

select**ability**
Training

Student Handbook
2020

Contents

Who are we?.....	3
Standards for Registered Training Organisations	3
Our Vision	3
Code of Conduct.....	4
Access and Equity	4
Privacy and Disclosure Statement.....	4
Accessing your Records.....	5
Equal Opportunity, Sexual Harassment and Discrimination	5
What else does Queensland’s Anti-Discrimination Act 1991 prohibit?.....	6
Fees and Charges	7
Nationally recognised qualifications	7
Refunds	8
Refund Terms and Conditions	8
Resource Fees	9
Enrolling in a course at selectability training.....	9
Language, Literacy & Numeracy (LLN)	11
Training and Assessment	12
How will you be assessed?	13
Recognition of Prior Learning (RPL).....	14
Credit Transfer/ National Recognition	15
Plagiarism	16
Cheating	16
The Issuing of your Qualification upon Completion of your Course	17
Pathways	18
Student Support Services	19
External Support Services	19
Student Safety	20
Occupational Health and Safety.....	20
Emergencies and Evacuations	20
Relevant Legislation.....	20
Complaints and Appeals.....	24
Participation in National Student Outcome Surveys	24

Who are we?

selectability Training is a not for profit Registered Training Organisation (RTO 0281) based in Townsville, specialising in community services training for future and current NDIS workers.

selectability Training (formerly Jobtrain) has been operating in Townsville for over 30 years and has a solid reputation as an RTO that delivers high quality training in a professional environment.

Owned and operated by leading regional Queensland mental wellbeing, suicide prevention and NDIS service provider selectability, our core role and purpose is to provide expert training to generate highly-skilled National Disability Insurance Scheme (NDIS) sector workers, enabling them to deliver the highest quality care to those in need in our community.

At selectability Training, we aim to provide the most up-to-date and the highest quality of training. With a wide variety of training options available, selectability Training will broaden your skills and knowledge in your chosen area of interest.

In addition to our professionally delivered face to face courses, selectability Training also offers a self-paced online training option via our innovation Learning Management System (LMS) for most courses, so that you have the flexibility to train how you like, and when you like.

Standards for Registered Training Organisations

The **Standards for Registered Training Organisations (RTO's) 2015**, requires selectability Training to implement policies and management practices that maintain high professional standards in regards to the delivery of your education. These safeguards are to protect your educational interests and welfare as a selectability Training student.

selectability Training is dedicated to ensuring that we provide only the highest quality of Training so that you can achieve your maximum potential in your chosen field. **Standards for Registered Training Organisations (RTO's) 2015** can be viewed at <https://www.asqa.gov.au/standards>.

Our Vision

By 2025, selectability Training is the training provider of choice for mental wellbeing and community service providers.

Our vision and approach can be viewed [HERE](#).

Code of Conduct

As a student of selectability Training, you are required to follow the **Code of Conduct** at all times and expected to treat fellow students, your trainer and selectability Training staff with respect and without prejudice and discrimination. Failure to follow the Code of Conduct may result in disciplinary actions being implemented and as such may involve the cancellation of your training with selectability Training.

Your conduct as a student is an assessable component of your training.

You have the right to be treated fairly and without discrimination from others regardless of:

- Religious beliefs;
- Cultural, racial and sexual differences;
- Age;
- Disability or socio-economic status.

If you feel that you have been treated unfairly or have a complaint that you wish to lodge, please refer to our [policies and procedures page](#) where you will find our complaints and appeals policy and an online complaint lodgement form.

Access and Equity

selectability Training promotes the principles of **access and equity** through all components of training and assessment services that we have to offer. We have a strong emphasis in ensuring that **reasonable adjustment** is provided to students who are disadvantaged or require additional assistance whilst undertaking their training.

Your trainer is able to assist you through reasonable adjustment, to offer you different options to suit your learning needs and requirements. No matter what your status is or the background you come from, you will be assisted to the best of our ability and treated as equal throughout all phases of your training.

Staff and students of selectability Training are required to comply with **access and equity** requirements at all times. If you have any suggestions as to how we can improve our performance with respect to access and equity, or if you would like further information regarding the access and equity principles, please send us an email at training@selectability.com.au.

Privacy and Disclosure Statement

Your personal information is collected by selectability Training solely for the purpose of operating as a **Registered Training Organisation** under the **Australian Skills Quality Authority (ASQA)** who are the registering authority.

selectability Training is required to provide the Australian Government, through the **Department of Employment, Small Business and Training (DESBT)** and the **Australian Skills Quality Authority (ASQA)**, our student training activity data which may include information you provided in your enrolment details. The Australian Government may use this information to plan, administer, evaluate, report and/or research future vocationally relevant activities or programs.

As this data is used for lawful purposes, **DESBT** may also disclose information to its consultants, advisers, other government agencies, professional bodies and/or other organisations for future educational system improvements.

Accessing your Records

It is a requirement of the **Australian Skills Quality Authority** that you are able to access personal information held by selectability Training pertaining to your academic progress. You have the right to view your records after formally requesting to do so. You can request for this by completing the '**Access to Records Request Form**' located on our [policies and procedures page](#).

