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Student Handbook

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WELCOME

The staff of KWSC Training would like to thank you for selecting this RTO for the provision of your training course.

KWSC Training maintains a commitment to high standards in the provision of vocational education and training and other client services. KWSC Training has policies and management practices to maintain high professional standards in the marketing and delivery of our vocational education and training services and which safeguard the interests and welfare of clients.

KWSC Training maintains a learning environment that supports the success of students. We have the capacity to deliver the nominated course(s), provide adequate facilities and use appropriate methods and materials.

KWSC Training has a commitment to providing a quality service with a focus on a continuous improvement. KWSC Training values feedback from students, tutors, and industry representatives. Where possible, KWSC Training designs diagnostic assessment instruments specific to student needs.

If you have any questions relating to your course, please feel free to approach any of our staff.

ACCESS AND EQUITY

KWSC Training is firmly committed to ensuring equality in access to and provision of vocational education and training and acknowledges that this is dependent on non-discriminatory access to services and comparable educational outcomes by all groups in society.

KWSC Training's commitment to the principle of access and equity in vocational education and training evidenced by:

- Promoting our programs and services to the community in a manner that includes and reflects the diverse client population, to ensure that all prospective students are well informed on the options available to meet their individual training needs
- Increasing the skills base of the unemployed in the community to improve employability in line with the skills requirements of industries and enterprises.
- Ensuring that groups traditionally under-represented in vocational education and employment have the opportunity to participate and achieve the same outcomes as other members of the community
- Providing access to literacy and numeracy training that meets individual and industry needs

STUDENT ENROLMENT & INDUCTION / ORIENTATION

Students are selected responsibly and ethically at all times and will be consistent with any training package/product requirements. KWSC Training is committed to non-discrimination in any form

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when selecting prospective students and at all times complies with equal opportunity and anti-discrimination legislation.

There may be prerequisites before commencing a program due to health and safety or language requirements of the program. Qualified staff will assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course, based on the applicant's qualifications and proficiencies.

Participation in training is subject to payment of all fees and charges.

Enrolment Procedure

Students will be issued with an enrolment form prior to the commencement of their course. All questions should be answered and the student's signature should appear under the declaration section as well as in agreement of the refund policy.

Students are advised about assessment procedures, complaint and appeal procedures, facilities and equipment and student support services.

Induction/Orientation

By the first day of the course at the latest, students will receive induction and / or orientation which is appropriate to their course, and which ensures they:

- Understand the information contained in the Student Handbook;
- Understand the rules and regulations;
- Are familiar with facilities and resources;
- Have identified the key training, administration and support people;
- Have necessary course materials;
- Know their timetables;
- Know where to access more information.

FEES AND CHARGES, REFUND POLICY & EXEMPTIONS

Fees & Charges

Details of fees are supplied in response to the initial enquiry either via email, phone or in person.

Refund Policy

The policy of KWSC Training is at all times to be fair and equitable to registered students. Applications for refunds are directed to the Training Manager.

Course fees are non refundable after the commencement of each course or program.

Should KWSC Training cancel any course/training program students are entitled to full refund or transfer funds to future training.

If the course or subject has not commenced and the student is unable to commence the course or subject then a refund of 90% of the full fees will be forwarded to the student, on the basis that the

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student has applied for a refund 5 working days before the commencement of the course or subject to the Training Manager. The balancing 10% will be retained as administration charges.

At KWSC Training, fees will not be used for any other purpose until the student has completed the subject related to the balance of the fees.

LANGUAGE, LITERACY & NUMERACY SUPPORT

All students enrolling will be assessed to ascertain if their literacy and numeracy skills are sufficient to successfully undertake the training program. This involves the completion of a language, literacy and numeracy needs analysis. Those who require further assessment or remedial support will be referred to a qualified expert, usually linked to a TAFE institute. Contacts for the various TAFE institutes in SEQ who offer L,L&N courses are listed below. Any costs incurred will be the responsibility of the student.

Bremer Institute of TAFE

Mary Street BUNDAMBA QLD 4304

Phone: 07 38173044 Fax: 07 38173135

Web address: <http://www.bremer.tafe.net>

Campuses located at Boonah, Bundamba, Goodna, Ipswich, Inala and Springfield.

