



Quality Training Solutions

STUDENT HANDBOOK



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Web: www.qts.edu.au

RTO #: 40474

Email: admin@qts.edu.au

Postal Address: PO BOX 92, Miami QLD 4220

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Handbook Disclaimer

This Student Handbook contains information that is correct at the time of printing. Changes to legislation and/or Quality Training Solutions policy may impact on the currency of information included. Quality Training Solutions 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 Quality Training Solutions.

This handbook has been prepared as a resource to assist students to understand their obligations and also, those of Quality Training Solutions. 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:

Quality Training Solutions

Postal Address: PO BOX 92, Miami, QLD 4220

Phone: 1300 946 309 or 07 5593 8333

Email: admin@qts.edu.au

Contents

Handbook Disclaimer	2
Important Details	5
Welcome	6
Nationally Recognised Training Offered by QTS	Error! Bookmark not defined.
Contact Information.....	6
Enrolment	7
Enrolment Dates	7
Entry Requirements	8
Delivery Mode.....	8
Online.....	8
Distance.....	8
Unique Student Identifier (USI)	9
How to apply for a USI:	9
Training Plan	10
Student Support.....	10
Access and Equity.....	10
Language, Literacy and Numeracy Support.....	11
Other Support Services	11
Privacy.....	11
Access to Your Records	12
Fees	12
Additional Fees and Charges.....	13
Payment Options	14
Failure to Make Payment.....	14
Course Withdrawal	14
Refund Policy	14
Refunds Due to Non-Provision of Services	15
Refunds Due to Request Hardship Application.....	16
Third Party Refunds	17
Extension.....	17
Deferral	17

Course Information	17
Duration	18
Volume of Learning	18
Competency Based Training	19
How does Assessment Work in CBT?	19
Training and Assessment Strategies	19
Flexible Learning and Assessment	20
Recognition Process	20
Recognition of Prior Learning	20
Credit Transfer	20
Foundation Skills	21
Assessment Information	21
Submitting Assessments	21
Resubmissions	21
Assessment Feedback	21
Plagiarism	21
Referencing	22
Complaints Policy	22
Complaint & Grievance Procedure	23
Complaints Key Contacts	25
Improvement Actions	25
Appeals Policy	26
Appeals Process	26
Improvement Actions	28
Code of Conduct	29
Student Conduct	29
Academic Misconduct	30
Workplace Health and Safety	30
Student Feedback	30
Issuing Certificates	30
Legislation	30
Student Handbook Verification	32

Important Details

Registered Training Organisation (RTO) Details:

Head Office: Quality Training Solutions

Provider Code: 40474

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: 8:00am – 5:00pm, Monday – Friday

Welcome

Quality Training Solutions is dedicated to providing a high standard of training to meet the personal and career objectives of our students. 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.

Contact Information

Our contact details are listed in the 'Important Details' section at the beginning of this Handbook. Feel free to contact us with any query you may have regarding your learning experience with Quality Training Solutions.

Enrolment

You are informed of your rights, responsibilities and training and assessment requirements prior to enrolment. Quality Training Solutions conducts pre-enrolment reviews with students prior to confirming your enrolment. Quality Training Solutions uses this information to determine whether the qualification is suitable for you based on your needs and objectives. It will also assist to determine whether you require any additional learning support during your enrolment. The pre-training review will cover English language and maths suitability, study method, student objective/goals, prior education, employment history, entry requirements, trainer and administration support, volume of learning, resource requirements, Credit Transfer (CT), Recognition of Prior Learning (RPL) and payment options.

You are officially enrolled with Quality Training Solutions once we have received and processed your completed Enrolment form. The Quality Training Solutions enrolment form can be accessed by completing an “Enquire Now Form” located on each course page on the Quality Training Solutions website or by phoning 1300 946 309 and speaking to a Quality Training Solutions Enrolment Consultant.

Upon receiving your completed enrolment form and identification, Quality Training Solutions will review the application along with the pre-training review that was conducted to ensure that you meet requirements for the course. All successful enrolment applications will be processed and you will be sent a welcome email which will contain your student number, course expiry date and additional information regarding commencement of qualification. You will also be emailed your invoice for course fees along with instructions regarding payment of course fees.

Enrolment Dates

Quality Training Solutions operates on a system of rolling start dates. This means you are able to enrol and start studying straight away.

