



# **SCHOOL STUDENT HANDBOOK**

## Certificates I, II, III



**volunteering**  
queensland



### **Developed and produced by:**

Volunteering Queensland  
ABN: 46 621 632 398 | RTO: #6020

### **Contact us:**

12/127 Creek St, Brisbane City QLD 4000  
[volunteeringqld.org.au/training/](http://volunteeringqld.org.au/training/)  
(07) 3002 7600  
[training@volunteeringqld.org.au](mailto:training@volunteeringqld.org.au)

#### **© Copyright Notice**

This material has been produced and communicated to you by or on behalf of Volunteering Queensland pursuant to the Copyright Act 1968 (the Act). This material may be subject to copyright under the Act. Any further copying or communicating of this material by you may be the subject of copyright protection under the Act.

#### **Disclaimer**

While every effort has been made to ensure content of this handbook is accurate at the time of publication, Volunteering Queensland Inc reserves the right to update and amend as necessary.

# TABLE OF CONTENTS

<b>INTRODUCTION .....</b>	<b>4</b>
Volunteering Queensland .....	4
Scope of Registration .....	4
Benefits of Studying Active Volunteering .....	5
Student Handbook .....	5
<b>VOCATIONAL EDUCATION &amp; TRAINING .....</b>	<b>6</b>
National Training Packages .....	6
Competency Based Training (CBT) .....	6
National Recognition .....	7
• Credit Transfer (CT) .....	8
• Recognition of Prior Learning (RPL) .....	8
<b>ADMINISTRATION MATTERS .....</b>	<b>9</b>
Enrolment .....	9
Course Fees .....	10
Unique Student Identifier (USI) Number .....	11
Language, Literacy & Numeracy (LLN) Support Indicators .....	11
<b>PRIVACY AND YOUR PERSONAL INFORMATION .....</b>	<b>12</b>
Data Collection Information .....	12
Disclosure of Personal Information .....	13
Media Consent .....	13
Confidentiality .....	14
Managing your Information .....	14
<b>TEACHING AND LEARNING .....</b>	<b>15</b>
Access and Equity .....	15
Support Services .....	16
Attendance .....	16
Assessment Process .....	16
Certification .....	18
<b>STUDENTS .....</b>	<b>19</b>
Student Rights and Expectations .....	19
Your responsibilities .....	19
Change of Address .....	20
<b>COMPLAINTS AND APPEALS .....</b>	<b>21</b>

# INTRODUCTION

## Volunteering Queensland

Volunteering Queensland Pty Ltd (Volunteering Queensland) is a Registered Training Organisation (RTO #6020). Volunteering Queensland is also the state peak body solely dedicated to advancing volunteering for the economic, social, cultural, and environmental well-being of Queensland.

Your school or alternative learning centre is working in partnership with Volunteering Queensland to deliver an Active Volunteering qualification to you.

You are enrolled as a student with Volunteering Queensland, and your teacher (who has been approved by Volunteering Queensland) will deliver our program to you within your school.

## Office Location and Contact Details

<b>Main Contact Number</b>	07 3002 7600
<b>Website</b>	<a href="http://www.volunteeringqld.org.au">www.volunteeringqld.org.au</a>
<b>Address</b>	Suite 2, Level 12, 127 Creek Street, Brisbane QLD 4000
<b>Licences</b>	RTO Registration #6020
<b>Operating Hours</b>	8:00am – 5:00pm, Monday to Friday

## Scope of Registration

Volunteering Queensland, in accordance with its "Scope of Registration", is able to deliver training services, undertake assessments, and issue the following nationally recognised qualifications as part of the Active Volunteering Initiative for schools:

- CHC14015 Certificate I in Active Volunteering
- CHC24015 Certificate II in Active Volunteering
- CHC34015 Certificate III in Active Volunteering

You can find out more details about each course on the specific Course Outline, which is available on the Volunteering Queensland website. Your school will provide you with information on the specific Units of Competency (subjects) of the qualification that you will be undertaking.

