

# Student Handbook

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## Information for Students

### Our commitment

To ensure that we provide training and assessment services that meet the needs of students and industry, we employ sufficient suitably qualified and experienced Trainer/Assessors, suitable facilities, ensure sufficient opportunities for learning in appropriate environments, with suitable resources and assessment that is fair and flexible.

For training that has commenced—In the unlikely event that Townsville Catholic Education is unable to deliver the training, you will be offered the option to enroll with another RTO, and Townsville Catholic Education will assist in both finding a suitable RTO and in the transition to the new RTO.

### Our service commitment

- Your questions are important to us. Please be aware that our Trainer/Assessors (or teachers) are working with other Students as well as yourself. We are committed to returning your calls and emails but we ask that you allow us two (2) working days to respond.
- Assessment feedback will be given within 10 working days of our receiving the assessment in the office (not from the day it is posted).
- Statements of Attainment/Qualifications are issued within thirty (30) calendar days of your completion.

### Unique Student Identifier (USI)

A USI is required at the time of enrolment. We are unable to accept enrolments without this number or notification of an exemption. We are also unable to issue qualifications and statements of attainment without this number or notification of an exemption.

The purpose of the USI is to enable the collection and storage of your records of participation in vocational education and training on a central database. Allowing you easy access to your records.

In the event that you are unable or unwilling to get a USI please visit the following website for further information on what to do to be able to participate in training.

For more information and to apply for your USI or an exemption go to: apply for your USI go to:

<https://www.usi.gov.au/students/get-a-usi>

### Obtaining a USI

**Step 1** You will need to get one form of ID from the list below ready:

- Medicare Card
- Australian Passport
- Visa (with Non-Australian Passport) for international students
- Birth Certificate (Australian) \*please note a Birth Certificate extract is not sufficient
- Certificate Of Registration By Descent
- Citizenship Certificate
- ImmiCard

**IMPORTANT:** The details a student enters when they create their USI must match exactly with those shown on the ID.

**Step 2** Then go to 'Create your USI' on the USI website and agree to the Terms and Conditions.

**Step 3** Then click on 'Create USI'.

**Step 4** Then fill in some personal and contact details which must match exactly the details shown on your ID.

**Step 5** You will then be asked to enter the details from you ID from the list above.

**Step 6** You will be required to set their USI account password and questions for security purposes. More information about security check questions can be found on the Student [USI check questions](#) page.

**Step 7** Your USI will be displayed on the screen.

**Step 8** You should write down your USI somewhere safe or enter it into their phone for safe keeping.

**Step 9** Students will also receive their USI by either email, phone or by mailing address (which ever they chose as their preferred contact method when creating their USI).

### **Admission and Entry Requirements**

Townsville Catholic Education requires that the Student can:

- Obtain a USI or evidence of an exemption
- Read and interpret workplace documentation
- Speak clearly and unambiguously in English
- Writing is required to the level of completing workplace forms

### **Access and Equity**

Townsville Catholic Education upholds the principle that all applicants seeking to enrol are treated fairly and equitably and ensure that throughout the process of selection and admission, applicants are treated courteously and expeditiously.

Townsville Catholic Education reserves the right to suspend from their training courses Students who are:

- Unable to actively participate in the course activities as a result of injury.
- Disruptive
- Affected by drugs or alcohol

Should this situation arise, immediate and discreet contact will be made with the client to discuss future training options for the individual(s) concerned.

## **Expectations of Students**

To avoid any confusion in the future, the following expectations of behaviour are provided. Compliance with these expectations is required by all Students. Failure to do so may result in cancellation of your enrolment.

- Abide by Copyright and Plagiarism laws and legislation.
- Comply with workplace health and safety regulations at all times.
- Comply with anti-discrimination legislation at all times. This includes but is not limited to equal opportunity, racial vilification and disability discrimination.
- Comply with workplace harassment, victimisation and bullying regulations at all times.
- Ensure that behaviour is of a level acceptable to the workplace at all times.
- Complete training and assessment activities within agreed timeframes.
- Communicate any difficulties with completion of activities or assessment with your Trainer/Assessor.
- Inform your Trainer/Assessor immediately should you be unable to attend due to illness or other reasons.
- Inform your Trainer/Assessor if you have a medical condition that may affect your participation or affect those with whom you may be training.

## **Student Support**

Townsville Catholic Education is dedicated to providing a high standard of service to Students. You can contact your Trainer/Assessor in person, by phone, or via email during office hours. We endeavour to respond to Students as quickly as possible but you are reminded that our Trainer/Assessors do have other Students and classes to attend to. We will provide feedback on Assessments within ten (10) working days and to all queries, telephone calls and emails within two (2) working days.