Your records will only be emailed to your registered email address, which is what you supply to us at the time of enrolment. If your email address has since changed, it is your responsibility to notify us via email at training@selectability.com.au. You will be contacted by staff via telephone to confirm the change prior to it being implemented on file.

selectability Training will not disclose any of your personal information if requested by a third-party or another Registered Training Organisation upon request. If a third-party requests information, you will be notified by one of our staff members. Your **written consent** will be required prior to any information being released to a third-party.

If you are registered as a trainee under a Traineeship and Apprenticeship Scheme, or if your employer is paying for your training, please note that we may be required to provide information relating to your progress to:

1. Your employer or Group Training Organisation (GTO);
2. The Australian Apprenticeship Support Network (AASN) provider;
3. The Department of Employment, Small Business and Training (DESBT)

Equal Opportunity, Sexual Harassment and Discrimination

Unfair discrimination, sexual harassment, vilification, and victimisation are unlawful in Queensland under the Anti-Discrimination Act 1991. Complaints about this conduct may be lodged through the **Queensland Human Rights Commission**.

The Queensland Anti-Discrimination Act 1991, outlines:

- 16 attributes, or characteristics, that are protected from discrimination;
- the areas in which discrimination is unlawful; and
- the other types of behaviours made unlawful by the Act.

There are also anti-discrimination laws at the federal level in Australia, with specific Acts prohibiting discrimination on the basis of sex, race, disability and age. Federal and state laws sometimes overlap.

selectability Training promotes an equal and safe environment at all times for their students which must be free from discrimination and sexual harassment.

Discrimination is the unfair treatment based on a personal characteristic protected by the law. There are two forms of discrimination:

Direct discrimination happens when a person treats someone who has one of the personal characteristics protected by the law less favourably than someone who doesn't have that personal characteristic.

Indirect discrimination happens when treating everybody the same way will be unfair.

The **Anti-Discrimination Act (1991)** prohibits discrimination on the basis of the following attributes:

- Sex;
- Relationship status;
- Pregnancy;
- Parental status;
- Breastfeeding;
- Age;
- Race;
- Impairment;
- Religious belief or activity;
- Political belief or activity;
- Trade union activity;
- Lawful sexual activity;
- Gender identity;
- Sexuality;
- Family responsibilities;
- Association with, or relation to, a person identified on the basis of any of these attributes.

What else does Queensland's Anti-Discrimination Act 1991 prohibit?

Sexual harassment is any unwelcome conduct of a sexual nature that is done either to offend, humiliate or intimidate another person, or where it is reasonable to expect the person might feel that way. It includes uninvited physical intimacy such as touching in a sexual way, uninvited sexual propositions, and remarks with sexual connotations.

Victimisation happens when someone is treated badly because they:

- refused to do something that would contravene the Anti-Discrimination Act;
- complained about something that is unlawful under the Act; or
- were involved in another person's complaint under the Act.

Vilification is a public act or statement that incites hatred towards, severe ridicule of, or serious contempt for a person or a group of people because of their race, religion, sexuality or gender identity. There are two tiers of vilification under the Act: unlawful vilification, which is a civil matter, and serious vilification, which is a criminal offence.

selectability Training strictly abides by the **Queensland Anti-Discrimination Act 1991**. More information regarding this Act or about the **Queensland Human Rights Commission** can be viewed at <https://www.qhrc.qld.gov.au/your-rights/discrimination-law>

Fees and Charges

The Fees and Charges may vary depending on the qualification level you will be studying; and whether you are undertaking a course that your employer may be paying for or has obtained grant funding for.

Before you enrol in a course, you should expect to be told:

- What you will have to pay
- Payment arrangements and due dates
- About any concessions that may apply and what evidence you need to receive a concession (as provided in this handbook)
- About any conditions that may apply to refunds (as provided in this handbook).

Prepaid Fees

- Fees of no more than **\$1,500** will not be collected in advance/prior to the commencement of the course.
- Recognition of Prior Learning (RPL) candidates will pay no more than **\$50** upfront (non-refundable) per unit self-evaluation form. Please refer to the RPL section for further details.

Nationally recognised qualifications

selectability Training offers a number of qualifications under the Australian Qualification Framework.

selectability Training currently offers the following qualifications on our **Scope of Registration**:

- *BSB30415 – Certificate III in Business Administration*
- *CHC32015 – Certificate III in Community Services*
- *CHC33015 – Certificate III in Individual Support (Disability)*
- *CHC33015 - Certificate III in Individual Support (Ageing)*
- *CHC43315 – Certificate IV in Mental Health*
- *CHC43515 – Certificate IV in Mental Health (Peer Work)*
- *CHC52015 – Diploma of Community Services (Case Management).*

Current courses being offered by selectability Training can be viewed at <https://www.selectabilitytraining.com.au>

selectability Training's **Registration Details** and **Scope of Registration** can be viewed at <https://training.gov.au/Organisation/Details/0281>

Withdrawals and Refunds

You may withdraw from a program (or change your enrolment) via the online **Change of Enrolment form**. Click here to access this form: <https://form.jotform.co/91347650763866>.

