



Student Handbook (Domestic)

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Document name	Handbook	Person responsible	Head of Operations
Issue date	2018	Status	Completed
Document control management – Uncontrolled when printed			

Handbook Disclaimer

This Student Handbook contains information that is correct at the time of printing. Changes to legislation and/or Queensford College policy may impact on the currency of information included. Queensford College reserves the right to vary and update information without notice. You are advised to seek any changed information and/or updates from your trainer or by contacting Queensford College.

This handbook has been prepared as a resource to assist students to understand their obligations and also, those of Queensford College. Please carefully read through the information contained in this guide. All students need to read, understand, be familiar with, and follow the policies and procedures outlined in this Handbook. Any queries can be directed to:

Queensford College

Brisbane

Level 2, 359 Queen Street,
Brisbane, QLD 4000, Australia
61-7-3221 1626
info@queensford.edu.au

Adelaide

Level 11, 90 King William Street,
Adelaide, SA 5000, Australia
61-8-8410 4605
info@queensford.edu.au

Parramatta

Level 3, 1 Fitzwilliam Street,
Parramatta New South Wales 2150, Australia
1300 120 457
info@queensford.edu.au

Important Details

Registered Training Organisation (RTO) Details:

Malekhu Investments Pty Ltd trades as Queensford College / Q Learning.

- **RTO Code:** 31736
- **CRICOS Code:** 03010G
- **ABN:** 17129064437

Head Office:

Level 2, 359 Queen Street
Brisbane QLD 4000 Australia

Office Hours: Monday to Friday 8.30 am - 5 pm (AEST)

General Enquiries within Australia

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info@queensford.edu.au

International Enquiries

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Student Services

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About Us

In Australia, only Registered Training Organisations can issue nationally recognised qualifications. Our RTO provider code is **31736**

As a Registered Training Organisation (RTO) we deliver nationally recognised qualifications in the following subject areas. (Course categories below are linked to the relevant qualifications or all courses can be found by visiting our website, <https://queensford.edu.au/courses/>)

Legislation

As an RTO, Queensford College is required to adhere to legislation designed to uphold the integrity of nationally recognised qualifications. This includes:

- *the Standards for Registered Training Organisations (RTOs) 2015*
- *National Vocational Education and Training Regulator Act 2011*

Additionally, Queensford College abides by a range of other legal requirements at a State and Commonwealth level including, but not limited to:

- *Anti-discrimination*
- *Apprenticeships and Traineeships*
- *Children and Young People*
- *Copyright*
- *Corporations*
- *Employment and Workplace Relations*
- *Equal Opportunity*
- *Fair Work* (including harassment and bullying)
- *Privacy and Personal Information Protection*
- *Student Identifiers*
- *Taxation*
- *Workplace Health and Safety*

Queensford College is dedicated to following the provisions in the VET Quality Framework.

More information about these regulations and legal frameworks can be found at:

- www.comlaw.gov.au which is the Australian Government website for Commonwealth Law
- www.asqa.gov.au which is the website for the regulator of Australia's vocational education and training (VET) sector

Code of Conduct

As a responsible member of the VET community, **Queensford College** follows a Code of Conduct which outlines how you can expect the organisation and our staff to behave. Similarly, **Queensford College** has expectations for student behaviour. These are outlined in the section 'Student Conduct'. **Queensford College's** Code of Conduct states that:

Training and Assessment services	Queensford College management and staff are committed to providing Training and Assessment services, resources, support and equipment in a condition and environment that is conducive with achieving competency in the units of study undertaken.
Issuance of Qualifications	Queensford College Management will promptly provide copies of all qualification and statements of attainment achieved by enrolled students and provide ongoing assistance to enquiring students regarding their record of course progress, achievements, and statements of attainment.
Financial Management	Queensford College applies sound and accountable financial practices within its day-to-day operations and maintains its adherence to equitable refund policies. (These are explained in the student enrolment form)
Records and Information Management	Queensford College is committed to implementing best practice in its records management practices and systems, responding in a timely manner to all requests of information from present and past students. All staff employed by Queensford College will be required to apply themselves to the provisions of the Privacy and Protection of Personal Information Act 1998.
Access and Equity	Queensford College's Management and staff help all clients to identify and achieve their desired outcomes. Queensford College is committed to providing training and assessment services to all clients regardless of race, religion, sex, socio-economic status, disability, language, literacy, or numeracy and upholds the principles of equal opportunity.
RPL (Recognition of Prior Learning)	Queensford College's management and staff are committed to supporting The RPL enquiries and requests from potential and enrolled students. Enrolling students are supplied with relevant RPL information at initial contact and orientation events prior to undertaking studies. Further support is provided with relevant RPL tools following RPL application.
Stakeholder feedback	Queensford College is committed to securing and reviewing advice and feedback from all its stakeholders involved in the delivery of its Training and Assessment services.
Provision of information	Clear and accurate advice is provided to all enrolling students at Queensford College. Initial contact, orientation and the commencement of studies is supported by the provision of timely information concerning enrolment procedures, vocational outcomes, fees, access and equity, guidance and support, complaints, and appeals procedures and RPL arrangements or credit transfer.
Legislative Compliance	Queensford College's Management and staff conducts periodic reviews to ensure that it is compliant with all state and federal legislative requirements for RTO's including but not limited to OH&S, Harassment, Discrimination, Equal Opportunity and Vocational Education and training legislation.
Marketing Accuracy	Queensford College's Management and staff are committed to marketing its training and assessment services in an accurate, ethical, and responsible manner ensuring that all clients are provided with timely and necessary information.
Complaints and Appeals	The complaints and appeals policy of Queensford College shall ensure that all complaints are dealt with in a constructive and timely manner. All complaints and appeals shall be reported in the weekly management meeting and corrective solution forms shall be raised detailing the actions required to arrive at satisfactory resolve of each complaint and grievance. The Complaints and Appeals Policy and Form has been included as Appendix B of

	this handbook.
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Other Policies and Procedures

The following Policies and Procedures underpin Queensford College's operations and can be found on our website under downloads at <https://queensford.edu.au/downloads/>. Or please contact one of our friendly Student Support Officers for more information:

- Access and Equity Policy
- Appeals Policy
- Assessments Policy and Procedure
- Grievance Policy and Procedure
- Marketing Policy
- Policy for Student Conduct
- Pricing Policy
- Privacy Policy
- Refund Policy
- Workplace Health and Safety Policy

Privacy

Queensford College strongly supports the privacy and confidentiality of its students. Information is collected and stored in accordance with the *Privacy Act 1988*. Certain general, non-specific information such as location, sex, age, and results may be passed on to agencies to inform future funding arrangements and/or statistical data gathering requirements.

The Privacy Policy sets out how Queensford College (ACN 129 064 437) protect the privacy of personal information that is collected through the website available via the download page of the website queensford.edu.au, from industry partners, contractors of Queensford College or directly from you. We are committed to ensuring that your privacy is protected. Please read this Privacy Policy carefully, <https://queensford.edu.au/privacy-policy/>

Access to Your Records

You may request details of personal information that we hold about you in accordance with the provisions of the Privacy Act 1988 (Cth). A small administrative fee may be payable for the provision of information. If you would like a copy of the information which we hold about you, please email us. We reserve the right to refuse to provide you with information that we hold about you, in certain circumstances set out in the Privacy Act.

If you wish to access your student information file, please direct your enquiry to info@queensford.edu.au

Enrolment

The enrolment process may vary depending on the type of qualification you intend to study.

An enrolment form must be completed, together with any required observations and/or self-assessment regarding special circumstances and/or training needs. Information on the fees and charges relating to your proposed course of study will be provided, and payment terms and methods will be agreed upon.

