDITED COURSES

Training Packages are sets of training materials that have been developed by industry to standardise vocational education around Australia. They replace various State and Territory VET courses and lead to nationally recognised qualifications. Nationally endorsed standards (within the training packages) describe the skills and knowledge needed to perform effectively in the workplace. Accredited courses are structured and sequenced vocational education and training courses.

STRUCTURE OF COURSES

In general, courses are usually divided into various content areas. Depending on which course you are undertaking, these subject areas are called units of competency (from a Training Package) or modules (from an accredited course). Within each unit of competency there is a series of learning outcomes that reflects the skills or competencies that need to be demonstrated in order to satisfy the assessment requirements.

COMPETENCE AND COMPETENCY STANDARDS

Competence can be defined as the skills and knowledge required to perform the tasks a job requires to the standards demanded by industry. Competency standards (also referred to as national industry/enterprise competency standards) are national standards that set out the work skills and knowledge required for effective performance in the workplace.

ASSESSMENT GUIDELINES

Assessment against competencies will be conducted in accordance with the assessment guidelines and competency standards of the appropriately endorsed training package or accredited course.

Students will be issued with a course outline containing details of all outcomes to be assessed within a unit of competency or module. Specific assessment criteria relating to individual courses will be available from the trainer.

ASSESSMENT

Assessment is competency based and is designed to determine whether a student can demonstrate the target competencies. Students who are unable to demonstrate competency at a given time or who successfully appeal assessment results may be reassessed at an appropriate later date. Assessment may be undertaken on- or off-the-job. If conducted in the workplace, suitable workplace assessors and assessment procedures will be used. All assessment materials will be appropriate to students' needs and course delivery methods.

Industry and student input and feedback is obtained to monitor and plan assessment validity, flexibility and fairness.



ASSESSMENTS

Assessment will be conducted at an agreed venue and may include:

- demonstration during normal or simulated work routine;
- observation of performance of work related tasks;
- questions and answers;
- written assessments;
- role plays;
- discussion on work or team projects;
- observation;
- discussion of workplace and/or training records/documents.

Assessment will only be conducted by a suitably qualified and experienced assessor and may include the involvement of an industry expert.

Where standard assessment methods may disadvantage students, we will endeavour to provide alternative or customised assessment tasks or methods where possible. It is however, the responsibility of each student to make us aware of their special needs.

ASSESSMENT EVIDENCE

The type and variety of evidence can be negotiated with the student. However, a minimum of three forms of assessment will be required and evidence will be gathered over a period of time during the training period. There are many ways of collecting evidence e.g. supervisor's testimonials, questionnaires, photographs, reports of team projects, diary notes and meeting notes to name a few. The trainer/assessor will be looking for consistent demonstration of skills, knowledge and attitudes relevant to the workplace, through a variety of assessment methods and evidences.

PROCEDURES IN THE CASE OF NON-ACHIEVEMENT

In the case where the trainee/student did not achieve the required outcome, the matter will be discussed with all key stakeholders and where appropriate a review date established. Further information will be given to assist in the next assessment and where appropriate the opportunity for further practice will be organised. Where no provision for reassessment is included in the original fee/costing/payment there will be a payment required for reassessment. The reassessment payment can be negotiated between the parties. **A learner will be assessed a maximum of three (3) times.**

ISSUING OF CERTIFICATE OR STATEMENT OF ATTAINMENT

On successful completion of all assessments, the appropriate certification will be issued i.e., Certificate or Statement of Attainment. This is subject to the student providing their USI number. A copy of the certificate/statement issued will be maintained on the student's file and details on the electronic database for 30 years. Under the *National Vocational Education and Training Regulator Act 2011* (Cwlth), once assessments have been completed and signed off (assessor has completed all documentation confirming that competency has been achieved for all components of assessment), Statements of Attainment/Certificates are required to be issued as soon as practical. www.usi.gov.au provide a transcript of VET training.

RECOGNITION OF AQF QUALIFICATIONS AND STATEMENTS OF ATTAINMENT ISSUED BY OTHER RTO'S

In line with national guidelines, AQF Qualifications and Statements of Attainment issued by other RTO's are recognised. Your previous studies can, in some cases, contribute to the completion of your intended or current training program via a process of credit transfer.

CREDIT TRANSFER

Credit transfer is a process by which you have previously completed accredited study and it can be counted or 'credited' towards a course in which you are enrolled or intend to enrol. To meet the requirements for credit transfer, your previously completed study must be at least equivalent both in content and level to the section/s of the course for which you are seeking credit.

If you are considering applying for credit transfer, you will have to obtain the certified documentary evidence of past study (e.g. certificates, statements of completion, academic records, etc.)

Compliance will then undertake a mapping exercise to determine if credit against qualification/competencies can be awarded.

You will be advised of the mapping outcome within 14 days and you will have a right to appeal the decision if you are not satisfied with the decision. Credit transfer can only be granted if certified documentation is produced.

RECOGNITION OF PRIOR LEARNING (RPL)

Our group recognises that students may be able to demonstrate a particular competency on the basis of prior learning (possibly from non-accredited programs), from skills gained in the workforce or from life experiences.

The underlying principle of Recognition of Prior Learning (RPL) is that no learner should be required to undertake a competency or element of a competency in a qualification for which they are already able to demonstrate satisfactory achievement of the performance outcomes as stated in the endorsed training package or nationally recognised course.

Please notify your trainer at enrolment, if you believe that you may already have acquired the skill and knowledge required by some or all the units of your proposed course. Refer to the course outline you received with this Student Handbook. Remember, to claim Recognition of Prior Learning, you will be required to demonstrate the skills and knowledge or provide documentary evidence. If you feel that you can claim recognition of prior learning please request a Form 17 for completion and provide the relevant evidence. Claims for RPL must be received no later than one week after enrolment form is completed. After 1 week claims for RPL will be rejected.

RPL price on application.



ENROLMENT AND INDUCTION

PRE-ENROLMENT INFORMATION

Prior to enrolment, students are provided with this handbook as well as material/s specific to their intended course, which includes any prerequisites and course assessment information. All queries regarding the handbook and course are clarified either prior to *or* on enrolment.

Learners entering classroom training are also provided with the following:

- course timetable;
- required learner behaviour;
- contact details for absenteeism or other issues.

ENROLMENT

Prior to or on enrolment, students have the opportunity to ask questions and seek clarification of information provided in the student handbook and the course outline.

Form 2 Training Enrolment form needs to be completed and covers essential enrolment questions for AVETMISS compliance. This is the national VET management information system used for national statistical reporting. Your enrolment information is entered into an electronic database and your original enrolment form is placed in the student's file.

The completion of an enrolment form does not mean that the student is automatically accepted to the nominated course or program. Our organisation reserves the right to refuse enrolment to any applicant. Applicants will be given a reason if their enrolment is denied.

ASSESSMENT OF SPECIAL SKILLS REQUIREMENTS

All students intending to undertake training are required to complete a language, literacy and numeracy (LLN) screening. We make every attempt to ensure that this is conducted in a non-threatening environment. The screening, which will establish whether or not the student has the appropriate level of LLN to enter the course, will be conducted by a staff member who has an understanding of relevant industry requirements. Where the screening indicates deficits in essential language, literacy and numeracy levels, more specific testing can be conducted. In this circumstance, the applicant will be required to arrange and undertake a further assessment of skills. *(Where a fee is levied for testing, payment is the responsibility of the student.)*

If an applicant is not accepted for a particular course, alternate learning pathways may be suggested. These could include language, literacy and numeracy training prior to entry, undertaking training in an alternative vocational area or at a lower level.

