

selectability training

Set yourself up for success...

study with us!



student handbook

[selectabilitytraining.com.au](http://selectabilitytraining.com.au)

2022-23



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# Welcome

## A message from the CEO

*Debra Burden*

**Welcome and thank you for choosing selectability Training as your training provider.**

Here at selectability Training we pride ourselves on helping to set you up for a successful career in the disability and community services sectors.

Our focus as an RTO is to provide you the support you need to graduate with the tools and knowledge you will need to work in one of Australia's fastest growing sectors.

As the 2020 recipient of the Queensland Training Awards Medium Employer of the Year you will benefit from our innovative approach to training and workforce development.

selectability Training provides our students with highly experienced trainers; a flexible online learning environment and ongoing support and access.

Upon enrolling as a selectability Training student you have rights and responsibilities as outlined in this handbook.



If you have any questions regarding your rights as a student with our RTO I encourage you to email [training@selectability.com.au](mailto:training@selectability.com.au).

I look forward to hearing of your achievements and providing support where I can. I trust you will enjoy your time with selectability Training and wish you every success.

**Debra Burden**

selectability, Chief Executive Officer  
*BBus FIML FAICD*







# Who we are

**This student handbook provides you with a reference point about selectability Training, our courses and the relevant policies and procedures.**

## Who are we?

selectability Training is a not-for-profit registered training organisation (RTO 0281) based in Townsville, specialising in disability and community services training.

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.

As the 2020 recipient of the Queensland Training Awards Medium Employer of the Year students will benefit from our innovative approach to training and workforce development.

At selectability Training, we aim to provide the most up-to-date and highest quality training.

With a wide variety of training options available, selectability Training will broaden your skills and knowledge in your chosen area of interest within the disability and/or community service sectors.

selectability Training offers self-paced online training via our innovative learning management system (LMS) so that you have the flexibility to learn how you like, and when you like.

As a student you will have regular access to our trainers and weekly Zoom master classes. After you graduate we will also provide you with three months' access to our industry experts for support and advice to help put theory in practice.

**If you have any questions that are not answered in our Student Handbook, please contact us:**

selectability Training  
59a Cambridge Street  
Vincent Qld 4814

Phone: 07 4781 2609  
Email: [training@selectability.com.au](mailto:training@selectability.com.au)

[selectabilitytraining.com.au](http://selectabilitytraining.com.au)



# Who we are

## Standards for registered training organisations

selectability Training is required to comply with the Standards for Registered Training Organisations (SRTOs) 2015.

Training services we provide to students follow policies and management practices that maintain high professional standards in regards to the delivery of your education.

These safeguards exist to protect your educational interests and welfare as a selectability Training student.

We are 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 (RTOs) 2015 can be viewed at [asqa.gov.au/standards](https://asqa.gov.au/standards)

## Our vision

Train and develop a responsive and capable disability and community services workforce.

## Our approach

We pride ourselves on tailoring our training delivery to meet the needs of our students to enable them to achieve their desired professional development goals.

Our expert trainers will prepare you to enter the NDIS/community services

workforce with the skills and confidence you need to succeed. Through our nationally recognised job-ready courses we can assist you with your career progression.

Our online courses include:

- monthly intakes
- online learning resources and assessments available 24/7
- video training sessions
- interactive weekly Zoom masterclasses offered via video conferencing
- one-on-one contact with trainers (online/phone via appointment).

We maintain a strong focus on ensuring that our systems and policies reflect the requirements of the Australian Qualifications Framework (AQF) and Australian Skills Quality Authority (ASQA) conditions and standards for continuing registration.

We also focus on maintaining compliance with systems and policies that drive us to excel as a disability and community services training provider.



# Discover selectability

## About selectability

selectability is one of Queensland's largest mental wellbeing and suicide prevention support and service providers.

With our head office in Townsville, our footprint extends north to Cairns, south to Rockhampton, west to Mount Isa and east to Palm Island.

Our teams in each region use their local knowledge, expertise and experience to help regional Queenslanders live lives of choice and meaning.





# Discover selectability

## About selectability (cont)

selectability is a not-for-profit organisation committed to improving the mental wellbeing of people in regional Queensland and contributing to the prevention of suicide.

We are proud to be one of regional Queensland's largest and leading providers of mental health services across a wide footprint, supporting individuals and communities in northern, central and western Queensland.

As an NDIS service provider, our team has helped hundreds of people access and implement their NDIS plans.

selectability partners with state and federal Governments and key health organisations to deliver vital programs around mental wellbeing and suicide prevention including support for carers of those with mental illness.

We are proud of our history which includes the merger of SOLAS and MIFNQ in 2017 and have been providing mental wellbeing services to regional Queenslanders for over 40years.





# Our courses

## 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:

- CHC32015 – Certificate III in Community Services
- CHC33015 – Certificate III in Individual Support
- CHC43315 – Certificate IV in Mental Health
- CHC43515 – Certificate IV in Mental Health (Peer Work)
- CHC53315 – Diploma of Mental Health
- CHC52015 – Diploma of Community Services (Case Management)

Current courses being offered by selectability Training can be viewed at [selectabilitytraining.com.au](https://selectabilitytraining.com.au)

You can view selectability Training's registration details and scope of registration at [training.gov.au/Organisation/Details/0281](https://training.gov.au/Organisation/Details/0281)

## Course delivery

selectability Training offers a flexible online learning approach that can be tailored to suit your needs.

Through our easy-to-use learning management system you will be able to study at your own pace, when and where you like. We have selected training and assessment methods that are best suited to the specific unit/s of competency being completed.

selectability Training ensures that the following resources are available:

- Trainers and assessors with appropriate qualifications and experience.
- Appropriate course materials that align with assessments.

## Highly experienced trainers

Our trainers have years of experience underpinned by knowledge that only comes from working in the industry.

**Todd O'Donnell** | Dip. of Community Services and Cert. III in Community Services

**Dennis O'Brien** | Dip. of Mental Health

**Jillian Caunter** | Cert. IV in Mental Health and Mental Health (Peer Work)

**Timothy Burden** | Cert. III in Individual Support



# Student pathways

## Pathways

Once you have completed your studies you can further develop your skills and knowledge and enrol into another course that is relevant to your field of interest.

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

### AQF qualification by sector of accreditation

Schools sector accreditation	Vocational education and training sector accreditation	Higher education sector accreditation
Senior Secondary Certificate of Education	Vocational Graduate Diploma Vocational Graduate Certificate  Advanced Diploma Diploma Certificate IV Certificate III Certificate II Certificate I	Doctoral Degree Masters Degree Graduate Diploma Graduate Certificate Bachelor Degree Associate Degree Advanced Diploma Diploma

# Enrolment information

## Pre-enrolment research

Before you enrol you should do your own research on course options by visiting the [selectability Training website](#) or by [contacting us via phone or email](#).

selectability Training will help you with any enquiries, including connecting you with one of our trainers or assessors.

Some important questions to consider:

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

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

- The fees, charges and payment requirements for your course.
- How the above may impact further government subsidised training for you in the future.
- Whether there are any special requirements for you to enrol in the course (pre-requisites) and how the delivery and assessment of your training will occur.
- The different training options available to you e.g. workplace training etc.

We will also help you determine your responsibilities and requirements to

complete the course. 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.

Once you have completed your pre-enrolment research you can start the enrolment process.

## Enrolling in a course

### Step 1: Enrolment application

You can access the enrolment form on our website [selectabilitytraining.com.au](http://selectabilitytraining.com.au)

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

This information includes:

- course details
- your contact details
- identification and other documents to determine your eligibility for subsidies
- whether you are seeking CT or RPL.

Once submitted, you will be asked to provide the following:

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



# Enrolment information

Once you have completed your enrolment form selectability Training staff will contact you. During this contact we may:

- Explain how any subsidies received may impact further government subsidised training for you in the future.
- Advise whether or not you meet special requirements to enrol in the course (pre-requisites) and how the delivery and assessment of your training will occur.
- Explain the different training options available to you.
- Discuss your responsibilities and requirements to complete the course.
- 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.