Entry Requirements

Please contact Quality Training Solutions 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 work experience
- 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 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
- Access to course specific materials

Delivery Mode

Quality Training Solutions offers students two different modes of delivery for our courses;

Online

Online learning allows students to have the flexibility of completing your course at your own pace, at times that suit work and other life commitments. You can attend a course at any time, from anywhere as your training materials and assessments are online. Practical assessments are conducted via video recording and then either uploaded into the online learning system or submitted via email/Dropbox.

Distance

Distance learning also allows students to have the flexibility of completing your course at your own pace, at times that suit work and other life commitments. Instead of materials being in an online format, you will receive hard copy workbooks. Written assessments are completed in word documents and simply emailed to your trainer for marking. Practical assessments are conducted via video recording and then submitted via either email or Dropbox. Students are not required to return workbooks.

Students are supported by Quality Training Solutions trainers who are available via phone and email throughout your enrolment.

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, Quality Training Solutions 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, you can apply for one through the USI website at <https://www.usi.gov.au>.

The process is quite simple and only takes a few minutes.

How to apply for a USI:

1. Have at least one form of ID ready e.g. Drivers licence, Medicare card, Australian passport etc.
2. Have your personal contact details ready
3. Visit the USI website at <https://www.usi.gov.au>
4. Select 'Create my USI' link
5. Agree to the terms and conditions
6. Select ID you will be using to create your USI
7. Enter your personal details e.g. name, date of birth, gender, country and place of birth
8. Enter your contact details e.g. email address, phone number, address details
9. Confirm your identity
10. Set your USI password and check questions
11. You're done!

Upon completion, the USI will be displayed on the screen. It will also be sent to your preferred method of contact. You should then write down the USI and keep it somewhere handy and safe.

Training Plan

As part of the overall enrolment process, Quality Training Solutions 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.

Student Support

Quality Training Solutions is dedicated to providing a high standard of service to our students. You can contact your trainer/assessor for help in understanding how to complete your assessments. They are happy to support you and can be contacted through our office on 1300 946 309 or directly via their email address which will be provided once you are enrolled. Students are also able to book one on one training sessions with their trainer via video conference e.g. Skype, Zoom etc. Please note that any one-on-one training sessions must be booked in advance through our office by either phone on 1300 946 309 or email at admin@qts.edu.au.

We endeavour to respond to you as quickly as possible but please note that our trainers do have other students to attend to as well. We will answer all queries, telephone calls and emails within 7 working days.

Access and Equity

Quality Training Solutions 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. Quality Training Solutions prohibits discrimination based on factors including:

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

Quality Training Solutions will work to ensure all students 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 Quality Training Solutions to uphold our commitment to Access and Equity Principles. If you have any questions or concerns, please contact us on 1300 946 309

Language, Literacy and Numeracy Support

Quality Training Solutions trainers will provide students with the required level of assistance needed to maximise the student's chances of completing their qualification. Should a student require specialist 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. Payment of such fees are the students responsibility. Students are advised to email admin@qts.edu.au if they require such support.

Other Support Services

Quality Training Solutions 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 224 636 or www.beyondblue.or.au

Salvation Army: 13 SALVOS (13 72 58) or www.salvos.org.au

Privacy

Quality Training Solutions 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.

We will not give out your information to any person or agency without your permission unless we are required to do so by law.

You can view and download our full Privacy Policy by [clicking here](#).

Access to Your Records

Should you wish to access your records to check on work completed, progress, etc, you are required to contact Quality Training Solutions staff directly via phone and/or email. Other parties will not be permitted to access your files without your written consent.

Fees

Students are advised of all fees and charges associated with a course, including course fees, administration fees and any other charges prior to enrolment. Information about fees and charges is documented clearly on each individual course page on our website, www.qts.edu.au. It can also be obtained by contacting Quality Training Solutions administration department via either phone on 1300 946 309 or email at admin@qts.edu.au. A number of factors will determine how much your course will cost. This includes things like:

- Which course you will study
- Study mode e.g. online, distance, RPL
- Whether any credits can be applied through direct credit transfer or recognition of prior learning

Costs will be discussed prior to enrolment with you and/or the third party who will be paying the tuition fees. Information provided to each student will include:

- Total course fee including administration fee and any other charges
- Payment terms including amount of fees to be paid and when payment is required
- Refund Policy
- Additional fees and charges that may be applicable

Your course fees include a non-refundable administration fee, training and assessment materials for each unit that you are enrolled into and phone and email support from your trainer. Any additional resources or software will be an additional cost.