CLIENT SELECTION

When courses are conducted, the successful applicants will be those who meet the criteria as nominated in the Course Contract. Some courses have different criteria to others and if applicants are not successful in securing a place on a course it may be due to the course already have its allocated numbers or applicants not meeting the criteria.

Some government-funded courses have *education level, age and employment status* etc. forming part of the criteria and this will be stated when advertised.

TERMINATING YOUR ENROLMENT

Withdrawal from a training course requires notification to the organisation, in writing. While this may be done at any stage, please note that the timing of your withdrawal may affect your training record and the fees you are charged.

STUDENT EVALUATION OF TRAINING

Students are encouraged to give feedback on the training services provided. At some time during or at the completion of training you will be requested to complete Form 10A Training Evaluation form. If this does not happen please use the form at the back of this handbook. Your contact details can be included, however we are happy to receive your feedback anonymously if this is your choice. Where negative issues are raised you will receive a written response if your contact details are included. Please note however that all feedback is treated with value and negative feedback generates an Action Request that is referred to the Group Manager.

STUDENT SUPPORT

Staff will provide encouragement and support to all students, however students are responsible for their own learning. Should any student feel they are not making satisfactory progress they should approach their trainer who will evaluate the situation and, if necessary, provide further material for extra study. Where students are experiencing difficulties beyond their trainer's expertise, suitable referral information for external assistance will be provided. It is the responsibility of the student to seek the required assistance.



STUDENT CODE OF CONDUCT

EXPECTATIONS OF STUDENT BEHAVIOUR BOTH IN CLASSROOM AND WORKPLACE

Notice to all prospective participants:

We are committed to our students and do our best to find funding so that we can offer them no cost or minimal cost training opportunities wherever possible. The vast majority of our students are wonderful individuals who treat our staff and one another with kindness and respect and it is our privilege to work with them. However, because we have occupational health and safety obligations to protect our staff from bullying and harassment, if any student or any person on their behalf is very rude to, or abuse any staff member, that student will not be allowed to continue their training with us. They will receive written notification that they have been exited from training and receive a Statement of Attainment (SOA) for any units that have fully and successfully completed.

Where any person has been very rude to, or abused any staff member on behalf of a student without that student's permission the student must state in writing that the person who abused staff was and is not authorised to speak on the student's behalf to be allowed to continue their training with us.

We welcome student's complaints and concerns and we try to answer any questions and help wherever possible.

Learners are expected to fulfil the behavioural standards outlined below when presenting for training and assessment in the training room/area and when at *Work Experience* or field trips.

STUDENT BEHAVIOUR

➤ *Training Environment*

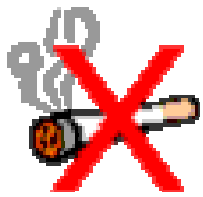
Students will be expected to show trainers/educators the same level of respect that we expect staff to demonstrate. Students have a responsibility to make every effort to maintain satisfactory progress in their training. Students who are disruptive or who impede the learning of others will receive warnings, which can result in their being unable to complete the course. Any instances of bullying, aggression will not be tolerated.

➤ *Sexual Harassment*

In accordance with the Anti-Discrimination Act 1992, sexual harassment will not be accepted in the workplace or in the training environment. The code of practice on sexual harassment issued by the human rights and equal opportunity commission defines sexual harassment as: "*an unwelcome sexual advance, unwelcome request for sexual favours or other unwelcome conduct of a sexual nature which makes a person feel offended, humiliated or intimidated, and where that reaction is reasonable in the circumstances.*"

Please remember that it is important to let the other party know that the advances are unwelcome. If you respond with smiles, the other party can assume the behaviour is welcome. Ask your trainer for assistance early as they can assist in allocating group tasks or even having a chat with the person about the unwelcome nature of the behaviour.

➤ **Smoking**



As part of its duty of care and the Queensland Tobacco Laws, the organisation has a no smoking policy in ALL organisational premises (including covered garage areas) and in ALL work vehicles. All clients or participants who are passengers in organisational vehicles must also refrain from smoking.

This policy must be adhered to for the health, safety and comfort of all staff members, volunteers and clients.

New legislation introduced in January 2005 states that it is illegal to smoke anywhere within 4 metres of an entrance to a non-residential enclosed place.

Smoking is also not permitted in any government premises which also includes the school yards. Supervisors need to be aware of this if they are conducting projects in schools within the community. Other outdoor areas are childrens playgrounds and major sporting grounds. Staff should check with their supervisors if they are unsure of the policy on their worksite. Supervisors should check with the community organisation where they are working to find out if they have any specific regulations in regard to smoking areas.

➤ **Alcohol, Drugs, Gambling And Theft**



No alcohol or illegal substances are allowed on the premises. The organisation has a zero tolerance for any client attending any of our premises whilst under the influence of alcohol or drugs. If a persons' behaviour indicates that they may be under the influence of alcohol or drugs they will be asked to leave the premises as part of the organisations risk management process in respect to Workplace Health and Safety. The appropriate authorities will be called to deal with clients who breach the law and other infractions carried out on the organisation's property.



➤ **Possession Of A Dangerous Item**

Students may not use or carry prohibited and/or dangerous items on the organisation's property.

➤ **Dress**

It is expected that students will wear suitable clothing appropriate for both the learning and workplace environment. Thus dresses or tops must not be see-through or too short (no midriff showing); no plunging necklines or tank tops; no trousers with slits up the sides: veils must be tied back to the head with the face visible. Shoes must be enclosed (no thongs). This applies to participants whether male or female, regardless of race, religion or culture.

It is expected that all students start wearing clothing appropriate to the workplace at least by the end of second week of the course.

DURING TRAINING SESSIONS, LEARNERS MUST:

- demonstrate respect for people, property and equipment;
- arrive on time, and report by telephone prior to scheduled time of attendance, any problems resulting in likely absences;
- follow the instructions given by the trainer and/or workplace supervisor;
- take responsibility for their own behaviour;
- communicate effectively with all training and workplace personnel;
- use English language in the learning environment;
- meet WHS requirements and help maintain a high standard of WHS procedures;
- participate in the scheduled workplace and group activities;
- dress appropriately for the training sessions or work in the workplace;
- conduct themselves as responsible adults inside and outside the learning/work environment;
- report any breakdowns or WHS issues related to workplace or training room equipment; Extras:

- use time and other resources responsibly;
- meet the goals identified for and/or by the group;
- share responsibilities when working as a member of a team or group;
- monitor their own progress towards meeting training outcomes;
- prepare themselves mentally and physically for a positive learning experience;
- allow others to present their point of view on the subject matter;
- conduct themselves responsibly with peers and training/workplace supervisors;

TOTALLY UNACCEPTABLE LEARNER/WORKPLACE BEHAVIOURS INCLUDE:

- *presenting for training or work under the influence of drugs and/or alcohol **
- *stealing from others or training areas or workplace **
- *threatening others to the detriment of their safety **
- *vandalism including misuse of equipment and facilities **
- *possession of firearms, knives, broken glass and/or other dangerous equipment **
- *acting in any way that puts either themselves or others at risk *;*
- using abusive or offensive language;
- demonstrating prejudices (racial, ethnic, gender, disability, religious or sexual);
- disrupting others who are in the learning and/or work environment;
- smoking in non-allocated smoking areas;
- conducting or attending illegal gambling;
- cheating, copying or using others ideas to the benefit of one's self;
- non appropriate clothing for training or workplace activities;
- presenting in any unauthorised areas of the building/s;
- failing to attend for interviews with the trainer/assessor or workplace supervisor to discuss progress (without prior notice);
- failing to attend a pre-arranged training session without prior notice to the trainer or workplace supervisor;
- failing to attend a pre-arranged assessment session without prior notice to the training representative's assessor and/or workplace assessor;

Note: In some specific workshop and/or practical training facilities, appropriate clothing for training may include mandatory personal protective clothing and equipment about which you will be notified in advance by your trainer.

