



# Student Handbook 2023

V29.1



## Table of Contents

LIST OF ABBREVIATIONS .....	1
CONTACT DETAILS.....	1
OFFICE HOURS .....	1
INTRODUCTION.....	2
Apprentices and Trainees.....	2
QUALIFICATION FRAMEWORK .....	3
WHAT IS AUSTRALIAN SKILLS QUALITY AUTHORITY? .....	3
TRAINING PACKAGES AND ACCREDITED COURSES .....	4
Structure of Courses.....	4
Competence and Competency Standards.....	4
Training.....	4
PREVIOUS OR CURRENT COMPETENCY .....	4
Recognition of AQF Certification issued another RTO .....	4
Credit Transfer.....	4
Recognition of Prior Learning (RPL) .....	5
ENROLMENT AND INDUCTION .....	5
Pre-Enrolment Information.....	5
Enrolment.....	5
Unique Student Identifier (USI).....	6
Language, Literacy and Numeracy (LLN) Requirements .....	6
Student Selection .....	7
Terminating your Enrolment.....	7
TRAINING .....	7
ASSESSMENT GUIDELINES.....	8
Assessment.....	8
Assessments .....	8
Assessment Evidence .....	9
Procedures in the Case of Non-Achievement .....	9
CANCELLATION & TRANSFERS .....	10
FEE FOR SERVICE.....	10
WORK EXPERIENCE.....	10
PRE-EMPLOYMENT / SECURITY CHECKS.....	11
STUDENT SUPPORT.....	11
ISSUING OF CERTIFICATION .....	11
REISSUANCE OF CERTIFICATION .....	11
STUDENT EVALUATION OF TRAINING .....	12
ACCESS AND EQUITY POLICY .....	12
Harassment and Bullying (on campus).....	14
Sexual Harassment.....	14
STUDENT CODE OF CONDUCT.....	14
Student Behaviour.....	14
Dress Standard (on campus) .....	15
Mobile Phones.....	16
Smoking.....	16
Alcohol, Drugs, Gambling and Theft .....	17
Possession of a Dangerous Item .....	17
Unacceptable Behaviour .....	17
Attendance.....	18
Plagiarism.....	18
Penalties for Campus Breaches of Discipline.....	18
WORKPLACE LEARNING AND ASSESSMENT .....	20
Penalties for Workplace Breaches of Discipline.....	20

FEES AND CHARGES (IF APPLICABLE).....	20
Refund Policy.....	20
Full Refunds.....	20
Partial Refunds.....	21
COMPLAINTS AND APPEALS .....	21
Appeals.....	22
WORKPLACE HEALTH AND SAFETY .....	23
PRIVACY .....	23
Use and Disclosure .....	23
Media Policy .....	24
Data Quality and Security.....	24
Access to Records.....	24
Privacy Notice.....	25
How we disclose your personal information .....	25
How the NCVET and other bodies handle your personal information .....	25
WELFARE SERVICES .....	26
LEGISLATION .....	27
LINKS TO GOVERNMENT SERVICES .....	28
Services Australia (Centrelink) .....	28
Government Services / Programs.....	28
Career Guidance Tools .....	28
USEFUL WEB SITES.....	29
APPENDIX 1 – FORM 31.....	30
APPENDIX 2 – FORM 3.....	32

## LIST OF ABBREVIATIONS

AQF	Australian Qualifications Framework
ASQA	Australian Skills Quality Authority
AASN	Australian Apprenticeship Support Network
AVETMISS	Australian Vocational Educational and Training Management Information Statistical System
CT	Credit Transfer
DET	Department of Education and Training
DJSB	Department of Jobs and Small Business
RPL	Recognition of Prior Learning
RTO	Registered Training Organisation
SRTO	Supervising Registered Training Organisation
USI	Unique Student Identifier

## CONTACT DETAILS

### Wynnum Manly Employment and Training

<b>Physical Address:</b> 58 Yamboyna Street, MANLY QLD 4179	<b>Postal Address:</b> PO Box 5937, MANLY QLD 4179
<b>Phone:</b> (07) 3396 3965	
<b>Email:</b> wynmet@WynMETgroup.com.au	<b>Internet:</b> www.wynmetinc.org.au

Trainer Name: \_\_\_\_\_ Contact No.: \_\_\_\_\_

Email Address: \_\_\_\_\_

## OFFICE HOURS

- The office hours for most centres are generally Monday to Friday 9.00am to 3.00pm
- Some offices may need to be available for customer service from 8.00am to 5.00pm
- The centres close on Public Holidays unless otherwise notified. The WynMET office will be closed for two weeks over the Christmas break, beginning Christmas week (unless advised otherwise)
- Phones may not always be attended during all opening hours
- On occasions when staff is undertaking training and the office hours are going to be affected we will provide one week's notice
- Training times will be advised by the trainer/educator at the time the course acceptance is advised. Flexible training times may be arranged where special circumstances exist

## INTRODUCTION

Wynnum Manly Employment and Training (WynMET) is a not-for-profit community organisation, which overall delivers many services and contributes enormously to community.

As a Registered Training Organisation (RTO) (RTO No. 0677), WynMET is registered to:

- Provide training delivery and conduct assessments of nationally recognition qualifications and courses
- Issue nationally recognised qualifications in accordance with the *Australian Qualifications Framework* (AQF)

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

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

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

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

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

### Apprentices and Trainees

If you are an apprentice or trainee, the majority of your training will likely be at your workplace, and may be shared between your workplace supervisor and your *Supervising Registered Training Organisation* (SRTO) trainer/assessor. Your trainer/assessor will most likely attend your workplace to conduct assessments, and possibly some training. At other times it may be appropriate for you to attend training sessions at a WynMET campus. Some information in this handbook is specific to the WynMET campus; which therefore may be irrelevant to you if you do not visit a campus.

There is more information about apprenticeships and traineeships that should have been provided to you by the SRTO Education Officer, which includes your rights and responsibilities (and your parent/guardian's responsibilities if you are under 18 years old), probation period, tuition fees, etc.