Depending on the circumstance, you (or your employer if they paid for your fees) may be eligible for a refund as per the following schedule:

Withdrawal of individual/s <u>with 30 days'</u> notice prior to start of study date.	Full refund
Withdrawal of individual/s <u>after the start of study date and within 30 days of the commencement date.</u>	Partial refund The tuition fee will be adjusted to the fee payable for units commenced prior to cancellation
Withdrawal of individual/s <u>after 30 days</u> from start of study date.	No refund
Course withdrawn by selectability Training.	Partial refund The tuition fee will be adjusted to the fee payable for units commenced prior to the course being withdrawn
selectability Training is <u>unable to provide the course</u> prior to the <u>scheduled start of study date</u> for which the original enrolment and payment has been made.	Full refund
An individual's <u>non-attendance</u> at a short course.	No refund

Refund Terms and Conditions

- If the student withdraws within the first four (4) weeks from the start of study date and has not commenced any units, a full refund will apply.
- If the student withdraws within the first four (4) weeks from the start of study date and has completed some training, a partial refund of the tuition fee will apply. Refunds will be adjusted to the fee payable for units commenced prior to cancellation.
- If the student withdraws *after* four (4) weeks from their start of study date, then they are not entitled to a refund.
- Short courses are required to be paid in full prior to attending the course in order to secure a place. Refunds will not apply when a student does not attend the course.
- In the event that selectability Training closes or is no longer able to provide the training and assessment services as initially agreed between selectability Training and the student, then selectability Training will:
 - 1) Arrange for agreed Training and assessment to be completed through another RTO (fees may be incurred). Prior to the transfers students will be formally notified of the arrangements including any refunds of fees that may be applicable.

OR

- 2) Provide a pro-rata refund based on hours completed to date for units that have been commenced

prior to the course being withdrawn.

If you wish to apply for a refund, please complete the '**Student Refund Request Form**' form available from our [policies and procedures page](#).

The application for refund may take up to 20 working days to be processed upon receipt of the form and any approvals will be at the discretion of selectability Training.

Resource Fees

All resources are provided electronically via the Learning Management System (LMS). No additional resource fees apply.

However, at times, students may request for printed resources. These will incur a charge. You will be advised of the cost for any printed resources. Orders will only be processed following your acceptance, and you must pay these costs in full prior to receiving any printed resources.

If you **cancel** or **withdraw** from your study, then you will **not be entitled to a refund** for your resources.

Enrolling in a course at selectability training

Pre-enrolment Research

Prior to enrolment, you are strongly advised to do your research on course options by visiting the [selectability Training website](#) or [contacting us](#) via phone or email. selectability Training staff will assist you with any enquiries, including having you connected with a qualified trainer/assessor wherever necessary.

Some important questions to research are:

1. What are my career objectives?
2. Which course is the best fit for me?
3. Can I avail Credit Transfers (CT) or Recognition of Prior Learning (RPL) given my previous studies or experience?
4. What subsidies are available to me? Am I eligible for these subsidies?

When you call or email us, you can expect us to:

1. Explain the fees, charges and payment requirements for your course
2. Explain how this may impact further government subsidised Training for you in the future.
3. Explain whether there are any special requirements for you to enrol in the course (pre-requisites) and how the delivery and assessment of the training will occur;
4. Explain the different Training options available to you e.g. workplace training etc.
5. Discuss your responsibilities and requirements to complete the course;
6. Determine whether you are eligible to complete your Training as a trainee if you are currently employed in an area that relates to the training you wish to undertake.

You should ideally commence the formal enrolment process once you have completed your pre-enrolment research.

Step 1: Enrolment Application

The online enrolment form is available to applicants via the selectability Training website. [Click here](#) to access the online enrolment form.

The form will collect some key information that will assist us with correctly processing your application.

This information includes:

1. Your choice of course
2. Your contact details

3. Identification and other documents to determine your eligibility for subsidies
4. Whether you are seeking Credit Transfers (CT) or RPL

Upon submission of the online enrolment form, you will automatically be requested for the following electronically via email with corresponding online forms:

1. USI Form: Provide your USI number, or your consent for selectability Training to register and obtain a USI number on your behalf; and
2. CT / RPL Form: Provide relevant details so that we can process CTs or commence the RPL process for you.

You will be contacted by us via email following submission of the online enrolment form. Some aspects of your application may be discussed during this call which include, but are not limited to:

1. Explaining how availing subsidies may impact further government subsidised Training for you in the future.
2. Advising whether or not you meet special requirements to enrol in the course (pre-requisites) and how the delivery and assessment of the training will occur;
3. Explaining the different Training options available to you e.g. workplace training etc.
4. Discussing your responsibilities and requirements to complete the course;
5. Determining whether you are eligible to complete your Training as a trainee if you are currently employed in an area that relates to the training you wish to undertake.

Step 2: Language, Literacy & Numeracy Test (LLN Test)

This step applies only to Nationally Recognised training. It does not apply to short courses or RPLs.

You are required to undertake an LLN test as part of the enrolment process. The test is an online assessment that examines aspects of an individual's personal literacy and numeracy skills. To successfully undertake training, we need to know what your current LLN level is to evaluate if you have the skills to complete your course.

Access to the LLN test is provided via our LMS. Login details and a link to the LMS are sent to you via email following completion of the online enrolment form. Upon completion of the LLN test, a Spiky Profile chart is generated that indicates your performance against core skills.