➤ ***Attendance***

Excused absences will be those which occur because of:

- personal illness with a medical practitioner's note;
- carer to a family member;
- death in the immediate family;
- religious holidays as prescribed by the State Department of Education (for an excused absence for religious holiday, a note must be submitted in advance to the trainer); or
- extended periods of illness which are covered by a written statement from a physician indicating that he/she ordered the absence.

➤ ***Penalties For Breaches Of Discipline***

Minor offence (those not listed with an asterisk *) First

- Matter to be documented on a disciplinary report.
- Warning issued and action in event of second offence outlined to learner.
- Review undertaken with learner.
- Training undertaken.

Second

- Matter to be documented on a disciplinary report.
- Private discussion followed by a contracted learning agreement signed by the learner, and

training representative, where learning agreement is considered conducive to preventative action.

- 2nd Review undertaken.
- Monitoring of performance and
- Sign off of disciplinary action (see disciplinary form).

➤ ***Major offence (those listed with an asterisk*)***

First

- Immediate withdrawal from training activity.
- Matter reported to management by trainer.
- Matter documented on a disciplinary report by trainer.
- Person suspended from training for the day.
- Private discussion followed by a contracted learning agreement signed by the learner, workplace supervisor and training representative where a learning agreement is considered conducive.

Second

- Learner withdrawn from training contract and cessation of Australian Apprenticeship.
- Australian Apprenticeship Centre advised of cancellation, and
- Sign off of disciplinary action

ON-THE-JOB LEARNING AND ASSESSMENT

Learners must:

- Attend all pre-arranged training or assessment activities.
- Arrive on time, or report any problems resulting in likely absences by telephone to the trainer/assessor at least six (6) hours prior to scheduled time of attendance.
- Participate in the scheduled workplace and group activities.
- Follow the instructions given by the trainer and/or workplace supervisor.
- Meet WHS requirements and help maintain a high standard of WHS procedures.
- Report any breakdowns or WHS issues related to workplace or training room equipment to the trainer.
- Not use abusive/offensive behaviour.
- Not present for training or assessment under the influence of drugs and/or alcohol. and
- Attend for interviews with the trainer/assessor or workplace supervisor to discuss progress (without prior notice).

➤ ***Attendance***

Excused absences will be those which occur because of:

- Personal illness with a physician's note.
- Death in the immediate family.
- Religious holidays as prescribed by the Department of Education (for an excused absence for religious holiday, a note must be submitted in advance to the trainer); and
- Extended periods of illness which are covered by a written statement from a physician indicating that he/she ordered the absence.

➤ ***Penalties For Breaches Of Discipline***

First offence: A meeting will be held between the workplace supervisor, learner and trainer/assessor at which requirements will be reinforced, agreed and formalised by completion of Disciplinary Procedures Notification and Learning Agreement. All parties to be made aware that a repeat offence will result in RTO withdrawing services.

Second offence: This breach of discipline to be documented by trainer/assessor and employer advised that RTO has withdrawn services.

STUDENT WELFARE SERVICES

Our organisation does not receive direct government funding to provide student services similar to those provided by TAFE, Universities and Secondary Schools. We will, however, assist in any way that we can by referral to an agency or institution that could provide further information.

The organisation can assist with the following:

- information regarding the recognition pathways available for the qualifications and the training packages we have on our scope of registration;
- literature and links to other educational and training organisations that may be able to assist you;
- links to agencies that can provide assistance with food, emergency accommodation and rent assistance;
- information regarding medical centres that bulk-bill;
- links to language and literacy programs;
- links to specialist disability organisations;
- links to mental health assistance;
- access to our in-house Registered Psychologist for an initial consultation;
- assistance with the customisation of training methods and assessment strategies to assist you to succeed in learning if you have a disability; and
- tips to help you study.

LINKS TO GOVERNMENT SERVICES

➤ *Centrelink (Department Of Human Services)*

If you are planning to study or are currently studying Centrelink may be able to help with:

- Payments while you are studying;
- Services and programs for studying;
- Publications if you are studying;
- Claim forms while you are studying;
- Accommodation/rental issues;
- Information for school leavers;
- Overcoming barriers to study/work;
- Moving from study to work; and
- Owing money to Centrelink or the Family Assistance Office.

<http://www.centrelink.gov.au>

➤ *Government Services / Programs*

- **Australian Job Search** - go to the online database and search for jobs from the Job Services Australia Provider.
- **Disability Employment Assistance** - provides specialised help for people looking for work who are ill, injured or have a disability.
- **Disability Employment Services** - funded by the Department of Family and Community Services, this provides specialised employment help for people with disabilities.
- **Job Services Australia** - services that are provided nationally by a network of organisations dedicated to helping job seekers find work. <https://www.employment.gov.au>
- **Jobs Pathway Programme** - helps young people who have left school or want to leave school, find work. <https://www.employment.gov.au/youth-jobs-path>
- **Job Placement, Employment and Training** - provides assistance to young people between 15 and 21 years, who are homeless or at risk of becoming homeless, ex-offenders, refugees or wards of the state.
- **Jobs, Education and Training** - aim to improve the financial circumstances of customers by helping them to re-enter the workforce

- **Skills for Education and Employment (SEE)** helps people looking for work improve their chances of getting and keeping a job, as well as making everyday life easier.
- **Psychology Services** - help people identify problems affecting their ability to work.

➤ ***Career Guidance Tools***

Queensland Studies Authority

<https://www.qcaa.qld.edu.au/>

QSA have developed tools that are suitable for self-exploration of career options and choices.

Myfuture can be accessed at

<http://www.myfuture.edu.au/>

and provides lessons by class type or as an individual in their quest for career/occupation information.



COMPLAINTS AND APPEALS

As a student, you have the right to access the internal Complaints and Appeals process. You also have the right to take your complaint or appeal to the Department of Education and Training (DET) if you wish to do so.

