



Quality Training Solutions

PARTICIPANT HANDBOOK



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Contents

Introduction	4
Why Study with QTS?	4
Nationally Recognised Training Offered by QTS	5
Contact Information	5
Our Commitment.....	6
Our service commitment:.....	6
Expectations of Participants	6
Enrolment	7
Fees and Charges.....	7
Additional Fees and Charges	7
Cancellation and Refund Policy	7
Complaints & Appeals.....	8
Competency Based Training & Assessment.....	8
Assessment Submission and Presentation	9
Assessment Resubmission	9
Reasonable Adjustment.....	9
Credit Transfer	9
Recognition of Prior Learning (RPL)	10
Participant Support.....	10
Language, Literacy and Numeracy Support.....	10
Issuing Certificates.....	10
What if I need my Certificate/Statement of Attainment to be re-issued?.....	11
Access to Participant Records.....	11
Storage of Participant Records	11
Release of Contact Details and Information.....	11
Change of Personal Details	11
Access & Equity Policy	11
Course Evaluation	12
Relevant legislation – to be complied with	12
Industrial Relations Act 1999.....	12
Privacy Act 1988	12
Copyright Act 1968	12
Legislation for Managing and Minimising Risk	12
Anti-Discrimination Act 1991.....	13

Australian Consumer Law (ACL) 2011..... 13
Commission for Children and Young People and Child Guardian Act 2000 13



Introduction

Quality Training Solutions is dedicated to providing a high standard of training to meet the personal and career objectives of participants. All courses and services are designed with flexible learning in mind and are tailored to meet the developmental needs of employers and individual students. Our Trainers are industry experienced professionals committed to remaining up to date with industry skills and knowledge while providing flexible, workplace relevant training.

The quality of an education and training provider can be measured by the standard of its curriculum, the excellence of its academic staff, the strength of its industry partners and ultimately the success of its graduates. QTS's education technology platform enables students to fit study within their busy schedules by allowing them to study when and where they like. This flexible learning technology also facilitates direct access to academic teaching staff and support services.

Our **Vision** is to be recognised as one of the leading business education and training providers in Australia and the Asia Pacific region.

Our **Mission** is to deliver quality education and training programs that gives our students the chance to create a positive future for themselves in the form of employment, career advancement and pathways to further education and self-development.

Why Study with QTS?

- Participants have the freedom to study where they like and when they like, progressing at their own pace
- Our courses enable participants to apply their learning to their workplace and/or life experience
- Our courses are nationally recognised
- Participants can combine self-paced learning with trainer support. Our trainers are experienced industry professionals who will support students in their progress through their course
- Our courses are competency based
- Our courses are inclusive of training materials
- Participants can continue working while studying
- Our courses lead to a nationally recognised qualification, which is accepted by training providers and employers across Australia
- Our courses can be completed within 6 - 12 months, less if you commit the time

Nationally Recognised Training Offered by QTS

Quality Training Solutions currently offer the following training courses:

BSB50215	Diploma of Business
BSB51107	Diploma of Management
FNS40215	Certificate IV in Bookkeeping
BSB40215	Certificate IV in Business
BSB40515	Certificate IV in Business Administration
BSB40812	Certificate IV in Frontline Management
BSB41015	Certificate IV in Human Resources
BSB40415	Certificate IV in Small Business Management
BSB30115	Certificate III in Business
BSB30415	Certificate III in Business Administration

Contact Information

Physical Address:	1/18 Lake Street, Varsity Lakes, QLD 4227
Postal Address:	PO BOX 92, Miami, QLD 4220
Phone:	1300 946 309 or 07 5593 8333
Fax:	07 3036 6630
Email:	admin@qts.edu.au
Website:	www.qts.edu.au
Office Hours:	9:00am – 5:00pm Monday – Friday

Our Commitment

To ensure that we provide training and assessment services that meet the needs of clients and industry we employ sufficient suitably qualified and experienced trainers, secure suitable facilities, ensure sufficient opportunities for learning in appropriate environments with suitable resources and assessment which fair and flexible.

Our service commitment:

- Your questions are important to us but please be aware that our trainers are working with other clients as well as yourself. We are committed to returning your calls and emails but we ask that you allow us two working days to respond.
- Assessment feedback will be given with 10 working days of our receiving the assessment in the office (not from the day it is posted).
- Statements of Attainment/Qualifications are issued within 14 working days of your completion.
- Please advise us if you would like to withdraw or cancel your enrolment for any reason. This enables us to issue your statement of attainment for units completed. *Please refer to the cancellation and refund policy on page 7 for information regarding cancellations and refunds.*
- For courses that have commenced—In the unlikely event that QTS is unable to deliver the specified qualification in full, the participant will be offered the option to enrol with another RTO and QTS will assist in both finding a suitable RTO and in the transition to the new RTO.