## **Step 2: Language, literacy and numeracy test (LLN test)**

*This step applies only to nationally recognised training. It does not apply to short courses or RPLs.*

As part of the enrolment process you need to complete a LLN test. This is an online assessment that examines aspects of your 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 the 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 your enrolment form. Once you complete 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 and 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 RPLs.*

A qualified trainer/assessor will contact you to complete an LLN debriefing form. This is used to ensure you understand 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).
- Explore your current competencies and provide the opportunity for these to be assessed through credit transfer.

# Enrolment information

Once the debrief is finished, the trainer/ assessor will complete the LLN debrief form as well as your LLN spiky profile and email them both to you. Copies will be kept on your student file.

## **Step 4: Invoice payment**

You will receive an invoice for the units you are to complete. To commence study you must organise payment or setup a payment plan with selectability Training. If you decide to setup a payment plan you must pay the first instalment immediately.

Please note: 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 confirmation of enrolment (COE) will be sent to you via email. The COE will outline the full details of your course the fee breakdown and information about your trainer and/or assessor.

You will also receive course access using the same LMS login details provided for your LLN test. You will be able to access the course from the start of study date indicated on your COE.

## **Recognition of prior learning**

Do you have prior experience and/or learning in relation to the unit/s of competency outlined in your chosen course? You may be eligible to apply for recognition of prior learning (RPL).

To begin the RPL process, you must have started your enrolment form which includes steps to request for an RPL to be identified and processed.

Following completion of the enrolment form, you can expect the following:

### **Step 1: Self-evaluation form (per unit)**

- The assessor will email your self-evaluation forms for each unit/s of competency that you are seeking an RPL for. These checklist style forms are an opportunity for you to review your previous experience against the unit/s of competency requirements. In addition they also work to confirm that you have evidence on-hand to submit for evaluation as part of the RPL process.
- Once you have completed each self-evaluation form, it will become clearer which unit/s you believe you have evidence for and will be able to address requirements for confidently.

### **Step 2: Payment of self-evaluation form fee**

- Once it is clear on which unit/s you are able to progress you must pay an upfront fee of \$50 per completed self-evaluation form that you would



# Enrolment information

- Please make sure you attach the required completed self-evaluation forms.
- Do not attach, send or pay for units that you can not address RPL requirements for satisfactorily.

## Step 3: Discussion

- Following payment, the assessor will commence a review of your submission and contact you via phone.
- The discussion is an opportunity for both you and the assessor to consider the full RPL process and information requirements. The assessor will also be able to clarify any questions you may have.
- After the discussion you may feel that you no longer want to progress with your RPL unit application.  
*Note the the evaluation fee of \$50 per unit is not refundable.*

## Step 4: Submission of RPL evidence

Evidence for RPL includes questioning (phone interview with assessor), finished products (items produced), third party reports (references and examples of your work relating to the standards), documents (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.

- You will be provided access to an online system called RPL assess to

submit any evidence.

- You will have 14 days from the date of access to submit your evidence via the RPL assess system for evaluation.
- The assessor will commence formal evidence evaluation against the unit/s of competency requirements upon expiry of the 14-day evidence submission period.
- You have three months to complete the evaluation process will be three months from expiry of the 14-day evidence submission period. The process may result in further conversation with your assessor.

## Step 5: Outcome

- Depending on the outcome of the RPL process you may be issued a full qualification or a statement of attainment.
- If your evidence does not fully meet unit requirements you may need to complete some gap assessments.

In the above instances, you will only be asked to complete assessments for criteria that you are unable to meet. On successful completion of these gap assessments, an outcome for RPL can be processed.

## Credit transfer/national recognition

If you have completed formal study at another RTO, you may be eligible to receive credit transfer/s for the unit/s of competency previously completed.

# Enrolment information

A credit transfer (CT)/recognition of prior learning (RPL) form is issued to your email address upon completion of your enrolment form. If you wish to apply for a credit transfer, you will need to submit a copy of a certified transcript or statement of attainment with the online CT/RPL form.

The CT/RPL application will be discussed 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 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 assessment as another method towards achieving competency.

## Course transfer

Depending on the circumstance, you (or your employer if they paid for your fees) may be eligible for a refund of further fees where a course transfer may occur.

The following is not an exhaustive list of the circumstances which may apply, and once notified in writing, selectability Training will advise you of the process required. Please refer to the [course transfer policy](#) on our [policies and procedures](#) page.

- An administration fee will apply for the course transfer. This is dependent on the circumstances of the transfer and will be determined on receipt of your written notification.
- Where work placement hours are a mandatory component of your course, you may need to review the work placement agreement and make changes where necessary.
- Your access to any learning resources will be suspended, and once confirmation of enrolment to your new course is received, your learning resources will be reactivated.
- selectability Training will provide you with a statement of attainment where credit transfers are applicable.
- You should retain this on file as evidence of unit completion.
- If you have paid for the course partially or in full, and the course change results in a higher priced course, you will need to pay the balance in full prior to having confirmation of enrolment and access to the learning resources.
- Where a refund is due, please refer to our [refund policy](#) on our [policies and procedures](#) page.



# Enrolment information

- Where a unit/s has been completed, you may be eligible for credit transfer, please refer to our [credit Transfer Policy](#) on our [policies and procedures](#) page.

## Complaints and appeals

- **Complaints:** if you are not happy 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 we provide data to the National Centre for Vocational Education and Research (NCVER).

You may be contacted and asked to participate in a NVCER survey and/or invited to participate in a Department of Employment, Small Business and Training (DESBT) endorsed project and/or be contacted by DESBT for audit or review purposes.



# Language, literacy and numeracy

## Language, literacy and numeracy (LLN)

selectability Training recognises the importance of language, literacy and numeracy (LLN) skills in our students to ensure that they are able to access and participate in training without being disadvantaged.

As part of the enrolment process, you will be required to complete a language, literacy and numeracy assessment.

This allows us to determine whether you may require additional support to assist you complete your course.

selectability Training has had language, literacy and numeracy assessments written against some of the units you will be studying in your course.

That means for each course that you may wish to enrol in, you will be required to undertake an individually customised LLN assessment.

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 about your results.

LLN assessments are not assessed as a 'pass/fail' – but instead use graphs to show how you have done in comparison to the required levels of language, literacy and numeracy for that qualification.

This debrief may identify any additional support required 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 instead of written assessment
- 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 [employment.gov.au/australian-core-skills-framework](https://www.employment.gov.au/australian-core-skills-framework)



# Training and assessment

## Training and assessment

*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.*

*(Australian Skills Quality Authority)*

### What is competency based training?

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

- Consistently apply your 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. The aim is to ensure that you are competent to undertake your work role to the standard expected in a range of employment situations.

### 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 visit you at your workplace and conduct training and assessing aligned with your work duties. You will be visited by your trainer every three to four weeks for up to three hours.

- **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 is made up 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.

# Training and assessment

## How will you be assessed?

Assessment involves collecting evidence and making judgements on whether competency has been achieved. Assessment confirms that you can perform to 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

Obtained when an assessor observes you 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 you have made in the workplace.

### Indirect evidence

Used when it is not possible or desirable for you to be assessed on your performance of tasks in the workplace.

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 timeframe 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' you will be given the opportunity to re-complete the assessment via the LMS.

You may be required to 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 you are competent?

- We know whether you are 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.

# Work placement

## Work placement

Some vocational education courses require students to complete work placement hours relevant to the unit/s of competency requirements. This should be arranged by the student and a relevant workplace.

selectability Training will provide you with a work placement agreement which should be filled out and signed by all parties as a record of the hours you complete. Both parties should keep a copy file.

Work placement hours required for our nationally recognised training courses:

Course code	Course title	Work placement required
CHC32015	Certificate III in Community Services	
CHC33015	Certificate III in Individual Support	120 hours
CHC43315	Certificate IV in Mental Health	80 hours
CHC43515	Certificate IV in Mental Health Peer Work	80 hours
CHC53315	Diploma of Mental Health	80 hours
CHC52015	Diploma of Community Services	100 hours



# Code of conduct

## Code of conduct

selectability Training has a code of conduct that you need to follow when you study with us.

We expect you to treat other students, your trainer and our staff with respect and without prejudice and you can expect the same in return.