Once all enrolment forms have been completed, you will be enrolled into the qualification and all relevant information provided by your course advisor. Note that enrolment is not confirmed until fees have been paid as agreed.

Enrolment Dates

Queensford College has various enrolment options available including operating on a system of rolling start dates, which means for some Qualifications you can enrol and start studying straight away. More information including a downloadable calendar is also available via our website, <https://queensford.edu.au/intake-dates/>

Entry Requirements

Please contact Queensford College to confirm any pre-requisites that are required for entry to the course in which you are interested. Entry requirements may relate to things such as:

- Previous workplace experience or completion of another qualification that is specified as a pre-requisite for a course
- Levels of language, literacy and numeracy skills appropriate for successful completion of the coursework and also, for effective performance in the workplace in the specific job-role
- Access to a relevant workplace and job-role where the required competencies can be learned and practiced
- Access to a computer that has appropriate software and capacity to access learning and assessment materials
- Access to an internet connection with sufficient capacity to download course materials (e.g. broadband connection)
- Access to course specific materials such as personal protective equipment (PPE) or other tools of trade

This information has also been included on the Course Listings on our webpage, <https://queensford.edu.au/courses/>

Unique Student Identifier (USI)

A USI is required by all Australians undertaking nationally recognised training. It allows students to link to a secure online record of all qualifications gained regardless of the provider. This system was implemented by the Australian Government in 2015, so it will show student achievements from 1 January 2015 onwards.

As an RTO, Queensford College cannot issue Certificates or Statements of Attainment without a USI. **Therefore, it is mandatory that all students supply their USI upon enrolment.**

If you do not have a USI, please visit <https://www.usi.gov.au/students/create-your-usi> for more information, and instructions on how to apply.

Personal Learning Plan

As part of the overall enrolment process, Queensford College will work with you to develop a customised plan for your learning that will address course requirements as well as your personal circumstances. This includes the opportunity for you to complete a Language, Literacy and Numeracy (LLN) indicator which will identify any areas in which additional support may be required.

Access and Equity

Queensford College will work to meet the needs of the community and individuals and/or groups who might be otherwise disadvantaged. This includes providing fair allocation of resources and equal opportunity to access training services. Queensford College prohibits discrimination based on factors including:

- Gender
- Age
- Marital status
- Sexual orientation
- Race
- Ethnicity
- Religious background
- Parental status

Queensford College will work to ensure all participants have the right resources available to allow successful completion of course requirements. This includes flexible delivery and assessment arrangements where necessary, and LLN support.

It is the responsibility of all staff at Queensford College to uphold our commitment to Access and Equity principles. If you have questions or concerns, please contact us on 1300 120 457

Other Support Services

Queensford College is at all times concerned for the welfare of its students. If you are experiencing difficulties and/or require counselling or personal support, there are a number of professional organisations well equipped to offer services to help. Included are:

- Lifeline: 13 11 14 or www.lifeline.org.au
- Beyond Blue: 1300 22 4636 or www.beyondblue.org.au
- Salvation Army: 13 SALVOS (13 72 58) or www.salvos.org.au

Student ID Card

All enrolled students are eligible for a student ID card. Please check that all of your personal details are correct prior to your card being issued. There is a fee to replace lost or damaged cards.

Fees

Information about fees and charges is documented clearly on our website (www.queensford.edu.au) or can be obtained by contacting Queensford College. A number of factors will determine how much your course will cost.

This includes things like:

- Which course you will study
- Course duration
- Study load and mode (full time, part time, face-to-face, online etc.)
- Any credits that may be applied through direct credit transfer, recognition of prior learning and/or recognition of current competency
- Your eligibility for subsidies or concessions

Costs will be discussed prior to enrolment with you and/or the third party (such as employer, school etc.) who will be paying the tuition fees. All fees are correct as of 01 August 2018 and are subject to change. Please contact one of our course advisors at Queensford College if you have any questions related to course fees.

Some students may be eligible for a concession fee. Students of Aboriginal or Torres Strait Islander origin, and/or holders of concession cards like Health Care Card, Pensioner Concession Card or Veteran Affairs Pensioner Concession Card, may be eligible.

If you do not have a concession card, contact Human Services (Centrelink) to determine your eligibility (<https://www.humanservices.gov.au>).

Administration Fees

Description	Form type/Contact office	Amount \$AUD
Application Fee (Non-refundable)	Application form	\$200.00
Interim Transcript	Document request form	1 st copy free, thereafter \$50
Student ID Card	Written Application	1 st copy free, thereafter \$10
Request for change in class section	Written application	No charges
Leave application	Leave application form	No charges
Change of commencement Date/Deferral of the course/Change of COE	Written application	\$250 (1 st change/deferral from overseas free)
Change of Course	Written application	\$250
RPL/Course Credit Fee (Fee for Service)	RPL/Course credit application form	\$150
RPL direct mapping (unit name and code)	RPL/Course credit application form	No charges apply
RPL Qualification Review Fee (Fee for Service)	Written application	\$150 per unit
Re-issue of Confirmation of Enrolment (CoE) (International)	Written application	\$250
Testamur and final transcript	Document request form	1 st copy free, thereafter \$50
Statement of Attainment	Document request form	1 st Copy free, thereafter \$50
Administration fee for refund	Tuition fee refund application	\$250
Late Assessment (International only)	Subject repeat form	\$150 per unit
Appeal of assessment /re-assessment	Appeal Form	No charges
Printing and photocopy – First 200 Pages free	Student Support Office	\$20 for every 100 copies thereafter
Late payment of fees	Accounts department	\$50 per week
Credit Card surcharge applies	Accounts department	2.5% for Australian Bank Cards / \$30 flat fee applies for all international Bank Cards
Express Postage of Qualification	Student Support Office	\$20**
Same day processing of Qualification	Student Support Office	\$50
Next day processing of Qualification	Student Support Office	\$20

** All fees and charges are subject to change.

Course Fees

All course fees for the qualifications are available by contacting one of our Course Advisors on info@queensford.edu.au or 1300 120 457

Programs Funded by the Queensland Government

Several of our courses attract a heavy government subsidy to eligible students. As a pre-qualified supplier we are very pleased to be able to help our students. Government funding options available include:

- Certificate 3 Guarantee
- Year 12 Fee Free
- VET in School (VETIS)
- Higher Level Skills
- User Choice Program

Additional information on the above mentioned programs is available via the Queensford College Website <http://queensford.edu.au/government-funded.php> If you have any further questions, please contact one of our Course Advisors on info@queensford.edu.au or 1300 120 457

Cancellation Fee

A cancellation fee may apply for withdrawing from a course.

Payment Options

Payment of course fees can be made to Queensford College via:

- Credit card
- Debit card
- Electronic funds transfer

Fees must be paid by the due date agreed in your individual training contract. This will be clearly stated prior to your enrolment.

Please note that outstanding fees may result in cancellation of your enrolment and/or Queensford College withholding the issue of qualifications until all fees are paid. If you have trouble paying your fees, please contact us on 1300 236 364 to discuss options.

Failure to Make Payment

If payments are not made according to the agreed terms of the training contract, Queensford College may find it necessary to suspend training until payment is received. Failure of the student and/or their representative to meet payment obligations may result in the outstanding debt being handed over to a registered debt collector. Any fees associated with this service will be added to the total outstanding amount for recovery.

If you are experiencing financial difficulty, please contact Queensford College as early as possible to discuss options.

Refunds

Queensford College have published its various refund policies online which is available to be downloaded <https://queensford.edu.au/downloads/> or a copy can be sent by one of our Course Advisors on info@queensford.edu.au or 1300 120 457

Course Information

After enrolment, you will be given access to training materials in hard copy and/or digital format. Textbooks are not generally provided. You will need to supply your own stationery materials. A welcome email will be sent with log-in details so you can access Queensford College's online learning platform if applicable to your course.

You will be given an outline for training appointments which may be:

- Workplace visits
- Classroom sessions
- Online modules
- A combination of the above

Duration

How long your course will take depends on a number of factors. Included are your own efforts and commitment to submitting assessments regularly and on time, your study load (i.e. full- or part-time) and how many units (if any) are eligible for credit transfer and/or recognition of previous experience and qualifications. Further, the level of the qualification being undertaken will impact on course duration. The Australian Qualifications Framework (AQF) summarises the criteria of different qualification levels and gives an indication of the complexity, depth of achievement, knowledge, skills and levels of autonomy required to achieve a qualification at that level.

The AQF expresses the time expected to gain a qualification as an equivalent to full-time years. This is known as the 'Volume of Learning'.

Volume of Learning

Volume of Learning statements provide an indication of the amount of time it is expected that a student would need as a full-time student to achieve the qualification. Volume of Learning figures assume none of the competencies identified in a qualification are currently held.

The listed time frames account for **all activities** a student would undertake, including supervised training activities, classroom sessions, online modules and/or workplace learning, as well as individual study, practice and learning.

The Volume of Learning for qualifications in the VET sector are:

AQF Qualification Level	Typical Volume of Learning
Certificate I	0.5 - 1 year
Certificate II	0.5 - 1 year
Certificate III	1 - 2 years (up to 4 years for some apprenticeship/traineeship agreements)

Certificate IV	0.5 - 2 years
Diploma	1 - 2 years
Advanced Diploma	1.5 - 2 years

(Taken from: <http://www.aqf.edu.au/aqf/in-detail/aqf-qualifications/>)

More information on Volume of Learning can be accessed at:

<https://www.aqf.edu.au/sites/aqf/files/volume-of-learning-explanation-v2-2014.pdf>

Competency Based Training

Competency Based Training (CBT) is an approach to teaching that focuses on allowing a student to demonstrate their ability to do something. Used in the VET sector, CBT is used to develop concrete skills and is typically based on a standard of performance expected in the workplace and industry. CBT programs deliver qualifications that are made up of Units of Competency. Each unit defines the skills and knowledge required to effectively perform in the workplace. Assessment is based upon the learning outcomes expected from each Unit of Competency.

How Does Assessment Work in CBT?

Unlike the traditional school system of grading assessments on a scale ranging from A to Fail, assessment of CBT determines if you have the required skills and knowledge... or not yet.

Assessment is specifically conducted to determine if a student can deliver essential outcomes related to the performance criteria within each Unit of Competency. Basically, this means assessment is conducted to see whether or not a student has the required skills and knowledge to perform effectively in the workplace. If a student's performance in the assessment does not demonstrate the requirements, rather than a fail, competency based assessment means the student is marked as 'Not Yet Competent', and more training is required to get to the point of being 'Competent'. Assessors will look for evidence against which to base their judgements of competency.

The ways to demonstrate to our qualified assessors that you can perform to the required standard and be classed as 'Competent' or 'Meeting Requirements', include:

- Being observed as you work/perform the tasks and activities
- Responses to verbal questioning
- Written responses to theory questions
- Responding to a role play or case study
- Conducting a project
- Submitting a written report
- Compiling a portfolio of work samples
- A combination of the above

Queensford College has a Training and Assessment Strategy for each of the qualifications we deliver and we outline our approaches for conducting assessment in those strategies.

Training and Assessment Strategies

Queensford College staff are appropriately qualified and have sufficient, relevant industry experience to train and assess the courses delivered by Queensford College. On occasion, a subject specialist may conduct assessment in conjunction with a fully qualified assessor. You will be advised of specific instances in your course whereby this may be the case.

Our methodologies regarding training and assessment work toward ensuring our processes meet national assessment principles including Recognition of Prior Learning (RPL), Recognition of Current Competencies (RCC) and Direct Credit Transfer (DCT). All courses are assessed under the competency based training and assessment criteria established under the AQF.