Expectations of Participants

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

- Completion and return of training plan
- Work towards achieving goals set within training plan and completion by anticipated completion date
- Abide by copyright and plagiarism laws and legislation
- Comply with occupational health and safety regulations at all times
- Comply with anti-discrimination legislation at all times. This includes but is not limited to equal opportunity, racial vilification and disability discrimination
- Comply with workplace harassment, victimisation and bullying regulations at all times
- Ensure that behaviour is of a level acceptable to the workplace at all times
- Complete training and assessment activities within agreed timeframes
- Communicate any difficulties with completion of activities or assessment with your trainer
- Inform your trainer in advance of any intended absences
- Inform your trainer immediately should you be unable to attend due to illness or other reasons
- Inform your trainer if you have a medical condition that may affect your participation within a course or affect those with whom you may be training.

Enrolment

You are informed of your rights, responsibilities and training and assessment requirements prior to enrolment.

You will be officially enrolled with Quality Training Solutions once we have received and processed your completed enrolment form via either email, post or QTS website at www.qts.edu.au. You will be notified via email once your enrolment has been finalised. *Please see fees and charges for additional information.*

Fees and Charges

Quality Training Solutions requires an initial minimum payment of \$250 AUD upon enrolment. The remaining amount that is owed (depending on the cost of your particular course) can be paid progressively, using a payment plan. This payment plan can be debited directly from your debit account or credit card.

All advertised course prices are inclusive of course materials.

Additional Fees and Charges

- If you submit more than 3 resubmissions for a unit you will be charged \$55 AUD per additional resubmission.
- If you wish to have a statement of attainment issued during your enrolment you will be charged \$55 AUD.
- If you require your statement of attainment or certificate to be reissued at any stage, before or after enrolment ends, you will be charged \$55 AUD per copy.
- If you require a replacement of printed materials such as workbooks you will be charged \$40 AUD per item.
- If you fail to notify your trainer of a cancelled session 24 hours prior to session (via telephone) you will be charged \$55 AUD inclusive GST (some lenience maybe given in the event of an emergency or unavoidable situation. However this fee will be charged regardless of the circumstance if the trainer is not notified before they are travelling to or at the appointment)

Cancellation and Refund Policy

- \$250 AUD of your fees is an administration, non-refundable fee.
- Should you wish to cancel your enrolment at any time, you must advise QTS staff in writing. You will then be provided with the relevant cancellation forms which must be completed and returned to QTS. Your application will be reviewed and you will be advised of the outcome within 5 working days. Requests for cancellation after 14 working days from enrolment¹ will only be granted for exceptional circumstances such as long term illness.
- Should you cancel or withdraw within 14 working days any fee over the \$250 AUD will be refundable, providing all materials have been returned “as new” and no units have been completed. “As new” means undamaged, unmarked and unmodified in any way (including folded corners for printed materials).
- QTS will not refund any fees and charges paid by or for you if you wish to cancel your enrolment after 14 working days from commencement of your course.
- Deferment of training can be negotiated. Should you wish to defer your training you must advise QTS staff in writing. You will then be provided with the relevant deferment forms which must be completed and returned to QTS. Your application will be reviewed and you will be advised of the outcome within 5 working days.
- Should Quality Training Solutions cancel the training agreement, a fair and reasonable refund will be granted, if fees are paid in advance. Charges will be incurred for administration and services provided prior to cancellation.

¹ Please Note: “Enrolment” in this context is defined by QTS as the date that your registration into your select course has been completed. Once the registration is complete students are notified via a welcome email.

- No refund is available to participants who remain enrolled and do not progress. Should you decide to not continue with your course you need to notify us of your intention to withdraw or defer. Enrolments are current for 2 years unless an extension or deferment is applied for. (Please note that any contract requirements such as traineeships will over rule this)
- Should your enrolment expire without you completing all of your units or applying for an extension, and you wish to complete your qualification, you will be required to re-enrol and pay the associated fees. Alternatively, you will be issued with a statement of attainment for the units you have completed.
- Traineeships – have defined deadlines in which participants must complete

Complaints & Appeals

Quality Training Solutions are dedicated to providing a high standard of service. Should a participant have a complaint or wish to appeal an assessment result they are encouraged to do so by using the following process:

First instance: Participants are encouraged to speak immediately with their Trainer. If the participant is not comfortable addressing the issue with the Trainer they are encouraged to contact the Training Manager.