## QUALIFICATION FRAMEWORK

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

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

Schools Sector	Vet Sector	Higher Education Sector
		Doctoral Degree
		Masters Degree
	Vocational Graduate Diploma	Graduate Diploma
	Vocational Graduate Certificate	Graduate Certificate
		Bachelor Degree
	Advanced Diploma	Associate Degree, Advanced Diploma
	Diploma	Diploma
	Certificate IV	
Senior Secondary Certificate of Education	Certificate III	
	Certificate II	
	Certificate I	

## WHAT IS AUSTRALIAN SKILLS QUALITY AUTHORITY?

ASQA is the national regulator for the vocational education and training (VET) sector, and as such, seeks to ensure that the sector's quality is maintained through the effective regulation of:

- vocational education and training providers
- accredited vocational education and training courses

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

ASQA makes sure that the quality and reputation of Australia's VET system is maintained through effective national regulation.<sup>1</sup>

<sup>1</sup> <http://www.asqa.gov.au/about/agency-overview/agency-overview.html>

## TRAINING PACKAGES AND ACCREDITED COURSES

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

### Structure of Courses

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

### Competence and Competency Standards

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

### Training

The *Further Education and Training Act 2014 Queensland*<sup>2</sup> was introduced by the Queensland Government to provide a legislative foundation for flexible high-quality training to support Queensland's workforce, both now and in the future. The legislation has introduced improved regulation of the apprenticeship and traineeship system and a more effective structure for providing advice on vocational education, training and employment matters to the government.

## PREVIOUS OR CURRENT COMPETENCY

### Recognition of AQF Certification issued another RTO

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

### Credit Transfer

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

---

<sup>2</sup> Current as of 1 June 2017

If you are considering applying for credit transfer, you will have to present certified documentary evidence of past study (i.e., certificates, statements of attainment, record of results, completion, academic records, etc). You will need to apply for credit transfer within seven (7) days of course application.

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

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

## Recognition of Prior Learning (RPL)

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

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

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

RPL cost is provided on application.

## ENROLMENT AND INDUCTION

### Pre-Enrolment Information

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

Students enrolled in classroom training are also provided with a course timetable.

### Enrolment

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

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

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

### Unique Student Identifier (USI)

The USI is a reference made up of ten numbers and letters that:

- creates a secure online record of your recognised training and qualifications gained in Australia, from all training providers you undertake recognised training with
- will give you access to your training records and transcripts
- can be accessed online, anytime, and anywhere
- is free and easy to create and
- stays with you for life

If you are a new or continuing student undertaking nationally recognised training, you need a USI in order to receive your qualification or statement of attainment. You will not receive your certificate or statement of attainment without one.

Your USI will give you access to an online record of the training you have done since 1 January 2015. You will also be able to produce a comprehensive transcript of your training. This can be used when applying for a job, seeking a credit transfer or demonstrating pre-requisites when undertaking further training.<sup>3</sup>

### Language, Literacy and Numeracy (LLN) Requirements

All students intending to undertake training are required to complete a language, literacy and numeracy (LLN) screening. We make every attempt to ensure that this is conducted in a non-threatening environment.

The screening, which will establish whether the student has the appropriate level of LLN to enter the course, will be conducted by a staff member who understands relevant industry requirements. Where the screening indicates deficits in essential language, literacy and numeracy levels, more specific testing can be conducted. In this circumstance, the applicant will be required to arrange and undertake a further assessment of skills (*where a fee is levied for testing, payment is the responsibility of the student*).

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

---

<sup>3</sup> <https://www.usi.gov.au/about>

## Student Selection

Course programs have eligibility criteria, which can differ from program to program. Some government-funded courses have education level, age, and employment status, etc. criteria, which will be stated when advertised. This criterion determines whether applicants can be accepted into a course. If applicants are not successful in securing a place on a particular course, it may be due to the course already meeting its allocated intake or applicant's not meeting the criteria.

## Terminating your Enrolment

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

**Note:** *withdrawal from your course may affect Centrelink payments (if applicable)*

## TRAINING

During training sessions, students must:

- arrive on time, and report by telephone prior to scheduled time of attendance, any problems resulting in likely absences. Where training occurs in the workplace, if a trainee has a scheduled training session with the trainer and will be absent, the supervisor must notify the trainer/RTO of the absence. A replacement time may be negotiated
- dress appropriately for the training sessions or work in the workplace
- demonstrate respect for people, property, and equipment
- follow the instructions given by the trainer and/or workplace supervisor
- take responsibility for their own behaviour
- conduct themselves as responsible adults inside and outside the learning/work environment
- communicate effectively with all training and workplace personnel
  - use the English language in the learning environment
  - allow others to present their point of view on the subject matter
- help maintain a high standard of workplace health and safety (WHS) requirements and procedures, and report any breakdowns or WHS issues related to workplace or training room equipment
  - use time and other resources responsibly
  - participate in the scheduled workplace and group activities, and share responsibilities when working as a member of a team or group, to meet the goals identified for and/or by the group
  - prepare themselves mentally and physically for a positive learning experience
  - monitor their own progress towards meeting training outcomes
  - conduct themselves responsibly with peers and training/workplace supervisors

## ASSESSMENT GUIDELINES

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

Students will be issued with a course outline containing details of all units to be assessed within the course being undertaken. Specific assessment tasks relating to individual courses will be available from the trainer.