Please note, all fees are subject to change. Please contact Quality Training Solutions administration department if you have any questions related to course fees.

Additional Fees and Charges

Item	Cost AUD (inc GST)
Payment Plan Administration Fee (once only)	\$5.50
Bank Account Transaction Fee	\$1.20
Credit Card Transaction Fee VISA/Mastercard	2.5% (Min \$1.10)
Failed Payment Fee	\$21.90
Replacement workbook <i>Fee must be paid prior to workbook(s) being posted to student</i>	\$50.00 per workbook
Change unit in online system to a different unit <i>Fee must be paid prior to unit change in online system</i>	\$20.00 per unit
Statement of Attainment issued during course of enrolment. <i>Fee must be paid prior to SOA being issued and sent to student</i>	\$55.00 domestic students \$100.00 students living outside of Australia
Replacement Certificate or Statement of Attainment due to loss or damage. <i>Fee must be paid prior to Certificate or SOA being issued and sent to student</i>	\$55.00 domestic students \$100.00 students living outside of Australia
Extension fee – <i>max six months at a time</i>	\$100 per month or \$500 for six months
Failure to complete a unit of competency after 3 attempts will result in a fee for each following attempt.	\$50 fee for each following attempt

Payment Options

Payment of course fees can be made to Quality Training Solutions via:

- Electronic funds transfer
- Credit card/Debit card via Ezidebit

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 Quality Training Solutions withholding the issue of qualifications until all fees are paid. If you have trouble paying your fees, please contact us via either phone on 1300 946 309 or email at admin@qts.edu.au to discuss options.

Failure to Make Payment

If payments are not made according to the agreed terms of the training contract, Quality Training Solutions 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 Quality Training Solutions as early as possible to discuss options.

Course Withdrawal

If you wish to withdraw from a course, you must advise Quality Training Solutions in writing of your decision. You will then be provided with a 'Course Cancellation Request Form' which is to be complete and returned via email to admin@qts.edu.au. Your application to cancel will be reviewed by Quality Training Solutions Managing Director and you will be advised of the outcome within 5 working days.

Quality Training Solutions does not charge a cancellation fee.

Refund Policy

From time to time a refund may be required for specific student cases. Refund information and arrangements are made available to clients prior to enrolment through:

- Quality Training Solutions *Student Handbook*;
- Quality Training Solutions website; and

- As a part of the *Enrolment Form* terms and conditions.

Quality Training Solutions has publicly published on its website and makes students aware of this Refund policy before enrolment.

General Refund Arrangements	
Quality Training Solutions is unable to commence the course for which the original enrolment and payment has been made.	Full refund of all fees levied or placement in an appropriate alternate course, as per the clients' preference.
Student withdrawal within 10 working days of enrolment	Any fee exceeding \$250 AUD non-refundable administration fee will be refundable, providing all course materials have been returned as new and no units have been completed.
Credit Transfer has been granted.	Pro-rata refund paid based on a calculation of the number of units that have received CT results and the fees paid to date.
Quality Training Solutions is unable to continue to deliver the course as agreed.	Pro rata refund of unit tuition fees levied for units of competency not completed, or placement in an appropriate alternate course, as per the clients' preference.
Student withdrawal after 10 working days from enrolment	No refund payable

The same refund arrangements as outlined above apply to the provision of refunds to employers/industry for any additional charges that had been paid beyond the student and government contributions.

Refunds Due to Non-Provision of Services

All fees levied are refunded in full if Quality Training Solutions is unable to commence the course service as agreed due unforeseen circumstances.

Where Quality Training Solutions or a third party representative is unable to complete the course services due to unforeseen circumstances or closure, any course services fees are refunded to the student on a pro-rata basis, with comparison of the course fees paid against the units of competency where services have been delivered.

Where there is an instance of Quality Training Solutions default due to unforeseen circumstances, Quality Training Solutions will endeavour to arrange for another course, or part of a course, to be provided to you at no (extra) cost as an alternative to a refund. Where you agree to this arrangement, Quality Training Solutions will not refund fees paid.