Should you require further support, Townsville Catholic Education can assist in identifying the appropriate support service as well as organising access to such services. Services referred to may include but are not limited to language, literacy and numeracy, counselling, etc. These additional services do not attract any additional costs.

Should you or your Trainer/Assessor identify that you require any additional support, to be provided by Townsville Catholic Education we will work with you to develop an Individual Support plan to ensure that we can provide the required support required.

## **Training Materials and Equipment**

During training, Townsville Catholic Education Students will be given access to training materials, safety equipment and other required material and equipment. This equipment and material is to be used in accordance with the instructions given by the Trainer/Assessor. If a piece of equipment is purposely damaged or treated in a manner not in accordance with the instructions given by the Trainer/Assessor, a fee may be charged.

The copyright and ownership of all training material provided during the training belongs to with Townsville Catholic Education and cannot be copied or claimed without written consent. All training materials are quality assured and are continuously updated.

## **Refund Policy**

Most of our courses do not have fees attached. However, if you pay a fee, the following applies:

- The first \$50 of your fee is an administration, non-refundable fee.
- Should you cancel or withdraw within seven (7) days any fee over the \$50 administration fee will be refundable as long as no units are completed.
- Townsville Catholic Education will not hold more than \$1500 of Participant's fees in advance.
- Partial or full refunds will be considered after ten (10) working days from the commencement of the course under exceptional circumstance such as long-term illness.
- Deferment of training can be negotiated.
- Should Townsville Catholic Education cancel the training agreement, a fair and reasonable refund will be granted, if fees are paid in advance. Charges will be incurred for administration and services provided prior to cancellation.
- No refund is available to Participants who remain enrolled and do not progress. Should you decide not to continue with your course you need to notify us of your intention to withdraw or defer.

## **Competency Based Training and Assessment**

Students enrolled in training which will lead to either a Statement of Attainment or Certificate are required to complete Assessments to demonstrate competency. Competency based assessment is the process of gathering evidence to confirm that Students can perform required skills and knowledge.

Assessments undertaken may include:

- Written/oral Assessments
- Practical demonstrations
- Completion of case studies and similar activities
- Development of a portfolio
- Work samples
- Third party reports

You will be given feedback on all Assessment Activities. Competency based assessment does not use a marking scale rather you are deemed "competent" or "not yet competent".

Please make sure that you attach an Assessment Coversheet to all Assessments. These are provided by Townsville Catholic Education and must be signed by you. Please always include the question/task you are addressing.

## **Credit Transfer**

You may be eligible for a Credit Transfer if you have previously undertaken training through a Registered Training Organisation. Credit Transfer may be granted for one or more units. Three (3) major factors need to be considered:

1. How current the Qualification/Statement of Attainment is
2. Mapping to the current training and
3. If the training was undertaken with a Registered Training Organisation.

If you think you may be eligible for a Credit Transfer you will need to provide the following:

- The original Statement of Attainment and/or Certificate for your Trainer/Assessor to sight
- A copy of the Statement of Attainment and/or Certificate
- Or a certified copy of your signed Statement of Attainment and/or Certificate by a Justice of the Peace (JP)

There is no charge for Credit Transfer.

All applications for Credit Transfer will need to be verified with the issuing RTO to ensure its validity. In order to do this the Student will need to complete a "Release of Information form". This form will be sent to the issuing RTO to gain confirmation that they issued the qualification/statement of attainment, accompanied by a copy of your qualification or statement of attainment.

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

RPL is the process of formal recognition for skills and knowledge gained through previous learning such as:

- Life experiences
- Previous formal learning
- Employment
- Recreational or personal interests

You may be eligible for RPL for part or all of your intended study, based on your previous experiences and learning. For more information regarding RPL and how to apply, please discuss this with your Trainer/Assessor.

### **Complaints and Appeals**

Townsville Catholic Education is dedicated to providing a high standard of service. Should you have a complaint or wish to appeal a decision made by the RTO, you are encouraged to do so by using the following processes:

#### **Complaints**

Complaints are the expression of the dissatisfaction with the quality or any aspect of the business operations and service, including nuisances, discrimination or similar against another person, inclusive of Students, Staff and Contractors.

The following are examples of issues for which you may lodge a complaint:

- Enrolment
- training delivery
- training and/or assessment, including Recognition of Prior Learning
- any other activities associated with the delivery of training and assessment services
- issues such as discrimination, sexual harassment, Student amenities, etc.