## Benefits of Studying Active Volunteering

There are many benefits for students undertaking a qualification in Active Volunteering:

- You may gain a nationally recognised Vocational Education and Training (VET) qualification (with possible QCE credits), and you will develop real-world work skills.
- You will be learning a range of workplace knowledge and skills that should be transferrable to your future career of choice.
- You will build personal skills and confidence, develop workplace networks, and possibly gain personal references from undertaking volunteer placement as part of your course.

## Student Handbook

This Student Handbook aims to provide students with:

- Information to assist them in deciding whether Volunteering Queensland and its courses are suitable for their needs.
- Information on their rights and responsibilities as a student enrolled in an Active Volunteering qualification with Volunteering Queensland.

To enrol in a Volunteering Queensland Active Volunteering qualification, you will be required to acknowledge that you have accepted the policies and procedures contained in this Student Handbook, so please take the time to read it carefully.

If you are unsure of any matters, in the first instance please ask your Trainer/Assessor or school VET Coordinator for advice.

Thereafter contact Volunteering Queensland's RTO Department:

- Email: [training@volunteeringqld.org.au](mailto:training@volunteeringqld.org.au)
- Contact: 07 3002 7600

Volunteering Queensland takes this opportunity to wish you all the success in your future education and training.

# VOCATIONAL EDUCATION & TRAINING

## National Training Packages

National Training Packages are developed by industry through the national Skills Council and involve consultation with industry to make sure they meet industry and enterprise needs. Registered Training Organisations use training packages as the basis for developing training programs in specific areas. A training program is a structured approach to the development and attainment of competencies for a particular qualification.

As a nationally registered training organisation, training and assessment services provided by Volunteering Queensland are developed to meet the requirements of the VET Quality Framework.

## Competency Based Training (CBT)

Nationally recognised training programs are competency-based, which means that training and assessment activities, or recognition of your skills and knowledge, focus on your ability to apply relevant knowledge and practical skills to demonstrate your performance of workplace tasks to a standard specified by the industry.

The specific skills and knowledge required for workplace application are detailed in what we call Units of Competency. The mixture of compulsory and elective units are 'packaged' together by Volunteering Queensland to make up a nationally recognised qualification, based on consultation with industry and the requirements specified in the Training Packages. Nationally accredited training packages can be found at [www.training.gov.au](http://www.training.gov.au).

To be considered competent in any Unit of Competency you must be able to demonstrate the required skills and/or knowledge to complete the tasks in a range of situations and environments. This may include demonstrating your skills in real work situations or in simulated applications, over a period of time.

The Trainer/Assessor will collect evidence of your skills to show you have the required knowledge and are able to perform the specified competency or task(s) to the required standard over a period of time.

Your evidence (assessment) must demonstrate the following:

- That you can do the job or task to the required standard.
- That you understand why the job should be done in a particular way.
- That you can handle unexpected issues or problems.

- That you can work with others 'in a team'.
- That you can do more than one thing at a time, e.g. perform the task and be aware of the occupational health and safety requirements.
- That you know the industry or workplace legislation, rules, and procedures.

Competency-based training and assessment is all about providing you with every opportunity to develop competencies. If your evidence (assessment) does not satisfy the assessment requirements (criteria, benchmarks) your assessor will provide feedback and possibly additional support (such as allowing you the opportunity to provide additional evidence, do more research or practice skills before you demonstrate them again) and may negotiate additional or alternative assessment for resubmission or re-assessment.

As part of our enrolment process, you should discuss your course requirements with your Trainer/Assessor or school VET Coordinator staff to ensure you understand the qualifications' training and assessment requirements prior to enrolling in the course of your choice.

This will give you the opportunity to discuss:

- any questions you may have about the course in detail including:
  - the course duration
  - participation or progress requirements,
  - assessment requirements,
  - learning resources
  - study expectations
- whether you have any existing qualifications or training, or skills that could be recognised in this program.

