



Quality<sup>®</sup>  
Associates  
Training

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# Quality Associates Training

## Student Handbook

14/07/2020



This Student Handbook  
has been prepared for the clients of:

### **Quality Associates Training**

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RTO Number 41341

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# INTRODUCTION

## Message from the CEO

As CEO of this organisation, I can assure students that I will fully support the implementation of all quality, management and operational functions articulated in this student handbook. I welcome your input and will ensure myself and the Quality Associates Training team adhere to our underlying philosophy of continuous quality improvement in all aspects of Quality Associates Training's operations.

This student handbook is part of our operational framework that provides the direction that informs and guides Quality Associates Training towards the provision of best practice in training development, management and service delivery. This handbook, and information provided during enrolment and training aims to ensure students are properly informed and protected as required by the **Standards for Registered Training Organisations 2015 (SNRs)**.

Ultimately, it will ensure that an investment in training provides the best possible training experience and outcomes for students and employers.

Andreas Klieber  
CEO- Quality Associates Training.

## Context

The **Australian Skills Quality Authority (ASQA)** is the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers according to the **Standards for Registered Training Organisations 2015 (SNRs)** to ensure nationally approved quality standards for training are met. The focus of these standards is the demonstration of preparedness of registered training organisations to deliver quality training and assessment services and focus on continuous improvement.

## Services

### Accredited training

All programs offered by Quality Associates Training are aligned to FDF10 Food Processing training package for quality assurance and best practice.

Quality Associates Training currently offers four accredited training products:

Course Name	Units of Competencies
Principles of HACCP <sup>1)</sup>	<ul style="list-style-type: none"><li>• FBPFSY2001 Implement the Food Safety Program and Procedures<sup>1)</sup></li></ul>
Principles and Implementation of HACCP <sup>1+2)</sup>	<ul style="list-style-type: none"><li>• FBPFSY3001 Monitor the Implementation of Quality and Food Safety Programs<sup>1)</sup></li><li>• FBPFSY3002 Participate in a HACCP Team<sup>1)</sup></li><li>• FBPFSY4001 Supervise and maintain a food safety plan<sup>2)</sup></li><li>• FBPFSY5001 Develop a HACCP-based food safety plan<sup>2)</sup></li></ul>
HACCP Refresher	<ul style="list-style-type: none"><li>• FBPFSY3002 - Participate in a HACCP Team</li></ul>
HACCP Awareness	<ul style="list-style-type: none"><li>• FBPFSY3002 - Participate in a HACCP Team</li></ul>

HACCP Awareness Horticulture	<ul style="list-style-type: none"> <li>• FBPFSY2001 Implement the Food Safety Program and Procedures</li> <li>• FBPFSY3002 - Participate in a HACCP Team</li> </ul>
Internal Food Safety Auditor	<ul style="list-style-type: none"> <li>• FBPAUD4001 Assess Compliance with Food Safety Programs</li> </ul>

### Non- Accredited training

Quality Associates Training also offers a range of specialist food safety and training courses including:

- Allergen Management & VITAL 3.0
- TACCP & VACCP Systems
- Listeria Management
- Sensory Evaluation and Practices
- Food Safety and Good Manufacturing Practice
- Food Safety Leadership for Supervisors

Please visit our [website](#) for information on upcoming public courses and our full range of courses available for tailored or in-house delivery.

### Staff

Quality Associates Training strictly adheres to the Standards for Registered Training Organisations (2015) to deliver training services of the highest quality and relevance to our clients. All trainers and assessors employed or contracted by Quality Associates Training are tertiary qualified and have demonstrated significant industry experience, allowing them to provide a professional, well rounded learning environment for participants. Staff are equipped with the skills to ensure their teaching methods are suitable for all participants, utilising simple language where appropriate to communicate information most effectively.

Up to date information on the experience and qualifications of our trainers can be found on our [website](#).

### Venues

Training venues are selected to support the successful and safe delivery of the training and assessment services offered by Quality Associates Training. General location information is included in course information provided on the website, and detailed venue information is provided upon course enrolment confirmation.

Students with specific requirements, such as accessibility, are encouraged to contact Quality Associates Training to ensure any individual needs can be accommodated.

All venues are inspected and assessed prior to approval for use. A checklist is used to assess potential venues for suitability against internal and ASQA guidelines including health and safety requirements.

Students are requested to adhere to venue policies and procedures as outlined by the trainer, venue staff or as displayed on notices at the venue. Students are responsible for the safety and security of any personal property they bring to the venue.

Venues for in-house training are the responsibility of the employer providing the venue.

## Continuous improvement

The CEO recognises that opportunities for improvement arise in every aspect of business and has developed an organisational culture within Quality Associates Training to capitalise on these opportunities for improved practice. Our improvement processes, aligned with ISO9001:2015 include internal and external audit, management review, complaints and appeals processes, risk management, validation sessions and student feedback.

As a student with Quality Associates Training, your feedback is critical to our continuous improvement policy to ensure the ever-changing needs and expectations of clients and students are met. At the end of each training program students are invited to formally provide feedback via our student survey. To ensure Quality Associates Training is responsive and flexible, you are encouraged to provide feedback at any time during your enrolment.

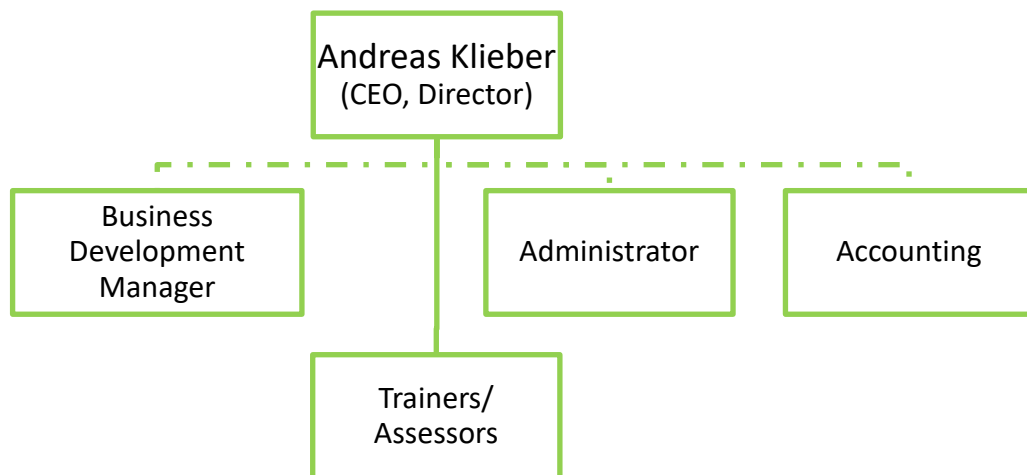
Data and information from student feedback is analysed regularly. Opportunities for improvement and corrective actions identified through student feedback and internal processes are recorded on a best practice continuous improvement register.



## Organisational Structure

Quality Associates provide world class, tailored quality management services. Quality Associates Training is one area of the business. We also have quality services and auditing and inspections divisions.

Quality Associates staff report directly to the CEO. Students will be advised if any individual trainer/ assessors are contracted to deliver our training products and services.



To request further details about our organisational structure or current staff, please speak with your trainer or [contact us](#).

# LEGISLATIVE REQUIREMENTS

Registered Training Organisations (RTOs) are subject to legislation pertaining to training and assessment, as well as business practice. Quality Associates Training will comply with Commonwealth, State or Territory legislation and regulatory requirements relevant to its intended scope of registration.

Quality Associates Training will also inform all staff and clients of the legislative and regulatory requirements that affect their duties or participation in vocational education and training. Quality Associates Training recognises that compliance with legislative requirements underpins the effective implementation of its operations and ensures accountability and transparency of activities of both management and staff.

## Complying with Legislation

Quality Associates maintains a register of relevant legislative and regulatory requirements which is monitored regularly. Staff will be advised at induction and kept up-to-date with changes to legislation through monthly management meetings and written correspondence. Policies and procedures and associated tools and templates will be updated to reflect updates to legislation as soon as practical following advice. Any training that is required will be organised in a professional and timely manner.