### Assessment

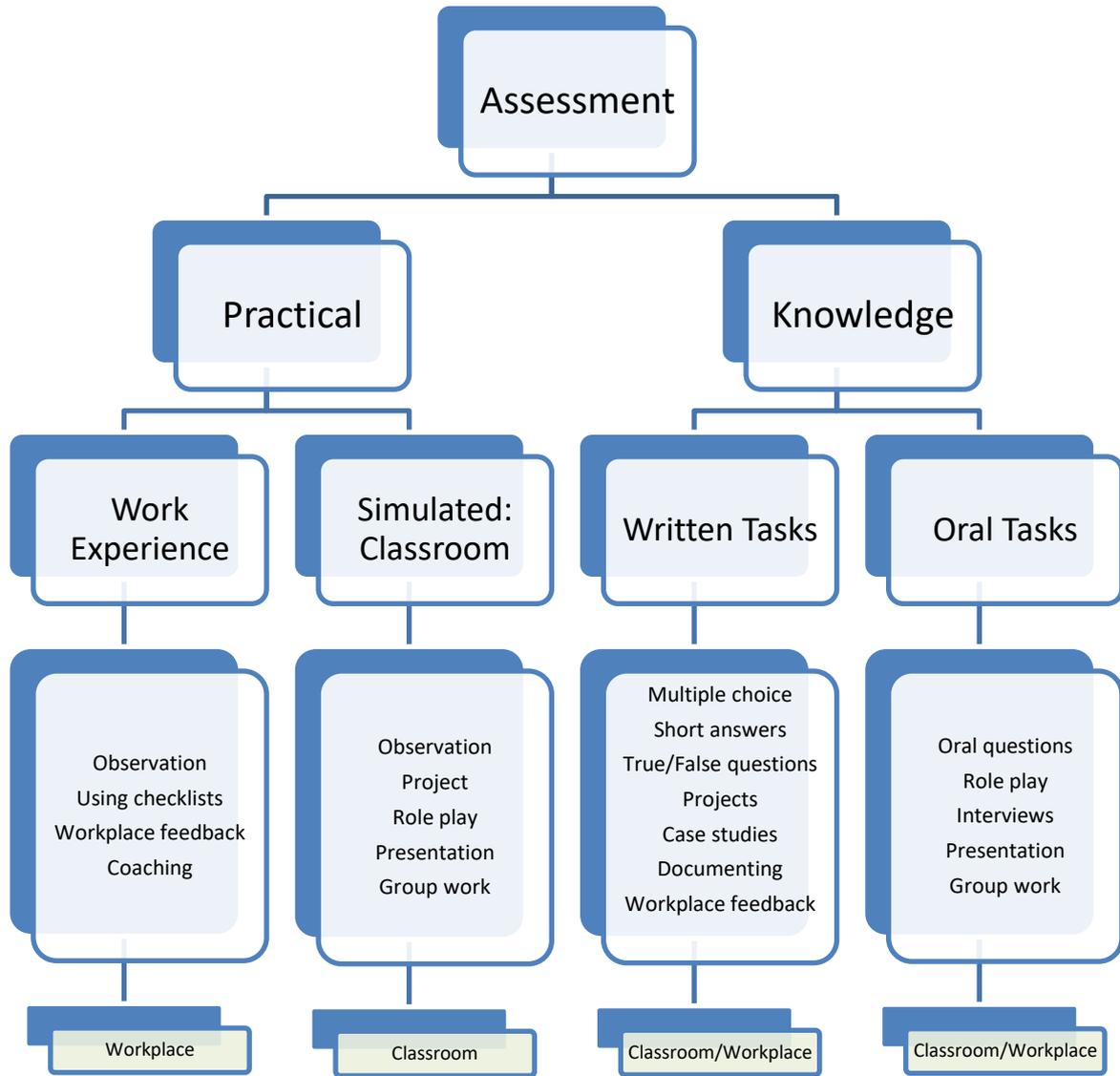
Assessment is competency based and is designed to determine whether a student can demonstrate the required competencies. Students who are unable to demonstrate competency at a given time may be reassessed at an appropriate later date. Students who are assessed as not yet competent who appeal an assessment result and are successful in that appeal may be reassessed at an appropriate later date.

Assessment may be undertaken on or off-the-job. If conducted in the workplace, a qualified workplace and experienced assessor will be appointed, and may include the involvement of an industry expert.

Assessment procedures and materials will be appropriate to students' needs and course delivery methods.

### Assessments

Assessment will be conducted at an agreed venue, such as a classroom and/or workplace, as per the following chart. The emphasis in VET assessment is on the student's ability to perform practical tasks and describe/explain how and why tasks are completed in particular ways.



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

### Assessment Evidence

There are many ways of collecting evidence e.g., supervisor’s testimonials, questionnaires, photographs, reports of team projects, diary notes and meeting notes to name a few. The trainer/assessor will be looking for consistent demonstration of skills, knowledge, and attitudes relevant to the workplace, through a variety of assessment methods and evidence.

### Procedures in the Case of Non-Achievement

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

## CANCELLATION & TRANSFERS

If a student's circumstances change and they are unable to continue with their studies, they may choose to cancel or withdraw their enrolment. Students must advise Wynnum Manly Employment & Training in writing by completing a Course Withdrawal Application and returning it to Wynnum Manly Employment & Training. Students will be issued with a Statement of Attainment (if applicable) for the units of competency they successfully completed. These will be issued within 30 days of the day Wynnum Manly Employment & Training received written notification of the student's withdrawal.

If the student is enrolled in a Government Subsidised course, they should be aware that there may be limitations or exclusions on them accessing government funded training in the future.

If the student chooses to apply to re-enrol with Wynnum Manly Employment & Training later, a new Application for Enrolment must be completed.

## FEE FOR SERVICE

There may be times that Wynnum Manly Employment & Training offers training and assessment services (including work experience) whereby there is no government funded contribution. Where this occurs, Wynnum Manly Employment & Training will provide a written quote of the fees and charges to each student, including the terms and conditions of the service agreement.

## WORK EXPERIENCE

Some of our qualifications have a work experience requirement. This gives students the opportunity to work in a real environment and obtain the experience needed for the workforce. Students must successfully complete a minimum number of units of competency before a work experience opportunity will be offered. This allows students the time to obtain underpinning knowledge and skills and develop the workplace behaviours relevant to the industry they are studying.

Insurance coverage will take effect after Wynnum Manly Employment & Training has received the signed Work Experience Agreement. Students will only be covered by Wynnum Manly Employment & Training's insurance arrangements while conducting activities on unpaid placement, during the hours agreed upon by CEA, the host, and the student. There are limitations on work experience hours. Students are not permitted to work on weekends, public holidays, or late night/overnight shifts. Students and host employers will be supported by the Trainer, who will visit (where possible) and maintain regular contact with the student and host employer. Employed students will fall under the insurances of their employer.

If a Work Experience Agreement is not completed and returned to Wynnum Manly Employment & Training by the student, the work hours undertaken prior to Wynnum Manly Employment & Training receiving the agreement will not be recognised and the student will not be covered under Wynnum Manly Employment & Training's insurance cover in the event of a workplace accident.

It is a requirement that all work experience students wear appropriate and professional clothing to a work experience placement. These requirements will be based on the industry in which the student is undertaking work experience.

## PRE-EMPLOYMENT / SECURITY CHECKS

Pre-employment screenings, such as Working with Children Checks, Police Checks and Disability Worker Screening Checks, screen for an individual's criminal records and any reports on their professional conduct. They are designed to help ensure that the right people are chosen to work or volunteer with vulnerable groups. They aim to prevent people from working or volunteering in a particular sector if records indicate that they may pose a risk.

Some qualifications have a requirement for students to obtain one, two or all the above-mentioned checks to be eligible for work experience (which forms a mandatory component of their qualification). If a student is unable to obtain the mandatory check/s for the relevant industry they may not be eligible to undertake the qualification in which they are applying.

## STUDENT SUPPORT

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

## ISSUING OF CERTIFICATION

On successful completion of all assessments, the appropriate certification will be issued i.e. Certificate or Statement of Attainment. This is subject to the student providing their *Unique Student Identifier* (USI). A copy of the certificate/statement issued will be retained on the student's file and details on the electronic database for 30 years.