## National Recognition

Students who can provide documentation of previous nationally recognised training should request a Credit Transfer or RPL application. Successful Credit Transfer and RPL applications usually mean that you will have fewer units of competency to complete in order to fulfil the requirements of a qualification.

### Credit Transfer

Credit Transfer is the process whereby a registered training organisation formally "credits" successfully completed equivalent qualifications and Statements of Attainment issued by other Registered Training Organisations to a course of study.

Volunteering Queensland recognises qualifications and/or Statements of Attainment issued by other Registered Training Organisations (RTO). So, if you have completed or partially completed another qualification, please speak to your trainer about having your studies recognised.

## Recognition of Prior Learning (RPL)

RPL is the formal process whereby an RTO evaluates your life and work experience against the qualification or course of study you have enrolled in thus potentially eliminating the need to undertake some units of competence.

You must have sufficient evidence to demonstrate that you are competent in each performance criteria and the responsibility for providing proof lies entirely with you.

Some forms of appropriate evidence might include Performance appraisals, work samples, employer and/or customer letters, job descriptions and oral or written responses to questions. An RPL kit is available from Volunteering Queensland and if you would like to pursue this option, please speak to your trainer.



# ADMINISTRATION MATTERS

## Enrolment

You are required to complete and submit an enrolment form prior to commencing your study. This enrolment form is to be completed online. The link to the enrolment form will be given to you by your Trainer/Assessor.

For students under 18 years of age, a parent or guardian must also sign a Parental Consent form before you commence your study.

Should your details change after completing the enrolment form, please notify Volunteering Queensland as soon as possible.

## Enrolment Form Disability Categories

The enrolment form refers to disability categories which are further explained below.

Please note that disability, in this context, does not include short-term disabling health conditions such as a fractured leg, influenza, or corrected physical conditions such as impaired vision managed by wearing glasses or lenses:

### Hearing/Deaf

Hearing impairment is used to refer to a person who has an acquired, mild, moderate, severe, or profound hearing loss after learning to speak, communicates orally, and maximises residual hearing with the assistance of amplification.

A person who is deaf has a severe or profound hearing loss from, at, or near birth and mainly relies upon vision to communicate, whether through lip reading, gestures, cued speech, finger spelling and/or sign language.

### Physical

A physical disability affects the mobility or dexterity of a person and may include a total or partial loss of a part of the body. A physical disability may have existed since birth or may be the result of an accident, illness, or injury suffered later in life; for example, amputation, arthritis, cerebral palsy, multiple sclerosis, muscular dystrophy, paraplegia, quadriplegia or post-polio syndrome.

### Intellectual

In general, the term 'intellectual disability' is used to refer to low general intellectual functioning and difficulties in adaptive behaviour, both of which conditions were manifested before the person reached the age of 18. It may result from infection before or after birth, trauma during birth, or illness.

### Learning

A general term that refers to a heterogeneous group of disorders manifested by significant difficulties in the acquisition and use of listening, speaking, reading, writing, reasoning, or mathematical abilities.

These disorders are intrinsic to the individual, presumed to be due to central nervous system dysfunction, and may occur across the life span. Problems in self-regulatory behaviours, social perception, and social interaction may exist with learning disabilities, but do not by themselves constitute a learning disability.

### **Mental Illness**

Mental illness refers to a cluster of psychological and physiological symptoms that cause a person suffering and/or distress to which represents a departure from a person's usual pattern and level of functioning.

### **Acquired Brain Impairment**

Acquired brain impairment is injury to the brain that results in deterioration in cognitive, physical, emotional, or independent functioning. Acquired brain impairment can occur as a result of trauma, hypoxia, infection, tumour, accidents, violence, substance abuse, degenerative neurological diseases or stroke.

These impairments may be either temporary or permanent and cause partial or total disability or psychosocial maladjustment.

### **Vision**

This covers a partial loss of sight causing difficulties in seeing, up to and including blindness. This may be present from birth or acquired as a result of disease, illness, or injury.