Flexible Learning and Assessment

Included in our training and assessment strategies are practices that promote flexibility in learning and assessment. This means we will work with you to provide options that are responsive to your individual needs, and that maximise learning outcomes and access to learning activities.

Apprenticeships and Traineeships

Queensford College gives all students enrolled in an apprenticeship or traineeship a training plan which outlines how and when training will take place. This is signed by all parties involved, and given to you at the start of the training contract.

Training Plans

In the case where your course of study calls for vocational placement, is part of a workplace traineeship, or part of an apprenticeship, a training plan will be developed for you. The plan will be developed between you, the placement/workplace organisation, and Queensford College. It will outline the skills and knowledge you will develop over the duration of the training plan. The training plan becomes a 'living document' and any changes are agreed and noted by all involved parties.

Recognition Processes

Queensford College offers assessment processes that enable recognition of competencies currently held, regardless of how, when or where the learning occurred. These are detailed below:

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is an assessment process that involves making a judgment on the skills and knowledge an individual has as a result of past study and/or experience. The aim of RPL is to recognise your existing competencies without having to go through the complete processes of training and assessment. You will still need to provide evidence though, upon which your assessor can base their judgement. Evidence must be:

- **Authentic** – it must be your own work

- **Sufficient** – it must demonstrate competence over a period of time, that the competencies can be repeated, and the evidence must be enough so that the assessor can make an accurate judgement regarding competency
- **Current** – it must demonstrate up-to-date knowledge and skills i.e. from the present or the very-recent past
- **Valid** – it must be relevant to what is being assessed

You may be eligible to apply for RPL on one or more Units of Competency in your course. Please contact one of our Student Support Officers to discuss your options on info@queensford.edu.au or 1300 236 364

Credit Transfer

Queensford College recognises AQF qualifications and Statements of Attainment that have been issued by other RTOs. Credit transfer may be applied to Units of Competency and related qualifications that have been studied in the past. To apply for a direct credit transfer you will need to supply a certified copy your documentation (certificates and/or statements). For full details on the requirements for credit transfer applications, please contact one of our Student Support Officers to discuss your options on info@queensford.edu.au or 1300 236 364

Foundation Skills

All training and assessment delivered by Queensford College contain Foundation Skills. Foundation Skills are a mandatory component of Units of Competency.

They are non-technical skills that support participation in the workplace, the community, and adult education and training. Examples of Foundation Skills include things such as communication skills, literacy skills (reading, writing and numeracy), interacting with others, and skills to effectively participate in the workplace such as teamwork, problem solving, and self- and time-management.

Assessment Information

Submitting Assessments

You are expected to complete assessments for all units in your qualification. You will need to submit assessments by the due date for a result to be recorded. You will receive full and detailed instructions on the requirements for each assessment, including its context and purpose; ensure you talk to your trainer and/or assessor to clarify anything that is not clear to you.

Resubmissions

If you receive feedback to say your submission was 'Not Yet Competent', you will need to provide more evidence to support your claim for competency. This may mean re-doing some of the theory questions, putting extra or more relevant information into your portfolio, or demonstrating a task again. **Queensford College does not** charge a fee for resubmission of assessments. If, after 3 of

resubmissions your work is still 'Not Yet Competent', you will be required to re-enrol in, and re-do the work for the unit, in order to achieve the full qualification.

Talk to one of our Student Support Officers to discuss your options on info@queensford.edu.au or 1300 236 364 for more information. All of the staff at Queensford College will take every reasonable effort to help you succeed in your course.

Assessment Feedback

You will receive feedback regarding the outcome of each of your assessment items. To be deemed 'Competent' against a nationally accredited unit, you must meet the requirements for all elements that comprise that unit.

Plagiarism

All work that you submit must be your own. You will have signed a declaration at the start of each assessment that this will be the case.