Second instance: If the issue is not resolved the participant is encouraged to either speak to the Training Manager or contact the Training Manager in writing. Participants have 14 working days in which to register a complaint or appeal against a result.

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

Outcomes of complaints or appeals will be provided to the candidate in writing within 7 working days.

Competency Based Training & Assessment

Participants enrolled in training which will lead to either a statement of attainment or certificate are required to complete assessments to demonstrate competency. Competency based assessment is the process of gathering evidence to confirm that participants can perform required skills and knowledge.

Assessments undertaken may include:

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

Participants will be given feedback on all assessment activities. Competency based assessment does not use a marking scale rather the participant is deemed competent or not yet competent.

Please make sure that you attach an assessment coversheet to your assessment. These are provided by QTS and must be signed by you. Please type the question you are answering before answering it.

Further information about Competency Based Training & Assessment can be found in the Assessment Handbook.

Assessment Submission and Presentation

All assessment submissions must comply with the assessment submission requirements outlined on page 6 of the QTS Assessment Handbook. QTS staff will not accept submissions that do not meet the requirements.

Assessments may be submitted electronically or via post. Please send all electronic submissions via email to admin@qts.edu.au. Please send all postal submissions to the following postal address;

Quality Training Solutions
PO BOX 92
Miami QLD
4220

Assessment Resubmission

You must be assessed as 'Competent' to successfully complete a unit. If your assessment has been deemed 'Not Yet Competent' you will need to resubmit all or the relevant part of you assessment. It is your responsibility to ensure that all assessment questions are read thoroughly prior to submitting assessments. When resubmitted make sure that all feedback is addressed and all required questions answered. A fee of \$55 AUD will be charged if more than 2 resubmission is required.

To achieve a full qualification it is necessary to complete all units in which you are enrolled. In the event that some units are completed and a candidate does not wish to continue they can achieve a statement of attainment.

Reasonable Adjustment

Reasonable adjustment will be provided for students with a disability or learning difficulty according to the nature of the disability or difficulty. Reasonable adjustments are made to ensure that the student is not presented with artificial barriers to demonstrating achievement in the program of study. Reasonable adjustments may include the use of adaptive technology, educational support and alternative methods of assessment such as oral assessment.

Credit Transfer

You may be eligible for a credit transfer if you have previously undertaken training through a Registered Training Organisation. Credit transfer may be granted for one or more units or a full certificate level. Three major factors need to be considered.

1. How current the qualification is,
2. Mapping to the current training and

3. If the training was undertaken with a Registered Training Organisation.

If you think you may be eligible for a credit transfer you will need to provide the following:

- The original statement of attainment and/or certificate for your Trainer to sight
- A copy of the statement of attainment and/or certificate
- Or a certified copy of your qualification signed by a justice of peace

Recognition of Prior Learning (RPL)

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

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

You may be eligible for recognition of prior learning for part or all of your intended study, based on your previous experiences and learning. For more information regarding RPL and how to apply, please contact a QTS staff member by either email at admin@qts.edu.au or phone on 07 5593 8333.

Participant Support

Quality Training Solutions are dedicated to providing a high standard of service to participants. Participants can contact their trainer by phone, email, post or fax during office hours. We endeavour to respond to participants as quickly as possible but participants are reminded that our trainers do have other participants to attend to. We will provide feedback on assessments within 10 working days and to all queries, telephone calls and emails within 2 working days.

Language, Literacy and Numeracy Support

Should participants require further support; Quality Training Solutions can assist in identifying the appropriate support service as well as organising access to such service. Services referred to may include but are not limited to language, literacy & numeracy, counselling, etc. It should be noted that such services may attract an additional fee to the service provider. Such fees are the responsibility of the participant should they seek to utilise such services. If you require such support, please email admin@qts.edu.au

Issuing Certificates

All participants will receive their assessment feedback and result within 10 working days of submission.

On completion of a certificate or unit of study Quality Training Solutions will issue statements of attainment/certificates within 14 days.

Please note: If you require a statement of attainment to be issued during your enrolment, you will need to notify the Quality Training Solutions office. You will then receive an invoice of \$55 AUD. This must be paid prior to receiving your statement of attainment and can be paid via Direct Debit or credit card.

What if I need my Certificate/Statement of Attainment to be re-issued?

In the event of a lost or damaged certificate, please complete the change of enrolment form to request for re-issuance of a certificate or statement of attainment and return with payment of \$55 AUD including GST).

Access to Participant Records

Participants may wish to access their records to check on work completed, progress or for other reasons. Participants are required to contact Quality Training Solutions staff directly regarding this matter. Other parties will not be permitted to access participant files without written consent from the participant.

Storage of Participant Records

The safe and secure storage of your personal information is important to us at Quality Training Solutions. Quality Training Solutions store all of the personal information that you provide on our secure servers. Any sensitive information entered through our website is protected using encryption technology.

Release of Contact Details and Information

To ensure that Registered Training Organisations meet the national standards and offer quality training to participants, the Australian Skills Quality Authority conduct regular audits. The audit process involves a review of a training organisations policies, procedures, record keeping and practices. On occasion the Australian Skills Quality Authority may contact past and present training participants to conduct an interview to confirm that the organisation is complying with its obligations and providing a service, which meets the needs of clients and industry.

Upon request Quality Training Solutions are required to supply the following information to the Australian Skills Quality Authority:

- Contact details including address, telephone numbers and email address

For audit purposes and in the event of a complaint or appeal, the Australian Skills Quality Authority may request to view participant files. The purpose of this is to ensure compliance with regulations and standards.

Change of Personal Details

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

Access & Equity Policy

Based on the Access and Equity Policy for the Vocational Education and Training System, Quality Training Solutions will provide training that is:

- Equitable for all people through the fair allocation of resources and involvement in vocational education and training
- Provides equal opportunity for all people
- Provides access for all to appropriate quality vocational education and training programs and services
- Provide support services which enhance achievement of positive outcomes

Course Evaluation

Your feedback is particularly important to our commitment to ongoing improvement. Throughout your training you will be asked to provide your thoughts and comments on the training received. Quality Training Solutions also encourage all participants to make contact should they wish to provide feedback or comments on any aspect of the service they have received.

Relevant legislation – to be complied with

Work Health and Safety Act 2011

The Work Health and Safety Act 2011 provides a framework for managing health and safety risks in Australian workplaces. The objective of the Act is to prevent fatalities, injuries and illness caused by a workplace, by workplace activities or by a specified high risk plant - this is achieved by preventing or minimising exposure to risk. All organisations must comply with this Act, regardless of the types of services and/or products they provide or sell. For more information visit: <http://www.comlaw.gov.au/Series/C2011A00137>

Industrial Relations Act 1999

The principal objective of the Industrial Relations Act 1999 is the provision of a framework for industrial relations that supports economic prosperity and social justice. For more information visit: <http://www.legislation.qld.gov.au/LEGISLTN/CURRENT/I/IndustrlRelA99.pdf>.

Privacy Act 1988

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

Copyright Act 1968

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

Legislation for Managing and Minimising Risk

Like any organisation, training organisations must have systems in place for managing and minimising risk commensurate with the nature of the services they provide. Visit the Queensland Government's [Workplace Health and Safety website](#) (<http://www.deir.qld.gov.au/workplace>) for more information regarding legislation for managing and minimising risk.

National Vocational Education and Training Regulator Act 2011

This Act was introduced in 2011 to establish a consistent registration and accreditation framework for vocational education and training, by applying nationally agreed standards. For more information visit: <http://www.comlaw.gov.au/Details/C2012C00744>

Anti-Discrimination Act 1991

The Anti Discrimination Act 1991 aims to promote equality of opportunity for everyone by protecting them from unfair discrimination in certain areas of activity, including education and training. The services developed and offered by Quality Training Solutions, including their administrative practices and assessment processes, take into account the principles established by this legislation. For more information go to http://www.legislation.qld.gov.au/Acts_SLs/Acts_SL_A.htm

Australian Consumer Law (ACL) 2011

Australian Consumer Law (ACL) 2011 aims to provide an equitable, competitive, informed and safe market place. It makes provisions in respect to certain unfair or undesirable trade practices, and aims at regulating the supply of goods and services. For more information visit: <http://www.consumerlaw.gov.au/content/Content.aspx?doc=home.htm>

Competition and Consumer Act (CCA) 2010

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

Commission for Children and Young People and Child Guardian Act 2000

The object of the Commission for Children and Young People and Child Guardian Act 2000 is to establish the Commission for Children and Young People and Child Guardian and to promote and protect the rights, interests and well-being of children in Queensland. For more information: <http://www.legislation.qld.gov.au/LEGISLTN/CURRENT/C/CommisChildA00.pdf>

For further information regarding the above legislation or to search for other legislation, visit the Office of the Queensland Parliamentary Counsel (OQPC).