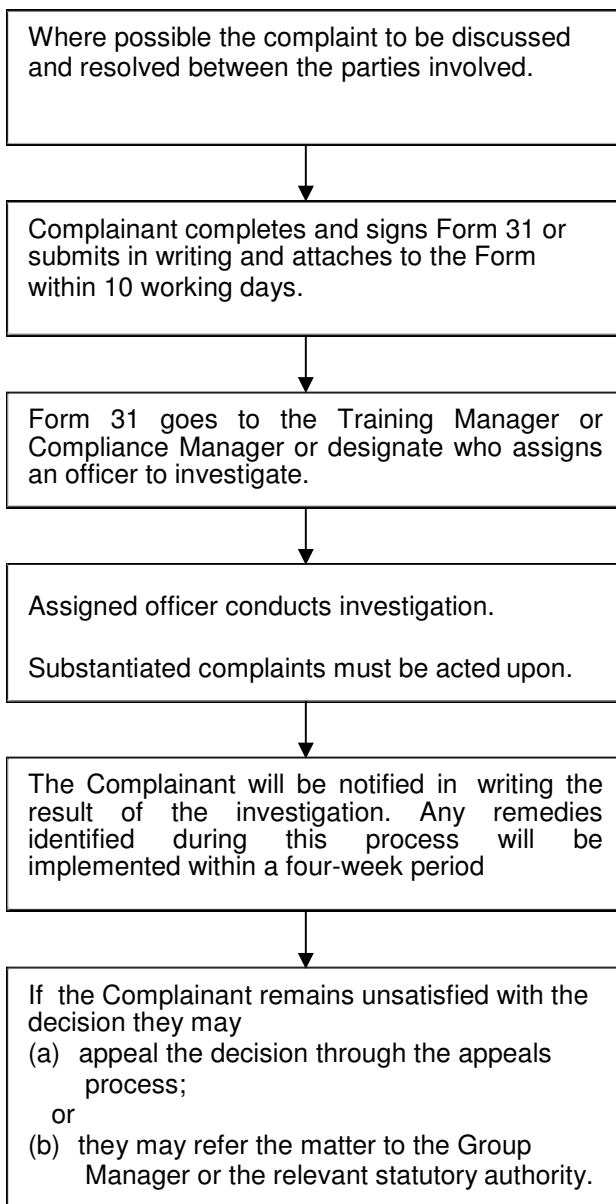
All complaints received will be given consideration with the objective of an amicable settlement to all parties concerned. Resolution to any dispute between aggrieved parties will be addressed informally, and in an open and trusting environment, and, where possible all matters will be resolved with reference to the win-win principles of dispute resolution.

Form 31 Complaint, Appeal and Action form is included at the end of the Student Handbook for your convenience.

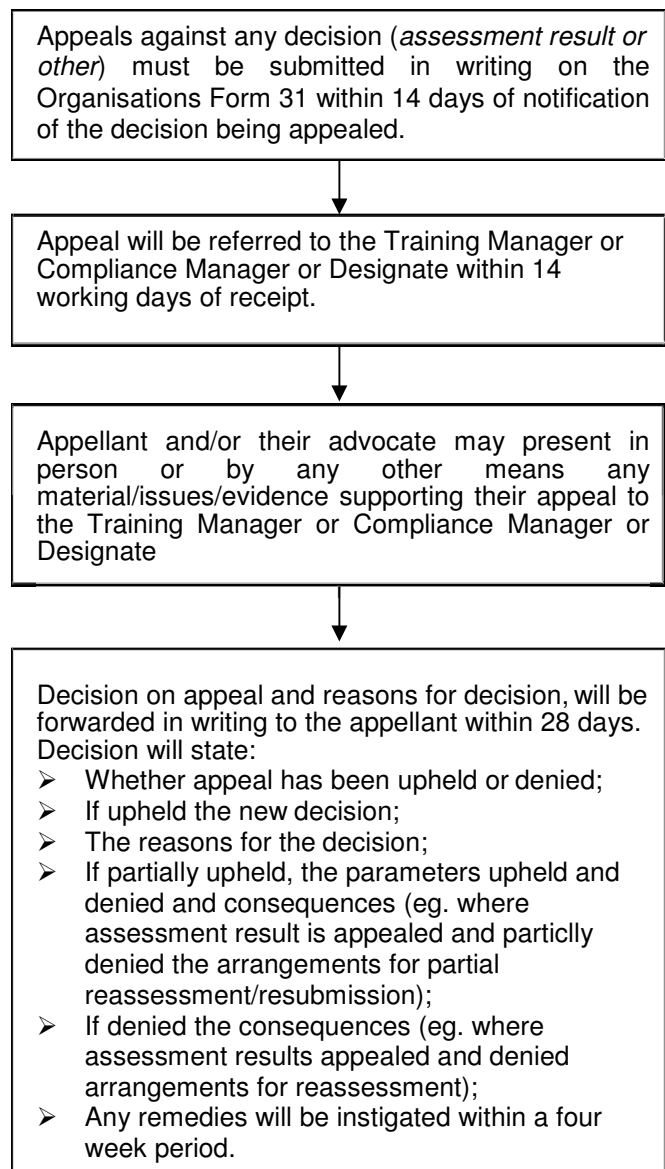
APPEALS

Appeals must be submitted in writing. Decisions on appeals will be forwarded to the appellant in writing and will state the reasons for the decision.

THE COMPLAINT PROCESS



THE APPEAL PROCESS



FEES AND CHARGES

Our organisation reserves the right to determine fees/costs for training and assessment services, with the exception of those determined by Contract provisions. All fees must be paid before an enrolment will be processed. Fees will vary according to the service required. Learners should ensure they are informed of all costs before they complete an Enrolment Form.

REFUND POLICY

➤ *Full Refunds*

Full refunds will be made in the following circumstances:

- Where an enrolment is not accepted by the organisation.
- Where student have overpaid the tuition fee. The over payment amount will be refunded in full.
- Should a course be cancelled, participants are entitled to a full refund or transfer of funds to a future course.
- Where the student's application for enrolment is refused, a full refund of fees will be made within 30 days.
- If a student withdraws, by written notice at least seven (7) days prior to commencement of a course.
- If, in our opinion, the student would be unreasonably disadvantaged if not granted a refund, for example, a learner meets with a serious misadventure and is unable to continue their enrolment, then we will refund the full tuition fee and any other fees and charges paid by or on behalf of the student.

The following examples are indicative of appropriate circumstances for granting a refund:

- Extended hospitalisation or illness (two (2) week period minimum) supported by a medical certificate and resulting in extended absence from training.
- Pregnancy/childbirth.

The following examples are indicative of inappropriate circumstances for granting a refund:

- Job change;
- Change in work hours;
- Inconvenience of travel to class;
- Moving interstate; and
- Retrenchment.

➤ *Partial Refunds*

Partial refunds will be granted in the following circumstances:

- No refund is payable to participants who leave before finalising the course/competency/module/qualification, unless they can provide a medical certificate or show extreme personal hardship. In that case, fees may be refunded on a pro-rata basis. However, should participants wish to finalise incomplete modules in a future course, the original fee payment can be used as credit towards that course within twenty-four months of initial payment.

➤ *Refunds-User Choice Trainees*

In respect to User Choice Trainees:

- Our organisation will provide for a full refund to the apprentice/trainee for tuition and student support service fees charged for training delivery that **has not** commenced at the time of the cancellation of enrolment. Our organisation will also provide for proportionate refunds where the apprentice / trainee have withdrawn from a Unit of Competency /Module.
- Students who are enrolled in Certificates II and III qualifications in an apprenticeship or traineeship should consult the Fees and Charges information at the back of this Handbook.

LEGISLATION

In Australia, our system of law operates at three levels:

- Local
- State, and
- Federal.