For more details, please refer to the section on Language, Literacy & Numeracy (LLN) that appears later in this handbook.

Step 3: LLN Debriefing

This step applies only to Nationally Recognised training. It does not apply to short courses or RPL.

You will be contacted via telephone by a qualified trainer/assessor who will complete an LLN Debriefing Form with you over a conversation. This form is used to ensure you are debriefed on your LLN results and have been given relevant and constructive feedback in regards to your upcoming training.

During this conversation, we also:

- Explore your current competencies and provide the opportunity for these to be assessed through Recognition of Prior Learning (RPL); and
- Explore your current competencies and provide the opportunity for these to be assessed through Credit Transfer.

Upon completion of the conversation, the trainer/assessor will complete the LLN debrief form as well as your LLN Spiky Profile and email both to yourself. Copies for both will be kept on your student file.

Step 3: Invoice payment

An invoice, proportionate to the units you will undertake, will be generated for you to pay. You must

organise payment or set up a payment plan with us to commence. If opting for a payment plan, you must pay the first instalment immediately. selectability Training will not request for any upfront fees in excess of \$1,500.

Step 5: Confirmation of Enrolment (COE) and Course Access on LMS

Following full or partial invoice payment, a COE will be generated electronically which you will receive via email. The COE will outline the full details of the course being undertaken, fee breakdown, your training days and information about your trainer/assessor.

You will also receive Course Access via the same LMS access details that you were provided for your LLN Test. Course access will commence from the Start of Study date indicated on your COE.

Language, Literacy & Numeracy (LLN)

selectability Training recognises the importance of **Language, Literacy and Numeracy (LLN)** skills in our students to ensure that the individual is able to access and participate in Training without being disadvantaged by their current LLN skills.

As part of the enrolment process, you will be required to complete a **Language, Literacy and Numeracy** assessment. This will enable us to determine whether additional support, if any, will be required to assist you to complete your course.

selectability Training has had Language, Literacy and Numeracy assessments written against some of the actual units you will be studying in your qualification. That means for each qualification that you may wish to enrol into, you will be required to undertake an individually customised and researched LLN assessment for that qualification.

At the completion of your assessment you will have a **formal debrief** with your **LLN Assessor**, and they will provide you with a **'Personalised LLN Report'** (called a Spiky Chart). In addition to this report, you will also receive **verbal** and **written feedback** in regards to your assessment results.

LLN Assessments are not assessed as a **'Pass/ Fail'** – but graphically show how you have done in comparison to the required levels of **Language, Literacy and Numeracy** for that qualification.

This debrief may identify some additional support you may require to undertake the course. selectability Training may be able to provide you with additional support in one of the following ways:

- Additional one-on-one time with the trainer/assessor;
- Modification of learning strategies;
- Adjusting the way you may be assessed for example, verbal assessment instead of written questioning;
- Referral to a Language, Literacy and Numeracy practitioner.

If you feel that you may require additional support throughout your course regarding Language, Literacy and Numeracy, please [contact us](#) and we will assist.

For more information about **Language, Literacy and Numeracy Assessments** or about **'Spiky Charts'** please refer to <https://www.employment.gov.au/australian-core-skills-framework>.

Training and Assessment

What is competency based training?

In vocational education and training, people are considered to be competent when they are able to:

- consistently apply their knowledge and skills to the standard of performance required in the workplace
- transfer and apply skills and knowledge to new situations and environments.

Competency based Training involves both workplace and off the job training and assessment aiming to ensure that the individual participating in the Training has the competence to undertake their work role to the standard expected in a range of employment situations.

Definition of Competency:

The consistent application of knowledge and skill to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments. (ASQA)

How is the Training Delivered?

Generally, training will take place in one of the following ways:

On the job: This is where a trainer will come and visit you to conduct the Training and assessing aligned with your work duties at your place of employment. You will be visited by your trainer every 3-4 weeks for 1.5 and up to 3 hours of training.

Off the job: Training is completed away from the workplace in a Training environment such as a classroom.

Four dimensions of competency

Competency involves successful work performance and comprises of four dimensions:

1. **Task skills** – undertaking a specific workplace task/s.
2. **Task management skills** – managing a number of different tasks to complete a whole work activity.
3. **Contingency management skills** – responding to problems and irregularities when undertaking a work activity such as:
 - Breakdowns
 - Changes in routine
 - Unexpected or atypical results or outcomes
 - Difficult or dissatisfied clients
4. **Job role/environment skills** – dealing with the responsibilities and expectations of the work environment when undertaking a work activity, such as:
 - Working with others
 - Interacting with clients and suppliers
 - Complying with standard operating procedures
 - Observing enterprise policy and procedures

How will you be assessed?

Assessment is the process of **collecting evidence** and **making judgments** on whether competency has been achieved. The purpose of assessment is to confirm that you **can perform the standard expected in the workplace**, as expressed in **the relevant endorsed competency standards**.

In general, basic forms of skills and knowledge evidence include:

Direct evidence

Direct evidence is obtained when an **assessor observes you actually performing** in the workplace. The assessor makes a judgement about whether you have competently performed a task or series of tasks. For example, the assessor may:

- observe you performing a range of skills at work;
- view a video of your performance;
- examine a product made in the workplace by yourself.