### **Medication Condition**

A Medical Condition is a temporary or permanent condition that may be hereditary, genetically acquired, or of unknown origin. The condition may not be obvious or readily identifiable yet may be mildly or severely debilitating and result in fluctuating levels of wellness and sickness, and/or periods of hospitalisation; for example, HIV/AIDS, cancer, chronic fatigue syndrome, Crohn's disease, cystic fibrosis, asthma, or diabetes.

### **Other**

A disability, impairment, or long-term condition which is not suitably described by one or several disability types in combination. Autism spectrum disorders are reported under this category.

## **Course Fees**

Volunteering Queensland does not charge students directly for course fees.

All fees related to the Volunteering Queensland Active Volunteering program are invoiced directly to the student's school. Any course fees passed on to the student are to be paid directly to their school.

Student fees charged by your school are available on request from your school prior to enrolling in the program.

Where a student has paid a contribution to their school towards Active Volunteering course fees but does not commence their training, they may make application to their School VET Coordinator for a full refund.

After two (2) weeks has passed since a student has commenced training, they are no longer entitled to a refund of course fees paid.

Please refer to Volunteering Queensland's Fees and Refund Policy for more detail:

<https://volunteeringqld.org.au/wp-content/uploads/2023/11/Fees-and-Refunds-Policy.v2.4.pdf>

## Unique Student Identifier (USI) Number

Prior to enrolment students are required to obtain a Unique Student Identifier (USI). To obtain a USI go to [www.usi.gov.au](http://www.usi.gov.au).

A USI is a reference number made up of numbers and letters that gives a student access to their USI account. A USI allows an individual's USI account to be linked to the National Vocational Education and Training (VET) Data Collection allowing an individual to see all of their training results from all providers including all completed training units and qualifications.

Each time you enrol to study with a new training organisation, your USI will be used to store training records and results. By having a USI, you will be able to access your training records and results (or transcript) whenever you need them.

Queensland school students please note that your USI is completely different to your Learner Unique Identifier (LUI) number that has been provided to you and issued through the Queensland Curriculum & Assessment Authority (QCAA). You will, however, need both numbers ready when completing your enrolment form.

**Please note:** Volunteering Queensland requires your USI in order to issue your certificate (Testamur or Statement of Attainment) upon your completion of the course.

## Language, Literacy & Numeracy (LLN) Support Indicator

When you enrol in a Volunteering Queensland course, you will be required to undertake a Language, Literacy and Numeracy (LLN) assessment to determine your current level of these foundation skills.

This assessment ensures the vocational language, literacy, and numeracy (LLN) needs of students are:

- Identified;
- Analysed;
- Used to inform LLN needs and further development; and
- Used to adjust learning and assessment modes and methods to support your learning.

Your Trainer/Assessors will be able to help if you experience difficulty and in the event that a further solution is required, may refer the student to appropriate school personnel (e.g. school counsellor).

# PRIVACY AND YOUR PERSONAL INFORMATION

## Data Collection Information

Under the Data Provision Requirements 2012, Volunteering Queensland is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on the enrolment form and your training activity data) may be used or disclosed by Volunteering Queensland for statistical, regulatory and research purposes.

Volunteering Queensland may disclose your personal information for these purposes to third parties, including:

- School – if you are a secondary student undertaking VET.
- Commonwealth and State or Territory government departments and authorised agencies.
- NCVER.

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

- Issuing a VET Statement of Attainment or VET Qualification and populating Authenticated VET Transcripts;
- facilitating statistics and research relating to education, including surveys; understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

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

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

Volunteering Queensland's policies also adopt the requirements of the Privacy Act 1988 (Cth) including the Australian Privacy Principles (APPs). Please refer to the following for more specific information:

- Volunteering Queensland's RTO Privacy Policy: <https://volunteeringqld.org.au/wp-content/uploads/2023/11/RTO-Privacy-Policy.v1.2.pdf>
- National VET Data Policy: <https://volunteeringqld.org.au/wp-content/uploads/2023/11/National-VET-Data-Policy.v1.2.pdf>

## Disclosure of Personal Information

Volunteering Queensland will not disclose the information to a person, body or agency (other than the individual concerned) unless:

- the individual concerned is reasonably likely to have been aware that information of that kind is usually passed to that person, body or agency;
- the individual concerned has consented to the disclosure;
- the RTO believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the student or of another person;
- the disclosure is required or authorised by or under law; or
- the disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

Where personal information is disclosed for the purposes of enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the purpose of the protection of the public revenue, the record-keeper shall include in the record containing that information a note of the disclosure.