Brisbane North Institute of TAFE

776 Kingsford Smith Drive EAGLE FARM QLD 4009

Phone: 07 36335000 Fax: 07 32599015

Web address: <http://www.bn.tafe.qld.gov.au>

Campuses located at Bracken Ridge, Brisbane City, Caboolture, Gateway (Eagle Farm), Grovely, Ithaca (Red Hill) and Redcliffe.

Cooloola Sunshine Institute of TAFE

34 Lady Musgrave Drive Mountain Creek MOOLOOLABA QLD 4557

Phone: 07 54593555 Fax: 07 54593809

Web address: <http://www.csit.tafe.net>

Campuses located at Caloundra, Gympie, Maroochydore, Mooloolaba, Nambour and Noosa.

Logan Institute of TAFE

50-68 Armstrong Road MEADOWBROOK QLD 4131

Phone: 07 38263768 Fax: 07 38263927

Web address: <http://www.logan.tafe.net>

Campuses located at Beaudesert, Browns Plains, Loganlea and Springwood.

Moreton Institute of TAFE

1030 Cavendish Road MT GRAVATT QLD 4122

Phone: 1300657613 Fax: 0738245275

Web address: <http://www.moreton.tafe.net>

Campuses located at Alexandra Hills, Brisbane City and Mt Gravatt.

Open Learning Institute of TAFE

1 Cordelia Street SOUTH BRISBANE QLD 4101

Phone: 0732594111 Fax: 0732594121

Web address: <http://www.oli.tafe.net>

Courses offered by distance education

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Southbank Institute of TAFE

14 Glenelg Street SOUTH BRISBANE QLD 4101

Phone: 0732445262 Fax: 0732445395

Web address: <http://www.southbank.tafe.net/site/>

Campuses located at Kangaroo Point, Morningside and South Brisbane.

Southern Queensland Institute of TAFE

100 Bridge Street TOOWOOMBA QLD 4350

Phone: 0741604426 Fax: 0741604463

Web address: <http://www.sqit.tafe.net/>

Campuses located at Charleville, Chinchilla, Dalby, Kingaroy, Nurunderi (Cherbourg), Roma, Stanthorpe, Toowoomba and Warwick

Wide Bay Institute of TAFE

Nagel Street MARYBOROUGH QLD 4650

Phone: 1300656188 Fax: 0741202575

Web address <http://www.widebay.tafe.net/>

Campuses located at Bundaberg, Hervey Bay and Maryborough.

Yeronga Institute of TAFE

Cnr Park Road & Villa Street YERONGA QLD 4104

Phone: 0738920554 Fax: 0738922031

Web address: <http://www.yeronga.tafe.net>

Campuses located at Annerley, Chelmer, Salisbury and Yeronga.

STUDENT SUPPORT

KWSC Training is at all times concerned with the welfare of our students. The training staff will respond to and attempt to alleviate any signs of distress or discomfort by students.

Assistance to contact a third party or professional counselling service is available if requested by a student.

FLEXIBLE LEARNING & ASSESSMENT**Training and Assessment Standards**

KWSC Training has personnel with appropriate qualifications and experience to deliver the training and facilitate the assessment relevant to the training products offered. Assessment will meet the National Assessment Principles including recognition of prior learning and credit transfer.

Adequate training materials and physical resources are utilised to ensure the learning outcomes of the training product can be achieved. Appeals procedures are in place for students who are not satisfied with assessment or training. All assessment processes are valid, reliable, flexible and fair.

Students are advised of assessment requirements before training commences.

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Flexible Learning

KWSC Training is committed to providing students with flexibility in their learning by taking their personal situations into consideration so as (a) to maximise learning outcomes, and (b) to optimise access to learning activities. Any flexible arrangements must at all times adhere to the course assessment standards and requirements.

Students should initially discuss possible flexible arrangements with their trainer or the relevant administration or support staff. If the desired change is feasible, authorisation should then be obtained from the Training Manager.

Assessment

The assessment policy and procedures for each unit are detailed in the Assessment booklet. KWSC Training in all assessments applies the principles of validity, reliability, fairness and flexibility.