Indirect evidence

Indirect evidence is used when it is **not possible or desirable** for you to be assessed on your actual performance of tasks in the workplace; it may be too costly, inappropriate or involve risks. Indirect evidence may include:

- Projects;
- Simulations;
- Examination of workplace documents.

Supplementary evidence from:

- Oral and written questioning;
- Personal reports;
- Third party sources.

Assessment timeframes

You will be given **plenty of notice** from your trainer regarding **the time and form** of the assessment/s you are required to complete. You will not be expected to sit an assessment that you have not been able to prepare for.

Re-assessment

If your assessment is found to be '**Not Competent**' then you will be given the opportunity to re-complete the assessment via the LMS.

You may be **required to re-attend class sessions** or **revisit course materials** to ensure that you have obtained the required knowledge and skills to successfully complete the assessment. You will not incur any additional charges for the reassessment process.

How do we know someone is competent?

- We know whether someone is competent when assessment of the evidence presented **verifies that all aspects** of the **Unit of Competency** are demonstrated and can be applied in an industry context.
- An individual can be assessed **during** their training, at the **end** of their training, or **without** undertaking any training at all.

Recognition of Prior Learning (RPL)

If you have prior experience and/or learning in relation to the unit of competencies outlined in your chosen course, then you may be eligible to apply for **Recognition of Prior Learning (RPL)**.

To avail the RPL process, you must commence the enrolment process itself. This includes steps that will allow for your request for an RPL to be identified and subsequently processed.

Following completion of the online enrolment form, the following RPL process would follow:

Step 1: Self-Evaluation Form Completion (per unit)

1. The qualified assessor for the target course/unit will email specific self-evaluation forms for each unit of competency that you seek to gain an RPL against. These self-evaluation forms take the form of a checklist and are an opportunity for you to review your previous experience against specific unit of competency requirements, in addition to confirming that you hold evidence on-hand to submit for evaluation as part of the RPL process.
2. Once you have completed each self-evaluation form, it will become clearer which units you believe you hold evidence for and will be able to address requirements for confidently.

Step 2: Payment of Form Evaluation Fee

1. Once you are clear on which units to progress with for RPL purposes, you must pay an upfront amount of \$50 per completed self-evaluation form that you would like for the assessor to now review. You will need to email the trainer/assessor directly of your intention to progress and attach the required completed self-evaluation forms.
2. You must not attach/send or pay for units that you feel you will not be able to address RPL requirements for satisfactorily.

Step 3: Discussion

1. Following payment, the assessor will commence a review of your submitted self-evaluation form by contacting you via telephone.
2. The assessor will clarify any enquiries from yourself. The discussion is an opportunity for both the assessor and yourself to consider the full process and information requirements from yourself.
3. An outcome from the discussion process may be that you do not feel confident about progressing with RPL for the unit under consideration. In all such cases, the form evaluation fee of \$50 per unit will not be refundable.

Step 4: Submission of RPL Evidence

Evidence for RPL includes questioning (where your assessor holds a telephone interview with you and ask questions verbally), finished products (you may have items you have produced in your work), third party reports (including references and citing examples of your work ability relating to the standards), documents (such as relevant qualifications/transcripts, project plans and reports, minutes of meetings, correspondence, resources developed), or anything else that you or your assessor can think of that is relevant and proves your competence.

1. You will be provided access to an online system called RPL Assess to submit any evidence for RPL purposes. You will receive access emails to this effect.
2. You will have 14 days from the date of this access to submit your evidence via the RPL Assess system for evaluation.
3. The assessor will commence formal evidence evaluation against unit of competency requirements upon expiry of the 14-day evidence submission period.
4. Maximum time to complete evaluation process will be 3 months from expiry of the 14-day evidence submission period. The process may entail further conversations between yourself and your assessor.

Step 5: Outcome

1. You may be issued a full Qualification or a Statement of Attainment depending upon the outcome of the RPL process.

2. You may need to complete some gap assessments where your evidence does not fully meet unit requirements. In all such cases, you will only be asked to complete assessments for criteria that you are unable to meet. Upon successful completion of these gap assessments, an outcome can be processed.

Credit Transfer/ National Recognition

If you have completed formal study at another Registered Training Organisation, then you may be eligible to receive Credit Transfer/s for the units of competency/s previously completed.

A CT/RPL form is automatically issued to your email address upon submission of an enrolment form. If you wish to apply for a Credit Transfer, then you will need to submit a copy of a certified Transcript or Statement of Attainment with the online CT/RPL form.

The opportunity to CT/RPL is further explored directly with the student by the trainer/assessor as part of the LLN Debrief conversation, which is a mandatory part of the enrolment process.

The process of National Recognition will be completed within **14 working days** from receipt of application and complete verified evidence. Credits will be applied to your student record immediately.

If the evidence provided is **not equivalent to** the required learning outcomes, competency outcomes, or standards in a qualification, then you will be offered the opportunity to complete a **Recognition of Prior Learning (RPL)** assessment as another method towards achieving competency.

Plagiarism

Plagiarism involves **using the work of another person** and presenting it as your own.