A person, body or agency to whom personal information is disclosed will not use or disclose the information for a purpose other than the purpose for which the information was given to the person, body or agency.

## Media Consent

As an enrolled student you give permission to Volunteering Queensland to copy, use, re-use, publish and re-publish, your name, any still and video images, and/or audio, as well as any relevant personal information:

- gathered as part of the Active Volunteering Course activities.
- provided by the student, in all forms of media for once-only and/or ongoing promotion, publicity, information, advertising, trade and any other lawful purposes.

The student understands they relinquish any right to examine or approve the completed product or products where their likeness may be included intact or in part.

The student acknowledges any participation in any promotion for Volunteering Queensland is undertaken without any financial recompense in the form of royalties or similar payments.

If the parent does not approve, they must formally advise Volunteering Queensland of their permission. Please email: [training@volunteeringqld.org.au](mailto:training@volunteeringqld.org.au) with the following information:

**Subject: Opt-Out Media Release**

I withhold permission for [student's full name] attending [school name].

[Parent Name]

[Contact Number]

## Confidentiality

As an enrolled student with Volunteering Queensland, you might attend practical work experience placements as part of your studies. In the course of these placements, you may access information that is confidential to that workplace.

You must not divulge any information that you may become aware of as a result of a placement.

## Managing Your Information

Volunteering Queensland commits to taking all reasonable care to ensure that the information we hold, use and where appropriate disclose to others about you is correct and current.

The accuracy of this information depends largely upon you providing us with details (within 7 days of any changes) such as:

- Your current address.
- Current telephone numbers.
- A current email address – your qualification will be sent to this address, so it is important to ensure it is correct.

You may access your information, including records of your learning progress at any time. If you find any errors in the records, please advise Trainer/Assessors immediately so that the corrections can be made.

# TEACHING AND LEARNING

## Access and Equity

Volunteering Queensland is committed to providing and promoting non-discriminatory and inclusive practices and processes to provide equal opportunities for everyone to achieve their learning outcomes.

To ensure that the learning environment is free from harassment, discrimination and victimisation, Volunteering Queensland will ensure that it:

- Uses the same recruitment and admission process for all applicants.
- Bases admission to courses and programs solely on availability of places and the applicant satisfying course/qualification and payment requirements (if applicable).
- Provides all applicants with adequate information and support to enable them to select the most suitable program for their needs.
- Considers issues relating to access and equity when specifying course entry requirements and prerequisites.
- Offers flexible course design including recognition of qualifications and Statements of Attainment from other RTOs and recognition of prior learning.
- Takes into account the requirements of students with a disability when designing courses.
- Provides inclusive and non-discriminatory learning materials.
- Ensures language, literacy and numeracy requirements are consistent with the vocational level of the qualification.
- Adapts assessment where necessary and possible to meet student needs.
- Provides students with the right to appeal an assessment or recognition decision.
- Gives all students an equal opportunity to demonstrate competence, including through making reasonable adjustments for learners with a disability or special needs according to individual circumstances.

This may mean providing the appropriate services and/or facilities for student learning and assessment including:

- the use of adaptive/assistive technology
- educational support
- extra time to complete a course or assessment.
- learning support for basic literacy or numeracy difficulties.

Volunteering Queensland is committed to ensuring that all students have a reasonable chance of achieving a qualification.

## Support Services

Volunteering Queensland is committed to ensuring all students receive adequate learning support to ensure their full potential is reached.