The objective of assessment is for the student to show that they have achieved the unit's competencies. Students may be assessed by one or more of the following methods:

- **Practical** – the completion of a specified task or set of procedures, normally performed under close supervision, using a detailed checklist.
- **Oral questioning** – a response is provided to a series of questions presented in order to demonstrate understanding of principles or reasoning behind the action taken.
- **Case study** – an opportunity to display problem solving and decision making skills is provided in a simulated context.
- **Multiple choice** – a question or incomplete statement followed by several options [usually 4 – 5] from which the trainee selects the appropriate answer/s.
- **Written short answer** – a written response item consisting of a question/s with answers of a single word, a few words, a sentence, or a paragraph.
- **Project** – an exercise or investigation based on a real life situation, generally requiring a significant part of the work being carried out without supervision, and involving the completion of a project report.
- **Third party report** - completed by a workplace supervisor and or mentor to attest to your ongoing ability to apply your learning whilst on the job.

Students will be advised of the assessment method before training for individual units commence.

Assessments are to be submitted by the due date as set by the instructor at the commencement of the unit. Extensions may be negotiated with the instructor **prior** to the due date if necessary.

Assessments are to be written in pen or typed. Any assessments completed in pencil or with illegible handwriting will be returned for resubmission.

If one or some components of your assessment are not fully correct you will receive a result of 'not yet competent' and will be returned for correction and resubmission.

If any assessment is not submitted by the due date (and continues to not be submitted after a reminder is given) then you will receive a result of 'not competent' and will be required to pay for and complete the unit again.

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Employability Skills

Employability Skills are skills that apply across a variety of jobs and life contexts. They are sometimes referred to as key skills, core skills, life skills, essential skills, key competencies, necessary skills and transferable skills. Industry's preferred term is Employability Skills.

Employability Skills are defined as "skills required not only to gain employment, but also to progress within an enterprise so as to achieve one's potential and contribute successfully to enterprise strategic directions.

There are eight Employability Skills: communication; teamwork; problem solving; initiative & enterprise; planning & organising; self-management; learning and technology.

Employability Skills Summaries for Training Package qualifications can be downloaded from <http://employabilityskills.training.com.au>

FEEDBACK

KWSC Training will request that students and clients complete feedback surveys at designated times in the training duration. These surveys are used to ascertain the quality of course information, customer service, training delivery, resources and facilities and enable the RTO to continuously improve our services.

The forms can be completed anonymously if desired and are not compulsory.

COMPLAINTS & APPEALS

Complaints

In the event of a complaint students should initially try to resolve the problem with the person concerned and/or seek the assistance of their trainer. If the complaint is still unresolved, the student should notify the Training Manager in writing within 12 days.

The Training Manager acknowledges the complaint and investigates the matter with all concerned parties.

- For complaints regarding assessment, the Training Manager organises remarking or reassessment as necessary.
- For non-assessment complaints, the Training Manager ensures that the investigation is appropriate to the nature and seriousness of the complaint, calling on external investigators if necessary. The Training Manager ensures that the subject of each complaint found to be substantiated is acted upon.
- In all cases the investigation is to be conducted, fairly, openly and impartially.
- The complainant is welcome to have a support person attend any meetings / investigation sessions.
- If necessary, the Training Manager will seek arbitration by a third party acceptable to all parties to the complaint.

The Training Manager responds in writing within 21 days with results of the investigation, and undertakes corrective action as necessary. If the complaint is still unresolved, KWSC Training will advise student of external organisation to which they can appeal.

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Appeals

KWSC Training seeks to prevent appeals by ensuring that students are satisfied with their training product and its outcomes. Personnel are expected to be fair, courteous and helpful in all dealings with students. In all cases the appeal is to be conducted, fairly, openly and impartially.

Any appeal about any assessment will be treated seriously, investigated thoroughly, and dealt with according to merit. The circumstances and results of any appeal are analysed by the Training Manager, and appropriate improvements made to prevent recurrence of the problem. Appeals must be made within 21 days of receipt of assessment. All records of any appeals are kept on file.

- For appeals regarding assessment, the Training Manager organises remarking or reassessment acceptable to all parties to the appeal. Either the Training Manager or the appellant may seek reassessment or arbitration by a third party/panel acceptable to all parties. Note: Appeals will not be considered after a qualification has been issued.
- For non-assessment appeals, the Training Manager first meets all parties to seek conciliation. If unsuccessful, the Training Manager refers the matter to a third party/panel acceptable to all parties.

A written response to the appeal, detailing the outcome and any corrective actions, will be sent to the student with 21 days of lodgement.

External Appeal & Complaint Procedure

If you are not satisfied with the response offered by KWSC Training or if you feel uncomfortable raising your complaint directly with us you can contact the Department of Education, Training and the Arts (DETA) Complaints Unit on **1800 600 039** for assistance.

DETA will discuss your complaint with you. If it is a matter that the department can help with, an investigation will be conducted.

RULES AND REGULATIONS

Students at all times must maintain appropriate behaviour and follow KWSC Training rules. Penalties for breaches of rules or unsuitable or disruptive behaviour will be imposed depending on the nature and severity of the breach. In the case of minor breaches, a warning will be given and penalties imposed for subsequent breaches. In the case of major or repeated breaches, penalties may be imposed immediately and the student may be requested to leave the course.

All disciplinary matters will be handled by the Training Manager.

The following apply to all persons, staff and students:

- An individual's property is to be respected and not interfered with without prior consent. Look after your own possessions, KWSC Training accepts no responsibility for personal property lost or stolen at training sessions.
- Nobody has the right to interfere with another's ability to learn through disruption of classes or harassment of any kind.
- No aggressive physical contact or verbal abuse is to occur between any persons.

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- Smoking is not permitted inside training facilities.
- Drinking alcohol is not permitted during training sessions.
- Eating is not permitted during training sessions.
- Clothing is to be: either the uniform set by your employer (if your employer is paying for your training) or black pants or skirt (with stockings), white shirt and covered in shoes (if you are enrolling and paying as an external student).
- Behaviour is to be appropriate and not cause offence to anyone.
- Mobile phones are to be turned off during classes and in study areas.

VOCATIONAL PLACEMENT / WORK EXPERIENCE

Agreement

A deed of agreement will be entered into between the student and KWSC Training. This agreement must be signed and dated prior to the placement commencing. For vocational placement a training plan detailing the units that will be assessed during placement will be completed and signed.

Placement Rules & Regulations

- Black pants or skirt (with stockings) and white shirt are to be worn at all times.
- Appropriate enclosed, non slip footwear (black) must be worn.
- Trainee name badge must be worn.
- Long hair is to be tied back.
- Jewellery is to be kept to a minimum.
- No visible body or facial piercings.
- All students must be on time for shifts and report to the assessor or supervisor.
- Students are not permitted to participate in any form of gaming at the host employer during the defined industry placement period.
- Whilst on industry placement students must obey workplace rules and regulations and act in a professional manner.
- No student should accept less than the scheduled price for any goods dispensed.
- Students are not permitted to leave their workstation without approval from the assessor.
- The assessor will inform the student when a break is allowed.
- Students must not act in any manner that brings the host employer into disrepute.
- Drinking of alcoholic beverages is not permitted during or before working hours.
- Students are to note any restricted access areas.
- Students are expected to be friendly and courteous at all times.
- Students are to carry out any lawful instruction of their assessor or supervisor.
- Any criminal actions including theft and possession of illegal drugs will be reported to the police

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RECOGNITION OF PRIOR LEARNING & CREDIT TRANSFER

Recognition of Prior Learning

Learners who have completed non accredited training or who through prior learning and experience have gained the required skills/competencies stipulated for the modules of the course may be granted Recognition of Prior Learning (RPL) upon substantiation of that claim.

KWSC Training advises all applicants of RPL opportunities and procedures on enrolment. RPL is available for all subject units. The performance criteria set the RPL benchmarks. Students may make an application on request.

Evidence for recognition of prior learning may include:

- Evidence of current competence;
- Performance, demonstration, or skills test;
- Workplace or other pertinent observation;
- Oral presentation;
- Portfolio, logbook, task book, projects or assignments;
- Written presentation;
- Interview;
- Simulations

There are a number of stages in an RPL claim.

1. Information stage;
3. Application stage;
4. Assessment stage;
5. Feedback;
6. Certification stage.

A candidate may appeal an unsuccessful claim. (See *Appeals* section.)