Any of the following acts constitutes plagiarism unless the source of each quotation or piece of borrowed material is clearly acknowledged:

- copying out part(s) of any document or audio-visual material (including computer-based material);
- using or extracting another person's concepts, experimental results, or conclusions;
- summarising another person's work;
- in an assignment where there was collaborative preparatory work, submitting substantially the same final version of any material as another student.

Cheating

Cheating involves **copying another person's work** as your own:

- in an assessment where there was collaborative preparatory work, submitting substantially the same final version of any material as another student.

All detected incidences of **plagiarising** or **cheating** will be reported to Management. After discussion, if Management agrees that the case warrants more than a warning, then you will be informed in writing of the nature of the act and you will be given an opportunity to respond in writing.

Depending on your written response, Management will decide whether the case of **plagiarism** or **cheating** is evident and whether any penalty/s need to be issued to you.

If you are found to have **plagiarised** or **cheated**, you may be required to:

1. Re-complete and re-submit the assessment;
2. If your second submission is still found to contain plagiarism or evidence of cheating, then you will be withdrawn from the training program immediately.

If you are not satisfied with the final outcome, you have the right to appeal the decision by following the complaints and appeals procedure as outlined in this handbook.

The Issuing of your Qualification upon Completion of your Course

Once you have successfully completed all of the assessment requirements of your course, you will be issued with a certificate corresponding to the qualification you have completed within **30 calendar days** from completion of your course, providing **all agreed fees owed** to selectability Training have been paid.

If you only partially complete the qualification requirements, then you will be awarded with a 'Statement of Attainment'; which only outlines the unit of competency/s that you have successfully completed.

If you require a **replacement Qualification or Statement of Attainment**, then you will be required to **pay a fee of \$75 per qualification**. You must complete the electronic '**Request for replacement Qualification/Statement of Attainment**' form which is available on our [policies and procedures page](#).

Replacements will generally be sent to your registered address via post. It is your responsibility to keep us up to date with your contact details. You must write to us on training@selectability.com.au from your registered email address and advise us of any updates to your postal address or other contact details.

For personal collection of any replacements, you will need to **provide photo identification** in person at selectability Training's office. If you are authorising someone to collect on your behalf, the following steps must occur:

1. You must lodge an electronic Request for replacement Qualification/Statement of Attainment form
2. You must write to us on training@selectability.com.au from your registered email address and attach a letter of authority. This letter should provide at least the following information:
 - a. Full name of person who will be collecting your records.
 - b. Either a clear copy of their Drivers License (front) or details of a valid Government ID that we can check on the day.
3. The authorised person must bring their original ID on the day for us to check. The replacement documents will then be available for collection.

Please allow up to **10 working days** upon receipt of the request form for your request to be processed.

Students are entitled, at no additional cost, to a formal **Statement of Attainment** on withdrawal, cancellation or transfer, prior to completing the qualification, provided that the student has **paid in full for the tuition related to the units** of competency to be shown on the **Statement of Attainment**.

Pathways

Upon successful completion of your course, you may wish to further develop your skills and knowledge and enrol into another course that is relevant to your chosen field of interest.

Your trainer can provide you with industry specific pathways however; the diagram below will give you an idea of the Training pathway you can follow:

<i>AQF Qualification by Sector of Accreditation</i>		
<i>Schools Sector Accreditation</i>	<i>Vocational Education and Training Sector Accreditation</i>	<i>Higher Education Sector Accreditation</i>
<u>Senior Secondary Certificate of Education</u>	<u>Vocational Graduate Diploma</u>	<u>Doctoral Degree</u>
	<u>Vocational Graduate Certificate</u>	<u>Masters Degree</u>
	<u>Advanced Diploma</u>	<u>Graduate Diploma</u>
	<u>Diploma</u>	<u>Graduate Certificate</u>
	<u>Certificate IV</u>	<u>Bachelor Degree</u>
	<u>Certificate III</u>	<u>Associate Degree, Advanced Diploma</u>
	<u>Certificate II</u>	<u>Diploma</u>
	<u>Certificate I</u>	

Student Support Services

If you require additional assistance with your training then please approach your trainer. They will be able to offer strategies and direct you to resources to address your concerns.

External Support Services

selectability Training may be able to direct you to organisations that may assist you further with some of your needs. The services that selectability Training can refer you to are:

Type of Assistance Required	Name of Support Service	Contact Details	Contact User Pay/Free Call
Police, Ambulance, Fire	Police, Ambulance, Fire	000 – Emergency Call Only	FREE CALL
Alcohol and Drugs	Direct Line	1800 888 236	USER PAY
Depression	Lifeline	13 11 14	USER PAY
Ethnic Issues	Queensland Human Rights Commission	1300 130 670	
Financial Matters	National Debt Helpline	1800 007 007	USER PAY
Legal Assistance	Queensland Legal Aid	1300 65 11 88	USER PAY
Personal Issues	Lifeline	13 11 14	USER PAY
Smoking Issues	Quit HQ	13 78 48	USER PAY
Translating and Interpreting	Translating and Interpreting Service	131 450	USER PAY
Medical & Sexual Health Clinic	Sexual Health and AIDS Counselling Service	07 3227 6394	USER PAY

Student Safety

All facilities of selectability Training are located in well-lit and high-density areas. These areas are considered as low risk and therefore safe for public access.