**First instance:** You are encouraged to speak immediately with your Trainer/Assessor. If you are not comfortable addressing the issue with the Trainer/Assessor you are encouraged to contact the VET Leader at your school delivery site.

**Second instance:** If the issue is not resolved, you are encouraged to either speak to or contact in writing the VET and RTO Manager at Townsville Catholic Education.

**Third instance:** If the matter is still not resolved an independent third party will be requested to assist with resolution. Third parties may include relevant training representative(s), legal representative(s) e.g. Anti-discrimination board or other relevant personnel.

Outcomes of complaints will be provided to you in writing within fifteen (15) working days of the decision.

In the event that a complaint has been lodged, an Incident/Complaint Form must be completed and forwarded to the VET and RTO Manager immediately, even if the situation has been resolved to the satisfaction of all parties.

If it is going to take more than 60 days to review the complaint you will be notified in writing and how long it should take before a decision is made.

**Fourth instance:** If you are not satisfied with the outcome of this procedure you do have the right to contact the Australian Skills Quality Authority (ASQA) by completing the complaints form at: <https://www.asqa.gov.au/complaints/getting-started-making-complaint-about-training-provider>

## **Appeals**

Appeals are the expression of the dissatisfaction of a decision made by the RTO. There are various grounds for lodging appeal. These include, but are not limited to:

- assessment results
- refused refund
- refused requests for an extension

### **Step 1**

If you are not satisfied with a decision made by the RTO, you must complete the Appeals Form - Part A and forward to the VET and RTO Manager at Townsville Catholic Education.

*(This should occur within five (5) working days of receiving the result)*

### **Step 2**

The decision is to be reviewed by a different a party other than the person who made the decision, findings of the review are to be summarised on the Appeals Form. You are to be advised of the appeals outcome within ten (10) working days.

*(This should occur within ten 10 working days of Step 2)*

### **Step 3**

If still not satisfied with the outcome of the appeal, your appeal is to be reviewed by the Director of Learning and Teaching at Townsville Catholic Education. The Director of Learning and Teaching who will send an acknowledgement letter to you, record receipt of the Appeals Form, then conduct the review. The Director of Learning and Teaching if necessary will convene a review panel to thoroughly examine the appeal.

*(You are to be advised of the outcome within ten (10) working days).*

### **Step 4**

If you are not satisfied with the outcome of the appeal it is to be reviewed by the Executive Director of Townsville Catholic Education. The Executive Director will send an acknowledgement letter. The Executive Director if necessary will convene a review panel to thoroughly examine the appeal.

*(The Student is to be advised of the outcome within ten (10) working days).*

In the event that it is going to take more than 60 days to review the complaint you will be notified in writing and how long it should take before a decision is made.

### **Step 5**

If you are not satisfied with the outcome of this procedure do have the right to contact the Australian Skills Quality Authority (ASQA) by completing the complaints form at:

<https://www.asqa.gov.au/complaints/getting-started-making-complaint-about-training-provider>

### **Access to Student Records**

You may wish to access your records to check on work completed, progress or for other reasons.

Please organise with your Trainer/Assessor a time suitable to view your training records. Other parties will not be permitted to access your files without written consent from you.

### **Release of Contact Details and Information**

To ensure that Registered Training Organisations meet the national standards and offer quality training to Students, ASQA conducts regular audits. The audit process involves a review of a training organisation's Policies, Procedures, Record keeping and practices. On occasions ASQA may contact past and present training Students to conduct an interview to confirm that the organisation is complying with its obligations and providing a service which meets the needs of Students and industry.

For audit purposes and in the event of a complaint or appeal, ASQA may request to view your files. The purpose of this is to ensure the RTO is complying with regulations and standards. Upon request Townsville Catholic Education is required to supply the following ASQA Student contact details including address, telephone numbers and email address.

## **Privacy Policy**

Townsville Catholic Education will collect information, manage, use it and disclose it in a way that complies with the Privacy Act 1988 (Commonwealth), as amended in the Privacy Amendment (Private Sector 2000)

Townsville Catholic Education will:

- Where information is provided by another person, ensure that collection has been authorised by the individual concerned, or by someone who is legally authorised to act on their behalf.
- Only collect information by lawful and fair means and not in an unreasonably intrusive way
- Protect archived personal information from loss or unauthorised access, use, disclosure, or misuse and from inappropriate modification

## **Privacy Notice**

### **Why we collect your personal information**

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us. Please speak with your VET Teacher if you are unable to provide the required personal information as set out on the enrolment form, as this may mean that the RTO is unable to enrol you as a student.