Quality Training Solutions is unable to commence the course for which the original enrolment and payment has been made.	Full refund or alternative placement in a course, as per the student's preference.
Quality Training Solutions is unable to continue to deliver the course as agreed.	Partial refund or alternative placement in a course, as per the student's preference.

Refunds Due to Request Hardship Application

Students may have extenuating circumstances that prevent them from attending scheduled course dates that may include but are not limited to illness, family or personal matters, or other reasons that are out of the ordinary.

Where delivery has commenced, course fees have been paid and an employer or Student believes a special circumstance refund is warranted, the client may apply for a refund using the Refund Application Form. Students can request a copy of the form by emailing Quality Training Solutions Administration at admin@qts.edu.au.

Quality Training Solutions generally approves a pro rata refund of fees and charges at any time during the course of delivery if Students withdraw for reasons of personal circumstances beyond their control, such as

- Serious illness resulting in extended absence from course activities;
- Injury or disability that prevents the Student from completing their course; or
- Other exceptional reasons at the discretion of Quality Training Solutions.

In all cases, relevant documentary evidence (for example, medical certificate) is required. Details of all refunds are retained for audit purposes.

This decision of assessing the extenuating circumstances rests with the Chief Executive Officer and shall be assessed on a case by case situation.

All refund applications are assessed and processed within fourteen (14) days of the application being placed. The applicant will be advised in writing of the outcome of their application, including reasons for refusing a refund in cases where this occurs.

All clients have the right to appeal a refund decision made by Quality Training Solutions. Please refer to the Quality Training Solutions Complaints Policy for further information.

Third Party Refunds

If course services fees have been paid to Quality Training Solutions by a third party, any refunds payable will be remitted to that third party.

Extension

Students wishing to apply for an extension must advise Quality Training Solutions in writing at least five days prior to enrolment expiry. You will then be provided with a 'Course Extension Request Form' which is to be completed and returned to Quality Training Solutions three days prior to your enrolment expiry date. The application for extension will be reviewed by Quality Training Solutions Managing Director. Students will be advised of the outcome in writing within two working days.

Students have two options for extension;

Option 1: Month to month extension at a cost of \$100 AUD per month. Must be paid monthly via direct debit.

Option 2: Six month extension at a cost of \$500 AUD. Must be paid in full prior to extension commencement.

The maximum time granted for any extension is six months. Any outstanding course fees must be paid in full prior to an application for extension being approved. Applications for extension submitted after enrolment expiry date will not be approved.

Deferral

Deferral of training can be negotiated. Should you wish to defer your training, you must advise Quality Training Solutions in writing as soon as possible. You will then be provided with a 'Course Deferment Request Form' which must be completed and returned to Quality Training Solutions. Your application will be reviewed and you will be advised of the outcome within five working days.

Students may apply for a maximum of two deferrals during your enrolment. The maximum time granted per deferral is two months.

Course Information

After enrolment, you will be given access to training materials in hard copy and/or digital format (depending on your chosen study mode). You will need to supply your own stationary materials.

Online students will receive a welcome email with your log-in details so you can access Quality Training Solutions online learning platform.

Distance students will receive a welcome email with information regarding your first workbooks that are being posted and instructions for completing assessments.

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) summarised 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: <https://www.aqf.edu.au/sites/aqf/files/aqf-2nd-edition-january-2013.pdf>)

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 the student is marked as 'Not Competent', while successful performance will result in the student being deemed '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 the required standard and be classes 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

Quality Training Solutions 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

Quality Training Solutions staff are appropriately qualified and have sufficient, relevant industry experience to train and assess the courses delivered.

Our methodologies regarding training and assessment work toward ensuring our processes meet national assessment principles including Recognition of Prior Learning (RPL) and Credit Transfer (CT).

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.

Recognition Process

Quality Training Solutions offer 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 judgement 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 process 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 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 our administration department to discuss your options.

Credit Transfer

Quality Training Solutions recognises AQF qualification and Statements of Attainment that have been issued by other RTO's. 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 of your documentation (certificates and/or statements). For full details on the requirements for credit transfer applications, please contact our administration department via either phone on 1300 946 309 or via email at admin@qts.edu.au.

Foundation Skills

All training and assessment delivered by Quality Training Solutions contain Foundation Skills.

Foundation Skills are embedded into 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 'Unsatisfactory', 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 assessment, or demonstrating a task again. Failure to complete the unit of competency after three (3) attempts will result in a fee of \$50 for each following attempt.