All facilities are compact and have very close street access providing a controlled environment. selectability Training do not require students to attend scheduled Training sessions for more than eight hours in any one day.

Although selectability Training facilities are well located and easily accessible by public transport, students are advised to take all practicable steps to ensure their own safety at all times especially where sessions operate after **1800 hours** but complete on or **before 2100 hours**.

Occupational Health and Safety

While selectability Training will ensure that its premises meet the Australian **Workplace Health and Safety** guidelines, students must take all practicable steps to ensure their own safety while at selectability House.

Accidents, incidents or hazards concerning students **which occur** within selectability Training premises must be reported to personnel or trainers concerned immediately.

Emergencies and Evacuations

In the event where selectability Training premises need to be evacuated, students within the facility on breaks from training sessions must follow instructions from selectability Training staff.

In the event of an emergency where students are receiving training in the classroom, they must follow the procedures as instructed by their trainers.

Students refusing to abide by selectability Training emergencies and evacuation procedures will be regarded as in breach of the Code of Conduct and subjected to disciplinary action as determined by Management.

Relevant Legislation

A range of legislation is applicable regarding your training.

The regulations and legislation for Training organisation that affects your participation in Vocational Education and Training includes:

Legislation	Purpose	Web Link
National Disability Insurance Scheme Act 2013	The Act establishes the National Disability Insurance Scheme (the NDIS). People who are participants in the NDIS will be assisted to develop a personal, goal-based plan about how they will be provided with general supports and reasonable and necessary supports. The NDIS will respect the interests of people with disability in exercising choice and control about matters that affect them.	https://www.legislation.gov.au/Details/C2019C00332

National	An Act to impose charges in relation to certain functions	https://www.legislation.gov.au/Details/C2019C00332
----------	-----------------------------------------------------------	---------------------------------------------------------------------------------------------------------------------

Vocational Education and Training Regulator Act 2011	of the National VET Regulator, and for related purposes Administered by the Department of Education and Training	au/Details/C2020C00096
Standards for Registered Training Organisations (RTOs) 2015	The purpose of the Standards is to: <ul style="list-style-type: none"> describe the requirements that an organisation must meet in order to be an RTO in Australia ensure that training delivered by RTOs meets industry requirements (as set out in training packages and accredited courses) and has integrity for employment and further study ensure RTOs operate ethically and consider the needs of both students and industry. 	https://www.legislation.gov.au/Details/F2019C00503
Privacy Act 1988	The Privacy Act 1988 is an Australian law dealing with privacy. Section 14 of the Act stipulates a number of privacy rights known as the Information Privacy Principles (IPPs).	https://www.legislation.gov.au/Browse/Results/ByTitle/Acts/InForce/Pr/0/privacy/principal
Freedom of Information Act 1982	The Freedom of Information Act 1982 (FOI) is Australian Commonwealth Freedom of Information legislation which gives members of the public rights of access to official documents of the Government of the Commonwealth and of its agencies.	https://www.legislation.gov.au/Browse/Results/ByTitle/Acts/InForce/Fr/0/information/principal
Racial Discrimination Act 1975	The Racial Discrimination Act 1975 (Cth), (RDA) is a statute passed by the Australian Parliament during the Prime-Ministership of Gough Whitlam. The RDA makes racial discrimination in certain contexts unlawful in Australia, and overrides States and Territory legislation to the extent of any inconsistency.	https://www.legislation.gov.au/Browse/Results/ByTitle/Acts/InForce/Ra/0/racial/principal
Sex Discrimination Act 1984	The Sex Discrimination Act 1984 is an Act of the Parliament of Australia which prohibits discrimination on the basis of sex, marital or relationship status, actual or potential pregnancy, sexual orientation, gender identity, intersex status or breastfeeding in a range of areas of public life.	https://www.legislation.gov.au/Browse/Results/ByTitle/Acts/InForce/Se/0/sex/principal
Workplace Gender Equality Act 2012	The workplace gender equality act 2012 aims to encourage measures that improve gender equality outcomes and has been designed to minimize the regulatory burden on business- WGEA - The Workplace Gender Equality Act 2012 aims to improve and promote equality for both women and men in the workplace.	https://www.legislation.gov.au/Browse/Results/ByTitle/Acts/InForce/Wo/0/workplace/principal
Freedom of Information Act 1982	The Freedom of Information Act 1982 (FOI) is Australian Commonwealth Freedom of Information legislation which gives members of the public rights of access to official documents of the Government of the Commonwealth and of its agencies.	https://www.legislation.gov.au/Browse/Results/ByTitle/Acts/InForce/Fr/0/freedom/principal
Anti-Discrimination Act 1991	The Queensland Anti-Discrimination Act 1991 is an act of the Parliament of Queensland that provides protection against unfair discrimination, sexual harassment, and other objectionable conduct.	https://www.legislation.qld.gov.au