### **How we use your personal information**

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

### **How we disclose your personal information**

We are required by law (under the *National Vocational Education and Training Regulator Act 2011* (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

### **How the NCVER and other bodies handle your personal information**

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the *Privacy Act 1988* (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage

- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at [www.ncver.edu.au/privacy](http://www.ncver.edu.au/privacy).

If you would like to seek access to or correct your information, in the first instance, please contact the RTO using the contact details listed below.

DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dese.gov.au/national-vet-data/vet-privacy-notice>

### **Surveys**

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

### **Contact information**

At any time, you may contact Townsville Catholic Education to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

### **RTO Contact Details**

Phone: 07 4773 0900

Email address: [enquiries.rto@tsv.catholic.edu.au](mailto:enquiries.rto@tsv.catholic.edu.au)

### **Change of Personal Details**

Should you change any of your personal details please request a Change of Enrolment Information Form from your Trainer/Assessor. Such details include, address, surname, contact telephone number etc.

### **Results**

You will receive your Assessment feedback and result within ten (10) working days of submission.

On completion of a Qualification or Unit of Competency, Townsville Catholic Education will issue Statements of Attainment/ Certificates within thirty (30) calendar days.

Please note: If you require a Statement of Attainment to be issued during your enrolment, you will need to notify the Townsville Catholic Education office.

### **What if I need my Certificate or Statement of Attainment to be re-issued?**

In the event of a lost or damaged Certificate or Statement of Attainment, please complete the Change of Enrolment Information Form to request re-issuance of a Certificate or Statement of Attainment. This service is free of charge.

### **Evaluation**

Your feedback is particularly important to our commitment to ongoing improvement. Throughout your training you will be asked to provide your thoughts and comments on the training received. Townsville Catholic Education encourages all Students to make contact should they wish to provide feedback or comments on any aspect of the service received.

### **Relevant legislation to be complied with**

#### **Work Health and Safety Act 2011**

The Work Health and Safety Act 2011 provides a framework for managing health and safety risks in Australian workplaces. The objective of the Act is to prevent fatalities, injuries and illness caused by a workplace, by workplace activities or by a specified high risk plant - this is achieved by preventing or minimising exposure to risk. All organisations must comply with this Act, regardless of the types of services and/or products they provide or sell. For more information visit:

<http://www.comlaw.gov.au/Series/C2011A00137>

#### **Fair Work Act 2009**

The principal objective of the Fair Work Act 2009 is the provision of a framework for industrial relations that supports economic prosperity and social justice. For more information visit:

#### **Privacy Act 1988**

The Privacy Act 1988 makes provisions to protect the privacy of individuals, and for related purposes. It should be noted, however, that the Federal Privacy Act does not regulate state or territory agencies (except for the ACT). For information on privacy regulations in other states and territories, visit the <http://www.privacy.gov.au>.

**Copyright Act 1968**

The Copyright Act 1968 is an Act relating to Copyright and the protection of certain performances, and for other purposes. For more information regarding the Copyright Act 1968, go to [www.aph.gov.au/library/pubs/rn/1998-99/99rn26.htm](http://www.aph.gov.au/library/pubs/rn/1998-99/99rn26.htm)

**National Vocational Education and Training Regulator Act 2011**

This Act was introduced in 2011 to establish a consistent registration and accreditation framework for Vocational Education and Training, by applying nationally agreed standards. For more information visit: <http://www.comlaw.gov.au/Details/C2014C00623>

**Equal Opportunity**

- Queensland Anti-Discrimination Act 1991

The objectives of Equal Opportunity legislation are to encourage the identification and elimination of discrimination, sexual harassment and victimisation and their causes, and to promote and facilitate the progressive realisation of equality. For more information go to:

<http://www.equalitylaw.org.au/elrp/resources/>

**Australian Consumer Law (ACL) 2011**

Australian Consumer Law (ACL) 2011 aims to provide an equitable, competitive, informed and safe market place. It makes provisions in respect to certain unfair or undesirable trade practices, and aims at regulating the supply of goods and services. For more information visit:

<http://www.consumerlaw.gov.au/content/Content.aspx?doc=home.htm>

**Competition and Consumer Act (CCA) 2010**

The object of the Competition and Consumer Act (CCA) 2010 is to enhance the welfare of Australians through the promotion of competition and fair trading, and through a provision for consumer protection. For more information visit: <http://www.accc.gov.au/content/index.phtml/itemId/815209>