Therefore, Volunteering Queensland ensures that:

- The learning and support needs of all students are assessed upon entry into a program.
- All students are aware of how to access the services they require to successfully complete their training and assessment program.
- Feedback is collected about Volunteering Queensland's provision of support services and the feedback is systematically collated, analysed and used to improve training services.

Students' needs are identified upon entry into their course of study. Information to make this assessment is gathered through information provided by the student on the enrolment forms and in discussion with educators/assessors at induction.

## Attendance

Each class forms part of a structured delivery of a syllabus, and you are required to attend all classes outlined for the Active Volunteering Course. Attendance records will be provided to Volunteering Queensland by your Trainer/Assessor.

In order for you to be able to acquire the appropriate knowledge and skills necessary to complete the course, you must attend all classes. In the event that you are unable to attend a class, the student must advise the Trainer/Assessor.

Failure to attend class may result in you having trouble in completing the assessments or assignments within the prescribed period and/or maintaining satisfactory progress in the course which may, in turn, necessitate having to re-enrol and may incur additional fees.

## Assessment Process

Assessment tasks require students to demonstrate both their knowledge and skills – in the workplace or in other relevant contexts.

Students will collate a portfolio of evidence through a combination of assessment methods including:

### **Written assessment:**

Written responses to questions or scenarios – which may include short answer, paragraph responses or multiple choice.

**Case studies:**

Allows opportunity for students to display process and problem-solving skills in a set of integrated tasks.

**Practical activity:**

Tasks which require demonstration of skills. This may occur in the workplace or classroom, either real-life or simulated scenarios.

**Observation:**

Involves witnessing the demonstration of a student's performance.

**Project work:**

Requires the development of a document(s) towards a specific task.

In accordance with the Standards for Registered Training Organisations (RTOs) 2015, Volunteering Queensland ensures quality training, and that all assessments meet the following:

- Principles of Assessment: Assessments are fair, flexible, valid, and reliable.
- Rules of Evidence: Evidence collected during assessment is valid, sufficient, authentic, and current.

**Please note:** The onus will be on you to complete and submit assessments within the time specified by the trainer or to make alternative arrangements before the due date.

- You should always retain a copy of your assessments.
- It is Volunteer Queensland's policy to allow a student three attempts only at each assessment item.
- You should keep track of your progress by communicating regularly with your trainer.

## Volunteer Placement

As part of your study, you must also complete at least 20 hours of volunteer work – either within the school community, or with approved external organisations. The type and location of the volunteer placement shall be negotiated by agreement between the student, the student's parent/guardian, the Trainer/Assessor and the proposed Host Organisation.

Prior to undertaking Volunteer Placement with an external organisation (i.e. not your school) it is a requirement for you to seek approval from Volunteering Queensland by completing the 'Student Volunteer Placement – Expression of Interest' form which can be obtained from your Trainer/Assessor or downloaded in your Learner Portal. A separate form must also be submitted for approval for each Host Organisation where you complete your placement.

When you do seek the Host Organisation Supervisor's details, ensure they are told what their responsibilities are – you should discuss this with them before you submit your expression of interest out of respect and to ensure they agree to the requirements.

In the event that a dispute arises regarding the type and location of the proposed volunteer placement, the matter will be immediately referred to Volunteering Queensland for resolution.

## Log Book

Students will be provided a 'Logbook' within the unit CHCVOL001 - Be an effective volunteer to record aspects of their volunteer placement. The Logbook forms part of the assessment for this unit, and therefore you must satisfactorily maintain and complete a log of your work activities, and any related activities with the assistance of your Host Organisation Supervisor.

The Supervisor will complete other 'observations' of the workplace knowledge and skills you have learnt at school. You must return the fully completed 'Log Book' to your Trainer/Assessor as evidence toward your competence.

## Certification

Volunteering Queensland complies with the Standards for Registered Training Organisations 2015 and the Australian Qualifications Framework (AQF), when issuing qualifications and Statements of Attainment.