Child Protection Act 1999	The Child Protection Act 1999 provides the legislative framework for the protection of children in Queensland. The main principle of the Child Protection Act 1999 is that the safety, wellbeing and best interests of a child are paramount.	https://www.legislation.qld.gov.au
Disability Services Act 2006	Disability Act 2006 The Disability Act 2006 (the Act) commenced on 1 July 2007. The Act provides for: A stronger whole-of-government and whole-of-community response to the rights and needs of people with a disability.	https://www.legislation.qld.gov.au
Disability Services Regulation 2017	Is a regulation that helps service providers to understand 'Prescribed Services' such as Restricted Practices and how to apply them legally to participants.	https://www.legislation.qld.gov.au
Electrical Safety Act 2002	The Electrical Safety Act 2002 (the ES Act) is the legislative framework for electrical safety in Queensland. The purpose of the ES Act is to prevent people from being killed or injured and property from being destroyed or damaged by electricity.	https://www.legislation.qld.gov.au
Fair Work (Commonwealth Powers) and Other Provisions Act 2009	The Fair Work Act is the key piece of Commonwealth legislation regulating employment and workplace relations. It provides for terms and conditions of employment and sets out the rights and responsibilities of employees, employers and employee organisations in relation to that employment.	https://www.legislation.qld.gov.au
Further Education and Training Act 2014	The objects of this Act are: <ul style="list-style-type: none"> • to strengthen Queensland's economic base by providing a skilled workforce that meets the current and future needs of industry, Government and the community; and • to facilitate the provision of vocational education and training that is linked to employment and is responsive to the future workforce development and skills requirements of industry; and • to support the continued development of high-quality training by and within industry; and • to support Queenslanders to access and complete the skills training they need to get a job and contribute to the State's economy and their own prosperity; and • to establish a simple, streamlined apprenticeship and traineeship system featuring flexible, industry-endorsed approaches to trade training; and • to support industry and employers to take on, train and retain apprentices and trainees. 	https://www.legislation.qld.gov.au
Human Rights Act 2019	The Human Rights Act 2019 (Qld) (the Act) was passed by the Queensland Parliament on 27 February 2019. At this time, Queensland joined the Australian Capital Territory and Victoria in being the only Australian jurisdictions with statutory protection for human rights. There is no federal Human Rights Act or Charter.	https://www.legislation.qld.gov.au

Industrial Relations Act 2016	The Industrial Relations Act 2016 (Qld) (the Act) provides for the way in which an employee's working arrangement may be altered under a flexible working arrangement. Flexible working arrangements are not restricted to the matters identified in the Act.	https://www.legislation.qld.gov.au
Information Privacy Act 2009	The Information Privacy Act 2009 (Qld) (IP Act) recognises the importance of protecting the personal information of individuals. It contains a set of rules or 'privacy principles' that govern how Queensland Government agencies collect, store, use and disclose personal information.	https://www.legislation.qld.gov.au
Information Privacy Regulation Act 2009	An Act to provide safeguards for the handling of personal information in the public sector environment, and to allow access to and amendment of personal information	https://www.legislation.qld.gov.au
Integrity Act 2009	The Integrity Act 2009 is intended to promote trust in the integrity of government processes and ensure that contact between lobbyist and government representatives is conducted in accordance with public expectations of transparency and integrity.	https://www.legislation.qld.gov.au
Right to Information Act 2009	The Right to Information Act 2009 (the RTI Act): gives you a right to apply for access to documents held by government agencies and Ministers you must submit a separate application to each agency or Minister you seek information from.	https://www.legislation.qld.gov.au
Vocational Education and Training (Commonwealth Powers) Act 2012	An Act to adopt the National Vocational Education and Training Regulator Act 2011.	https://www.legislation.qld.gov.au
Work Health and Safety Act 2011	The Work Health and Safety Act 2011 (the WHS Act) provides a framework to protect the health, safety and welfare of all workers at work. It also protects the health and safety of all other people who might be affected by the work.	https://www.legislation.qld.gov.au
Work Health and Safety Regulation 2011	The Work Health and Safety Regulation 2011 (the WHS Regulation) describes how to prevent or minimise a risk at your workplace. You must do what the regulation says. If a risk at your workplace is not covered by the regulation or code of practice then you must choose an appropriate way to manage exposure to the risk.	https://www.legislation.qld.gov.au
Working with Children (Risk Management and screening) Act 2000	Working with Children (Risk Management and screening) Act 2000 provides for the pre-employment screening of adults who work or volunteer in child-related organisations is important for creating and maintaining child-safe organisations.	https://www.legislation.qld.gov.au

Complaints and Appeals

- **Complaints:** If you are dissatisfied with a service offered or treatment received by selectability Training, then you have the right to lodge a complaint.
- **Appeals:** In the event you are dissatisfied with the outcome of your complaint, then you have the right to lodge an appeal.

Please refer to the **Complaints and Appeals policy** located on our [policies and procedures page](#) for more information.

Participation in National Student Outcome Surveys

As part of our commitment to quality standards, selectability Training participates in providing data to the **National Centre for Vocational Education and Research (NCVER)**.

You may be contacted and requested to participate in a **National Centre or Vocational Education Research (NVCER)** survey and/or an invitation to participate in a **Department of Employment, Small Business and Training (DESBT)** endorsed project and/or be contacted by the Department (or persons authorised by the Department) for audit or review purposes.