Talk to our administration department for more information. All of the staff at Quality Training Solutions 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 within 45 working days of submission. 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 Quality Training Solutions. 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. Quality Training Solutions expects that you use Harvard style of referencing when writing your assessments. More information about how to do this can be found at <http://libraryguides.vu.edu.au/harvard/getting-started-with-harvard-referencing>

Complaints Policy

During course activities, students may have some concerns with the processes they are being exposed to or they may be unhappy with a particular aspect of the program. Quality Training Solutions undertakes to provide a mechanism allowing for the fair and equitable resolution of any issues.

Quality Training Solutions complaints process is available to manage and respond to allegations involving the conduct of:

- Quality Training Solutions, its trainers, assessors or other personnel; or
- A Quality Training Solutions contracted Third Party providing services of Quality Training Solutions, including the Third Party representatives trainers, assessors or other personnel; or
- A student of Quality Training Solutions.

Allowing students to easily engage with the personnel of Quality Training Solutions about any concerns they have can stop minor issues becoming larger. There is no fee or charge levied for any complaint processed.

Quality Training Solutions will maintain a student complainant's enrolment during any appeal process.

Quality Training Solutions complaints process follow the principles of natural justice and procedural fairness by allowing anyone subject to a decision by Quality Training Solutions, or anyone who has allegations made against them, to tell their side of the story before a decision is made.

Complaint & Grievance Procedure

The following problem resolution framework has therefore been implemented for all stakeholders raising a complaint or issue, with a desire to resolve matters as positive adults. This procedure applies to all complaints about:

- Academic matters from students;
- Non-academic matters from students; and
- Non-academic matters from persons seeking to enrol with Quality Training Solutions in a VET course or unit of study.

No fees are applicable or levied to the student or other complainant for any stage of the complaints process.

1. In the first instance a student should discuss the matter with the personnel member or responsible person concerned. Where this is not considered appropriate then the complainant is encouraged to discuss the matter with Quality Training Solutions management.

If the complainant is satisfied with the outcome of the discussion, it would mean that the matter is resolved.

2. Any client may submit a formal complaint to Quality Training Solutions in writing. Complaints are to include the following information:
 - Submission date of complaint;
 - Name of complainant;
 - Nature of complaint;
 - Date of the event which lead to the complaint; and
 - Any other relevant information or attachments (if applicable).
3. Quality Training Solutions will commence assessment of the complaint within 5 working days of it being made and finalise the outcome as soon as practicable. Quality Training Solutions ensures the assessment of the complaint is conducted in a professional, fair and transparent manner

All complainants are given an opportunity to formally present his or her case at no cost and be accompanied and assisted by a support person at any relevant meetings.

4. All complainants are given a written statement of the outcome of the complaint, including detailed reasons for the outcome. With this notification, all complainants will receive information on how they can progress their complaint if still unhappy.
5. If the complainant is not satisfied with the outcome, they may escalate the complaint in writing to the Quality Training Solutions Chief Executive Officer.
6. Escalated complaints are to include the following information:
 - Submission date of complaint;
 - Name of complainant;
 - Nature of complaint;
 - Reasons why the complainant is not satisfied with the outcome of the original complaint; and
 - Any other relevant information or attachments (if applicable).
7. The Quality Training Solutions Chief Executive Officer will acknowledge receipt of the escalated complaint in writing within five working days and arrange a suitable time if needed to discuss the complaint.
8. The Chief Executive Officer will investigate the complaint or refer the matter to an external dispute resolution process by a body appointed for this purpose by Quality Training Solutions.

In either case, the investigation will be resolved, and decisions made on the escalated complaint within twenty working days of the complaint being received in writing.

All stages of the complaints process are documented, and notes provided to all parties involved, including the outcomes of the complaint at each stage and reasons for the decisions made. Each complaint and its outcome is recorded in writing and stored on the *Complaints Register*.

If a complainant is not successful in the Quality Training Solutions internal complaints handling process, Quality Training Solutions advises the complainant within 5 working days of concluding the internal review of the complainant's right to access an external complaint handling and appeals

process. Quality Training Solutions gives complainants the contact details of the appropriate complaints handling and external appeals body.