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

Examples of misconduct can include:

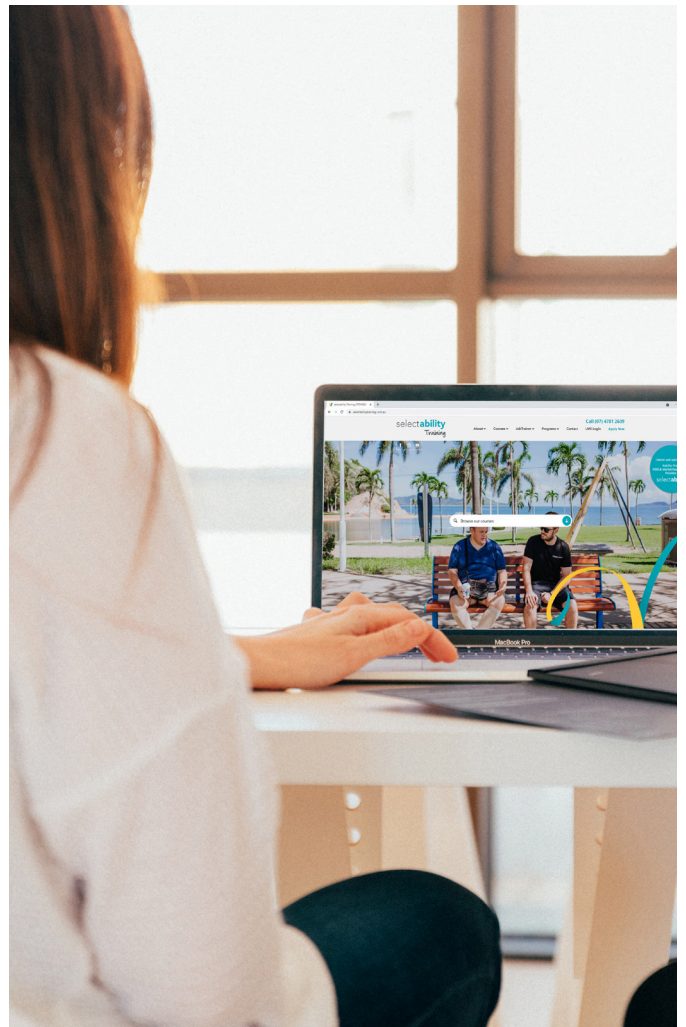
- offensive conduct or unlawful activity
- interfering with another students property
- cheating or plagiarism
- interfering with another students ability to learn
- breach of confidentiality
- inappropriate language
- discrimination, harassment, intimidation or victimisation
- affected by drugs or alcohol
- being unfit to participate in learning activities

Failure to follow the code of conduct may result in disciplinary actions and may involve the cancellation of your training with selectability 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 wish to lodge a complaint, please refer to our [policies and procedures page](#) where you will find our [complaints and appeals policy](#) and an online complaint lodgement form.



# Academic information

## Access and equity

selectability Training promotes access and equity through all components of our training assessment services that we have to offer. We have a strong emphasis on ensuring that reasonable adjustment is provided to you if you are disadvantaged or require additional assistance while studying with us.

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. We will assist you to the best of our ability.

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](mailto:training@selectability.com.au)

## Privacy and disclosure statement

selectability Training collects your personal information solely for the purpose of operating as an RTO under the ASQA who are the registering authority.

selectability Training is required to provide the Department of Employment, Small Business and Training (DESBT) and 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.

# Academic information

## Accessing your records

It is a requirement of the ASQA that you are able to access personal information held by selectability Training regarding your academic progress.

You have the right to view your records after formally requesting to do so. You can request this by completing the [access to records request](#) form located on our [policies and procedures](#) page.

Your records will only be emailed to the email address, that you supply to us at the time of enrolment. If your email address changes please email at [training@selectability.com.au](mailto:training@selectability.com.au).

A staff member will call you to confirm your new email address before we change it on your 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.

We need your written consent before we release any information 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:

- your employer or group training organisation (GTO)
- the Australian Apprenticeship Support Network (AASN) provider
- the Department of Employment, Small Business and Training (DESBT).

## Equal opportunity, sexual harassment and discrimination

Unfair discrimination, vilification, sexual harassment 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
- 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 our students which must be free from discrimination and sexual harassment.



# Academic information

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 unwanted or unwelcome behaviour where a reasonable person would have anticipated the possibility that the person harassed would feel offended, humiliated or intimidated. It has nothing to do with mutual attraction or consensual behaviour.

**Victimisation** happens when someone is treated badly because they:

- refused to do something that would contravene the Anti-Discrimination Act (1991)
- complained about something that is unlawful under the act
- 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 can be viewed at [qhrc.qld.gov.au/your-rights/discrimination-law](http://qhrc.qld.gov.au/your-rights/discrimination-law)



*"Not only do I feel better equipped to support the consumers I work with, I was able to progress award levels and receive a pay rise. The course really helped me to grasp the role and it was very relatable to my job."*

**SARANNE**

selectability Training graduate  
Support Coordinator | Townsville

**Diploma of Community Services**





# Fees and charges

## Fees and charges

Fees and charges may vary depending on the qualification level you are 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 may 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.

### Additional fees

- timetable change \$25
- copy of statement of attainment \$75
- replacement notes \$25
- course cancellation \$25
- course transfer 1% of the current full fee of the new course.





# Fees and charges

## Withdrawal and refunds

You may withdraw from a program (or change your enrolment) via the online [change of enrolment](#) form located on our [policies and procedures](#) page.

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

# Fees and charges

## Refund terms and conditions

- If you withdraw within the first four weeks from the confirmation of enrolment date and have not commenced any units, a full refund will apply.
- If you withdraw within the first four weeks from confirmation of enrolment date and have 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 advice.
- If you withdraw after four weeks from unit commencement, then you 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 yourself and selectability Training, 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.

**OR**

3. Provide a full refund.

If you wish to apply for a refund, please complete the [student refund request](#) 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.

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.

# Qualifications

## The issuing of your qualification

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/s of competency 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 [replacement qualification/statement of attainment request](#) 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 at [training@selectability.com.au](mailto: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 [replacement qualification/statement of attainment request](#) form.
2. You must write to us at [training@selectability.com.au](mailto:training@selectability.com.au) from your registered email address and attach a letter of authority. This letter should provide at least the following information:
  - Full name of person who will be collecting your records.
  - 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.

You 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.



# Plagiarism

## 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:

- Re-complete and re-submit the assessment.
- 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.







# Student safety

## Occupational Health and Safety

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

Accidents, incidents or hazards concerning yourself or other 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, while you are on break you must follow instructions from selectability Training staff.

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

If you refuse to abide by selectability Training emergencies and evacuation procedures you will be in breach of the code of conduct and subjected to disciplinary action as determined by management.





# Support services

## Student support services

If you require additional assistance with your studies please talk to 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. These services include:

Types of assistance required	Types of assistance required	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 Dept 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	13 14 50	User pay
Medical and sexual health	Sexual Health and AIDS Counselling Service	07 3227 6394	User pay

# select**ability** Training

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- relevant legislation
- policies & procedures

# Relevant legislation

## Relevant Legislation

As an RTO selectability Training is required to adhere to a range of legislation designed to uphold the integrity of our nationally recognised qualifications.