Under the *National Vocational Education and Training Regulator Act 2011* (Commonwealth), once assessments have been completed and signed off (assessor has completed all documentation confirming that competency has been achieved for all components of assessment), Statements of Attainment/Certificates are required to be issued within 30 days of competency of the course being achieved. The office of the USI holds, and can provide, transcripts of VET training.

## REISSUANCE OF CERTIFICATION

Past students may obtain a copy of their certification for a nominal fee. Please request a 'Certificate or Statement of Attainment - Request for Replacement/Copy'. All fees are clearly outlined in the 'Certificate or Statement of Attainment - Request for Replacement/Copy' form.

<b>FEES are PAYABLE PRIOR to the Certificate/Statement of Attainment being issued:</b>	
<b>\$100</b> each	For certificates/statements of attainment <b>issued prior to and including 2009.</b> <ul style="list-style-type: none"> <li><b>for concession card holders</b> the fee is <b>\$50</b> (a photocopy of the applicant's current Health Care Card must accompany this request).</li> </ul>
<b>\$50</b> each	For certificates/statements of attainment <b>issued from 1 January 2010.</b>
<b>\$25</b> each	For certificates/statements of attainment <b>for concession card holders</b> (a photocopy of the applicant's current Health Care Card must accompany this request).
No charge	If WynMet made an error in the production of the original certificate. (The original certificate <b>MUST</b> accompany this request).  This does not apply if the student has written their name incorrectly or unclearly on the enrolment form.
If the incorrect name is written on this Request for Replacement /Copy - Certificate or Statement of Attainment, a search fee of \$100 per hour will be payable.	

## STUDENT EVALUATION OF TRAINING

Students are encouraged to give feedback about the training services provided to them. At some time during or at the completion of training you will be requested to complete a **Student Evaluation** form. Your contact details can be included; however, we are happy to receive your feedback anonymously if preferred.

Where negative issues are raised you will receive a written response if your contact details are included. Please note however that all feedback is treated with value and negative feedback generates an Action Request that is referred to the Training Manager.

At the end of your course you will be required to complete an AQTF Learner Questionnaire, which provides valuable training information to the government.

## ACCESS AND EQUITY POLICY

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

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

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

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

The organisation aims to:

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

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

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

Training services will be made available to all students (and potential students) regardless of race, gender, age, marital status, physical or intellectual impairment, or sexual orientation. As a student of our group, you have a right to be always treated fairly without discrimination. Please notify the Training Manager if you believe you have experienced any form of discrimination either directly or indirectly.<sup>4</sup>

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

---

<sup>4</sup> Anti-Discrimination Act 1991; Human Rights and Equal Opportunity Commission Act 1986

## Harassment and Bullying (on campus)

Most of our students are wonderful individuals who treat our staff and one another with kindness and respect and it is our privilege to work with them. We have workplace health and safety (WHS) obligations to protect our staff and students from bullying and harassment.

You have a right to participate in a learning environment that is free of harassment and of bullying. If you experience any form of harassment or bullying from staff, volunteers or other students please notify the Training Manager.<sup>5</sup>

## Sexual Harassment

The Australian Human Rights Commission defines sexual harassment as “any unwanted or unwelcome sexual behaviour, which makes a person feel offended, humiliated or intimidated”.

The *Sex Discrimination Act 1984*

*protects people from unfair treatment on the basis of their sex, sexual orientation, gender identity, intersex status, marital or relationship status, pregnancy and breastfeeding. It also protects workers with family responsibilities and makes sexual harassment against the law.*<sup>6</sup>

In accordance with the Act, sexually oriented behaviour will not be accepted in the workplace or in the training environment.

If inappropriate sexually oriented behavior in the workplace creates an uncomfortable environment for you, it is important that you speak up. You could let the other party know that advances are unwelcome (to you or others).

It is possible to deal with this sort of problem informally as a first step, by trying to explain to the offender how the behaviour makes you feel. He or she may not have realised how affected you are. You could approach your trainer for support or do this in writing if you don't feel able to do it face to face and take someone with you if it makes you feel more secure.

## STUDENT CODE OF CONDUCT

### Student Behaviour

WynMET has expectations of student behaviour, which applies to both in the classroom, and in a workplace situation, such as work experience.

#### ***Note to all prospective participants***

*We are committed to our students and do our best to access funding so that we can offer programs at no cost or minimal cost, including training opportunities wherever possible.*

---

<sup>5</sup> Industrial Relations Act 2016/Industrial Relations Regulation 2018

<sup>6</sup> <https://www.humanrights.gov.au/our-work/sex-discrimination/about-sex-discrimination>

If any student, or any person acting on their behalf, is rude to, or abuses any staff member, that student will not be allowed to continue their training with us. They will receive written notification that they have been exited from training and receive a Statement of Attainment (SOA) for any units that they have successfully completed.

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

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

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

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

### Dress Standard (on campus)

Wynnum Manly Employment & Training is a learning environment that prepares students for employment. Therefore, it is expected that students dress in a manner that is appropriate for both the learning and workplace environment. Appearance and personal hygiene should be neat, clean, safe and not offensive.

This applies to all participants regardless of gender, race, religion, or culture.

The following is **not considered acceptable** to wear:

- Singlets
- Clothing with offensive messages or pictures
- Short skirts or shorts
- Skirts with high splits
- Very sheer blouses
- Halter tops, tank tops or tops that expose the midriff
- Low-cut tops/blouses that expose cleavage
- Backless dresses
- Motorcycle helmets are not to be worn inside the premises

Headpieces, including veils, must be tied back, with the face visible.

Shoes are mandatory. Shoes should be suitable to their training/work environment and meet all workplace health and safety standards. They must be enclosed—no thongs, open toe or backless shoes are permitted.

A high standard of personal hygiene should be maintained. It is important to consider the comfort of other students and staff.

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

## Mobile Phones

Mobile phones feature significantly in our lives. Wynnum Manly Employment & Training understands that mobile phones are needed for communication and safety reasons.

Listening to music, watching videos, playing games, accessing the internet, taking photos or videos, talking or texting during class disrupts teaching and learning. Wynnum Manly Employment & Training's mobile phone expectations aim to promote a safe environment for both trainers and students.

**Mobile phones must be turned to silent/vibrate mode when students are in class.**

Please discuss with your Trainer any need to access your mobile whilst in class (e.g., job purposes, family issues, emergency situations). Social media and recreational use of mobile phones in class is not permitted.