In any one area there may be several pieces of legislation that apply to or govern your actions and circumstances. As students, you have rights and responsibilities under numerous legislations including but not limited to the following:

Queensland Legislation

- Anti-Discrimination Act 1991
- Work Health and Safety Act 2011
- Work Health and Safety Regulation 2011
- Racial Hatred Act 1995
- Industrial Relations Act 1999
- Industrial Relations Regulation 2000
- Further Education and Training Act 2014
- Commission for Children and Young People and Child Guardian Act (2000)

Federal Legislation

- Privacy Act 1988 (*changes 14 March 2014*)
- Privacy Amendment (Private Sector) Act 2000
- Human Rights and Equal Opportunity Commission Act 1986
- Copyright Act 1968

ACCESS AND EQUITY POLICY

Training services will be made available to all clients (and potential clients) regardless of race, gender, age, marital status, physical or intellectual impairment, or sexual orientation. As a client of our group you have a right to be treated fairly without discrimination by our staff at all times. Please notify the Group Manager if you believe you have experienced any form of discrimination either directly or indirectly.

Refer: Anti-Discrimination Act 1991

Human Rights and Equal Opportunity Commission Act 1986

WORKPLACE HEALTH AND SAFETY

You have a right to a safe and healthy training environment. Should you observe any hazards or unsafe practices please notify the Group Manager.

Under the Work Health and Safety Act 2011, we have a responsibility to provide a safe and healthy environment for employees, students and visitors.

Students have certain responsibilities including:

- undertaking activities in a safe manner;
- following instructions which are provided for safety;
- not putting themselves or anyone else at risk; and
- reporting an injury/illness or a “near miss” to an appropriate person.

As part of the induction to any training course at our centres, you will be advised of the emergency evacuation procedure in the event of a fire or other incident. Students are asked to comply with all directions in the case of an emergency, including not leaving the evacuation assembly area until directed by an appropriate staff member. Many unnecessary building searches have been undertaken, often at great hazard to rescue personnel, when it is uncertain if people may still be in the building.

Refer: Work Health and Safety Act 2011 Current as at 1 March 2017

Work Health and Safety Act Regulation 2011 Current as at 1 March 2017

HARASSMENT AND BULLYING

You have a right to participate in a learning environment that is free of harassment of any description including sexual harassment and free of bullying. If you experience any form of harassment or bullying from staff, volunteers or other students please notify the Group Manager.

Refer: Anti-Discrimination Act 1991

Industrial Relations Act 1999 Industrial Relations Regulation 2000

PRIVACY

You have a right to be informed why personal information is requested, how that information will be used and who will have access to that information. You have a right to access that information and to make corrections if the information is inaccurate. Where such access may have costs attached (eg. archives) there may be a charge levied. March 2014 there were amendments to the Act.

Refer: Privacy Act 1988

Privacy Amendment (Private Sector) Act 2000

TRAINING

Further Education and Training Act 2014 Queensland, replaced the VETE Act 2000 which was introduced by the Queensland Government to provide a legislative foundation for flexible high quality training to support Queensland's workforce, both now and in the future. The legislation has introduced improved regulation of the apprenticeship and traineeship system and a more effective structure for providing advice on vocational education, training and employment matters to the government. **Current as at 1 March 2017**

TRAINEESHIPS AND APPRENTICESHIPS

Further Education and Training Act 2014 Queensland covers rights and responsibilities of the parties in respect to Traineeships and Apprenticeships and you should also refer to this act if you are an apprentice or trainee. **Current as at 1 March 2017**



ACCESS AND EQUITY POLICY

Our organisation is committed to providing equal opportunity and promoting inclusive practices and processes for all students within the limits of our resources as well as integrating the principles of access and equity in our policies and procedures for clients. We acknowledge our obligations under State and Federal equal opportunity laws including:

- The Australian Disability Discrimination Act (1992)
- Disability Discrimination Act, 1992;
- The Queensland Anti-Discrimination Act (1991)
- The Racial Discrimination Act 1975;
- The Sex Discrimination Act, 1984 (Commonwealth);

Our qualified and dedicated staff will provide nondiscriminatory access to services including training and assessment and comparable educational outcomes to participants and potential participants wherever possible.

Our facilities enable us to provide many opportunities for students to develop their interests and achieve their full potential.

The organisation aims to:

- promote learning and personal development for all;
- earn and maintain an excellent reputation;
- establish and operate within the principles of continuous improvement;
- maintain a high standard of teaching to enable students to achieve their full potential;
- provide high quality learning, growth and development;
- maintain a training facility that is safe, orderly and caring;
- pursue excellence for individuals in all aspects of education, life and work;
- praise all achievements;
- show respect for others as well as ourselves;
- show respect for the environment, organisation, community and the world at large;
- conduct all training and assessment activities within the requirements of ASQA.

We recognise that the learning process is unique to every individual and any special needs are identified prior to enrolment and monitoring occurs throughout training to ensure progress is being achieved. Our commitment to fair and equitable treatment extends to students, employers and employees. We believe that all people are of equal value.

Our organisation promotes and markets its services with integrity and professionalism in order to provide clients with honest and unambiguous claims in respect of those services. Our student information ensures that all fees and charges and the extent and limits of the service we can provide for that fee or charge are clearly known and understood. Organisational policies, course content/information, enrolment processes, training and assessment practices and the process for award of vocational outcomes are clearly stated.

We agree to participate in internal and external auditing processes which include random audits, audits following a student complaint and/or audit for the purposes of re-registration/external scope.



PRIVACY POLICY

Our organisation is committed to protecting the privacy of personal information in line with the Privacy Act 1988. This policy sets out how personal information is handled as well as client rights to access their own personal information.

USE AND DISCLOSURE

Personal information is collected directly from each client at enrolment. Every effort is made to ensure that the information provided remains private and confidential and is used only for the purposes to which the client agrees.

In order to provide clients with training and assessment services, we are required to disclose personal information to and allow examination of file material by third parties such as State/Territory Registering Bodies and State and Federal Funding Bodies. However, we will not reveal, disclose, sell, distribute, rent, license, share or pass personal information on to a third party (other than State and Territory Registering Bodies and State and Federal funding Bodies) without the written permission of clients.

Further, our organisation may use and disclose personal information to provide the training and assessment services as specified to the client at the point of collection or for another purpose if:

- The client would reasonably expect us to disclose it for that purpose.
- That use is related to the purpose specified to the client at the time of collection.
- We reasonably believe that the use is necessary to lessen or prevent a serious and imminent threat to an individual's life or health.
- We have reason to suspect that unlawful activity has been or is being engaged in, and the organisation uses the information as part of its investigation or in reporting its concerns to the relevant authority.
- The use and disclosure is specifically authorised by law.
- The use and disclosure is reasonably necessary for the enforcement of the criminal law, a law imposing a pecuniary penalty, or for the protection of the public revenue.

Our organisation does not use or disclose personal information for the purposes of direct marketing of unrelated products or services.

DATA QUALITY

Reasonable steps will be taken to ensure personal information is accurate, complete and up-to-date. Clients are encouraged to inform us of any changes to personal data by completing Form 3 Change of Personal Details form (copy attached to this document) and return same to the address on the form.

DATA SECURITY

Our organisation is committed to protecting the privacy of personal information. All reasonable steps are taken to protect personal information from misuse, loss and from unauthorised access, modification or disclosure.

ACCESS AND CORRECTION

Clients are provided with the opportunity to access their personal files on request and where appropriate, may be able to correct information if they determine that it is incorrect.