Plagiarism is taking someone else's work and/or ideas and passing them off as your own. It is a form of cheating and is taken seriously by Queensford College. To help you understand, the following are examples that constitute plagiarism:

- Copying sections of text and not acknowledging where the information has come from
- Mashing together multiple 'cut and paste' sections, without properly referencing them, to form an assessment response
- Presenting work that was done as part of a group as your own
- Using information (pictures, text, designs, ideas etc.) and not citing the original author(s)
- Unintentionally failing to cite where information has come from

Referencing

When it comes to properly acknowledging where information has come from, students should be aware of, and be able to properly use, referencing protocols. Queensford College expects that you use either Harvard or APA style of referencing when writing your assessments. More information about how to do this can be found at:

APA: <http://libguides.jcu.edu.au/apa>
http://guides.is.uwa.edu.au/ld.php?content_id=17350815

Harvard:

https://www.adelaide.edu.au/writingcentre/referencing_guides/harvardStyleGuide.pdf
https://www.library.usyd.edu.au/subjects/downloads/citation/Harvard_Complete.pdf

Appeals

Whilst as a student, you are able to lodge an appeal if you disagree with a decision regarding an assessment outcome, you are encouraged to speak with your assessor in the first instance. If you are not satisfied with the outcome of that discussion, you may request a formal review of the assessment decision. Follow Queensford College's procedure for lodging an appeal. An appeals application form is available via the website under downloads here:

<https://queensford.edu.au/downloads/>

Where to Get Help

Talk to your trainer and/or assessor for help in understanding how to complete your assessments. They are happy to support you and can be contacted through our office on info@queensford.edu.au or 1300 120 457

Student Conduct

Just as Queensford College has a responsibility to meet expectations of students, legislation, and regulations, so too, do students have obligations they are expected to meet. It is expected that students will participate with commitment in their studies, regularly submit assessment items, and behave in a manner that does not contravene workplace health and safety or the principle of respect for others.

Queensford College views student misconduct seriously. We expect that our students will behave in an honest, respectful manner appropriate for a learning environment, and in a way that will uphold the integrity of the RTO. Consequences of student misconduct vary up to and including expulsion from the course. Examples of student misconduct include, but are not limited to:

- Academic misconduct including plagiarism and cheating
- Harassment, bullying and/or discrimination
- Falsifying information
- Any behaviour or act that is against the law
- Any behaviour that endangers the health, safety and wellbeing of others
- Intentionally damaging equipment and/or materials belonging to Queensford College and/or a partner organisation such as a school or workplace

Consequences for misconduct will depend on the severity and frequency of the breach and include, but are not limited to:

- Formal reprimand (warning)
- Suspension from the course
- Student to reimburse the costs incurred by any damage caused
- Cancellation of the course without refund and/or credit
- Matter referred to the police

Students found guilty of misconduct have a right to lodge an appeal by following our Complaints and Appeals process.

Academic misconduct

Plagiarism and cheating are serious offences. Students engaging in this behaviour will face disciplinary action.

Workplace Health and Safety

Workplace health and safety legislation applies to everyone at Queensford College. All staff, students and visitors have a responsibility to ensure the workplace is safe and that their own actions do not put the health and safety of others at risk. Please report any incident or hazard immediately.

Smoking, Drugs and Alcohol

Queensford College is a smoke-free workplace. Smoking is prohibited in all buildings and only permissible at designated locations away from building entrances; there is to be no smoking within four metres of a building entrance.

Any student under the influence of drugs and/or alcohol is not permitted on Queensford College premises, to use Queensford College facilities or equipment, or to engage in any Queensford College activity. People taking prescription medication have a duty to ensure their own safety, and that of others, is not affected.

Student Feedback

Queensford College is dedicated to ensuring its practices are constantly reviewed to ensure best possible outcomes. This approach to continuous improvement relies on input from students regarding their experiences whilst enrolled in their course. We welcome feedback at any time, but will also specifically ask for it at the completion of your study.