RPL is managed by trained staff as a normal part of the process of determining an appropriate course. RPL is available for all subject modules. A candidate may receive recognition for all competencies required for the course module applied for or recognition of high standing for the course module. High standing recognition indicates that some but not all competencies for the course module have been attained. The benchmarks for RPL are the learning outcomes of each module.

RPL fees and charges are determined by an hourly rate and vary for each individual candidate's application depending on the length of time it takes to undertake the assessment.

Students have the option of accessing government funding to pay the fees associated with RPL. This funding is administered by Skilling Solutions Queensland, information on their services and locations can be accessed via: <http://www.skillingsolutions.qld.gov.au/services/index.htm>

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Evidence considered for assessment is the application form plus a wide range of supporting evidence.

If further evidence is required then this is negotiated with the candidate. The process may take any practical form consistent with the assessment criteria for the claimed competencies and the principles of validity, reliability, fairness and flexibility, including a further interview, written assignment, workplace assessment or collection of other material. Assessment must be conducted by a qualified assessor.

The RPL applicant is advised promptly of the RPL outcome. Official notification from KWSC Training then follows. If the application is not successful, feedback is given. Unsuccessful applicants are advised of the appeal mechanisms. "Gap training" options prior to a second assessment will be suggested.

For further information on the RPL process and to obtain an application form please contact the Compliance Officer on 3350 0946.

Credit Transfer

Students are entitled to a credit transfer if they have completed accredited training in one or more of the units that make up the qualification they are enrolling in. Credit Transfer can be given for units that KWSC Training does not deliver provided the unit is part of the relevant qualification.

KWSC Training recognises Australian Qualification Framework qualifications and Statements of Attainment which are issued by any other Registered Training Organisation.

HUMAN AND PHYSICAL RESOURCES

Human Resources

KWSC Training employ high quality trainers. All trainers have:

- A thorough knowledge of the content of their subjects through formal study and practical on-the-job learning;
- Extensive experience in industry in their field
- Qualifications in training and assessment.

Trainers keep current with industry developments through release to industry and participation in industry training programs. In addition they participate in training to enhance their training and assessment skills.

Physical Resources

Students have access to or provision of necessary facilities/materials/equipment. These include:

1. Training Room Facilities:

- Fully Equipped Bar and tap beer.
- Espresso Coffee Machine.
- Gaming equipment (Keno, TAB and Poker Machines).

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PROCEDURE FOR ISSUING CERTIFICATES

On completion of a course the student will be issued with a certificate. If the student completes only one or more units (not the complete course) a Statement of Attainment will be issued. A Statement of Attendance may also be issued where appropriate. Statement of Attendance certificates can be issued upon request from the student or employer for any course either accredited or non-accredited.

If all units in a qualification are completed successfully a full qualification certificate will be issued along with a statement detailing the relevant units.

Student records are archived and kept for the prescribed 30 year period. Reprints of certificates are available upon request, please contact the Compliance Officer if you need a copy of a certificate.

LEGISLATION

KWSC Training identifies and complies with relevant State or Territory laws including Commonwealth or State legislation:

- *Disability Discrimination Act 1992 (C'wlth)*
- *Human Rights and Equal Employment Opportunity Commission Act 1986 (C'wlth)*
- *Anti-Discrimination Act 1991 (State)*
- *Vocational Education, Training and Employment Act 2000 (State)*
- *Workplace Health and Safety Act 1995 (State)*
- *Workplace Health and Safety Regulation 1997 (State)*
- *Liquor Act 1992 (State) and Wine Industry Act 1994 (State)*
- *Gaming Machine Act 1991 (State)*
- *Workers' Compensation and Rehabilitation Act 2003 (State)*
- *Commission for Children and Young People Act 2000 (State)*
- *Building Fire and Safety Regulations 1991 (State)*
- *Training and Employment Act 2000 (State)*
- *Privacy Act 2001*

Information collected on students is used only for the purpose of delivery of our services. Students can request a copy of the information held by KWSC Training about them by a written request to the Training Manager.

The information will not be released to a third party without the written consent of the client. Clients can request a copy of the information held about them by a written request to the Training Manager.

See details of legislation at Australian Legal Information Institute web site: www.austlii.edu.au.

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