All staff are encouraged to view current legislation online at: <http://austlii.edu.au>

Examples of legislation relevant to the training business, staff and students includes, but is not limited to:

### Commonwealth legislation:

- Copyright Act 1968
- Commonwealth Privacy Act 1988/Privacy Amendment Act 2012/Privacy Regulation 2013
- Commonwealth Sex Discrimination Act 1984
- Commonwealth Racial Discrimination Act 1975
- Commonwealth Age Discrimination Act 2004
- Commonwealth Disability Discrimination Act 1992
- National Vocational Education and Training Regulator Act 2011
  - Standards for VET Regulators 2015
  - Standards for registered Training Organisations 2015

### Victoria legislation:

- Children, Youth and Families Act 2005
- Disability Act 2006
- Fair Trading Act 1989
- Vocational Education, Training and Employment Act 2000
- Occupational Health and Safety Act 2004

### Training authorities / regulators:

- National VET Regulator (NVR)
- Department of Education and Training
- Department of Employment
- Australian Skills Quality Authority (ASQA)
- Council of Australian Governments Industry and Skills Council (COAGISC)

## Work, Health and Safety Policy

The Work Health and Safety Act 2011 outlines the requirements of an RTO in establishing and maintaining workplace health and safety standards. The requirements of an RTO as specified in the above mentioned Act are to:

- Secure the health, safety and welfare of employees and other persons at work
- Eliminate, at the source, risks to health, safety or welfare of employees and other persons at work
- Ensure that the health and safety of members of the public is not placed at risk by the conduct of undertakings by employers and self employed persons
- Provide for the involvement of employees, employers, and organisations representing those persons, in the formulation and implementation of health, safety and welfare standards.

Quality Associates Training has initiated procedures, policies, guidelines and work instructions, practicing an ongoing commitment to workplace health and safety including each venue used for training delivery.

The following presents a strategic overview of Quality Associates Training's safety system and provides guidance for meeting the requirements of Work Health and Safety Act 2011<sup>1</sup> on Quality Associates Training's premises thereby ensuring a high standard of workplace health and safety at all times.

It is obligation under legislation that all Quality Associates Training employees and management contribute to and assist in maintaining workplace health and safety and risk management operations as part of their role within the RTO. Quality Associates Training management is responsible for providing the following standards as part of its commitment to employees and clients:

- A safe workplace, with a safe system of work
- Adequate workplace health and safety professional development for Quality Associates Training students, employees, management and stakeholders
- Properly maintained facilities and equipment
- A clean, tidy, suitably designed workplace with the safe storage of goods.

**The following procedures and standards are observed by Quality Associates Training to achieve a safe working and learning environment:**

- Maintain a safe, clean and efficient working environment
- Evacuation plan (fire, bomb, major incident)
- Emergency control
- Accident / Incident reporting
- Rehabilitation
- Risk identification reporting
- PPE / chemicals (storage)
- Manual handling techniques and training
- Store and dispose of waste according to WHS regulations
- Equipment checks and maintenance
- Equipment safe storage
- Fire hazards identified and fire prevention

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<sup>1</sup> And where relevant, state based relevant legislation.

- Student safety
- Unsafe situations identified and reported
- First aid and safety procedures displayed, for all Quality Associates Training staff and students to see

## Harassment and Discrimination Policy

Under Australian law it is a requirement of every workplace to ensure it provides an environment free from all forms of harassment and discrimination, including victimisation and bullying. In doing so, all staff and students are treated fairly and have the opportunity to feel safe, valued and respected.

By definition, harassment includes any form of behaviour that is unwanted, unwelcome or unreciprocated by relevant persons. This may manifest as verbal or physical harassment, but includes any acts that may be perceived as humiliating, offensive, intimidating, threatening, discriminatory or otherwise contributing to an unpleasant workplace or experience for the persons.

At Quality Associates Training it is made known that in the event that a person considers that he or she has been or is being harassed, this person should be encouraged to inform the other party that their behaviour is objectionable and should not be continued, provided they are comfortable with confronting the offender. In instances where the person is not comfortable discussing the matter with the offending party, a trainer or other Quality Associates Training staff member should be informed of the situation. In this case it becomes the responsibility of the relevant staff member to follow Quality Associates Training policy and procedures to rectify the situation.

All students and staff working with Quality Associates Training have the right to discuss matters of harassment with the relevant members of staff without making a formal complaint; all discussions are dealt with in confidentiality. The right to lodge a formal complaint of misconduct against the offending party is available and will be actioned according to Quality Associates Training policy and procedures.

Quality Associates Training ensures that all staff are adequately trained in dealing with harassment and discrimination in order to fulfil their roles and responsibilities in creating and contributing to a harassment and discrimination free workplace. In addition to relevant training, Quality Associates Training management provides opportunities for communication and mentoring amongst staff to ensure that all employees understand and correctly apply the processes and procedures involved in identifying and addressing of all forms of harassment and discrimination.

**Quality Associates Training staff and students should be aware of the following definitions:**

### Racial harassment

Involves a person or persons being threatened, abused, insulted or taunted in relation to their race, descent, nationality, colour, language, ethnic origin or any other racial characteristic. It may include but is not limited to; derogatory remarks, innuendo or slur, gestures, intolerance, mockery, displays of material prejudice towards a race, racial jokes, discrimination, exclusion, allocation of least favourable jobs or positions, or unfair treatment.

## **Sexual harassment**

Involves any verbal or physical conduct of a sexual nature, which is inappropriate, unwelcome or uninvited. It may include but is not limited to; sexually related physical contact such as kissing, embracing, pinching or other suggestive gestures, intimidation, coercion, requests for or promising of sexual favours, questions about a person's private or sexual life, sexist or explicit jokes, unwelcome phone calls, emails or other forms of non-work related communication, offensive noises, or displays of sexually graphic or suggestive material.

## **Bullying**

Involves any behaviour that suggests a real or perceived power over another party, or otherwise undermines a person or group, generally comprised of repeated, persistent acts over a period of time. It may include, but is not limited to; verbal abuse, physical assault, intimidation, humiliation, unjustified criticism, sarcasm, insults, false or malicious rumours, exclusion or isolation, inflicting unnecessary work stresses, or sabotage of a person's work or their ability to work by withholding resources or information.

## **Confidentiality**

Relates to privacy of information, ensuring that the information is only accessible to those who have the authority to access it. Within an RTO this may refer to private verbal discussions, student assessments, managerial decisions and legal proceedings.

## **Discrimination**

Involves the unfair or unequal treatment of another person based solely on class or category. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender history, impairment, age or sexual orientation. All forms of victimisation are also treated as a type of discrimination.

## **Harassment**

Involves any behaviour intended to disturb, offend or upset. It may include any unwelcome or uninvited verbal or physical action that results in a person feeling intimidated, offended, humiliated or embarrassed. Equal opportunity laws prohibit harassment on the grounds of sex and race.

## **Personnel**

Refers to all employees and contractors of Quality Associates Training.

## **Victimisation**

Involves any process that results in the unfavourable treatment of a person on unjust terms. It may include, but is not limited to; unfair punishment, treating a person poorly for their involvement in a complaint, to swindle or defraud a person, adverse changes to another's work environment, or denial of access to work related resources.

## **Specific principles:**

- It is the right of all staff and students to work and study in an environment free of any form of harassment and discrimination
- All reports of harassment and discrimination will be treated seriously, in an unbiased, respectful and sensitive manner. Any form of harassment and discrimination is considered unacceptable behaviour and will not be tolerated by Quality Associates Training
- When Quality Associates Training management is informed of any event involving harassment or discrimination, it is their responsibility to take immediate and appropriate action to address it

- In dealing with all complaints, the rights of all individuals involved should be respected and confidentiality should be maintained
- It is the intention of Quality Associates Training management that a process of discussion, cooperation and conciliation will resolve all complaints. The aim is to achieve an acceptable outcome for the involved parties while minimising any potential damage to the organisation
- Both the person making the complaint and the person against whom the complaint has been made will receive information, support and assistance in resolving the issue from Quality Associates Training management
- Victimisation is unacceptable and will not be tolerated. No person making a complaint or assisting in the investigation of a complaint should be victimised
- Harassment or discrimination should not be confused with legitimate comment and advice (including constructive feedback) given appropriately by management or trainers. Managers and trainers should be conscious of how they present their feedback to ensure the message is not misinterpreted
- Staff and students should not make any frivolous or malicious complaints. All staff and students are expected to participate in the complaint resolution process in confidence that the procedures are designed to ensure fair resolution

## Working with Persons Under 18 Years of Age

Given the work status of students enrolling in Quality Associates Training courses, it is assumed that students are older than 18 years.

If students under 18 years of age enrol with Quality Associates Training in future, the below will be implemented. According to the law, a child is considered any individual less than 18 years of age.

Quality Associates Training will ensure that all students are protected from all forms of harm, including bullying, harassment, discrimination and intimidation. All staff are required to report to Quality Associates Training management any behaviour that can reasonably be considered harmful or potentially harmful to students, or where it is reasonable to believe that a student has been harmed or requires protection from harm.

In cases where allegations or information indicate it is reasonable to believe a student has suffered from or may require protection from harm, Quality Associates Training will report to the Department of Communities, Child Safety and Disability Services Quality Associates Training.

### **The initial information that a child protection officer will require is:**

- The name, age and address of the child or young person
- The reasons you suspect the child or young person may have experienced or is at risk of experiencing harm
- The immediate risk to the child or young person
- Contact details. You may remain anonymous; however, it is preferable to provide these details so that the officer can call you if further information is needed

If allegations may constitute child abuse by a person external to Quality Associates Training, the Quality Associates Training CEO will report the matter to the Police or the Department of Communities, Child Safety and Disability Services.

Quality Associates Training will comply with all relevant State and Federal legislation in the area of working with children.

Quality Associates Training management recommend that all staff obtain the appropriate Police check for child related employment. Information is available at: <http://afp.gov.au>

## Consumer Rights

### Consumer protection

On 1 January 2011, the Australian Consumer Law commenced and the Trade Practices Act 1974 was repealed and replaced by the Competition and Consumer Act 2010. The Australian Consumer Law provides for:

- National consumer protection and fair trading laws
- Enhanced enforcement powers and redress mechanisms
- A national unfair contract terms law
- A new national product safety regime
- A new national consumer guarantees law

### Contractual agreement

Students who enrol in a training program with Quality Associates Training should be aware that they are entering into a contractual agreement. With a view to ensuring all students are fully aware of their rights and obligations, Quality Associates Training will design agreements, enrolment forms, service agreements or similar using a logical format and simple English. This may include, but is not limited to:

- Wording that allows the perspective student to know what he / she is agreeing to
- Clearly explained disclaimers
- No misleading or deceptive behaviour
- No actions, omissions or dialogue (written or verbal) that may force or coerce the student
- Fair dealings for disadvantaged students

## Privacy Principles

The Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Privacy Amendment Act) made many significant changes to the Privacy Act 1988 (Privacy Act). These changes commenced on 12 March 2014. The Privacy Regulation 2013, made under the Privacy Act, also commenced on 12 March 2014.

Privacy Principles that are strictly applied to all aspects of Quality Associates Training's operations include:

### Collection

Quality Associates Training will only collect necessary information pertaining to one or more specific operations. The student will be informed as to the purpose for which details are being collected.

### Use and disclosure

Quality Associates Training will ensure student personal information is not used or disclosed for secondary purposes without obtaining explicit consent from the student, unless a prescribed exception applies.

### Data quality

Quality Associates Training will take all reasonable measures to ensure that all students' personal information that is collected, used or disclosed is accurate, current and complete.

### **Data security**

Quality Associates Training will take all reasonable measures to ensure all collected students' personal information is protected from misuse, loss or damage, and that all data and record storage is secure from unauthorised access, modification or disclosure.

### **Openness**

Quality Associates Training will maintain documentation which detail how students' personal information is collected, managed and used. When a student makes an enquiry in relation to information collected, Quality Associates Training will explain what information is held, for what purpose it is held and what procedures outline the collection and use of information.

### **Access and correction**

Quality Associates Training will allow students access to personal information held in all circumstances unless prescribed exceptions apply. If the student identifies errors within the information, Quality Associates Training will correct and update to file.

### **Unique identifiers**

Quality Associates Training will not assign students unique identifiers except when it is necessary for efficiency of operations. Commonwealth Government identifiers, such as Medicare numbers or Tax File Numbers, will only be used for the purposes of which they were issued.

### **Anonymity**

Quality Associates Training will provide students the opportunity to interact with the business without requiring the student to make their identity known in any circumstances it is practical and possible to do so.

### **Trans-border data flows**

Quality Associates Training privacy protection principles apply to the transfer of data throughout Australia.

### **Sensitive information**

Quality Associates Training will request specific consent from a student in circumstances where it is necessary to collect sensitive information. Sensitive information may include, but is not limited to; information relating to a student's health, criminal record, racial or ethnic background.

## **Student progress**

Students have the right to request information about or have access to their own individual records. Quality Associates Training trainers and assessors or administration staff will provide the requested information or access. Students also have the right to request a hardcopy of their own individual file that can be supplied as a printout from records retained within the data management system.

Please feel free to ask your Quality Associates Training trainer and assessor or administration staff at any time for a printout of your progress.



## STUDENT OVERVIEW

### What courses can I study with Quality Associates Training?

Accredited and non-accredited courses are listed in the [Introduction section](#) of this handbook and on the Quality Associates Training website.

### What qualification will I receive?

Upon successful completion of your course with Quality Associates Training you will be eligible to receive certification:

Course Name	Certification
<b>Accredited courses</b> <i>(assessment against nationally recognised unit/s of competency)</i>	Statement of Attainment, and Certificate of Attainment
<b>Allergen Management &amp; VITAL 2.0</b> <i>(includes assessment)</i>	Certificate of Completion
<b>Other non-accredited courses</b> <i>(no assessment)</i>	Certificate of Attendance

Upon successful completion of *accredited courses*, students will be issued with certification complying with the AQF requirements for issuing qualifications and statements and the Standards for Registered Training Organisations 2015<sup>2</sup>.

### How is training delivered?

Training courses with Quality Associates Training are delivered by:

- Face to face classroom training
- Online learning
- Blended learning

### What are the prerequisites?

Prerequisites are specific to individual courses. Please consult the course outline for your chosen course for prerequisite information.

### How do I enrol?

Individual students are encouraged to enrol through the Quality Associates Training [website](#), where prospective students can also access this handbook and the Student Terms and Conditions

Enrolment can also be initiated by you contacting [Quality Associates Training](#). We will despatch to you by suitable means an enrolment form and literature on the course(s) being considered and any other relevant documentation.

Employers wishing to arrange bulk enrolments, in house or customised training should also contact [Quality Associates Training](#) to discuss specific training needs with our Business Development Manager.

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<sup>2</sup> Schedule 5: Application of the AQF Qualifications Issuance Policy within the VET sector.

## FEES

Quality Associates Training operates predominately as a 'fee for service' training business. This means all training programs attract fees. All fees will be paid at or prior to the commencement of training unless prior arrangements are made with Quality Associates Training management.

The SNR standard 7 requires RTOs to have effective governance and administration arrangements in place. Where more than \$1,500 is collected from an individual learner (not an employer) prior to the commencement of training or where the total course fee is more than \$1,500, Quality Associates will implement arrangements<sup>3</sup> to protect fees as required by SNR schedule 6.

All fees paid in advance by individuals are separated from the operations of the business. This is achieved by transferring fees paid in advance to a secondary account (deposits account), until 14 days prior to the course, to ensure sufficient funds are readily available for refund.

Fee information is available via:

- Quality Associates Training website
- Quality Associates Training program brochures
- Quality Associates Training promotional material
- Direct email from Quality Associates Training

Each of these information streams clearly identifies all fees and charges, including optional charges such as Recognition of Prior Learning (RPL) fees. The RTO's fee policy will be updated regularly so that both Quality Associates Training and our clients will be protected.

Quality Associates Training will provide the following fee information, to each student:

- a) The total amount of all fees including course fees, administration fees, materials fees and any other charges;
- b) Payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee;
- c) The nature of the guarantee given by the RTO to complete the training and / or assessment once the student has commenced study in their chosen qualification or course;
- d) The fees and charges for additional services, including such items as issuance of a replacement qualification testamur and the options available to students who are deemed not yet competent on completion of training and assessment; and
- e) Refund policy details.

## Training Guarantee

It is the intention of the CEO of Quality Associates Training that all students will receive the full training services paid for. This is supported by externally audited financial and quality management systems which are designed to proactively identify and address issues which might affect service delivery.

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<sup>3</sup> For example, become a member of a Tuition Assistance Scheme

In the unlikely event that a specific course cannot be run, enrolled students will either be transferred to an equivalent course at an alternative time, with no additional fees, or issued with a full refund.

Where applicable, the Training Guarantee extends to training conducted by a third party on behalf of Quality Associates Training<sup>4</sup>.

Enrolled students will be advised of any changes to agreed services in writing and given time to respond. Students will be given the opportunity to respond, agree or offer input.

## Fee Structure

### Total course fee

Each qualification, unit of competency or accredited course offered by Quality Associates Training has a specific course fee. The course fee is the maximum fee that may be charged to the student for his/her selected training program.

It is Quality Associates Training's policy that the course fee will be *all-inclusive*. Students will not be 'surprised' by unexpected requirements, fees or expenses.

Where additional resources normally associated with a program of study are required (for example; reference material, research documents, own computer) the student will be clearly advised of exactly what is required in the student study guide for that program.

### Payment required in advance

Up-front payment of 100% of the total course fee is required from each student for each course.

### Enrolment fee

No enrolment fee is applicable. The course fee is all inclusive.

### Recognition of prior learning fee.

Refer to the [Recognition of prior learning section](#).

### Withdrawal fee

Refer to the [Refunds and transfers section](#).

### Transfer fee

Refer to the [Refunds and transfers section](#).

### Re-submit fee

No re-submit fee applies for minor amendments to assessments.

### Re-assessment fee

Where significant re-assessment (eg re- assessment after submission marked as not yet competent) is required for a course/ unit of competency, 20% of the total course cost will be invoiced for the re-assessment.

### Produce partial completion statement of attainment

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<sup>4</sup> Students may be transferred to another similar course with another approved third party RTO at no additional cost to the student

No fee applies to produce a partial statement of attainment when the student has partially completed the training program and must withdraw.

### Re-print certification

Where a student requests a new copy of his / her certification, the following fees apply:

- Statement of attainment \$25.00+GST
- Qualification (with academic transcript) \$40.00+GST

### Refunds and transfers

Quality Associates Training will protect fees paid in advance and has a fair and reasonable refund policy.

An application for a refund is addressed according to the notice given by the person making the request:

- Up to 14 days prior to the commencement of the course- 80% refund of full fees. Alternatively, the student may elect to enrol in a suitable course at a later date, with no additional fees.
- After 13 days prior to the commencement of the course, and during the course- no refund. A pro-rata credit is available so the student can complete the course at a later date, upon payment of a \$90 administration fee.

Information in the Student Terms and Conditions<sup>5</sup> provided prior to enrolment or at the commencement of training and assessment, whichever comes first, specifies the student's rights as a consumer, including but not limited to any statutory cooling-off period (where applicable) and the student's right to obtain a refund for services not provided by the Quality Associates Training in the event the:

- Arrangement is terminated early, or
- Quality Associates Training fails to provide the agreed services.

Quality Associates Training reserves the right to cancel courses that do not have sufficient enrolments. Students will be provided with a full refund or enrolment in another suitable Quality Associates Training course where the course is cancelled by Quality Associates Training.

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<sup>5</sup> Available on the Quality Associates Training website.

## RECORDS

Quality Associates Training has a clearly documented quality administrative and records management system in place to secure the accuracy, integrity and currency of records, to keep documentation up-to-date and to secure any confidential information obtained by Quality Associates Training and committees, individuals or organisations acting on its behalf.

Data is collected and stored in accordance with the processes outlined in this document and Quality Associates Training's record management procedures ensure timely and accurate records inform the continuous improvement processes of Quality Associates Training. In addition, these records management procedures will ensure that all documentation providing evidence of compliance to the essential standards of registration is accurately maintained.

### Record Keeping Procedures

Quality Associates Training has a clearly documented quality administrative and records management system in place to secure the accuracy, integrity and currency of records, to keep documentation up-to-date and to secure any confidential information obtained by Quality Associates Training and committees, individuals or organisations acting on its behalf.

Upon enrolment, student's details will be entered into the Quality Associates Training student management system. This process initiates the establishment of the student's individual file which is then used to record all future details pertaining to the client. The file is retained by Quality Associates Training and management of the file will be in accordance with the Quality Associates Information security and control policy.

Quality Associates Training is committed to maintaining the accuracy, integrity and currency of all student files, as well as ensuring appropriate security of all records to uphold confidentiality and protect student privacy. Quality Associates Training management will undertake periodic validation of the training records of approximately 5% of registered students as required by ASQA.

### Completed assessments

Each and every assessment submitted by every student will be retained for a minimum period of six months. The assessment record completed by the traioner/ assessor is scanned and stored in the student management system, along with records of qualifications and other documentation issued. These records will be maintained for a period of 30 years.

Original student assessments will be filed systematically. Individual student records will be stored in a lockable steel filing cabinet in a secure office area. If the files are stored in a location where student or public access is possible, the cabinets will remain locked.

Electronic records are stored utilising licensed AVETMISS compliant student management software. Access is restricted by a password system.

After six months, original student assessments will be securely destroyed.

### Results of assessment records

Student assessment results will be recorded electronically within student management system. This information may be used to provide annual competency completion reports and/or AVETMISS reports, or as required:

- Sufficient information to re-issue the testamur, if required, will be retained.
- Results of assessment will be retained for thirty (30) years.

## Security

Quality Associates Training ensures further security of records by complying with the storage requirements detailed in ASQA's General directive: *Retention requirements for completed student assessment items*, (22 June 2012). This directive includes requirements for storage including: safeguards against unauthorised access, fire, flood, termites or any other pests, and to ensure that copies of records can be produced if the originals are destroyed or inaccessible. Quality Associates Training enhances its compliance with this directive by protecting electronic files with up-to-date virus protection, firewall and spy ware protection software.

Quality Associates Training drives and the student management system are Cloud based and offer the security and integrity expected of a reputable Cloud storage system. Data recovery and contingency plans are in place.

Quality Associates Training software and hardcopy systems will retain student's results for a period of no less than thirty (30) years. If requested, enrolment information, training and assessment information or results of assessment will be provided in electronic format wherever possible.

Paper based records will be scanned and saved in Adobe PDF format. Paper records will be securely shredded securely in accordance with the CEO's directions.

A copy of each testamur issued is scanned and retained in Adobe PDF format. If requested, the testamur may be re-printed at any time within the thirty (30) year period after issue. This method ensures the original format, design, signature, date and units of competency are re-printed accurately and efficiently. Refer to the earlier [fee structure](#) section for information of re-print fees.

## Ceasing operation

In the event that Quality Associates Training ceases to operate, its records will be transferred to ASQA in the appropriate format and detail as specified by the Department at the time of ceasing RTO operations.

All other records including training records, taxation records, business and commercial records will be retained for a period of typically (7) years, or as required by relevant legislation.

Quality Associates Training will ensure that any confidential information acquired by the business, individuals, committees or organisations acting on its behalf is securely stored.

## Access to Records

Quality Associates Training has implemented a student management system that ensures all students have access to accurate information regarding their learning in a timely fashion. To ensure this, employees are informed of their responsibilities for record keeping and the process is monitored through the continuous improvement process and improved where necessary. This section outlines the data management procedures that support our records management system.

### Access to student records

Access to individual student training records will be limited to those required by the SNR, such as:

- Trainers and assessors to access and update the records of the students whom they are working with
- Management staff as required to ensure the smooth and efficient operation of the business

- Officers of ASQA or their representatives for activities required under the standards for registered training organisations

Quality Associates Training trainers and assessors will maintain accurate and current records of each student's progress and achievement of competencies in the area of their study. These records will be entered into the student management system during training and assessment or immediately at the completion of training and assessment.

As students complete each competency, the trainer or assessor will check the achievements against the relevant qualification packaging rules and sign off successfully completed competencies.

All details of full or partially completed competencies will be recorded and stored on the student's file.

Upon completion of all relevant competencies within a qualification, the student will be entitled to receiving the full qualification. The certificate and academic record and / or statement of attainment will be produced and signed by Quality Associates Training management, trainer and / or assessor, and presented to the student.

A scanned electronic copy of all signed qualifications issued will be converted to PDF format and secured in the student's file.

## Student Access to Records

Students have the right to request information about or have access to their own individual records. Quality Associates Training trainers and assessors or administration staff will provide the requested information or access. Students also have the right to request a hard copy of their own individual file that can be supplied as a printout from records retained within the student management system.

You should feel free to ask your Quality Associates Training trainer and assessor or administration staff at any time for a printout of your progress.

## Privacy

Quality Associates Training considers student privacy to be of utmost importance and will practice a high standard of care and concern in regard to maintaining student privacy in all aspects of business operations. Any persons external to the organisation acting on behalf of Quality Associates Training are made aware of the confidentiality procedures and privacy policies prior to commencing work with Quality Associates Training.

Quality Associates Training will comply with all legislative requirements including the Privacy Act 1988 (Commonwealth) and Australian Privacy Principles (2014). The Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Privacy Amendment Act) made many significant changes to the Privacy Act 1988 (Privacy Act). These changes commenced on 12 March 2014. The Privacy Regulation 2013, made under the Privacy Act, also commenced on 12 March 2014.

Quality Associates Training ensures no student information is disclosed without the student's consent, except as required by law or in adherence to the SNR. Student consent must be obtained in writing from the student, unless the student is under the age of 18 years, in which case written consent from their parent or guardian must be obtained. Consent to disclosure of information forms and / or letters will be recorded.

## Recognise Qualifications of Another RTO

Quality Associates Training will recognise all AQF qualifications and statements of attainment issued by any other RTO. If any ambiguity is detected when validating a student's certification, Quality Associates Training will seek verification from the relevant RTO before recognising the qualification or statement of attainment.

## Procedure for Recognition of Qualifications

Students enrolling with Quality Associates Training will be made aware of the recognition of qualifications policy by Quality Associates Training staff at the time of enrolment to offer the opportunity of recognition of relevant qualifications or statements of attainment prior to the commencement of training. Quality Associates Training trainers will remind students of the policy progressively throughout the duration of their course.

When a student presents an AQF qualification or statement of attainment to a trainer or staff member, a copy of the certificates will be taken and submitted to Quality Associates Training for verification. Quality Associates Training will verify the authenticity of the qualification or statement of attainment.

The verified copy of the qualification or statement of attainment is placed in the student's file. Once verification of the qualification or statement of attainment has been established, Quality Associates Training staff will inform the student and offer exemption from the relevant unit(s) of competency. Staff will ensure the student is aware of and understands what component(s) of their training and assessment are affected.

Quality Associates Training staff will update the student's records accordingly.

## Credit Transfer

Credit transfer refers to the transferral of academic credit obtained by students through participation in courses or national training package qualifications with other RTOs, towards a qualification offered by Quality Associates Training. Credit transfer is granted on the basis that the credit validates the student's competency within the relevant qualification / unit of competence. Credit transfer of a qualification / unit of competence is available to all students enrolling in any training program offered by Quality Associates Training.



## Unique Student Identifier

The [Unique Student Identifier \(USI\)](#) scheme, enabled by the Student Identifiers Act 2014, allows students to access a single online record of their VET achievements. The scheme also allows for reliable confirmation of these achievements by employers and other RTOs. The online system provides each student with a USI.

The USI scheme will provide a national online authenticated record of student's training attainment and will serve as a building block for a range of vocational education and training reforms. Over time, the ability of students to access and share their training records will make enrolment processes more efficient for training providers and students. Training providers will have access to an online information source to manage student transfers between training providers, and the assessment of credit transfer and pre-requisites.

Quality Associates Training will only issue a qualification or statement of attainment to a student after the student has provided a verified USI or Quality Associates Training applies for a USI on behalf of the student. To avoid any delays in issuing certification documentation Quality Associates Training will ensure that student's USIs are applied for or verified USI at the time of enrolment.

Quality Associates Training will protect the security of all information related to USIs. USI records are stored consistent with other records, with security measures are in place to protect both digital and hard-copy records from loss, damage or unauthorised access. Where a qualification or statement of attainment is recorded in the USI scheme, Quality Associates Training does not retain additional records to demonstrate this because the required records will exist within the USI scheme.

When reporting data about the training, each record of nationally recognised training that is provided to the national centre for vocational education research (NCVER) national VET provider collection will have a USI attached. This USI will be used to draw down on this data collection in real time. This means that, in the future, students will be able to draw down a record of their VET achievements from one place. They can view this online or they can use the data to develop a transcript that they can attach to a job application, for example.

The USI will be increasingly useful for Quality Associates Training when the data builds, Quality Associates Training (with the student's permission) will be able to draw down information about that student's previous VET attainments throughout Australia. This will assist with assessing student's admission to courses, for credit transfer and in some circumstances, their eligibility for funding. More information is available from the [Department of Industry's website](#) where a comprehensive [video](#) outlines the USI scheme for Quality Associates Training staff.

# TRAINING AND ASSESSMENT

Quality Associates Training is committed to delivering high quality training and assessment services that exceed the expectations of their students. To ensure this, Quality Associates Training has implemented processes for data collection and analysis within its operations that ensure the continuous improvement of training and assessment. Continuous improvement measures in this area respond to the results of data analysis and involve all internal and external stakeholder groups.

The quality and continuous improvement policy and procedure defines the methods of data collection and analysis. In order to provide high quality outcomes to their clients and students, Quality Associates Training ensures that strategies for training and assessment are developed with effective consultation with industry and stakeholders.

## Principles of Training and Assessment

Training and assessment strategies developed by Quality Associates Training will adhere to the following principles:

- Training and assessment strategies are developed for each qualification / unit of competency that will be delivered and assessed;
- All training programs will require the development of a training and assessment strategy for full and partial completion of a qualification;
- Each training and assessment strategy will be developed in consultation with industry representatives, trainers, assessors and key stakeholders;
- Training and assessment strategies will reflect the requirements of the relevant training package and will identify target groups;
- Training and assessment strategies will be validated annually through the internal review procedures.

### Quality training and assessment principles

Quality Associates Training will apply the *Principles of Assessment and the Rules of Evidence*.

### Principles of assessment

To ensure quality outcomes, assessment should be:

- Fair
- Flexible
- Valid
- Reliable

#### Fair

Fairness in assessment requires consideration of the individual student's needs and characteristics, and any reasonable adjustments that need to be applied to take account of them. It requires clear communication between the assessor and the student to ensure that the student is fully informed about, understands and is able to participate in the assessment process, and agrees that the process is appropriate. It also includes an opportunity for the person being assessed to challenge the result of the assessment and to be re-assessed if necessary.

#### Flexible

To be flexible, assessment should reflect the student's needs; provide for recognition of competencies no matter how, where or when they have been acquired; draw on a range of

methods appropriate to the context, competency and the student; and support continuous competency development.

### **Valid**

Assessment is valid when the process is sound and assesses what it claims to assess. Validity requires that:

- Assessment against the units of competency must cover the broad range of skills
- Knowledge that are essential to competent performance
- Assessment of knowledge and skills must be integrated with their practical application
- Judgement of competence must be based on sufficient evidence (that is, evidence gathered on a number of occasions and in a range of contexts using different assessment methods). The specific evidence requirements of each unit of competency provide advice on sufficiency

### **Reliable**

Reliability refers to the degree to which evidence presented for assessment is consistently interpreted and results are consistent with assessment outcomes. Reliability requires the assessor to have the essential competencies in assessment and relevant vocational competencies (or to assess in conjunction with someone who has the vocational competencies). It can only be achieved when assessors share a common interpretation of the assessment requirements of the unit(s) being assessed.

### **Rules of Evidence**

These are closely related to the principles of assessment and provide guidance on the collection of evidence to ensure that it is:

- Valid
- Sufficient
- Authentic
- Current

### **Valid**

Assessment is valid when the process is sound and assesses what it claims to assess. Validity requires that:

- Assessment against the units of competency must cover the broad range of skills
- Knowledge that are essential to competent performance
- Assessment of knowledge and skills must be integrated with their practical application
- Judgement of competence must be based on sufficient evidence (that is, evidence gathered on a number of occasions and in a range of contexts using different assessment methods). The specific evidence requirements of each unit of competency provide advice on sufficiency

### **Sufficient**

Sufficiency relates to the quality and quantity of evidence assessed. It requires collection of enough appropriate evidence to ensure that all aspects of competency have been satisfied and that competency can be demonstrated repeatedly. Supplementary sources of evidence may be necessary. The specific evidence requirements of each unit of competency provide advice on sufficiency.

### **Authentic**

To accept evidence as authentic, an assessor must be assured that the evidence presented for assessment is the student's own work.

## Current

In assessment, currency relates to the age of the evidence presented by a student to demonstrate that they are still competent. Competency requires demonstration of current performance, so the evidence collected must be from either the present or the very recent past.

## Connecting Training and Assessment with the Workplace

To maximise the outcomes for students, Quality Associates Training ensures that every opportunity to connect training and assessment with the workplace is utilised. Opportunities will be developed in consultation with the relevant workplace personnel and responsibilities clearly communicated to all involved.

To identify a range of delivery and assessment methods that meet a variety of needs, an ongoing schedule of industry liaison and consultation will be adhered to. These consultations will be documented with meetings and memorandums acknowledged by those industry and enterprise representatives involved in consultation relative to the development of assessment strategies.

Students enrolled in a traineeship program will normally be working for an employer within the industry. In some circumstances employers may offer a contribution towards the cost of training and assessment, which is encouraged by Quality Associates Training.

Quality Associates Training will:

- Involve workplace personnel in planning workplace programs, where they are relevant to the training and assessment program
- Ensure that the training and assessment program makes full use of opportunities at the workplace
- Monitor each student's progress and the support provided to them by workplace personnel
- Consult with workplace personnel in the development of workplace training and assessment processes
- Inform workplace personnel of their training and assessment roles and responsibilities, and accept these responsibilities, where relevant to the training and assessment program
- Monitor support provided to each student by workplace personnel
- Monitor the student's progress

Information from workplace personnel is used to continuously improve training and assessment. A number of programs that engage employers or other parties who contribute to each learner's training, assessment and support services to meet their individual needs are available. Refer to the [Apprenticeships and Traineeships](#) section below for examples of programs, government initiatives and opportunities for employers to be engaged with training and assessment.

## Assessment Policy

Quality Associates Training acknowledges the critical role that assessment plays in determining the competency of students. In developing the assessment (including RPL) for each qualification and unit of competence, the CEO will ensure:

- Compliance with the assessment guidelines from the relevant training package, qualification and unit of competence of accredited course

- Assessment leads to a qualification or statement of attainment under the Australian Qualifications Framework (AQF)
- Assessment complies with the principles of competency based assessment and informs the student of the purpose and context of the assessment
- The rules of evidence guide the collection of evidence to support the principles of validity and reliability
- The application of knowledge and skills is relevant to the standard expected in the workplace, including skills for managing work tasks, contingencies and the job environment
- Timely and appropriate feedback is given to students
- Assessment complies with Quality Associates Training's access and equity policy
- All students have access to re-assessment on appeal

Quality Associates Training implements an assessment system that ensures that assessment (including Recognition of Prior Learning) complies with the assessment requirements of the relevant training package or VET accredited course. Quality Associates Training recognises that each unit of competency contains assessment requirements relating to; performance evidence, knowledge evidence and assessment conditions.

## RECOGNITION OF PRIOR LEARNING

Recognition of prior learning means recognition of competencies currently held, regardless of how, when or where the learning occurred. These competencies may be attained through any combination of formal or informal training and education, work experience or general life experience. In order to grant RPL, the assessor must be confident that the student is currently competent against the endorsed industry or enterprise competency standards or outcomes specified in Australian Qualifications Framework accredited courses. The evidence may take a variety of forms and could include certification, references from past employers, testimonials from clients and work samples. The assessor must ensure that the evidence is authentic, valid, reliable, current and sufficient.

Quality Associates Training appreciates the value of workplace and industry experience, and recognises that students will acquire vocational skills and knowledge from a variety of sources other than formal training. These skills are legitimate irrespective of how they were acquired and the RPL process is designed to provide validation of such relevant skills.

### Quality Associates Training's Recognition of Prior Learning Process

Recognition of Prior Learning (RPL) is an assessment process that assesses an individual's formal, non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to, and / or partial or total completion of a VET qualification.

The recognition of prior learning (RPL) process will be offered to and explained to all relevant students. All students will have access to Quality Associates Training's RPL policy which is contained in the Quality Associates Training student manual and is available on request.

Students who believe they have already obtained current skills and knowledge that would otherwise be covered in the qualification / unit of competence for which they intend to attain, should apply for RPL at the time of enrolment. The student's skills and knowledge will be assessed and validated, and where appropriate, units of competency acknowledged and face-to-face training reduced.

As part of the Quality Associates Training enrolment policy, trainers will advise students of the availability of RPL policy, explain what the process involves and how it relates to the attainment of the qualification. Trainers will remind students of this option progressively throughout their time in training, in order to provide multiple opportunities for students to engage in the RPL process.

**When approached by a student seeking RPL, trainers will:**

- Provide the student with copies of an RPL Introduction Letter
- Provide the student with information about the types of evidence that can be used to support an RPL application

**Recognition of prior learning fee**

The student will be charged 50% of the scheduled full course fee. This includes the initial application, consultation either in person or via phone with a suitably qualified assessor, the RPL assessment and (if successful) certification.

Where the student is not able to achieve the full qualification through RPL and gap training is required, a training plan and costing structure will be mutually agreed upon. The basis of the cost structure will be pro-rata on a unit by unit basis based on the scheduled course fee.

## CLIENT SERVICES

Quality Associates Training is committed to delivering high quality services that support students throughout their training and assessment. This commitment is based on a client focused operation that produces the best possible outcome for students. Quality Associates Training will ensure students are informed of the services they are to receive, their rights and obligations, and the responsibilities of the RTO. Students who undertake training with Quality Associates Training receive every opportunity to successfully complete their chosen training program. Quality Associates Training will provide students with information prior to commencement of services including any subcontracting arrangements affecting the delivery of training and/or assessment.

### Student advice

Quality Associates Training takes a systematic approach to establish and recognise the needs of each client. It is a requirement that all staff members do their utmost to meet the needs of students. Where a student's need is outside the scope or skill of the organisation they will be referred to an appropriate service or an alternate training organisation.

Quality Associates Training delivers specialised training and assessment services<sup>6</sup>. As such, it is vital that all students are informed of and understand the extent of the training course that they are enrolling in. Quality Associates Training has in place a process and mechanism to provide all clients information about the training, assessment and support services to be provided, and about their rights and obligations, prior to enrolment or entering into an agreement.

#### In summary, Quality Associates Training will provide:

- Training programs and services that promote inclusion and are free from discrimination
- Support services, training, assessment and training materials to meet the needs of a variety of individual students
- Consideration of each individual's needs to provide the best opportunity for skill development and attainment of qualifications that can lead to further training or employment
- Opportunity for consultation between staff and students so that all aspects of individual circumstances can be taken into consideration when planning training programs
- Consideration of the views of students' community, government agencies and organisations, and industry when planning training programs
- Access to information and course materials in a readily available, easily understood format
- Information to assist students in planning their pathway from school or the community to vocational education and training

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<sup>6</sup> Services include:

- (a) Pre-enrolment materials;
- (b) Study support and study skills programs;
- (c) Language, Literacy and Numeracy (LLN) programs or referrals to these programs;
- (d) Equipment, resources and/or programs to increase access for students with disabilities;
- (e) Learning resource centres;
- (f) Mediation services or referrals to these services;
- (g) Flexible scheduling and delivery of training and assessment;
- (h) Counselling services or referrals to these services;
- (i) Information technology (IT) support;
- (j) Learning materials in alternative formats, for example, in large print; and
- (k) Learning and assessment programs customised to the workplace.

While Quality Associates Training guarantees that all students will receive the full training services paid for, it does not guarantee a student will successfully complete the course in which they are enrolled or that the student will obtain a particular employment outcome outside the control of Quality Associates Training.

### Student information policy

Quality Associates Training will provide all relevant information and directions to each student prior to enrolment as part of the student induction to enable the student to make informed decisions about undertaking training with Quality Associates Training. This information will be clear and readily available in printed or electronic formats. This will include details required to source the Quality Associates Training student manual, available as PDF document on Quality Associates Training [website](#).

Quality Associates Training will provide the following information specific to each student:

- the code, title and currency of the AQF qualification, skill set or VET course to which the student is to be enrolled, as published on the National Register
- the services the RTO will provide to the student including the:
  - estimated duration of the services
  - expected locations at which the services will be provided
  - expected modes of delivery
  - name and contact details of any subcontractor which will provide training and assessment to the student
- the student's obligations including:
  - repayment of any debt incurred under schemes such as VET FEE-HELP
  - any requirements that Quality Associates Training requires the student to meet to enter and successfully complete their chosen AQF qualification, skill set or VET course
  - provision of required materials and equipment
- details of the RTO [complaints and appeals process](#)

Where there are any changes to agreed services, Quality Associates Training will advise the student in writing and with a follow-up telephone call 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.



## Client Selection and Enrolment Procedure

### Client selection

Enrolment and admission into some Quality Associates Training programs is subject to meeting certain prerequisite conditions and/or entry requirements. Specific details of the prerequisites pertaining to these training programs are contained in individual course documentation and are made available prior to enrolment. In the case that a potential student does not meet the prerequisite conditions and/or entry requirements, Quality Associates Training staff will endeavour to assist them in understanding their options in regards to meeting the standards. Any questions regarding these arrangements can be addressed by trainers or Quality Associates Training management.

### Enrolment

The enrolment procedure commences when a student contacts Quality Associates Training expressing interest in a training program(s). Quality Associates Training staff will respond by dispatching by suitable means an enrolment form, student manual, literature on the program(s) being considered and any other documentation which may be relevant.

Enrolment applications will then be assessed to ensure that the student meets any prerequisites and/or entry requirements that have been set for the selected course. Students will be informed of successful enrolment and sent information on the course and their course induction. Students who do not meet the prerequisites for the selected course will be notified of their unsuccessful enrolment and invited to contact Quality Associates Training to discuss their training needs and alternative opportunities.

### Pre-course letter

As an additional support to enrolling students, Quality Associates Training will send a pre-course letter to the student prior to the commencement of training. Information includes the time, date and location of training, the resources the student should bring to the course and overview of the units of competency to be studied and the format/style of training to be provided.

### Pre-course evaluation checklist

A pre-course evaluation of each student is conducted. Questions are designed to identify the student's needs, so Quality Associates Training staff members can evaluate any requirements the student may have to improve his/her learning experience and outcome. These questions are integrated within the enrolment form.

The designated Quality Associates Training staff member will receive and assess each student's pre-course evaluation checklist. Based on the information in the checklist, the enrolment form, interview, induction and any other relevant correspondence and conversation, Quality Associates Training staff and management may offer additional support. Examples of the support services may include:

- Study support and study skills programs
- Language, literacy and numeracy (LL&N) programs or referrals to appropriate programs
- Equipment, resources and / or programs to increase access for students with disabilities
- Learning resource centres
- Mediation services or referral to appropriate services
- Flexible scheduling and delivery of training and assessment
- Counselling services or referral to appropriate services
- Information technology support
- Learning materials in alternative formats i.e. large print

- Learning and assessment programs customised to the workplace

### Induction

On successful completion of the enrolment process, all students will undergo an induction program including:

- Introduction to Quality Associates Training staff
- Confirmation of the course being delivered
- The training and assessment procedures including method, format and purpose of assessment
- Qualifications to be issued
- Student manual provided

### Access and Equity

Quality Associates Training is committed to practicing fairness and providing an equal opportunity for all current and potential students to access and participate in learning, and to achieve their learning outcomes regardless of age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment or remote location that may present a barrier to access, or any other perceived difference in class or category. Quality Associates Training ensures that its practices are as inclusive as possible and do not unreasonably prevent any clients from accessing its services. Quality Associates Training will address access and equity matters as a nominated part of operational duties.

If a student identifies with one or more of the following priority groups, he/she may be able to receive additional assistance:

- Aboriginal and / or Torres Strait Islander people
- Carers of people who are ill, aged or who have a disability
- People with a disability
- Women and girls who are returning to education and training
- Women and girls who are seeking training opportunities in non-traditional roles
- Young people aged 15 to 25
- Australian South Sea Islanders
- Parental job seekers
- People with English language, literacy and numeracy needs
- Mature aged workers who require up skilling
- Long term unemployed and disadvantaged jobseekers
- People from different cultural and ethnic backgrounds
- People who speak a language other than English

Quality Associates Training has developed this quality management and operational framework to guide and inform all staff and students in their obligations regarding access and equity. Upon induction into Quality Associates Training, all staff is provided with copies of the policies which they must adhere to throughout all their operations as a Quality Associates Training staff member. Students are made aware of the access and equity policy via the Quality Associates Training student manual, and informed of their rights to receive access and equity support and to request further information.

Quality Associates Training access and equity policies are in place to ensure that training opportunities are offered to all people on an equal and fair basis in all circumstances, irrespective of their gender, culture, linguistic background, race, socio-economic background, disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.

Practicing these policies will guarantee that any student who meets Quality Associates Training entry requirements will be accepted into any training programs. If any student or staff member have issues or questions regarding access and equity, or believes they have been treated unfairly, they will be directed to Quality Associates Training's management for consultation.

## Language, Literacy and Numeracy Assistance

Quality Associates Training course information and learning materials contain written documentation and in some cases, numerical calculations.

Quality Associates Training recognises that not all students will have the same level of ability in relation to reading, writing and performing calculations. When an issue is identified by Quality Associates Training staff or requested by a student, a language, literacy and numeracy test will be provided to assess the student's ability. This process is to ensure that all students who commence a training program possess the skills required to understand the presented material and complete assessments.

Quality Associates Training will endeavour to provide assistance to students having difficulty with language, literacy or numeracy to accommodate their needs. In the event that a student's needs exceed the ability of Quality Associates Training staff to assist, the student will be referred to an external support agency so they have the opportunity to obtain the skills required to complete the training program.

## STUDENT SUPPORT

### Student support policy

Quality Associates Training will make all reasonable effort and utilise a variety of available methods to assist all students in their efforts to complete training programs. Quality Associates Training will determine the support needs of individual students and provides access to the educational and support services necessary for the individual student to meet the requirements of the AQF qualification, skill set or VET course as specified in training packages or VET accredited courses. Quality Associates Training will continue to develop strategies to make support available where gaps are identified.

Trainers are responsible for ensuring that all students are aware they can contact their trainer or other Quality Associates Training staff members in the event that they are experiencing difficulties with any aspect of their studies. Staff will ensure students have access to the full resources of Quality Associates Training to assist them in achieving the required level of competency in all nationally recognised qualifications.

In the event that a student is experiencing personal difficulties, training staff will encourage the student to contact Quality Associates Training who will provide discreet, personalised and confidential assistance as according to the nature of the difficulties.

In the event that a student's needs exceed the capacity of the support services Quality Associates Training can offer, they will be referred to an appropriate external agency. Extensive information regarding support agencies, resources and services may be sourced online. Quality Associates Training staff members will assist students to source appropriate support.

## Flexible delivery and assessment procedures

Quality Associates Training recognises that some people are better suited to learning via teaching methods not usually obtained in the traditional classroom setting. With some minor adjustments to teaching and assessment methods, a student who is experiencing difficulty learning and achieving the desired results in the traditional setting may show considerable improvements.

The staff and management of Quality Associates Training respect these differences among students and will endeavour to make any necessary adjustments to their methods in order to meet the needs of a variety of students. For example, the inability to complete a written assessment will not be interpreted as a sign of incompetence, provided the student can verbally demonstrate competency.

Acceptable adjustments to teaching and assessment methods may include, but are not limited to; having a trainer read assessment materials to students, having a student's spoken responses to assessment questions recorded or allowing a student to sit for an assessment alone in a different room.

Quality Associates Training staff will pursue any reasonable means within their ability to assist students in achieving the required competency standards. In the event that a student's needs exceed the capacity of the support services Quality Associates Training can offer, they will be referred to an appropriate external agency.

## Reasonable adjustment

Reasonable adjustment means adjustments that can be made to the way in which evidence of student performance can be collected. Whilst reasonable adjustments can be made in terms of the way in which evidence of performance is gathered, the evidence criteria for making competent / not yet competent decisions (and / or awarding grades) should not be altered in any way. That is, the standards expected should be the same irrespective of the group and / or individual being assessed; otherwise comparability of standards will be compromised.

## APPRENTICESHIPS AND TRAINEESHIPS

Quality Associates Training recognises that apprenticeships and traineeships are the perfect vehicle for training and developing new and existing staff. Because much of the training is in the workplace, the skills an apprentice or trainee acquires are customised to the specific needs of an organisation. Furthermore, employers may be eligible for various government financial incentives to assist with employing an apprentice or trainee.

State and Territory governments are responsible for all aspects of their training systems, including Australian Apprenticeships policy, priorities, regulatory and administrative arrangements. It also includes determining what qualifications are suitable for Australian Apprenticeships in each state or territory, approving registered training organisations to deliver them and distributing public funds to registered training organisation for training delivery.

## DISCIPLINE

Quality Associates Training makes every effort to practice cooperation and mutual respect in all internal and external dealings to uphold high quality, professional training and assessment services. The same disciplined behaviour is expected of students as a contribution to a functional learning environment, and as a sign of respect to staff and fellow students.

### Professional Behaviour

Quality Associates Training Management advises any trainer or staff member who is dissatisfied with the behaviour or performance of a student that they have the authority to:

- Warn the student that their behaviour is unsuitable, or
- Ask a student to leave the class, without refund or acceptance into another course, or
- Immediately cancel the class.

If a student wishes to object or lodge an appeal against the disciplinary action taken, they have the right and opportunity to follow the Quality Associates Training complaint procedure.

Quality Associates Training staff are expected to maintain a professional and ethical working relationship with all other staff members, management and students. Breaches of the disciplinary standards will result in discussion between the relevant trainer and Quality Associates Training, and appropriate action will be taken.

### Plagiarism

#### Definition<sup>7</sup>

Plagiarism is the "wrongful appropriation" and "purloining and publication" of another author's "language, thoughts, ideas or expressions," and the representation of them as one's own original work.

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<sup>7</sup> From [www.wikipedia.org](http://www.wikipedia.org)

## Policy

Plagiarism is considered academic dishonesty and a breach of journalistic ethics. It is subject to serious sanctions such as expulsion. It is quite reasonable to research material in the course of undertaking assessment. All sources, however, must be clearly referenced. Quality Associates Training's CEO takes a very strict approach to plagiarism and proven incidents will not be tolerated.

## COMPLAINTS AND APPEALS

Quality Associates Training has a defined complaints and appeals process that will ensure student's complaints and appeals are recorded and are addressed effectively and efficiently.

Quality Associates Training strives to ensure that each student is satisfied with their learning experience and outcome. In the unlikely event that this is not the case, all students are encouraged to follow the procedures outlined below to ensure appropriate and fair management of allegations in accordance with the SNR2 2015 and ISO9001:2015.

Any complaints or appeals will be reviewed as part of internal continuous improvement processes. Corrective actions and management of any consequences will be implemented as a priority.

The complaints and appeals process is open to any and all stakeholders who feel aggrieved, about the conduct of:

- Quality Associates Training, its trainers, assessors or other staff
- A third party, or its trainers, assessors or providing services on behalf of Quality Associates Training

A student may lodge a complaint regarding the RTO; Third Party; Subcontractor, Student or Trainer. There is also provision for any and all interested stakeholders to make a complaint if they feel aggrieved. For example, a Trainer may lodge a complaint against a student.

### Complaints Procedure

If you would like to make a complaint, please [contact us](#) directly, or request a complaint form from your trainer. A complaints procedure is available to all persons wishing to make a complaint, appeal or any other manner of objection in relation to the conduct of Quality Associates Training. The complaints procedure will address both formal and informal complaints. All formal complaints must be submitted in writing to Quality Associates Training management and will be heard and addressed, including a response to the aggrieved person, within five (5) working days of receipt.

Quality Associates Training management will maintain a complaint register to document the course of action and resolution of all formal complaints. All complaints substantiated by the complaints procedure will be reviewed as part of the Quality Associates Training continuous improvement procedure.

It is the responsibility of Quality Associates Training management to ensure adherence to the complaint procedure and that resolution is sought in all reasonable circumstances. This includes informing and assisting students with the complaints procedure and supply of complaint forms.

If a student is still not satisfied with the resolution of a complaint after following and exhausting the complaints procedure, the student may contact ASQA and lodge a written complaint.

In the unusual circumstances where a delay in the complaint or appeal process occurs, where longer than sixty (60) calendar days are required to process and finalise the complaint or appeal, Quality Associates Training will inform the complainant or appellant in writing. In line with the importance that Quality Associates Training places on open and transparent processes and communication, the first written communication will be made at five (5) days. From that point, the complainants or appellant will be regularly updated on the progress of the matter, including reasons why more time is required.

If a student is still not satisfied with the resolution of an complaint after following and exhausting the complaints and appeals procedure with Quality Associates Training, a complaint may be lodged with ASQA. Please refer to the ASQA [website](#) for current details about the ASQA complaint management process and how to submit a complaint via an online form or the ASQA Info Line 1300 701 801.

## Appeals

The Quality Associates Training appeals process is concerned with a student's right to request change to decisions or processes of an official nature, usually in relation to academic or procedural matters.

In the case of a student's appeal against specific assessment decisions, the student should first discuss the decision(s) with the relevant trainer or assessor and request re-evaluation. The trainer or assessor will hear the student's appeal, make fair judgement to the best of their ability as to whether change(s) are required and then discuss their final decision with the student.

If the student is still dissatisfied with the trainer or assessor's decision, they have the right to take the appeal to the [management team](#). The formal notice of appeal is required to comply with the following principles upon submission to management:

- The notice of appeal should be in writing, addressed to Quality Associates Training for referral to the management team and submitted within five (5) days of notification of the outcome of the trainer or assessor's re-evaluation process.
- The notice of appeal must be submitted within the specified timeframe otherwise the original result will stand. If a student's appeal needs to be deferred due to emergency circumstances, such as in the case of serious illness or injury, a medical certificate supporting the case must be forward to management. The notice of deferral must be submitted within three (3) working days of the conclusion date displayed on the medical certificate.

It is the responsibility of Quality Associates Training management to ensure adherence to the appeal procedure and that resolution is sought in all reasonable circumstances. This includes informing and assisting students with the appeal procedure and supply of appeal forms.

All appeals will be reviewed at the monthly management meeting and, if appropriate, result in a continuous improvement process.

If a student is still not satisfied with the resolution of an appeal after following and exhausting the complaints and appeals procedure with Quality Associates Training, a complaint may be lodged with ASQA. Please refer to the ASQA [website](#) for current details about the ASQA complaint management process and how to submit a complaint via an online form or the ASQA Info Line 1300 701 801.



## Complaints / Appeals Procedure

All persons wishing to make a complaint, appeal or any other manner of objection in relation to the conduct of Quality Associates Training or any third party (such as other students, outsourced trainers, subcontractors, staff, trainers, assessors) have access to the following procedure:

### Informal complaint / appeal:

- An initial complaint or appeal will involve the student communicating directly with Quality Associates Training verbally or by other appropriate means.
- All persons identified or subject to a complaint will be notified in writing of the content of the complaint and/or allegation and afforded all natural justice and procedural fairness response mechanisms.
- Quality Associates Training management will make a decision, discuss their judgement with the student and record the outcome of the complaint or appeal.
- Students dissatisfied with the outcome of Quality Associates Training's decision may initiate the formal complaint procedure.

### Formal complaint / appeal:

- It is normal procedure that all formal complaints proceed only after the initial informal complaint or appeal procedure has been finalised.
- The formal complaint or appeal is to be submitted in writing, and the procedure and outcome recorded by Quality Associates Training management.
- On receipt of a formal complaint, the CEO or a nominated senior management person independent of the complaint will notify the complainant in writing that they have received the submission.
- The CEO will convene the complaint committee to hear the complaint.
- The complaint committee will consist of a panel of members with no previous involvement or vested interest in the outcome of the particular complaint or appeal. Members of the committee should include:
  - A representative of Quality Associates Training management
  - A Quality Associates Training staff member
  - A person independent of Quality Associates Training (e.g. Richard Turner of TBS Consulting or a professional mediator)
- The complainant / appellant shall be given an opportunity to present the case to the committee and may be accompanied by one (1) other person as support or as representation.
- Staff member(s) involved shall be given an opportunity to present their case to the committee and may be accompanied by one (1) other person as support or as representation.
- The complaint committee will reach a decision on the complaint or appeal after consideration of each case presented.
- The complaint committee will inform all parties involved of the outcome in writing within five (5) working days of making the decision.

All complaints and appeals will be reviewed at Quality Associates Training monthly management meeting. Continuous improvement procedures may be actioned when the complaint / appeal procedure results in identification of factors appropriate for improvement to internal operations. When the initial causative factor of the complaint identifies a problem with current Quality Associates Training policies and / or procedures, the continuous improvement procedure will ensure changes are made to prevent reoccurrence of the problem.

## APPENDIX: GLOSSARY

### A

<b>AQF</b>	Australian Qualification Framework
<b>AQTF</b>	The Australian Quality Training Framework
<b>ASQA</b>	Australian Skill Quality Authority
<b>ATO</b>	Australian Taxation Office
<b>AVETMISS</b>	Australian Vocational Education and Training Management Information Statistical Standard

### B

<b>BAS</b>	Business Activity Statement
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### C

<b>CAL</b>	The Copyright Agency Ltd
<b>CEO</b>	Chief Executive Officer
<b>COAG</b>	Council of Australian Governments
<b>COAGISC</b>	Council of Australian Governments Industry and Skills Council
<b>CPA</b>	Certified Practising Account
<b>CQI</b>	Continuous Quality Improvement
<b>CV</b>	Curriculum Vitae

### E

<b>EFTPOS</b>	Electronic Funds Transfer Point of Sale
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### G

<b>GST</b>	Goods, Services Tax
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### I

<b>ISC</b>	Industry Skills Council
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### J

<b>JP</b>	Justice of the Peace
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### M

<b>MS Access</b>	Microsoft Access
<b>MS Excel</b>	Microsoft Excel

## N

<b>NCVER</b>	National Centre for Vocational Education Research
<b>NQC</b>	National Quality Council
<b>NRT</b>	Nationally Recognised Training
<b>NVR</b>	National Vet Regulator
<b>NGO</b>	Non-Government Organisation

## O

<b>OHS</b>	Occupational Health and Safety (May also be referred to as WHS, or Work Health and Safety in some states or organisations)
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## P

<b>PDF</b>	Portable Document Format
<b>PPE</b>	Personal Protective Equipment

## Q

<b>QI</b>	Quality Indicators
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## R

<b>RTO</b>	Registered Training Organisation
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## S

<b>SNR</b>	Standards for Initial Registration
<b>SWOT ANALYSIS</b>	Strengths, Weaknesses, Opportunities and Threats Analysis

## T

<b>TAE</b>	Training and Education
<b>TESTAMUR</b>	Certificate of Merit or Proficiency

## U

<b>USI</b>	Unique Student Identifier
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## V

<b>VET</b>	Vocational Education and Training
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## W

<b>WHS</b>	Work Health and Safety (May also be referred to as OHS, or Occupational Health and Safety in some states or organisations)
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