The regulations and legislation for training organisation that affect your participation in vocational education and training include:

Legislation	Website
National Disability Insurance Scheme Act (2013)	<a href="#">HERE</a>
National Vocational Education and Training Regulator Act (2011)	<a href="#">HERE</a>
Standards for Registered Training Organisations (2015)	<a href="#">HERE</a>
Privacy Act (1988)	<a href="#">HERE</a>
Freedom of Information Act (1982)	<a href="#">HERE</a>
Racial Discrimination Act (1975)	<a href="#">HERE</a>
Sex Discrimination Act (1984)	<a href="#">HERE</a>
Workplace Gender Equality Act (2012)	<a href="#">HERE</a>
Freedom of Information Act (1982)	<a href="#">HERE</a>
Anti-Discrimination Act (1991)	<a href="#">HERE</a>
Child Protection Act (1999)	<a href="#">HERE</a>
Disability Services Act (2006)	<a href="#">HERE</a>
Disability Services Regulation (2017)	<a href="#">HERE</a>
Electrical Safety Act (2002)	<a href="#">HERE</a>
Fair Work (Commonwealth Powers) and Other Provisions Act (2009)	<a href="#">HERE</a>
Further Education and Training Act (2014)	<a href="#">HERE</a>
Human Rights Act (2019)	<a href="#">HERE</a>
Industrial Relations Act (2016)	<a href="#">HERE</a>

# Relevant legislation

Information Privacy Act (2009)	<a href="#">HERE</a>
Information Privacy Regulation (2009)	<a href="#">HERE</a>
Integrity Act (2009)	<a href="#">HERE</a>
Right to Information Act (2009)	<a href="#">HERE</a>
Vocational Education and Training (Commonwealth Powers) Act (2012)	<a href="#">HERE</a>
Work Health and Safety Act (2011)	<a href="#">HERE</a>
Work Health and Safety Regulation (2011)	<a href="#">HERE</a>
Working with Children (Risk Management and screening) Act (2000)	<a href="#">HERE</a>



# Policies & procedures

## Student Support Policy [RTO-SSP00-AU HERE](#)

### Purpose

This process has been developed to ensure that selectability Training has a strategy in place to support students in relation to academic and non-academic matters.

### Reference

ASQA – Standards for Registered Training Organisations (RTOs) 2015 Support Learners (Clause 1.7) (Clause 1.12 RPL).

### Who is responsible

The trainer/assessor or administrator is responsible for determining whether an individual will require any support services prior to the commencement of their course as per the pre-training review.

The trainer/assessor or administrator is responsible for providing advice and guidance on support strategies to students throughout their training program in relation to educational and support services.

### When

As required.

### Definition/s

Educational and support services may include, but are not limited to:

- a. language, literacy and numeracy (LLN) programs or referrals to these programs
- b. study support and study skills programs
- c. equipment, resources and/or programs to increase access for learners with disabilities and other learners in accordance with access and equity
- d. learning resource centres
- e. mediation services or referrals to these services
- f. flexible scheduling and delivery of training and assessment
- g. counselling services or referrals to these services
- h. information and communications technology (ICT) support
- i. learning materials in an alternative format, for example, in large print
- j. learning and assessment programs contextualised to the workplace
- k. any other services that the RTO considers necessary to support learners to achieve competency.

Training product means AQF qualification, skill set, unit of competency, accredited short course and module.

# Policies & procedures

## Policy

1. selectability Training will determine the support needs of individual learners and provides access to the educational and support services necessary for the individual learner to meet the requirements of the training product as specified in training packages or VET accredited courses.
2. To ensure that students have the best chance possible to complete their training, selectability Training will identify any support services required prior to their enrolment or commencement and also provide access to support services throughout their training.
3. If the support attracts an additional cost to the student, then this will be noted next to the particular service.

## Process

1. Prior to enrolment or prior to the start of training, the trainer/assessor or administrator will assess the students' needs by carrying out a pre-training LLN assessment which entails the following:
  - a. The prospective student will complete the language, literacy and numeracy assessment to determine whether the student will require any LLN support throughout their program as documented on the pre-training review.
  - b. LLN debriefing conversation to discuss LLN outcomes and areas of support, and to explain and ensure that the student understands the concepts of RPL and CT. Trainer/assessor will review the student's work/life experience to identify any relevant prior formal/informal learning and offer the appropriate RPL or CT options as documented on the LLN debriefing form.
  - c. Students to identify on their enrolment form whether they have a disability which might prevent them from progressing through the training and assessment program.
  - d. The trainer/assessor or administrator will record any relevant information on the LLN debriefing form as to whether additional training assistance or adjustment of the training program is required.
  - e. If applicable, allocated trainer will be made aware of any specific requirements that the student may require as a result of the above process and where necessary, the trainer/assessor or administrator will arrange the appropriate support services.
2. selectability Training provides students with information about support services as outlined in the Student Handbook.
3. The Student Handbook is available to all prospective students via the website prior to enrolment for review. The handbook download link is further provided at the declaration stage of the online enrolment form.

# Policies & procedures

4. selectability Training continues to provide students access to educational and support services throughout their training program. Students are informed via the Student Handbook that should they require any support, they can contact their trainer.

5. selectability Training has a range of educational and support services available for students as follows:

Internal educational support

- Pre-enrolment information, found on the website – Student Handbook and course information, inclusive of funding criteria.
- Additional one-on-one support with the trainer/assessor.
- Applying reasonable adjustment to training and assessment practices e.g. learning materials in alternative formats e.g. large print.
- Flexible scheduling for assessment e.g. the student is able to select an assessment time that is most suited to their situation.
- Learning resources, student have access to selectability Training’s LMS for resources and materials.
- Information and communications technology (ICT) support for selectability Training online delivery.
- Telephone, video conference and LMS support for students engaged in flexible delivery programs.
- Any other services that selectability Training considers necessary to support learners to achieve competency that is within selectability Training’s capability to provide.

6. selectability Training will assess each case on its own merits and as such, the nature and extent of the support services that selectability Training provides may vary.

7. Where necessary, selectability Training will source external help as listed below if a student needs further assistance.

External support services

- Referral to external language, literacy and numeracy programs and other training programs e.g. adult migrant English program or living and learning centres in your local area (additional cost may apply).
- Referral to offsite counselling services.

## Relevant records

- LLN tool
- LLN debriefing form

# Policies & procedures

## Credit Transfer Policy [RTO-CTP00-AU](#) [HERE](#)

### Purpose

This procedure has been developed to ensure that selectability Training has a system in place to recognise qualifications and statements of attainment to effectively process credit transfers (CT).

### Reference

ASQA – Standards for Registered Training Organisations (RTOs) 2015  
Provide credit for prior studies (Clause 3.5).

### Who is responsible

The administration officer is responsible for processing credit transfer applications and for entering all outcomes in the SMS once all measures have been taken into consideration.

### When

Within 14 working days of receiving an application with complete details and verified evidence.

### Policy

selectability Training accepts and provides credit to learners for units of competency (UOC) where these are evidenced by:

- a. AQF certification documentation issued by any other RTO or AQF authorised issuing organisation; or
- b. authenticated VET transcripts issued by the registrar; or
- c. USI transcript containing training outcomes data post 2015.

### Process

**Clause 3.5.** The RTO accepts and provides credit to learners for units of competency and/or modules (unless licensing or regulatory requirements prevent this) where these are evidenced by:

- a. AQF certification documentation issued by any other RTO or AQF authorised issuing organisation; or
- b. authenticated VET transcripts issued by the registrar.

1. Students are informed of the credit transfer application process prior to enrolment in the Student Handbook.
2. During the online enrolment process, the student will be required to indicate whether they are considering a CT application as part of the process.



# Policies & procedures

3. A CT/RPL form is automatically sent to all applicants upon submission of the online enrolment form – regardless of their response to point above.
4. The administration officer conducts the CT Process and this is discussed 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 trainer/assessor will notify about the RPL process at this time again.
5. It is the student's responsibility to provide sufficient evidence to support their application for credit transfer. The evidence should be either:
  - a. AQF certification documentation issued by another RTO or AQF authorised issuing organisation; or
  - b. authenticated VET transcripts issued by the registrar; or
  - c. a valid USI transcript.
6. Once selectability Training has received the completed credit transfer application and corresponding evidence, the administration officer will review all documentation noting which units of competency are to be granted with a credit transfer and apply the outcome to the student's record on the student management system within 14 working days.
7. The administration officer will then contact the student in writing notifying if the request was granted or denied - if granted the student will be advised as to what units they have received credit transfer for.
8. All information regarding the credit transfer application will be recorded on the student management system and evidence retained in the student file. In circumstances where a direct credit transfer cannot be approved for a unit of competency due to an update in the training package, the student will be offered the opportunity to apply for RPL.

## Relevant records

- Student Handbook
- Enrolment form
- CT application form
- Student file
- Student management system
- LLN debrief records

# Policies & procedures

## Student Rules and Guidelines [HERE](#)

The rules and guidelines for students are intended to ensure safety and keeping each person comfortable and included in training experiences.

### Smoking

No smoking is allowed inside buildings or outside of doorways to buildings within 5 metres.