Issuing Certificates

Upon successful completion of your coursework and provided all fees are paid, a Qualification Request Form will be issued to you by the relevant Course Co-ordinator providing you with the confirmation and instruction to collect your Qualification or Statement of Attainment. This process will occur within 30 calendar days of you being assessed as meeting all requirements for the course, meeting the compliance requirements as set for Queensford College and other RTOs in the Standards for RTOs 2015.

If for some reason Queensford College ceases to operate whilst you are still enrolled, a Statement of Attainment will be issued to you for the units within the qualification for which you have successfully met requirements.

Appendix A - Information from the Standards for RTOs 2015

The following information has been taken from <http://www.asqa.gov.au/users-guide-to-the-standards-for-registered-training-organisations-2015/about-the-standards-for-rtos/standard-five/clauses/clauses-5.1--5.4.html>

Standard 5 is about making sure learners “are adequately informed about the services they are to receive, their rights and obligations, and the RTO’s responsibilities under these Standards”. Much of the information learners need to know can be included in the Student Handbook or published on your RTO’s website.

Inform and protect learners

Clause 5.1

Prior to enrolment or the commencement of training and assessment, whichever comes first, the RTO provides advice to the prospective learner about the training product appropriate to meeting the learner’s needs, taking into account the individual’s existing skills and competencies.

Clause 5.2

Prior to enrolment or the commencement of training and assessment, whichever comes first, the RTO provides, in print or through referral to an electronic copy, current and accurate information that enables the learner to make informed decisions about undertaking training with the RTO and at a minimum includes the following content:

- the code, title and currency of the training product to which the learner is to be enrolled, as published on the National Register
- the training and assessment, and related educational and support services the RTO will provide to the learner including the:
 - estimated duration
 - expected locations at which it will be provided
 - expected modes of delivery
 - name and contact details of any third party that will provide training and/or assessment, and related educational and support services to the learner on the RTO’s behalf, and
 - any work placement arrangements.
- the RTO’s obligations to the learner, including that the RTO is responsible for the quality of the training and assessment in compliance with these Standards, and for the issuance of the AQF certification documentation.
- the learner’s rights, including:
 - details of the RTO’s complaints and appeals process required by Standard 6, and
 - if the RTO, or a third party delivering training and assessment on its behalf, closes or ceases to deliver any part of the training product that the learner is enrolled in
- the learner’s obligations:
 - any requirements the RTO requires the learner to meet to enter and successfully complete their chosen training product, and
 - any materials and equipment that the learner must provide, and
- information on the implications for the learner of government training entitlements and subsidy arrangements in relation to the delivery of the services.

Clause 5.3

Where the RTO collects fees from the individual learner, either directly or through a third party, the RTO provides or directs the learner to information prior to enrolment or the commencement of training and assessment, whichever comes first, specifying:

- all relevant fee information including:
 - fees that must be paid to the RTO, and
 - payment terms and conditions including deposits and refunds
- the learner's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies
- the learner's right to obtain a refund for services not provided by the RTO in the event the:
 - arrangement is terminated early, or
 - the RTO fails to provide the agreed services.

Clause 5.4

Where there are any changes to agreed services, the RTO advises the learner as soon as practicable, including in relation to any new third party arrangements or a change in ownership or changes to existing third party arrangements.

Consumer rights

Inform prospective learners about their rights as a consumer, in accordance with state/territory laws.

If state or territory laws where the course is being offered require a cooling-off period, you must provide information about this.

Your RTO must also notify learners when any change occurs that may affect the services you are providing them. This includes:

- a change in ownership of the RTO, and/or
- any changes to, or new third-party arrangements your RTO puts in place, for the delivery of services to those learners.

Appendix B - Queensford College Complaints and Appeals Policy and Procedure

Please refer to the Complaints and Appeals Policy and Procedure located on the website under downloads here: <https://queensford.edu.au/downloads/>