RESOLVING PRIVACY CONCERNS

Clients are able to raise any concerns they may have regarding our personal information handling practices by either discussing concerns with our delivery site or by calling our office direct.

USEFUL WEB SITES

Australian Industrial Relations Commission	http://airc.gov.au/
Australian Skills Quality Authority	http://www.asqa.gov.au
Australian Taxation Office Assist	http://www.ato.gov.au/
Australian Apprenticeships	http://www.aatinfo.com.au
Department of Education and Training replaced Commonwealth Department of Education, Employment & Workplace Relations in Sept 2013	http://education.gov.au/
Commonwealth Department of Social Security replaced Department of Families, Housing, Community Services & Indigenous Affairs (FaHCSIA)	https://www.dss.gov.au/
Human Rights & Equal Opportunity Commission	http://www.humanrights.gov.au/
Australian Apprenticeship Traineeship Information Service	http://www.aatinfo.com.au/Home
TGA	http://www.training.gov.au
Office of the Federal Privacy Commissioner	http://www.oaic.gov.au
Qld Anti-Discrimination Commission	http://www.adcq.qld.gov.au/
Department of Justice and Attorney- General web pages, including the Office of Fair and Safe Work Queensland	http://www.justice.qld.gov.au.
Queensland State Training Authority	http://www.trainandemploy.qld.gov.au/
Research Centre for Vocational Education and Training (RCVET)	http://www.voced.edu.au/content/ngv13199
Fair Work (formerly Wage Net)	http://www.fairwork.gov.au/Pages/default.aspx
WorkCover QLD	https://www.worksafe.qld.gov.au/

WEBSITES OF INTEREST

The following is a compilation of websites that may be of assistance to you when keeping up to date with legislation regarding your rights:

Aged and Community Care Legislation	http://www.health.gov.au/
Aged Care Standards	www.accreditation.org.au
Anti-Discrimination & Sexual Harassment Federal Racial Discrimination Act 1975 Federal Sexual Discrimination Act 1984 Queensland Anti-Discrimination Act 1991 Federal Disability Discrimination Act 1992	http://www.adcq.qld.gov.au
Australian Industrial Commission	http://www.airc.gov.au
Copyright	http://www.copyright.org.au
Disability Services Act	http://www.disability.qld.gov.au/
Freedom of Information	www.rti.qld.gov.au
Guardianship Board	www.justice.qld.gov.au/justice-services/guardianship/adult-guardian
Industrial Relations	www.justice.qld.gov.au/fair-and-safe-work/industrial-relations
Medical Act of Queensland <i>(Medical Practitioners Registration Act 2001)</i>	http://www.health.qld.gov.au/medical/statutory.asp
Medication Regulations	www.health.qld.gov.au/ph/documents/ehu/33254.pdf
Pharmacy Act	www.health.qld.gov.au
Alcohol, Tobacco & other Drug Services	http://www.health.qld.gov.au/atod/
Privacy	http://www.oaic.gov.au
Queensland Legislation <i>(Contains Queensland electronic reprints. Acts passed, and subordinate legislation as made)</i>	http://www.legislation.qld.gov.au/OQPChome.htm
Queensland Nurses Act 1992 <i>(Reprinted as in force on 30 August 2005)</i>	http://www.legislation.qld.gov.au/Search/
Training and Employment Legislation	http://www.trainandemploy.qld.gov.au/client/about_us/legislation/training_emp_act.html
Work Health & Safety Work Health & Safety Act 2011	http://www.deir.qld.gov.au/workplace/subjects/retailsecurity/law/index.htm

TRAINEESHIP / APPRENTICESHIP STUDENT /EMPLOYER INFORMATION

INFORMATION ON APPRENTICESHIPS / TRAINEESHIPS

➤ *What Exactly Are Apprenticeships And Traineeships?*

Apprenticeships and traineeships support learning while you work. An apprentice/trainee and their employer sign an agreement to work together so that the apprentice/trainee can learn the skills of the occupation they have chosen. Apprenticeships and traineeships can be full time or part time. Students can also start apprenticeships/traineeships while they are at school. Apprentices/trainees can learn at work with a Registered Training Organisation, who they have selected in conjunction with their employer. The length of the apprenticeships/traineeships depends on the industry, the occupation or trade, any previous training the apprentice/trainee may have had and how quickly he or she learns the skills of the apprenticeship/traineeship. Traineeships usually take one to two years, while apprenticeships usually take up to three years to complete.

➤ *What's In It For An Apprentice/Trainee?*

- A paid job while learning new skills
- A choice of jobs and career paths
- A qualification that is recognised wherever you go in Australia
- A pathway from school to work

Organisations involved with your Australian Apprenticeship program who you may have contact with include:

- **Australian Apprenticeships Centre (AAC)** – responsible for administering Commonwealth Government Financial Incentives for the employer, to assist with training and wages. The AAC prepares the training contract between the trainee and the employer. An AAC representative will contact the trainee during the contract period to make sure their program is on track. <https://www.australianapprenticeships.gov.au/>
- **Department of Education and Training (DET)** – holds a contract with the organisation (CEA) that funds us for delivery to Apprentices/Trainees under User Choice, confirms the training contract, makes sure the RTO complies with the ASQA and User Choice Service Standards expected of RTO's, that the trainee's contract completes on time or is amended accordingly and that the qualification is issued when achieved. The Department of Education and Training may also seek feedback from the trainee and the employer.

<https://det.qld.gov.au>

- **The employer** – establishes with the trainee and the Australian Apprenticeships Centre, the Training Contract, works with the RTO to provide on the job training and support to achieve the chosen qualification, assesses some of the trainee's skills and knowledge and provides advice to the RTO training representative on the trainee's progress. The employer pays the trainee's wage and provides work conditions under an appropriate award or workplace agreement.
- **Registered Training Organisation (RTO) – Career Employment Australia** – selected by the trainee and their employer to oversee the training program and issue the qualification on evidence of appropriate training, assessment and successful completion.
- **Career Employment Australia's trainer** - works for CEA to help select the training program, develop and monitor the training plan, schedule training and assessment, provide training, set goals, and assess your skills.

➤ ***How Government Incentives Can Help You And Your Employer?***

The Queensland Government's incentives offer people opportunities to gain an apprenticeship or traineeship in industry sectors where there are skill shortages or where an individual is eligible against the criteria set by DET.

A full list of the eligible apprenticeships/traineeships, together with the eligibility criteria, are outlined in the Private Sector Employment initiative brochure which is available from all departmental regional offices or on the DET website – <https://training.qld.gov.au/> or <https://det.qld.gov.au/> and follow section to Queensland Training Information Service (QTIS). Similar incentives are also available to public sector employers, including State Government Departments, statutory authorities and local governments

Agree to work together - Sign a Contract

➤ ***What Is A Training Contract?***

A Training Contract is a legally binding document, signed by an apprentice/ trainee and an employer who agree to work and train together for a length of time.

If the trainee is under 18, their parent or guardian must also sign the Contract. The Contract is registered with the Department of Education and Training. Training Contracts can be obtained from your local departmental office or Australian Apprenticeships Centre.

When the Contract is signed, both the trainee and the employer promise to do certain things. The apprentice/trainee agrees to turn up for work, to do training, to learn new skills and behave professionally in the workplace.