Volunteering Queensland will issue an AQF Qualification or Statement of Attainment within 30 days of you completing the course and you have been determined to be competent, and unless exempt, have provided a Unique Student Identifier (USI).



# STUDENTS

## Student Rights and Expectations

As individuals, students enrolled with Volunteering Queensland can expect:

- To be treated with courtesy and respect.
- To be treated equitably irrespective of gender, sexual orientation, race, disability, medical condition, cultural background, religion, marital status, age, or political conviction.
- To participate in a learning environment free from sexual, racial, gender-based, or other forms of harassment.
- To rely on the protection of personal information and be able to access your personal records.
- To be provided with timely and accurate information as it pertains to course(s), enrolment, and all administrative matters.
- That assessment within course(s) will be equitably and appropriately implemented.
- To provide honest and constructive feedback to us on the quality of our training and assessment, support, and other services.

If you are unsure about what is the right thing to do in any circumstance, you are encouraged to speak with your Trainer/Assessor or Volunteering Queensland RTO Department.

## Your Responsibilities

As members of a learning environment, you are expected to:

- Treat all others with respect and courtesy.
- Treat others equitably irrespective of gender, sexual orientation, race, disability, medical condition, cultural background, religion, marital status, age, or political conviction.
- Respect the opinions and views of others.
- Avoid any conduct that might reasonably be perceived as sexual, racial, or gender-based harassment or otherwise intimidating.
- Participate in learning, maintain consistent levels of study, and submit assessments on time.
- Take personal responsibility for your own learning, and maintain reasonable study progress, including proactively seeking additional assistance if required or notifying us of any difficulties.
- Maintain high standards and a professional approach to your study program and ensure that all work submitted is your own.

- Prepare appropriately for all assessment tasks.
- Adhere to Work Health and Safety legislation and report any perceived safety risks as they become known.
- Notify your Trainer/Assessor and/or Volunteering Queensland if your personal information or contact details change.

## Change of Address

You are required to notify Trainer/Assessor or the Volunteering Queensland Training Department ([training@volunteeringqld.org.au](mailto:training@volunteeringqld.org.au)) immediately of any changes of address. The accuracy of this information depends largely upon you providing us with details (within 7 days of any changes) such as:

- Your current address.
- A current email address – your qualification will be sent to this address, so it is important to ensure it is correct.



# COMPLAINTS AND APPEALS

Volunteering Queensland is fully committed to constantly improving how its business is conducted and maintaining its continuous compliance with the VET Quality Framework.

Your feedback about your experiences is very important in enabling us to do this effectively. You are invited to provide feedback on any aspect of our services at any time.

Feedback can be provided in person, over the phone or in writing. All feedback received will be used in the Volunteering Queensland's feedback and continuous improvement cycle. Volunteering Queensland considers all experiences an opportunity to learn, reflect and improve.

Self-reflection and evaluation play a key role in the organisation's continuous improvement, and all are actively encouraged to participate in continuous improvement processes. We will regularly ask for your opinion in the form of formal (surveys) and informal (conversations) feedback.

As an RTO, Volunteering Queensland is also required to collect Learner Engagement feedback (via a survey) about your experience with us and report the outcomes to the national regulator annually. We would request your participation in this process, as it is a valuable source of information for us to identify areas for improvement.

It is also important that if you have an issue or a problem (with the training or with our services), including if you are dissatisfied with the outcomes of assessment and other decisions, that we know about it and have an opportunity to work with you to resolve it.

If you have a complaint, please discuss it first with your Trainer/Assessor, or contact the RTO Department.

If this discussion is unable to resolve the issue, or you are unable to discuss it directly, you may submit a 'formal' complaint (an appointment, email, or letter) to Volunteering Queensland who will commit to investigating the issue and working with you to resolve. Email: [training@volunteerqld.org.au](mailto:training@volunteerqld.org.au).



**volunteering**  
queensland



**NATIONALLY RECOGNISED  
TRAINING**

VI August 2023