- Phones can be used during breaks or where there is a family emergency (must be taken outside the classroom)
- Phones must be kept on silent throughout the day.

Students who choose to bring mobile phones or other devices to class must accept sole responsibility for their care. As with any other personal items, Wynnum Manly Employment & Training cannot take any responsibility for phones that are lost, damaged or stolen.

## Smoking

Based on duty of care and the Queensland Tobacco Laws, the organisation has a no smoking policy in **ALL** organisational premises (including covered garage areas). The smoking ban includes the use of all smoking products, including electronic cigarettes.

From 1 September 2016, the no-smoking area at non-residential building entrances extends from 4 to 5 metres. This includes entrances to government buildings, commercial buildings, shopping centres, banks, and other non-residential buildings. This means it is illegal to smoke anywhere within five (5) metres of an entrance to a non-residential, enclosed place. Other outdoor areas are school yards, children's playgrounds, and major sporting grounds.

Further, smoking is also prohibited in **ALL** work vehicles. All students or participants who are passengers in organisational vehicles must refrain from smoking. This policy must be adhered to for the health, safety and comfort of all staff members, volunteers, and students.

## Alcohol, Drugs, Gambling and Theft

No alcohol or illegal substances are allowed on the premises. The organisation has a zero tolerance for any student attending any of our premises whilst under the influence of alcohol or drugs. If a person's behaviour indicates that they may be under the influence of alcohol or drugs they will be asked to leave the premises as part of the organisation's risk management process, as per the Workplace Health and Safety obligations.

The appropriate authorities will be called to deal with students who breach the law and other violations carried out on the organisation's property.

## Possession of a Dangerous Item

Students may not use or carry prohibited and/or dangerous items on the organisation's property. The appropriate authorities will be called to deal with students who breach the law and other violations carried out on the organisation's property.

## Unacceptable Behaviour

Totally unacceptable student/workplace behaviours include behaviours that occur at the training campus, workplace, and anywhere else the student represents the organisation, as follows:

### Level 1

- Presenting for training or work under the influence of drugs and/or alcohol
- Stealing, including from others, or training areas or workplace
- Threatening others to the detriment of their safety
- Vandalism including misuse of equipment and facilities
- Possession of firearms, knives, broken glass and/or other dangerous equipment
- Acting in any way that puts either themselves or others at risk

### Level 2

- Using abusive or offensive language
- Demonstrating prejudices (racial, ethnic, gender, disability, religious or sexual)
- Disrupting others who are in the learning and/or work environment
- Smoking in non-allocated smoking areas
- Conducting or attending illegal gambling
- Non appropriate clothing for training or workplace activities
- Presenting in any unauthorised areas of the building/s
- Failing to attend for interviews with the trainer/assessor or workplace supervisor to discuss progress (without prior notice)
- Failing to attend a pre-arranged training session without prior notice to the trainer or workplace supervisor
- Failing to attend a pre-arranged assessment session without prior notice to the training representative's assessor and/or workplace assessor

## Attendance

Excused absences will be those which occur because of:

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

## Plagiarism

We take plagiarism very seriously. The definition of plagiarism, as cited in the dictionary is: an act or instance of using or closely imitating the language and thoughts of another author without authorization and the representation of that author's work as one's own, as by not crediting the original author<sup>7</sup>

It includes the use of language, thoughts, ideas, or expressions *and is considered to be* academic dishonesty<sup>8</sup> and is a serious offence.

In other words,

*assessments requiring a written response must be the student's own work. Responses to written assessments should not be identical or too similar to neither the associated marking guide nor from one student to another, except in cases where there is only one correct answer, e.g., identical answers would be appropriate if the question required the student to identify the appropriate "Act of Parliament" which covers activity in a particular industry.*<sup>9</sup>

We have interpreted this statement as follows:

- if a bullet is a name, or one or two words, or legislation, it is acceptable
- if a bullet can be words that are reduced (abbreviated) or replaced to shorter or changed words, it is acceptable
- otherwise, exact replica of bullets is not acceptable

## Penalties for Campus Breaches of Discipline

**Major offence – Level 1** Unacceptable Behaviour (listed on the previous page)

**In the first instance:**

- Immediate withdrawal from training activity
- The matter is to be reported to management by trainer
- The matter is to be documented on a disciplinary report by trainer
- The person is to be suspended from training for the day
- A private discussion is to occur with the person, followed by a contracted learning agreement signed by the student, workplace supervisor and training representative where a learning agreement is considered conducive

---

<sup>7</sup> <https://www.dictionary.com/browse/plagiarism>

<sup>8</sup> <https://en.wikipedia.org/wiki/Plagiarism>

<sup>9</sup> PQS Audit Evidence Requirements (User Choice)

**In the second instance:**

- The student is withdrawn from training, and if on a traineeship/apprenticeship the training contract and cessation of traineeship/apprenticeship
- The Australian Apprenticeship Centre is advised of cancellation, and
- Sign off of disciplinary action

**Minor offence – Level 2** Unacceptable Behaviour, including *Attendance* and *Plagiarism*  
(listed on the previous page)

**In the first instance:**

- The matter is to be documented on a disciplinary report
- A warning will be issued and action in the event of a second offence outlined to the student
- A review is to be undertaken with the student
- Training is to be undertaken

**In the second instance:**

- The matter is to be documented on a disciplinary report
- A private discussion is to occur, followed by a contracted learning agreement signed by the student, and training representative, where the learning agreement is considered conducive to preventative action
- A second review is to be undertaken
- Monitoring of performance is to occur, and
- Sign off disciplinary action (see disciplinary form)

## WORKPLACE LEARNING AND ASSESSMENT

Whilst in the workplace, such as work placement or work experience, students must:

- Attend all pre-arranged training or assessment activities
- Arrive on time, or report any problems resulting in likely absences by telephone to the trainer/assessor as soon as practical, i.e., some workplaces may require at least six (6) hours' notice prior to the scheduled time of attendance
- Participate in the scheduled workplace and group activities
- Help maintain a high standard of workplace health and safety (WHS) requirements and procedures, and report any breakdowns or WHS issues related to workplace or training room equipment
- Not use abusive/offensive behaviour
- Not present for training or assessment under the influence of drugs and/or alcohol, and
- Attend interviews with the trainer/assessor or workplace supervisor to discuss progress (without prior notice)

### Penalties for Workplace Breaches of Discipline

#### First offence

A first offence breach will result in a meeting between the workplace supervisor, student, and trainer/assessor. At this time requirements will be reinforced, agreed, and formalised by completion of Disciplinary Procedures Notification and Learning Agreement. All parties are to be advised that a repeat offence will result in the RTO withdrawing services.

#### Second offence

A second breach of discipline is to be documented by the trainer/assessor. The employer and student will be advised that training and workplace placement will cease, and the RTO will withdraw its services to the student.

## FEES AND CHARGES (IF APPLICABLE)

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

### Refund Policy

#### Full Refunds

Full refunds will be made in the following circumstances:

- Where an enrolment is not accepted by the organisation
- Where a student has overpaid the tuition fee the over payment amount will be refunded in full
- Should a course be cancelled, participants are entitled to a full refund or transfer of funds to a future course

- Where the student's application for enrolment is refused, a full refund of fees will be made within 30 days
- If a student withdraws by written notice at least seven (7) days prior to commencement of a course
- If, in our opinion, the student would be unreasonably disadvantaged if not granted a refund, for example, a student meets with a serious misadventure and is unable to continue their enrolment, then we will refund the full tuition fee and any other fees and charges paid by or on behalf of the student

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

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

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

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

### Partial Refunds

Partial refunds will be granted to participants who leave before finalising the course/competency/module/qualification, who can provide a medical certificate or show extreme personal hardship may be entitled to a partial refund. In that case, fees may be refunded on a pro-rata basis.

However, should participants wish to finalise incomplete modules in a future course, the original fee payment can be used as credit towards that course within twenty-four months of initial payment.

No refund is payable to participants who leave before finalising the course/competency/module/qualification without meeting the above.

## COMPLAINTS AND APPEALS

As a student, you have the right to access the internal Complaints and Appeals process. All complaints received will be given consideration with the objective of an amicable settlement to all parties concerned. Resolution to any dispute between aggrieved parties will be addressed informally, and in an open and trusting environment, and, where possible all matters will be resolved with reference to the win-win principles of dispute resolution.

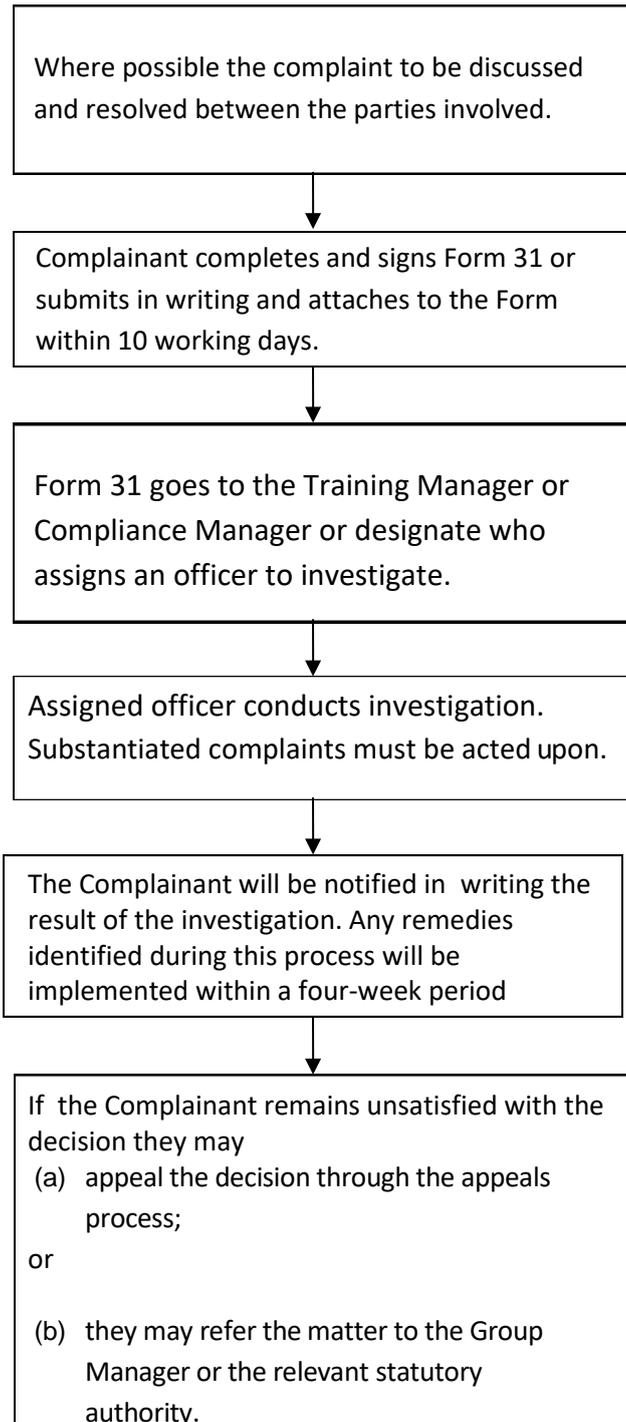
The chart on the following page summarises the process for complaints and appeals. You can find **Form 31 Complaint, Appeal and Action** form at the end of the Student Handbook.

You also have the right to take your complaint or appeal to the *Australian Skills Quality Authority (ASQA)*.<sup>10</sup>

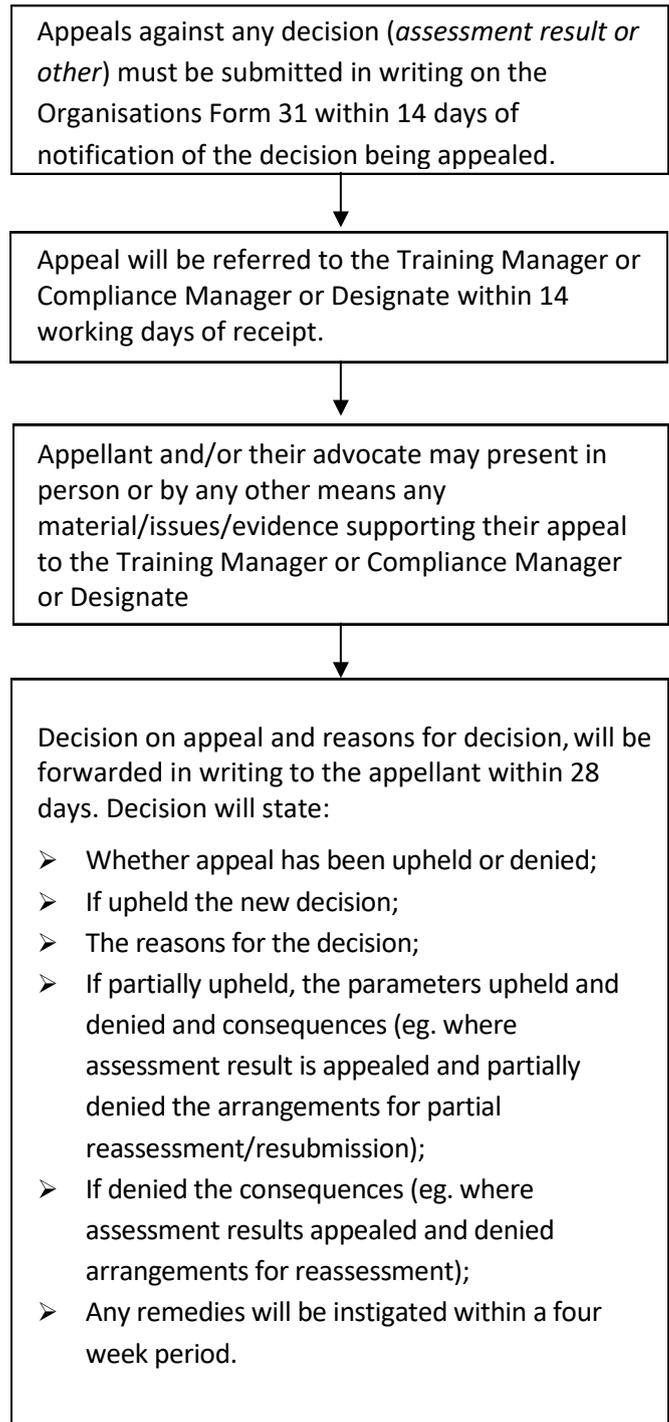
## Appeals

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

### THE COMPLAINT PROCESS



### THE APPEAL PROCESS



<sup>10</sup> [www.asqa.gov.au/complaints](http://www.asqa.gov.au/complaints)

## WORKPLACE HEALTH AND SAFETY

Under the Work Health and Safety Act 2011, we have a responsibility to provide a safe and healthy environment for employees, students and visitors. You have a right to a safe and healthy training environment. Should you observe any hazards or unsafe practices please notify the Training Manager.

Students have certain responsibilities including:

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

As part of the student orientation for any training course at our centres, you will be advised of the emergency evacuation procedure in the event of a fire or other incident. Students are asked to comply with all directions in the case of an emergency, including not leaving the evacuation assembly area until directed by an appropriate staff member. Many unnecessary building searches have been undertaken, often at great hazard to rescue personnel, when it is uncertain if people may still be in the building.<sup>11</sup>

## PRIVACY

You have a right to be informed why personal information is requested, how that information will be used and who will have access to that information. You have a right to access that information and to make corrections if the information is inaccurate. Where such access may have costs attached (e.g. to access archived records), there may be a charge levied.

Our organisation is committed to protecting the privacy of personal information in line with the *Privacy Act 1988*<sup>12</sup>. This policy sets out how personal information is handled as well as student rights to access their own personal information.

## Use and Disclosure

Personal information is collected directly from each student at enrolment. 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.

Every effort is made to ensure that the information provided remains private and confidential and is used only for the purposes to which the student agrees.

We will not reveal, disclose, sell, distribute, rent, license, share or pass personal information on to a third party (other than State and Territory Registering Bodies and State and Federal funding Bodies) without the written permission of students.

---

<sup>11</sup> Work Health and Safety Act 2011; Work Health and Safety Act Regulation 2011 Both Current as at 1 March 2017

<sup>12</sup> Privacy Act 1988; Privacy Amendment (Private Sector) Act 2012

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

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

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

### Media Policy

The RTO will seek your permission for positive photos, video/audio and samples of work to be used without payment or compensation for the purpose of reporting and / or promoting training.

### Data Quality and Security

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

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

### Access to Records

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

Students can raise any concerns they may have regarding our personal information handling practices by either discussing concerns with our delivery site or by calling our head office direct.

## Privacy Notice

As a registered training organisation (RTO), Wynnum Manly Employment & Training is required to collect your personal information.

Your personal information may be used or disclosed by Wynnum Manly Employment & Training to deliver VET courses to you and for statistical, administrative, regulatory and research purposes. Wynnum Manly Employment & Training may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVER.

If you choose not to provide your personal information, Wynnum Manly Employment & Training will be unable to enrol you as a student.

### 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.

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 your RTO.

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>.

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

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

For more information about NCVER's Privacy Policy go to <https://www.ncver.edu.au/privacy>.

## WELFARE SERVICES

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

The organisation can assist with the following:

- Information regarding the recognition pathways available for the qualifications and the training packages we have on our scope of registration
- Literature and links to other educational and training organisations
- Links to agencies that can provide assistance with food, emergency accommodation and rent assistance
- Information regarding medical centres that bulk-bill
- Links to language and literacy programs
- Links to specialist disability organisations
- Links to mental health assistance
- Access to our in-house registered psychologist for an initial consultation
- Assistance with the customisation of training methods and assessment strategies if you have a disability,
- Study support

## LEGISLATION

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

- Local
- State, and
- Federal

In any one area there may be several pieces of legislation that apply to or govern your actions and circumstances.

As students, you have rights and responsibilities under numerous legislations including but not limited to the following:

### Federal Legislation

- Privacy Act 1988 (changes 14 March 2014)
- Privacy Amendment (Private Sector) Act 2012
- Human Rights and Equal Opportunity Commission Act 1986
- Fair Work Act 2009
- Copyright Act 1968

### Queensland Legislation

- Anti-Discrimination Act 1991
- Work Health and Safety Act 2011
- Work Health and Safety Regulation 2011
- Racial Hatred Act 1995
- Industrial Relations Act 1999
- Industrial Relations Regulation 2000
- Further Education and Training Act 2014
- Family and Child Commission Act 2014

## LINKS TO GOVERNMENT SERVICES

### Services Australia (Centrelink)<sup>13</sup>

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

- Payments while you are studying
- Services and programs for studying
- Publications if you are studying
- Claim forms while you are studying
- Accommodation/rental issues
- Information for school leavers
- Overcoming barriers to study/work
- Moving from study to work, and
- Owing money to Services Australia

### Government Services / Programs

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

### Career Guidance Tools

Queensland Studies Authority (QSA) [www.qcaa.qld.edu.au](http://www.qcaa.qld.edu.au)

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

Myfuture provides lessons by class type or as an individual in their quest for career/occupation information. It can be accessed at [www.myfuture.edu.au](http://www.myfuture.edu.au)

---

<sup>13</sup> <https://www.servicesaustralia.gov.au/>

## USEFUL WEB SITES

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

Australian Industrial Relations Commission	<a href="http://www.airc.gov.au">www.airc.gov.au</a>
Aged and Community Care Legislation	<a href="http://www.health.gov.au">www.health.gov.au</a>
Aged Care Quality & Safety Commission	<a href="https://www.agedcarequality.gov.au">https://www.agedcarequality.gov.au</a>
Anti-Discrimination Commission	<a href="http://www.adcq.qld.gov.au">www.adcq.qld.gov.au</a>
Australian Apprenticeships & Traineeships	<a href="http://www.aatinfo.com.au">www.aatinfo.com.au</a>
Australian Human Rights Commission	<a href="https://humanrights.gov.au">https://humanrights.gov.au</a>
Australian Skills Quality Authority	<a href="http://www.asqa.gov.au">www.asqa.gov.au</a>
Australian Taxation Office Assist	<a href="http://www.ato.gov.au">www.ato.gov.au</a>
Commonwealth Department of Social Services	<a href="http://www.dss.gov.au">www.dss.gov.au</a>
Copyright	<a href="http://www.copyright.org.au">www.copyright.org.au</a>
Coronavirus (COVID-19)	<a href="https://www.qld.gov.au">https://www.qld.gov.au</a> ; <a href="https://www.australia.gov.au">https://www.australia.gov.au</a>
Department of Education	<a href="https://qed.qld.gov.au">https://qed.qld.gov.au</a>
Department of Education, Skills and Employment	<a href="https://www.dese.gov.au">https://www.dese.gov.au</a>
Department of Employment, Small Business and Training	<a href="https://desbt.qld.gov.au">https://desbt.qld.gov.au</a>
Department of Jobs and Small Business (DJSB)	<a href="http://www.jobs.gov.au">www.jobs.gov.au</a>
Department of Justice and Attorney- General	<a href="http://www.justice.qld.gov.au">www.justice.qld.gov.au</a> .
Department of Social Services	<a href="http://www.dss.gov.au">www.dss.gov.au</a>
Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships	<a href="https://www.dsdsatsip.qld.gov.au">https://www.dsdsatsip.qld.gov.au</a>
Fair Work (National Employment Standards)	<a href="http://www.fairwork.gov.au">www.fairwork.gov.au</a>
Fair Work Commission	<a href="http://www.fwc.gov.au">www.fwc.gov.au</a>
Freedom of Information	<a href="http://www.rti.qld.gov.au">www.rti.qld.gov.au</a>
Human Rights & Equal Opportunity Commission	<a href="http://www.humanrights.gov.au">www.humanrights.gov.au</a>
National Centre for Vocational Education Research (NCVER)	<a href="https://www.ncver.edu.au">https://www.ncver.edu.au</a>
National Disability Insurance Scheme (NDIS)	<a href="http://www.ndis.gov.au">www.ndis.gov.au</a>
National Indigenous Australians Agency	<a href="https://www.niaa.gov.au">https://www.niaa.gov.au</a>
Office of the Federal Privacy Commissioner	<a href="http://www.oaic.gov.au">www.oaic.gov.au</a>
Pharmacy Act	<a href="http://www.health.qld.gov.au">www.health.qld.gov.au</a>
Privacy	<a href="http://www.oaic.gov.au">www.oaic.gov.au</a>
Queensland Anti-Discrimination Commission	<a href="http://www.adcq.qld.gov.au">www.adcq.qld.gov.au</a>
Queensland Human Rights Commission	<a href="https://www.qhrc.qld.gov.au">https://www.qhrc.qld.gov.au</a>
Queensland Legislation (Contains Queensland electronic reprints. Acts passed, and subordinate legislation as made)	<a href="http://www.legislation.qld.gov.au">www.legislation.qld.gov.au</a>
Queensland Nurses Act 1992 (Reprinted as in force on 30 August 2005)	<a href="http://www.legislation.qld.gov.au">www.legislation.qld.gov.au</a>
Training and Employment Legislation	<a href="http://www.training.qld.gov.au/apprentices/aasn/legislation">www.training.qld.gov.au/apprentices/aasn/legislation</a>
Training.gov.au (TGA)	<a href="http://www.training.gov.au">www.training.gov.au</a>
Work Health & Safety	<a href="http://www.worksafe.qld.gov.au">www.worksafe.qld.gov.au</a>
WorkCover QLD	<a href="http://www.worksafe.qld.gov.au">www.worksafe.qld.gov.au</a>

**FORM 31 – Complaint, Appeal and Action Form**

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

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

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

Training Manager PO Box 5937 MANLY QLD 4179	For telephone enquiries please contact: Training Manager Phone: (07) 3457 1200
---	--

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

<b>For Office Use Only</b>		
Date this paperwork was received by our Office:	/	/
Name/s of person/s handling the Complaint/Appeal _____		
N.B. Appeals must be heard by an independent panel. Appellant must be allowed representation to panel. (include details in steps undertaken below if applicable) Steps Undertaken:		
1.		
Resolution:		
Results given to Complainant	YES / NO	Date given __ / __ / __
Results given to Appellant in writing	YES / NO	Date given __ / __ / __
Notes:		
Our Organisations Representative/s		
Date Finalised	/	/
	Training Manager _____	
		(Signature)

### FORM 3 – Change of Personal Details

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

---



---



---

**DETAILS FROM ORIGINAL FORM**

Miss / Ms / Mrs / Mr (circle) Date of Birth: \_\_\_\_\_

Family Name: \_\_\_\_\_ First Name: \_\_\_\_\_

Address: \_\_\_\_\_

Suburb: \_\_\_\_\_ Postcode: \_\_\_\_\_

Telephone: H. ( ) W. ( ) M.

E-mail address: \_\_\_\_\_

**Unique Student Identifier (USI)** 10 number and/or letter combination

--	--	--	--	--	--	--	--	--	--

---



---

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

Miss / Ms / Mrs / Mr (circle) Date of Birth: \_\_\_\_\_

Family Name: \_\_\_\_\_ First Name: \_\_\_\_\_

Address: \_\_\_\_\_

Suburb: \_\_\_\_\_ Postcode: \_\_\_\_\_

Telephone: H. ( ) W. ( ) M.

E-mail address: \_\_\_\_\_

Other Changes affecting Program Eligibility (eg Work status change)

---



---



---



---

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

---



---

**Office Use Only**

Data Input by: \_\_\_\_\_ Date: \_\_\_\_\_

---



---