If the internal or any external complaints handling or appeal process results in a decision or recommendation in favour of a complainant, Quality Training Solutions immediately implements the decision(s) or recommendation(s) and/or takes the preventive or corrective action(s) required by the decision, and advises the complainant of that action in writing.

Quality Training Solutions keeps a written record of each complaint, including a statement of the outcome and reasons for the outcome.

Parties who have participated in a complaints or grievance process have access to the records of their use. At all times records of complaints and grievances are maintained confidentially. Quality Training Solutions retains records of all complaints and grievances for a period of at least five years, allowing parties to the complaint or grievance appropriate access to these records.

Complaints Key Contacts

If the student is still not satisfied with the resolution of the complaint, they are directed to seek further assistance from the following additional parties:

Organisation	Details
Vocational Education & Training Programs Australia Skills & Quality Authority (ASQA)	1300 701 801 enquiries@asqa.gov.au
Queensland Training Ombudsman	1800 773 048 info@trainingombudsman.qld.gov.au
QLD Department of Education, Training & Employment	www.training.qld.gov.au

Improvement Actions

Quality Training Solutions confirms its commitment to investigate and act on any complaint raised, and also to take appropriate action in any case where complaints are substantiated. In cases where a complaint is upheld, Quality Training Solutions endeavours to identify the cause of the complaint and implement steps to prevent the situation happening again.

All improvement actions arising from complaints are raised via an *Improvement Record*. Quality Training Solutions maintains a *Continuous Improvement Register* for recording the receipt and management of improvement records.

Once improvement records are raised, activities review complaints and their causes, evaluate corrective actions to resolve the issue and prevent reoccurrence, implement appropriate actions, record results of actions undertaken and review these actions to ensure effectiveness after implementation.

Appeals Policy

Quality Training Solutions provides all students with a formal appeals process, which draws on a commitment to all parties understanding their rights and responsibilities in receiving services delivery from Quality Training Solutions. Other grievances or issues not pertaining to assessments should be referred to Quality Training Solutions complaints processes.

Quality Training Solutions appeals process facilitates requests for a review of decisions, including assessment decisions, made by Quality Training Solutions or a Third Party representative providing services on Quality Training Solutions behalf.

Quality Training Solutions appeals process follows the principles of natural justice and procedural fairness by allowing anyone subject to a decision by Quality Training Solutions, or anyone who has allegations made against them, to tell their side of the story before a decision is made. There is no fee or charge levied for any appeal processed.

Quality Training Solutions will maintain a student appellant's enrolment during any appeal process. Quality Training Solutions process ensures that the decision-maker is independent of the decision being reviewed (for example, an assessor does not consider or decide an appeal against an assessment decision they made). If a student objects to actions taken or decisions made by Quality Training Solutions personnel in conducting Recognition of Prior Learning and assessment services, they have the right to lodge an appeal.

Students also have the right to lodge an appeal against competency decisions made if:

- They believe the outcome is invalid; or
- They feel the process was invalid, inappropriate or unfair.

Appeals Process

Quality Training Solutions appeals process is publicly available on the Quality Training Solutions website.

1. Before making a formal appeal, students are required to discuss the matter with the relevant Quality Training Solutions personnel in an effort to reach an agreement. Quality Training Solutions personnel will undertake to reassess the decision that has been made.

2. If a student is still unhappy, they must lodge a formal appeal in writing to Quality Training Solutions Chief Executive Officer.
3. Quality Training Solutions will commence assessment of the appeal within 5 working days of it being made and finalise the outcome as soon as practicable. Quality Training Solutions ensures the assessment of the appeal is conducted in a professional, fair and transparent manner
4. Upon receiving a formal appeal, Quality Training Solutions Chief Executive Officer will:
 - Acknowledge receipt of the appeal in writing within five working days; and
 - Appoint an independent member of personnel as a Third Party to try to resolve the issue. Any decision recommended by the Third Party is not binding to either party.

All appellants are given an opportunity to formally present his or her case no cost and be accompanied and assisted by a support person at any relevant meetings.

The independent member will review the information provided by all parties and either reject or uphold the appeal.

All appellants are given a written statement of the outcome of the appeal, including detailed reasons for the outcome. With this notification, all appellants will receive information on how they can progress their appeal if still unhappy.