### Alcohol

No alcoholic beverages are permitted anywhere within selectability Training premises. No student will be allowed to enter class if they are intoxicated.

### Drugs

No student will be permitted to attend training while using illegal drugs. Students are not permitted to bring any illegal drugs onto the training site.

### Disrespect or harassment of other students

Any disrespectful behaviour, discouragement or harassment of other students overt or covert will not be tolerated. This includes abusive language (verbal or written), gestures, forced invasion of personal space, intimidation, influencing other students to defeat selectability Training policies or to compromise training effectiveness, in addition to any action or activity that may be deemed by selectability Training management as representative of, or capable to render effects outlined earlier. Your care and inclusion of other students is an assessable component of the course.

### Disrespect or harassment of training or administrative staff

Any disrespectful behaviour, or harassment of training or administrative staff, overt or covert, will not be tolerated. This includes abusive language (verbal or written), gestures, forced invasion of personal space, intimidation, influencing other students to defeat policies or to compromise trainer/staff effectiveness, in addition to any action or activity that may be deemed by selectability Training management as representative of, or capable to render effects outlined earlier. Your care and inclusion of trainers selectability Training staff members is an assessable component of the course.

### The golden rule

Please treat all others in your course, as well as those rendering administrative or support services, in the same way that you would like to be treated. Please be considerate of all people in the training facility and who support you through their administrative duties. If you find that you have offended someone, even if you haven't meant to, please be gracious and apologise for any hurt experienced. Make it easy for others to enjoy and participate in their training experience.

# Policies & procedures

## Disciplinary Procedure [HERE](#)

selectability Training offers a high level of support to all members of staff and students, however on some occasions, employees or students may display an unacceptable level of performance or conduct themselves, leading to a disciplinary circumstance. selectability Training has a disciplinary procedure whereby action may be taken if a member of staff or student's performance or conduct is deemed as unsatisfactory.

### **With reference to selectability Training Staff**

#### **Unsatisfactory performance may be defined as:**

- unsatisfactory standard of work
- targets not being achieved; i.e. deadlines/assignment targets
- repeated errors
- any other performance based matter advised by management to staff.

#### **Misconduct may be defined as:**

- sexual harassment – towards staff or other students
- unprofessional attitude towards staff or other students
- bullying and victimisation
- lateness
- non-compliance with safety, health and hygiene requirements, including appropriate dress, footwear and personal protective equipment (if required)
- theft or fraud
- physical violence
- deliberate and serious damage to property
- deliberately accessing internet sites containing pornographic, offensive or obscene material on selectability Training premises, regardless of the network or device used for such access being staffs' own property
- serious insubordination
- bringing the organisation into serious disrepute
- serious incapability brought on by alcohol or illegal drugs
- causing loss, damage or injury through serious negligence
- serious breach of confidence
- plagiarism or cheating
- racial discrimination.

### **With reference to selectability Training students**

#### **Unsatisfactory performance may be defined as:**

- Non-payment of dues before or on the due date (applies to both fee-for-service

# Policies & procedures

- students and funded students who are required to pay a contribution fee)
- deliberately organising holidays and other personal appointments which conflict with assessment or work placement deadlines
- wearing offensive clothing
- lateness
- frequent absence.

## **Misconduct may be defined as:**

- sexual harassment – towards staff or other students
- unprofessional attitude towards staff or other students
- bullying and victimisation
- lateness
- non-compliance with safety, health and hygiene requirements, including appropriate dress, footwear and personal protective equipment (if required)
- theft or fraud
- physical violence
- deliberate and serious damage to property
- deliberately accessing internet sites containing pornographic, offensive or obscene material on selectability Training premises, regardless of the network or device used for such access being students' own property
- serious insubordination
- bringing the organisation into serious disrepute
- serious incapability brought on by alcohol or illegal drugs
- causing loss, damage or injury through serious negligence
- serious breach of confidence
- plagiarism or cheating
- racial discrimination

## **The procedure has three stages:**

1. a first written warning
2. a second written warning
3. dismissal or expulsion of a member of staff or student.

selectability Training management reserves the right to make a decision on breach of this policy, and is fully authorised to implement Stage 3 (immediate dismissal or expulsion) if the nature of disciplinary breach is deemed as significant and an immediate compromise to staff and student safety.



# Policies & procedures

## **Enrolment Terms and Conditions** [HERE](#)

It is a condition of enrolment in a course with Jobtrain Pty Ltd. trading as selectability Training, that you agree to the following terms and conditions. Enrolment in a selectability Training course includes both direct enrolments with selectability Training and indirect enrolments where the student has enrolled through a partner or agent into a course that is run by selectability Training.

### **selectability Training policies and procedures and Student Handbook**

Students are required to abide by all the policies and procedures as outlined in the selectability Training Student Handbook. It is available at [selectabilitytraining.com.au](http://selectabilitytraining.com.au) and may be amended from time to time.

**NOTE:** The following are key extracts only from the selectability Training Student Handbook. Students must always refer to the full [policies and procedures](#) from the selectability Training Student Handbook.

### **Unique Student Identifier**

- As a condition of enrolment you automatically grant selectability Training permission to use any personal information provided to allow selectability Training to verify or obtain your USI. If you do not want selectability Training to obtain your USI on your behalf you must make this request prior to completing your enrolment form.

### **Credit transfer**

- Any prospective student may apply for credit for study they have completed previously. You can find further information in [credit transfer policy](#) or by contacting selectability Training.

### **Enrolments, fees, cancellations and refunds**

- Course fees must be paid in full upon enrolment or by payment plan as agreed in writing prior to enrolment.
- Course fees are non-transferable to other students.
- selectability Training reserves the right to cancel a student's enrolment in the case of payment default.
- In the case where selectability Training is unable to deliver a course in full or has decided to cancel a course before it commences, refer to the [refund policy](#) or Student Handbook.
- Students who opt to pay via payment plan are responsible for any additional fee that are incurred following a failed or late payment.

# Policies & procedures

- **Cancellations:** students who wish to cancel their enrolment in a module and/or course need to do so in writing to selectability Training. Cancellations are subject to the applicable [refund policy](#).
- Payment plan cancellations: students requesting to cancel an enrolment who have outstanding payment plan fees are required to pay a cancellation fee to cancel all remaining fee liabilities. These fees are to be paid in addition to the fees paid to date for that module/course. Should the total of remaining payment plan fees be less than the cancellation fee, the student is required to pay the remaining payment plan fees.
- Refunds (classroom based training modules): students are eligible for a refund if a written request is received four weeks prior to the day of the first scheduled class or workshop for that training module and/or course. A refund fee may be charged per refund request. A refund request can include a refund for one or more modules and/or courses. Refer to the [refund policy](#) for further clarification.
- Refunds (online): for online study based training modules, students may be eligible for a refund if a written request is received prior to the delivery day of the online study module/unit and/or course to the student. The delivery day being the day selectability Training admits a student to the online course through the learning management system (LMS) granting online course access to the student, as determined solely by selectability Training.
- Other changes to enrolment: any other change to original enrolment (with the exception of cancellations, refunds and deferrals) is subject to an administration fee per change.
- All outstanding fees for a course or module must be paid before a student can be issued with a module certificate, qualification testamur and/or or statement of attainment.

## Additional fees

- Additional fees may be applicable during the course of your studies. These include, but are not limited to, change to your timetable, replacement of course notes, credit card payment surcharges, course cancellation, course extensions, refunds, copies of certificates, payments plans etc.

## Deferral or suspension

- **Classroom based training modules/units:** if a student is not eligible for a refund they may be eligible for a deferral. Deferrals are only applicable to classroom based modules.

## Copyright

- All course materials supplied by selectability Training are copyright protected and are for personal student use only. Reproduction and/or distribution in any form of selectability Training course material is prohibited.

# Policies & procedures

## Recognition of prior learning (RPL)/Course credit

- Any student can apply for RPL and Course Credit. Students are required to apply in writing.

## Medical conditions

- It is the student's responsibility to advise selectability Training in writing prior to enrolment if the student is pregnant or has any medical condition that may put them at risk during their training and course of studies.
- If a student's medical condition changes adversely during their studies, that may now put them at risk during their training, the student is responsible to undertake no further classes or training until they advise selectability Training and get written advice from their practitioner on how to continue their studies.
- If the student is in any doubt of medical conditions that may put them at risk during their training, the student needs to seek medical advice from a suitably qualified registered practitioner for clarification before training with selectability Training.

## Course specific conditions

- Students should note the completion requirement for each course and/or module they enrol into. Unless specified differently on course notes or marketing materials, each selectability Training course has a completion date of six months from the enrolment date.

## Working with Children (Blue Card) Queensland

- Students undertaking some courses may require a working with children check and/or police check. Check course outline for details. If a working with children check is required for the course e.g. Certificate III in Individual Support, Certificate III in Community Services or Certificate IV in Mental Health inc. Peer Work, you are able to show proof that you have undertaken an application for Blue Card and enter the course. However, if a negative notice is received at any time you will not be offered placement and your enrolment cancelled. To remove any doubt, work placements will not be offered without a positive notice from Blue Card Services.
- For more information please refer to Blue Card Services [HERE](#).

## Disclaimer

- The student will release and hold harmless selectability Training, its directors, staff, trainers and agents in respect to any property loss or personal injury that may be sustained whilst participating in their course or attending the college or training venue of selectability Training whosoever caused.
- Every attempt is made to ensure all information from selectability Training is accurate and that the student has attained the competencies taught in a course, at the point of their assessment. Beyond this point, the graduate is responsible to

# Policies & procedures

maintain their acquired competencies, and apply acquired knowledge and skills in a way which is appropriate to the unique characteristics of each application.

- All students and clients will be responsible for their own personal belongings at all times whilst on any selectability Training premises.
- selectability Training will collect information about students in the course of conducting its operations but will not, without consent, use or disclose any such information other than for the purpose for which it is reasonably expected it to be used. This is in keeping with the Australian privacy principles.
- Any other matter not specifically mentioned in the above terms and conditions is at the discretion of selectability Training.



# Policies & procedures

## Safe Learning Environment [HERE](#)

In establishing a safe learning environment, selectability Training acknowledges that some basic ground rules must be observed in creating the best possible learning environment for students and trainers/staff. Many possible problems arising during training can be resolved by showing mutual respect for each person and addressing the issues in a concerned and understanding way.

All students are required to refer to the selectability Training code of conduct and adhere to policies set out therein.

To keep the learning experience positive and friendly, selectability Training requires every student to be responsible for their personal conduct throughout their training, and any grievances that may occur should be reported to the course trainer in the first instance for resolution. However, failing this, all complaints must be submitted in writing via our online [complaints and appeals](#) form.

Behaviours that will not be tolerated are clearly outlined as follows:

- bullying
- sexual harassment: towards any selectability Training staff (training, administrative or other) or other students
- plagiarism or cheating
- stealing from selectability Training, or another student or staff member
- drugs and/or alcohol: if a student arrives to class intoxicated, they will be asked to leave selectability Training premises immediately. A taxi may be arranged, if required, at the student's cost
- acting in an unsafe manner or violent manner
- racial discrimination
- verbal abuse
- wilful damage of selectability Training property or another student or staff member's property
- any breach of the signed code of conduct.

If a situation arises that is particularly dire, trainers may request the student to leave the training venue. The trainer has the right to withdraw the student from training immediately if there is an unsafe learning environment for students. The trainer would be required to maintain a record of conversation for all such situations for management's perusal.

In the event of breach of this policy, students have the right to appeal a decision to suspend or cancel the enrolment. If the situation can be amended quickly or on the spot, and the trainer feels confident that the objectionable behaviour will not continue, then training may continue at the discretion of the trainer or management.

# Policies & procedures

## Workplace Health and Safety [HERE](#)

This policy lists the health and safety objectives of selectability Training and its responsibilities to students and employees. This policy also documents employees' Workplace Health and Safety (WHS) obligations and procedures to follow for support of a safe working environment.

### Important

Safety in the workplace no longer only applies only to physical safety but also to emotional safety.

### selectability Training's obligations

selectability Training recognises it's moral and legal responsibilities under WHS legislation to provide a safe and healthy work environment. This commitment means that we will:

- Provide a safe and healthy workplace and working conditions for all, including employees, contractors, students and visitors.
- Provide training to enable all employees to work safely and to support student safety.
- Consult with staff and contractors where relevant to enhance the effectiveness of procedures.
- Provide adequate resources to aid employees in fulfilling their responsibilities.
- Conduct investigations into all reported incidents concerning workplace health and safety.
- Conduct regular reviews and evaluations of the health and safety systems in place.
- Comply with all relevant legislation and industry standards.

### Expectations from selectability Training personnel

While at work, all selectability Training personnel, irrespective of their position, will:

- Take reasonable care to ensure good health and safety procedures are implemented at all times.
- Identify and support measures to eliminate or minimise unsafe conditions.
- Assume personal responsibility for their own safety and for those of other work colleagues by always operating in a safe and appropriate manner.
- Assume duty of care towards students requiring support for safety while studying with selectability Training. This may include: infection safety, equipment safety, cultural safety, bullying safety, physical safety, interpersonal safety, site safety, food safety etc.

### Expectations from selectability Training students

While on site, all selectability Training students will:

# Policies & procedures

- Follow reasonable directions of selectability Training staff with respect to workplace health and safety issues.
- Assume personal responsibility for their own safety and for those of other students and selectability Training staff by always operating in a safe and appropriate manner.
- Contribute to identifying unsafe workplace issues by reporting these appropriately to selectability Training personnel and management through incident or hazard report forms, or through email or through direct contact with selectability Training personnel.

## **Strategies to support a safe work environment**

- Identified workplace health and safety officers for selectability Training.
- Induction training for all students for all courses in practical expectations for safety including identification of incidents or hazards and how to report these.
- Induction for all staff in practical expectations for safety including identification of incidents or hazards and how to report these.
- Communication systems for actioning of remedial strategies through to senior management and delegates.
- Fire safety training for nominated selectability Training personnel.
- Regular site inspections to ensure safety measures and equipment are in place to ensure staff and students are safe and feel safe.
- Disciplinary policies to protect the safety of students and staff.
- Safety signage.
- Identification of emergency assembly areas in student and staff inductions.
- Fire drills.
- Public access to this policy.
- Management responsiveness to safety issues and commitment to continuous improvement.

## **Procedures for unsafe work environment for staff members at selectability Training or contractors of selectability Training**

1. Clearly identify the hazard or incident through forms available via administration.
2. Share information either through email or via phone to administration who will assist with completing the required hazard or incident form.
3. selectability Training will outline hazard or incident and provide full account and strategies that have been undertaken to ensure safety of students and workers and workplace.
4. selectability Training will suggest strategies or measures that can be undertaken to ensure safety of students and workers and the workplace.
5. selectability Training will take responsibility for following up any personally reported issues for further actions to ensure information has been passed on and is being acted upon, as required.

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6. selectability Training's WHS officer will consult with management or take immediate action to ensure safe outcomes are achieved.
7. Improvements to systems, equipment, facilities or communication in order to improve WHS will be recorded through management meetings and actioned and recorded through meeting minutes.
8. Copies of actioned outcomes and pending actions will be kept on file by the WHS officer.
9. Communication of outcomes will be sent back to appropriate selectability Training officers for dissemination of information by the WHS officer.
10. In the case of life threatening events, immediate calls to police, ambulance or fire department will be undertaken and evacuation of staff, students and visitors will occur if required. These actions will be undertaken by any selectability Training employee usually the most senior in the situation or site, however failing availability or capacity of the most senior selectability Training officer, any selectability Training employee or contractor is authorised to make calls for support.
11. No action which will risk personal safety should be undertaken by staff in the process of supporting others, but rather, calling for help through 000.



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## Refund Policy [HERE](#)

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

### Refund terms and conditions

- If the student withdraws within the first four weeks from the confirmation of enrolment date and has not commenced any units, a full refund will apply.
- If the student withdraws within the first four weeks from confirmation of enrolment 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 advice.
- If the student withdraws after four weeks from unit commencement, 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:

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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.  
**OR**
3. Provide a full refund.

If you wish to apply for a refund, please complete the [student refund request](#) form available from the selectability Training website. 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.

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## Manage Complaints and Appeals [RTO-MCAA0-AU HERE](#)

### Purpose

This policy and procedure has been developed to ensure that selectability Training has a system in place so complaints and appeals are recorded, acknowledged and dealt with fairly, efficiently and effectively.

### Reference

ASQA – Standards for Registered Training Organisations (RTOs) 2015 Manage complaints and appeals (Clause 6.1 – 6.6).

### Who is responsible

The Chief Operating Officer is responsible for implementing and ensuring that this procedure is adhered to.

### When

Upon submission of a complaint or appeal.

### Policy and process

**Clause 6.1.** the RTO has a complaints policy to manage and respond to allegations involving the conduct of:

- a. the RTO, its trainers, assessors or other staff
- b. a third-party providing services on the RTO's behalf, its trainers, assessors
- c. other staff
- d. a learner of the RTO.

**Clause 6.3.** the RTO's complaints policy and appeals policy:

- a. ensure the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process
- b. are publicly available
- c. set out the procedure for making a complaint or requesting an appeal
- d. ensure complaints and requests for an appeal are acknowledged in writing and finalised as soon as practicable
- e. provide for review by an appropriate party independent of the RTO and the complainant or appellant, at the request of the individual making the complaint or appeal, if the processes fail to resolve the complaint or appeal.

### Informal complaints

1. Where possible all non-formal attempts shall be made to resolve the complaint. selectability Training encourages open communication and an environment of

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trust. Therefore, any student with a complaint is encouraged to raise the matter directly with the other party concerned to attempt to resolve the issue mutually or they can contact the Chief Operating Officer.

2. Advice, discussions and general mediation may take place in relation to the issue and complainant/student complaint.
3. The Chief Operating Officer will note the informal complaint on the Complaints and appeals register accordingly. The Chief Operating Officer will determine and ensure that the appropriate action will be taken if necessary.
4. Any staff member can be involved in this informal process to resolve issues but if the student wishes to place a formal complaint, then the following process must be followed below.

## Formal complaints

1. Any student, potential student or third party may submit a formal complaint to selectability Training with the reasonable expectation that all complaints will be treated fairly with integrity and privacy. There is no cost for the complaints process unless it is referred to a third party.
  - a. a complaint may have a direct connection to selectability Training, its trainers/ assessors or other staff
  - b. a third-party providing services on selectability Training's behalf, its trainers, assessors or other staff
  - c. a student of selectability Training.
2. A student can submit a formal complaint by completing the [complaints and appeals](#) form located on the selectability Training website.
3. All formal complaints must be submitted to the Chief Operating Officer and contain as many details as possible:
  - a. date complaint was submitted
  - b. name of complainant
  - c. Nature of complaint (complaint or appeal)
  - d. date of the event which led to the complaint
  - e. attachments (if applicable).
4. Once a complaint has been received, the information will be inserted into the complaints and appeals register spreadsheet which is monitored by the Chief Operating Officer until resolved. The information to be inserted and retained on the register at minimum includes:
  - a. date the complaint was submitted
  - b. name of complainant
  - c. description of complaint
  - d. determined resolution
  - e. date of resolution.
5. The student will also be notified in writing within five business days that their complaint has been received and is being processed.



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6. Once a complaint has been logged in the complaints and appeals register, the Chief Operating Officer will be notified of the complaint and will be provided with all relevant documentation related to the matter.
7. The Chief Operating Officer will confer and decide on the appropriate action in order to ensure a successful resolution is attained.
8. The relevant staff member/s or contract trainer/assessors/workers will be informed on the complaint and they will have the opportunity to present their side of the matter.
9. Once a decision has been reached, the Chief Operating Officer will notify all of the relevant parties involved of the decision and outcome which is to be concluded in writing within 15 working days from the date the complaint was first received. Within the notification of the outcome, the student will be advised that they have the right to appeal the decision made by selectability Training. Students will be referred to the appeals procedure as outlined below.
10. The Chief Operating Officer will ensure that selectability Training will act immediately on any substantiated complaint. If the internal or external complaint handling or appeal process results in a decision that supports the student, selectability Training must immediately implement any decision and/or corrective and preventative action that is required and advise the student of the outcome.
11. The outcome will be placed on the electronic complaints and appeals register and copies of relevant documentation will be stored in a unique folder relevant to the complaint.
12. The student has the right to be accompanied by any person of their choice during the complaints or appeals process.

Clause 6.2. the RTO has an appeals policy to manage requests for a review of decisions, including assessment decisions, made by the RTO or a third-party providing services on the RTO's behalf.

## Formal Appeals

1. If the student is not satisfied with the outcome from the formal complaint, then they have the right to appeal the decision made by selectability Training where reasonable grounds can be established.
2. The areas in which a student may appeal a decision made by selectability Training may include:
  - a. assessment conducted
  - b. deferral, suspension or cancellation decisions made in relation to a student's enrolment
  - c. or any other conclusion/decision that is made after a complaint has been dealt with by selectability Training in the first instance. To activate the

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appeals process, the student must submit an appeal application by completing the [complaints and appeals](#) form located on the selectability Training website.

3. The student is required to provide a summary of the grounds that the appeal is based on and the reason why they feel that initial decision made is unfair within 10 working days from the time they received the outcome for their initial complaint. Help and support with this process can be gained from the the Chief Operating Officer.
4. Once the appeal has been received, the Chief Operating Officer will then determine the validity of the appeal and where necessary, organise a meeting with all parties involved in the matter and attempt to seek resolution where appropriate.
5. The process for all formally lodged appeals will begin within 15 working days from the date that the appeal was lodged.
6. The Chief Operating Officer will ensure that selectability Training acts on any substantiated appeal immediately.
7. The Chief Operating Officer will review the initial documentation of the complaint and shall make a decision based on the grounds of the appeal.
8. The student will be notified in writing within 20 working days from the initial lodgement of the appeal of the outcome with reasons for the decision. The electronic complaints and appeals register will be updated. The student will also be provided the option of activating the external appeals process if they are not satisfied with the outcome.

## Informal assessment appeals

1. If a student wishes to appeal an assessment they are required to notify their assessor in the first instance. Where appropriate, the assessor may decide to re-assess the student to ensure a fair and equitable decision is made. The assessor will be required to complete a written report regarding the re-assessment outlining the reasons why assessment was or was not granted.

## Formal assessment appeals

1. If the informal assessment appeals process is still not to the students satisfaction, the individual can formally lodge an appeal by completing and submitting the [complaints and appeals](#) to the Chief Operating Officer located on the selectability Training' website.
2. The the Chief Operating Officer will obtain details from the assessor and any other parties involved.
3. A decision will be made regarding the appeal which will either indicate that the assessment decision remains as is or, details of a possible re-assessment by a 'third party'. The third party will be another assessor appointed by selectability Training.

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4. The student will be notified by writing within 20 working days from the initial lodgement of their appeal regarding the outcome with reasons for the decisions, and the complaints and appeals register updated. The student will also be provided the option of activating the external appeals process if they are not satisfied with the outcome.

## External appeals

1. If the student is still dissatisfied regarding the outcome/decision made that selectability Training has provided, they may wish to refer the matter to an external/independent/third party mediator at their own expense.
2. Appeals can relate to assessment decisions and they can also relate to other matters such as the decision to exclude a student from a training program. Students should and are encouraged to resolve complaints and appeals through the selectability Training complaint mechanism prior to consulting external parties.

**Clause 6.4.** where the RTO considers more than 60 calendar days are required to process and finalise the complaint or appeal, the RTO:

- a. informs the complainant or appellant in writing, including reasons why more than 60 calendar days are required; and
- b. regularly updates the complainant or appellant on the progress of the matter.

## Extensions

If more than 60 calendar days are required to process and finalise the complaint or appeal, The Chief Operating Officer will inform the individual in writing, including reasons why more than 60 days are required and regularly update the individual on the progress of the matter.

In most cases this would not be necessary as the timeframes identified in the above processes keep well under 60 days. It may need to happen if an appeal was to reach an external stage.

**Clause 6.5.** the RTO

- a. securely maintains records of all complaints and appeals and their outcomes
- b. identifies potential causes of complaints and appeals and takes appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.

## Record management

### 1. Electronic records

- a. Electronic records are safe from loss as selectability Training performs electronic backups of server information at least once a week on site at

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selectability Training premises. This includes backups of SMS data. Also, all electronic form data is secured on cloud servers.

- b. Confidentiality is maintained as limited staff have access to the full complaints register (password protected), and all student/client information is only released as per selectability Training' privacy policy. All staff employed by selectability Training will be required to apply themselves to the following written procedures and safeguard confidential and personal information according to the Privacy and Protection of Personal Information Act (1998).

## 2. Hard copy records

- a. Confidentiality is maintained – matters relating to a complaint or appeal are stored on password protected electronic registers. Hard copy complaint submissions are recorded into the electronic register, and the hard copy file is scanned and saved to the unique complaints folder. The actual hard copy document is destroyed.
- b. Contents of files are not discarded unless the state and national storage requirements for retention, archiving and retrieval of information have been met.

## Corrective Action

In the instance that selectability Training receives complaints and or appeals which demonstrate a pattern or trend, the Chief Operating Officer will take the appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.

The form of corrective action applied will be determined on a case by case basis where there are continuing trends and patterns.

**Clause 6.6.** where the RTO is an employer or a volunteer organisation whose learners solely consist of its employees or members, does not charge fees for the training and/or assessment, and does not have in place a specific complaints and appeals policy in accordance with Clauses 6.1 & 6.2, the organisation has a complaints and appeals policy which is sufficiently broad to cover the services provided by the RTO.

**Clause 6.6** is not applicable to selectability Training.

## Relevant records

- Published policy on selectability Training website
- Complaints/appeals online application form
- Complaints register



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## Course Transfer Policy [HERE](#)

Depending on the circumstance, you (or your employer if they paid for your fees) may be eligible for a refund or further fees where a course transfer may occur. The following are not an exhaustive list of the circumstances which may apply, and once notified in writing, selectability Training will advise you of the process required.

An administration fee will apply for the course transfer. This is dependent on the circumstances of the transfer and will be determined on receipt of your written notification. Please refer to the Student Handbook on our [policies and procedures](#) page.

Where work placement hours are a mandatory component of your course, you may need to review the work placement agreement and make changes where necessary.

Your access to any learning resources will be suspended, and once confirmation of enrolment to your new course is received, your learning resources will be reactivated.

selectability Training will provide you with a statement of attainment where credit transfers are applicable. You should retain this on file as evidence of unit completion.

If you have qualified for a subsidy e.g. Certificate III Guarantee, and your course change aligns with the original enrolment, there may be no refund or further fees due.

If you have entered into a payment plan for the payment of your course, and the course change is to a higher priced course, you will be advised of this difference. You may be able to pay the difference directly to selectability Training or add this to the payment plan.

If you have entered into a payment plan for the payment of your course, and the course change is to a lower priced course, you will be advised of this difference. The payment plan may be adjusted for this difference.

If you have paid for the course partially or in full, and the course change results in a higher priced course, you will need to pay the balance in full prior to having confirmation of enrolment and access to the learning resources.

Where a refund is due, please refer to our [refund policy](#) on our [policies and procedures](#) page.

Where a unit/s has been completed, you may be eligible for credit transfer, please refer to our policy [credit transfer policy](#) on our [policies and procedures](#) page.

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## Privacy Policy [HERE](#)

selectability Training (Australian Company Number (ABN) 36 759 736 468 | RTO Number 0281) is committed to protecting and respecting your privacy. This policy (together with any other documents referred to in it) sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

### 1. Information collection

In order to provide a better service to you, we may collect and process information that you provide by filling in forms on our site [selectabilitytraining.com.au](http://selectabilitytraining.com.au) (“our site”). This includes information provided at the time of registering to use our site, subscribing to our service, posting material or requesting further services. We may also ask you for information at other times, for example in connection with a promotion or when you report a problem with our site, if you contact us, we may keep a record of that correspondence, we may also ask you to complete surveys that we use for research purposes, although you do not have to respond to them.

We only retain personal data for so long as it is necessary. Data may be archived as long as the purpose for which the data was used still exists.

### 2. Uses made of the information

The purposes for which information may be used by us include:

- Ensuring that content from our site is presented in the most effective manner for you and for your computer
- Providing you with alerts, newsletter, education materials or information that you requested or signed up to
- Carrying out our obligations arising from any contracts entered into between you and us
- Allowing you to participate in interactive features of our service, when you choose to do so; designing and conducting surveys/questionnaires for client profiling/segmentation, statistical analysis, improving and furthering the provision our products and services
- Complying with laws and regulations applicable to us or any of our affiliates in or outside Australia
- Legal proceedings, including collecting overdue amounts and seeking professional advices
- Researching, designing and launching services or products including seminars/ events/forums promoting and marketing services and products subject to your exercise of the opt-out right (please see further details below)

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- Or purposes directly related or incidental to the above.

We intend to use your data in direct marketing and we require your consent (which includes an indication of no objection) for that purpose. By using our site, unless you tell us otherwise, you agree that:

- Your name, contact details (including address, contact number, email address), products and services information, transaction pattern and behaviour, background and demographic data held by us from time to time may be used by us in direct marketing.
- The following classes of services, products and subjects may be marketed to you:
  - i. services and products related to our site and/or our affiliates (including marketing affiliates programs we are a part of)
  - ii. reward, loyalty or privileges programmes, promotional offers and related services
  - iii. invitations to events such as seminars/webinars/tele-seminars, conferences, live programs or events.

We may conduct direct marketing via fax, email, direct mail, telephone and other means of communication or send e-newsletters to you. You may choose not to receive promotional materials, by simply telling us (see below for contact details), and we will cease to do so, without charge.

## Disclosure of your information

We will keep the personal data we hold confidential but may provide information to:

- personnel, agents, advisers, auditors, contractors financial institutions, and service providers in connection with our operations or services
- our offices, affiliates, business partners and counterparts (if any)
- persons under a duty of confidentiality to us
- persons to whom we are required to make disclosure under applicable laws and regulations in or outside Australia
- or actual or proposed transferees or participants of our services in or outside Australia.

## Security

All information you provide to us is stored on our secure servers. Where we have given you (or where you have chosen) a password which enables you to access certain parts of our site, you are responsible for keeping this password confidential. We ask you not to share a password with anyone. Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received

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your information, we will use strict procedures and security features to try to prevent unauthorised access.

## Data transfers

We may hold your data on servers in Australia and any other territories as we see fit from time to time. We may also transfer your data to our overseas offices or to any people listed above, who may be located in or outside of Australia.

## Your consent and rights

By using our service, making an application or visiting our website, you consent to the collection and use of your information and other activities as outlined in this policy. Under the Privacy Act (the “Act”), individuals have the right:

- to check whether we hold personal data about you and to access such data
- to require us to correct as soon as reasonably practicable any data relating to you that is inaccurate
- to ascertain our policies and practices in relation to personal data and the kind of personal data held by us
- to withdraw your consent to the use of your personal data for marketing purposes and we shall not use your personal data for marketing purposes after you communicate your withdrawal of consent to us. You may exercise your opt-out right by notifying us if you wish to withdraw your consent to the use of your personal data for direct marketing purposes.

## Contact Us

Please send requests to opt-out and for access to data, correction of data, information regarding policies and practices and kinds of data held, questions or complaints to selectability Training [trainingadmin@selectability.com.au](mailto:trainingadmin@selectability.com.au).

In accordance with the Act, we have the right to and may charge a reasonable fee for processing any data access request.



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## Request forms

Below you will find the selectability Training quicklink reference guide to all policy and procedure forms available online at [selectabilitytraining.com.au](https://selectabilitytraining.com.au)

Form	Website
Access to records	<a href="#">HERE</a>
Request for extension	<a href="#">HERE</a>
Replacement qualification/statement of attainment	<a href="#">HERE</a>
Change of enrolment/Course withdrawal	<a href="#">HERE</a>
Student refund	<a href="#">HERE</a>
Complaints and appeals	<a href="#">HERE</a>

# selectability training

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[selectabilitytraining.com.au](http://selectabilitytraining.com.au)