The employer agrees to give the trainee a job, to provide and arrange training with a Registered Training Organisation, to make sure the trainee is safe in the workplace, to pay the trainee and to make sure the trainee receives their entitlements including holidays, overtime, sick leave and superannuation. You will find full details of all conditions and obligations in the Conditions and Obligations section of the Training Contract. For information on your pay and other conditions contact *Wageline* on 1300 369 945. <http://www.wageline.qld.gov.au>

➤ ***Use Probation To Be Sure***

Probation is a period of time when an apprentice/trainee works and trains with an employer before he/she decides whether to continue with the apprenticeship/ traineeship. It is the ideal opportunity for the trainee to decide whether the job is right for them. Watch how the business works, see if they enjoy working there, try lots of different tasks and make sure they get feedback from their employer to see how they are going.

Probation begins once the trainee and the employer agree to the terms of the Training Contract. Probation usually lasts for 90 days for an apprentice and 30 days for a trainee. Details on the probationary period are available under the individual apprenticeship or traineeship in the Queensland Training Information Service (QTIS) or by contacting your Australian Apprenticeships Centre or local office of the Queensland Department of Education and Training – 1300 369 935. During probation, either of you may apply to extend the probation period.

The trainee or the employer may also terminate the Training Contract during probation by giving a week's notice. Please contact your local departmental office to discuss your options.

At the end of the probationary period, if both the trainee and employer decide to continue with the apprenticeship/traineeship, they employer commit to work together for the length of the Training Contract.

➤ **Create A Training Plan To Gain New Skills**

It is important to map out a Training Plan to make sure the trainee learns new skills. An outline of a Training Plan is included with the Training Contract. So that the trainee is actively involved in mapping out their training, the trainee will work as part of a team with their employer and Registered Training Organisation to design a Training Plan. The Training Plan helps the trainee and their employer to understand what is expected of the trainee and acts as a guide to make sure the trainee learns all of the skills they need to gain their qualification. It outlines what the trainee will learn and where and how often they will be trained. The Training Plan is to be completed and signed by the trainee, the Registered Training Organisation and the employer before the end of the probation period, with all three parties keeping a copy.

➤ **How Do I Keep Track Of What I've Learnt?**

Each time the trainee learns a new skill, it will be recorded in a Training and Assessment Record supplied by the Registered Training Organisation. The trainee will be responsible for looking after the Training Record Book. The book is to be filled in by the trainee, their employer and the Registered Training Organisation as the trainee learns each new skill. This book must be kept at the workplace and shown to the Registered Training Organisation and/or the Department of Education and Training on request.

➤ **Who Will Train Me?**

The trainee will learn many of their skills at work, but may also receive training with a Registered Training Organisation. The government has contracted a private training organisations and TAFE Institutes to provide training for apprentices and trainees. It is their job to make sure the trainee gets the right training during their apprenticeship/traineeship. They can help by:

- working with the trainee and their employer to design the Training Plan;
- checking what previous work experience or training the trainee has to see how it fits in with the Training Plan;
- providing the trainee with a Training Record Book and other materials they may need for their training;
- training the trainee and assisting their employer to make sure the training is completed on time;
- organising any additional learning support the trainee might need e.g.: help with maths, reading or writing;
- giving the trainee advice on tuition fees (if applicable).

Put something in and get something back

Earn while you learn - The trainee will be paid a training wage for the time they work and for the time they spend training with their Registered Training Organisation, unless the trainee is school-based. The amount the trainee will earn will depend on the apprenticeship or traineeship they choose.

Remember that once the apprenticeship or traineeship is finished, the trainee will have the skills and experience to start their career. For information on wages and entitlements contact Wageline on 1300 369 945.

Will I have to pay for my training? - The Queensland Government pays the majority of the training costs for all apprentices and eligible trainees, however, the trainee may have to pay tuition and student fees. This will depend on which apprenticeship or traineeship is undertaken. *Under the 2016*

– 2017 User Choice Contract, the Queensland Government requires that student tuition fees must be charged on all courses which have an AQF Level II or above (unless undertaken as a school-based trainee), including any units of competency through a Recognition of Prior Learning (RPL) process. (See Fees and Charges Information section). Ask the Registered Training Organisation whether you need to pay these fees.

If you are a trainee and have already been working for an employer for more than 3 months full time or more than 12 months part time or casual, the government will not pay for the training costs associated with your traineeship (this does not apply to apprenticeships). The cost of your training will need to be paid by either you or your employer. You should discuss this with your employer and your Registered Training Organisation before signing the Training Contract.

Start your career - Once the trainee has learnt the skills outlined in their Training Plan, they will receive a qualification (in the form of a Certificate) that is recognised wherever they go in Australia.

Six weeks before the trainee is due to finish their apprenticeship/traineeship, the Department of Education and Training will send them and their employer a form to fill in to confirm that the trainee has gained the necessary skills and what day they will finish. The form should be returned to the Department, along with a copy of the qualification that will be issued by the Registered Training Organisation. The State Training Council will then issue the trainee with a Completion Certificate confirming that their apprenticeship/traineeship has been completed.

At the end of the apprenticeship/traineeship the trainee will have learnt many new skills that will assist them in their working future. If the trainee has been happy working with their employer and the employer has been happy with the trainee, they may both decide that the trainee should stay on as a permanent employee. Keep in mind, though, that as the trainee you do not have to stay with the same employer and your employer does not have to keep employing you.

Can I do the apprenticeship or traineeship part-time? - YES - Part time employees may undertake apprenticeships or traineeships if the right arrangements are in place. Under a part-time apprenticeship or traineeship an apprentice or trainee must work a minimum of 15 hours per week, averaged over a four-week period. You must also be rostered to work on a regular, continuous basis. The right industrial arrangements must also be in place. Casual employees may not undertake part time apprenticeships or traineeships. For advice on part time apprenticeships and traineeships, contact your local DET office on 1300 369 935.

Can I do an apprenticeship or traineeship while I am at school? - YES - A school based apprenticeship or traineeship allows you to study the Senior Certificate or equivalent and at the same time undertake nationally recognised training qualifications as a paid employee. It is a valuable opportunity for school students to move from school to work more easily and for an employer to gain a work-ready employee. You may be able to convert an industry placement or work experience into an apprenticeship or traineeship if the employer and your school agree.

Students may work one or two days a week in paid employment and attend school on the remaining days. Alternatively, you may work for blocks of days or weeks during school hours or school holidays. Training for some apprenticeships and traineeships occurs at work or school while others are required to study with a Registered Training Organisation. You may undertake all mainstream apprenticeships/traineeships ensuring that you enter the program any time after reaching the age of 15 and usually after completing Year 10.

While some students may complete their traineeship while they are still at school, those doing apprenticeships and some doing traineeships will finish their training after they have left school on a full time or part time basis. The school based apprenticeship and traineeship program involves students from State, Independent and Catholic schools. Contact your school's career guidance officer for further details.

Can I cancel my apprenticeship or traineeship? - YES - However, your first option should be to see if it is possible to sort out your problems and continue with your training. Departmental officers can help you. If you would like more time to decide if you want to continue with the apprenticeship or traineeship, you can write to the department and ask to extend your probation. You must send your request before the end of your probation period. Both you and your employer must sign this request. To discuss the process, contact your departmental regional office. If you are in the probation period, either you or your employer can withdraw from the Contract. If probation is finished, you can still apply to cancel the apprenticeship or traineeship, however as your Contract is legally binding there are conditions for cancelling the Contract.



FEES AND CHARGES INFORMATION

TUITION FEES

Under the 2016-2017 User Choice Contract (Section 2.6: Fees and Charges), the Queensland Government requires that student tuition fees must be charged on all courses which have an AQF (Australian Qualifications Framework) Level II or above, including any units of competency completed through a Recognition of Prior Learning (RPL) process. *Tuition fees are the student's contribution to the cost of tuition.*

The tuition fee is to be charged at (*please refer to the web site for the latest fee at the moment \$1.60/hr*) per maximum nominal hour for each unit of competency delivered. Tuition fees collected for units of competency/modules that the student does not commence must be reimbursed to the student. Where the student withdraws from a unit of competency, a proportionate payment of the tuition fees must be reimbursed.

➤ **Partial Exemption - Tuition Fees**

Provision exists for partial and full exemptions so students are not financially disadvantaged. A student will be exempt from paying 40% of the tuition fee if it can be shown that they fall into one or more of the following exemption categories:

1. Student has not completed Year 12 and was or will be under 17 at the end of February in the year in which the SRTO delivered training is undertaken (proof of age will be required).
2. The student is a School Based Apprentice or Trainee.
3. The student is in receipt of a Health Care or pensioner card issued under Commonwealth law, or is the partner or a dependent of a person who hold a Health Care Card or pensioner concession card and is named on the card. A copy of the card must be given to the RTO and subsequent re-issues.
4. The student issues the RTO with an official form under Commonwealth law confirming that the student, the student's partner or the person of whom the student is a dependant is entitled to concessions under a Health Care Card or pensioner concession card.
5. The student is an Aboriginal or Torres Strait Islander person. Acceptable evidence of this is:
 - Self-identification by the individual.

➤ **Total Exemption - Tuition Fees**

Where payment of the tuition fee would cause the student extreme financial hardship, the student may be totally exempt from paying the tuition fees. *'Financial hardship' is defined as foregoing the essentials in life.*

The RTO must have a reasonable internal process to manage an appeal from the student about the outcome of their application under financial hardship.

During a departmental audit, the contracted RTO may be asked to supply information supporting an exemption decision.

Withdrawal from Routine/Productive Work with respect to the Employer, Trainee and RTO

Withdrawal from routine/productive work is the time when an employer must withdraw a trainee from routine/productive work during normal working hours. Formal training and assessment must not be undertaken during the trainee's 'own time' e.g. completion of workbooks and activities during lunch breaks, nights, weekends, public holidays, rostered days off. During the withdrawal period, the trainee will be undertaking formal training and assessment provided by the RTO and, as agreed in the Training Plan. Withdrawal from routine/productive work may occur in a variety of ways. In all instances the following criteria will be in place for the withdrawal to be considered appropriate within a User Choice Contract. These are:

- the trainee will be under the direct supervision of the RTO;

- the trainee will be undertaking formal training and assessment during the withdrawal period;
- the withdrawal occurs during the trainees normal working hours; and
- the withdrawal period is specified on the Training Plan.

There are levels of authority that reinforce that all trainees must be withdrawn from routine/productive work practices. The User Choice program establishes a clear benchmark for the withdrawal period for trainees whose training and assessment is funded through the program.

➤ ***Level 1: Further Education and Training Act 2014***

places an obligation on the employer to release a trainee to participate in the formal training and assessment services provided by the RTO under the Training Plan. An employer must not obstruct, interfere with or discourage a trainee from participating in such training and assessment. This provision applies to all trainees in Queensland, not just those funded under the User Choice program.

➤ ***Level 2: User Choice Program***

The User Choice program incorporates authority levels 1 and 2 above and quantifies its requirements by establishing a clear benchmark for the withdrawal period applicable to trainees funded through the program using the tools, *Requirements of the Training Package for the Traineeship qualification; the term of the Traineeship; and the Standards for NVR Registered Training Organisations.*

➤ ***What evidence can be provided that will clearly demonstrate withdrawal occurred?***

Employer Records

- Agreed schedule for withdrawal;
- Training Plan that demonstrates the withdrawal period per Unit of Competency; and
- Employer enterprise documentation that clearly demonstrates the trainee was withdrawn from routine/productive work such as *workplace time sheets, workplace rosters, etc.*

Trainee Records

- Training Plan (as per department web site) that demonstrates the withdrawal period per Unit of Competency; and
- Copy of Training Record that clearly demonstrates when the trainee was withdrawn from routine/productive work and what occurred during that withdrawal period.

RTO Records

- Copy of employer and trainee records that clearly demonstrate the employer released the trainee and that the trainee participated in formal training and/or assessment provided by the RTO during the withdrawal period;
- RTO staff records that clearly demonstrates the who, how, when and where of formal training and assessment services that were provided to the trainee such as class roles, timetables, staff rosters, records of materials used during the provision of formal training and assessment.

User Choice related policies and documents are available on the Department of Education and Training's website at <https://training.qld.gov.au/providers/funded/userchoice>.



FORM 31 - COMPLAINT APPEAL AND ACTION FORM

**This form is to be used by students/clients/trainees/staff
in respect to any complaints or appeals that they may have.**

Our group is committed to improving service/programs to all. If you have a concern about any part of the service/program decisions provided to you, our group encourages you to raise the matter directly with the other party concerned in the first instance.

If for some reason you are unable to talk about the concerns and you would like our group representative to follow up the matter, please complete and return the following form to:

Training Manager
PO Box 1227
COORPAROO DC Qld 4151

For telephone enquiries please contact:
Sharon Cowan
Phone: (07) 3457 1200

Name:			
	<i>(Your name and address must be included for follow-up purposes)</i>		
Street:			
Suburb:		Postcode	
Telephone:	(H)	(W)	(M)
Email:			
Date of incident or concern	___/___/___		
Comments:	<i>(Please describe your concerns in the area provided below)</i>		
Describe any efforts you have made to resolve your concern			
(Signature)		Date	___/___/___

FOR OFFICE USE ONLY

Date this paperwork was received by our Office: _____/_____/_____

Name/s of person/s handling the Complaint/Appeal _____

N.B.

Appeals must be heard by an independent panel. Appellant must be allowed representation to panel.

(include details in steps undertaken below if applicable)

Steps Undertaken:

1. _____

Resolution:

Results given to Complainant	YES / NO	Date given _____/_____/_____
Results given to Appellant in writing	YES / NO	Date given _____/_____/_____

Notes:

Our Organisations Representative/s

Date Finalised _____/_____/_____

Group Manager _____
(Signature)

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DETAILS FROM ORIGINAL FORM

Name of the qualification/program in which you are enrolled: _____

Miss / Ms /
Mrs / Mr

Family Name

First Name

Address: _____

Suburb: _____

Postcode

Telephone: _____

(H)

(W)

(M)

Email address: _____

Date of Birth: _____

USI: ten numbers and/or letter combination

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NEW DETAILS (Please complete only fields where details have changed)

Miss / Ms /
Mrs / Mr

Family Name

First Name

Address: _____

Suburb: _____

Postcode

Telephone: _____

(H)

(W)

(M)

Email address: _____

Other Changes affecting Program Eligibility (e.g. Work status change)

Signed: _____

Date: _____

OFFICE USE ONLY

Data Input by: _____

Date: ____/____/____