5. If a student, on receiving written advice on the initial appeal, is still unhappy they may lodge a second appeal to the Quality Training Solutions Chief Executive Officer. The Quality Training Solutions Chief Executive Officer will:
 - Acknowledge receipt of the further appeal in writing within five working days; and
 - Appoint another Registered Training Organisation (RTO) to review the appeal, at no additional cost to the student. This second registered training organisation will:
 - Uphold the appeal;
 - Reject the appeal; or
 - Recommend further evidence gathering by either party.

The student will be advised of the outcome of the appeal in writing within 20 working days of lodging the further appeal. All appellants are given a written statement of the outcome of the

appeal, including detailed reasons for the outcome. With this notification, all appellants will receive information on how they can progress their appeal if still unhappy.

6. If a student, on receiving written advice on the further appeal, is still unhappy they have a right of appeal to:

- Their relevant State Training Authority (STA) in each state and territory if an apprenticeship/traineeship-based course; or
- Alternatively to the Australian Skills & Quality Authority (ASQA) via the appropriate process.

<http://www.asqa.gov.au/complaints/making-a-complaint.html>

If an appeal is not successful in the Quality Training Solutions internal appeals process, Quality Training Solutions advises the appellant within 5 working days of concluding the internal review of the appellant's right to access an external complaint handling and appeals process. Quality Training Solutions gives appellants the contact details of the appropriate complaints handling and external appeals body.

If the internal or any external complaints handling or appeal process results in a decision or recommendation in favour of an appellant, Quality Training Solutions immediately implements the decision(s) or recommendation(s) and/or takes the preventive or corrective action(s) required by the decision, and advises the appellant of that action in writing.

All stages of the appeals process are documented, and notes provided to all parties involved, including the outcomes of the appeal and reasons for the decisions made. Quality Training Solutions keeps a written record of each appeal, including a statement of the outcome and reasons for the outcome. Each appeal and its outcome is recorded in writing and stored on the *Appeals Register*.

Improvement Actions

Quality Training Solutions confirms its commitment to investigate and act on any appeal raised, and also to take appropriate action in any case where appeals are substantiated. In cases where an appeal is upheld, Quality Training Solutions endeavours to identify the cause of the appeal and implement steps to prevent the situation happening again.

All improvement actions arising from appeals are raised via an *Improvement Record*. Quality Training Solutions maintains a *Continuous Improvement Register* for recording the receipt and management of improvement records.

Once improvement records are raised, activities review appeals and their causes, evaluate corrective actions to resolve the issue and prevent reoccurrence, implement appropriate actions, record results of actions undertaken and review these actions to ensure effectiveness after implementation.

Code of Conduct

As a responsible member of the VET community, Quality Training Solutions follows a Code of Conduct which outlines how you can expect the organisation and our staff to behave. Similarly, Quality Training Solutions has expectations for student behaviour. These are outlined in the section 'Student Conduct'.

Quality Training Solutions Code of Conduct states that:

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

Student Conduct

Just as Quality Training Solutions 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.

Quality Training Solutions 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 Quality Training Solutions and/or a partner organisation such as a workplace.

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

- Formal reprimand (warning)
- 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 applied to everyone at Quality Training Solutions. 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.

Student Feedback

Quality Training Solutions 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 any 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 Certificate or Statement of Attainment will be issued to you within 30 calendar days of you being assessed as meeting all requirements for the course. This meets the compliance requirements as set for Quality Training Solutions and other RTO's under the Standards for RTOs 2015.

If for some reason Quality Training Solutions 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.

Legislation

As an RTO, Quality Training Solutions is required to adhere to legislation designed to uphold the integrity of nationally recognised qualifications. This includes;

- National Vocational Education and Training Regulator Act 2011

- Standards for Registered Training Organisations (RTO's) 2015

Additionally, Quality Training Solutions 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

Quality Training Solutions is dedicated to following the provisions of VET Quality Framework.

More information about these regulations and the 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

Student Handbook Verification

Please make sure you read and understand all parts of this Student Handbook. If there is any aspect with which you are unsure, please contact Quality Training Solutions for clarification.

After you have finished reading this Handbook, please complete the section below, sign your name and return this page to Quality Training Solutions.

I, _____ (print full name), have received a copy of the Quality Training Solutions Student Handbook. I acknowledge it is my responsibility to read, understand and follow the terms and conditions it sets out. I understand this does not cancel my rights applicable according to state and/or federal law.

Student Name:

Student Signature:

Date:
