AQUINAS COLLEGE

VET

Student Handbook

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INTRODUCTION

Congratulations on your decision to enrol in a nationally recognised vocational course.

This Handbook has been written to provide students with important information about the vocational education and training (VET) qualifications offered at Aquinas College as well as your rights and responsibilities as a VET student.

Students should take the time to study this Handbook carefully and ask their Trainer and Assessor if they are unsure of any details. Students should note the network and website locations of this document for reference throughout their enrolment. The contents of this Handbook represent the key points of various VET policies and procedures developed by this RTO. A copy ofthe RTO's policies and procedures can be obtained via the Curriculum Leader – Vocational Education and Pathways.

The Australian Qualifications Framework (AQF)

All of the VET courses offered by this RTO lead to nationally recognised qualifications – a certificate (if all of the requirements of the qualification are completed) or a statement of attainment (for those parts that are successfully completed where the full qualification is not completed). This certificate/statement of attainment will be recognised in all Australian states/territories. This is because Australia has a national qualifications framework called the Australian Qualifications Framework (AQF). The different types of qualifications that can be obtained are shown in the following diagram.

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AQF QUALIFICATIONS

Source: https://www.aqf.edu.au/framework/aqf-levels

Your Trainer and Assessor will provide you with information about your VET qualification/s including an overview of the specific units of competency/modules, assessment requirements and vocational outcomes.

The qualifications on the College Scope of Registration that are available for ==2025== are listed below and also appear on your ==Enrolment Agreement== and in the **==Year 10 Subject Selection Handbook.==**

Qualification code	Qualification title
BSB10120	Certificate I in Workplace Skills

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1. Student selection, enrolment and induction/orientation procedures

Students enrolled in the VET courses at this RTO participate in the same enrolment and selection processes as other students at the College. Where numbers are limited for VET subjects, selection will be based on interview and/or on the order in which enrolments were received.

Aquinas College will provide each student with information about the training, assessment and support services they will receive, and about their rights and obligations (through the VET student induction session) before enrolment on the Student Management System. Students must obtain a Unique Student Identifier (USI) to enrol in these Certificate courses.

The following information is provided to students on enrolment:
- USI explanation and Consent Form
- Website access to www.usi.gov.au

USIs are forwarded to the Curriculum Administrator for verification. Students will not be issued with either a Certificate or Statement of Attainment if they have not provided a Unique Student Identifier (USI) to the RTO. The Curriculum Leader – VET and Pathways will induct all VET students with this Handbook.

2. Qualification or accredited course information

Information pertaining to your qualification or accredited course can be sourced from course documentation provided by your Trainer and Assessor, subject specific information included in the Year 10 Subject Selection Handbook, the VET Student Handbook and on the Aquinas College website under Vocational Education and Training.
- https://www.aquinas.qld.edu.au/learning-and-teaching/Curriculum/Pages/Vocational-Education-and-Training.aspx

Information available to students regarding course information will include:
- Qualification or VET accredited course code and title
- Packaging rule information as per the specified Training Package or VET Accredited course
- Units of competency (code and title) to be delivered
- Entry requirements and fees and charges
- Course outcomes and pathways
- Work experience requirements (where applicable)
- Licensing requirements (where applicable)
- Third party or off-campus arrangements (where applicable)

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3. Marketing and advertising of course information

Aquinas College will ensure that its marketing and advertising of AQF qualifications to prospective students is ethical, accurate and consistent with its scope of registration. In the provision of information, no false or misleading comparisons are drawn with any other training organisation or training product.

The College will not advertise or market in any way VET accredited courses, qualifications or units of competency that are not on the scope of registration. Aquinas College will ensure it will have the appropriate human and physical resources to deliver and assess any course currently on the RTO's scope of registration. If the College loses access to these resources, it will provide students with alternative opportunities to complete the course and the related qualification.

4. Legislative requirements

Aquinas College will comply with relevant Commonwealth, state or territory legislation and regulatory requirements, including Work Health and Safety legislation, Workplace Relations and Vocational Placement Standards at all times. If students require any further information, please see the Curriculum Leader – Vocational Education and Pathways

5. Fees and charges, including refund policy

Information relating to all fees and charges will be outlined to students prior to enrolment and will also be made available in the Year 10 Subject Selection Handbook.

Aquinas College only collects levies for consumable costs or other additional services as required. Any fees and charges that do occur for additional services will be made known to students prior to enrolment.

Students who leave a VET course before completion may be able to claim a refund for part of the course consumables (levy).

Matters regarding payment of fees or refund of fees will be managed by the Business Manager in accordance with the principles contained in the general fee policy of the school (not specific to VET).

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6. Student services

Aquinas College will establish the needs of their students, and deliver services to meet their individual needs where applicable. All students at this RTO will have involvement with some or all of the following processes, designed to establish their educational and support needs:

- SET plans
- subject selection processes
- career guidance services

The provision of educational services will be monitored to ensure the College continues to cater for student needs through review of student senior education and training (SET) plans, as needed. The College will also ensure that all students receive the services detailed in their agreement with the RTO.

The RTO will continually improve student services by collecting, analysing and acting on any relevant data collection through students providing valuable feedback to the RTO through informal and formal processes i.e. through individual student assessment feedback, course evaluation feedback, quality indicators (student engagement surveys).

7. Student support, welfare and guidance services

Students have access to a wide range of support, welfare and guidance services at this RTO, including:

- Principal and Deputy Principal
- Assistant Principal – Teaching and Learning
- Curriculum Leader – Vocational Education and Pathways
- Curriculum Leaders
- Trainers and Assessors
- Career Counsellor/Guidance Officer and Learning Enhancement Staff

8. Provision for language, literacy and numeracy assistance

If you are undertaking a VET subject that has units of competency from a training package, you will find that basic literacy/numeracy elements have been incorporated. This should help you learn these basic literacy/numeracy components more readily, as they are being delivered and assessed in the context of an industry vocational area of your choice. If you still feel you need additional language, literacy or numeracy support, please seek further advice from the Curriculum Leader – Vocational Education and Pathways.

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9. Access and equity policy and procedure

The access and equity guidelines at Aquinas College are designed to remove any barriers so that all students have the opportunity to gain skills, knowledge and experience through access to VET subjects. This RTO is inclusive of all students regardless of sex, race, impairment or any other factor.

Aquinas College also has written access and equity policies documents generally as a school (not specific to VET) and all staff are aware of these. Staff and students may contact the Head of Learning Enhancement, the Curriculum Leader Vocational Education and Pathways for information and/or support about the policy.

Access and equity guidelines will be implemented through the following strategies:

- The curriculum, while limited by the available human and physical resources, will provide for a choice of VET subject/s for all students
- Links with other providers, such as other RTOs will be considered where additional resources are required.
- Access to school-based apprenticeships and traineeships may be available to students
- Where possible, students will be provided with the opportunity to gain a full Certificate at AQF Levels I, II, III, IV, Diploma (as applicable)
- Access to industry specific VET programs will be available to all students regardless of sex, gender or race.
- If the RTO loses access to either physical and or human resources, the RTO will provide students with alternative opportunities to complete the course and the related qualification.

Discrimination occurs if a person treats someone differently on the basis of an attribute or characteristic such as gender, sexuality, race, pregnancy, physical or intellectual impairment, age.

Aquinas College strives to meet the needs of each student through incorporating access and equity principles and practices that acknowledge the right of all students to equality of opportunity without discrimination.

For example, the following principles apply:

1. VET curriculum areas will be adequately resourced. Teachers will have the appropriate qualifications in order to ensure students have quality outcomes.

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2. VET training and assessment will be in line with industry standards to ensure quality outcomes for students. As well, a variety of training/assessment methods will be used to cater for the ways in which students learn.

3. All students will be actively encouraged to participate in VET qualifications, irrespective of background/cultural differences.

4. Prior to participating in structured work placement, students will be provided with an induction program that will equip them with the knowledge to recognise harassment/discrimination should it occur and to ensure they have the strategies to deal with anything like this. Appropriate support will also be provided to ensure students are successful in their work placement.

5. Literacy/numeracy is integrated throughout all VET qualifications, as well as being delivered separately through English/literacy and Maths/numeracy programs.

6. This RTO will openly value all students, irrespective of background/culture/other differences and all students will be made to feel valued through the delivery of appropriate training/assessment methods and support structures.

7. Any complaints in relation to discrimination/harassment will be treated seriously, in line with the RTO's Complaints and Appeals policy.

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10. Flexible learning and assessment procedures

The following represent the basic <u>VET assessment principles</u> of this RTO. They are designed to promote fairness and equity in assessment.

- All VET students at Aquinas College will be fully informed of the VET assessment procedures and requirements and will have the right to appeal
- Students will be given clear and timely information on assessment
- Information given to students, on the assessment will include:
    - advice about the assessment methods
    - assessment procedures
    - the criteria against which they will be assessed
    - when and how they will receive feedback
- Students will regularly (at least once per term) sight their profile sheet of results in each VET subject
- The assessment approach chosen will cater for the language, literacy and numeracy needs of students
- Any special geographic, financial or social needs of students will be considered in the development and conduction of the assessment
- Reasonable adjustment will be made to the assessment strategy to ensure equity for all students, while maintaining the integrity of the assessment outcomes
- Opportunities for feedback and review of all aspects of assessment will be provided to students
- A clearly documented mechanism for appeal against assessment processes and decisions is available to students as outlined in this Handbook

Your Trainer and Assessor will provide you with a thorough overview of the assessment requirements for your individual VET course. However, the following information represents some general information about the VET assessment process adopted at Aquinas College.

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11. Competency based assessment

In order to be successful in gaining competency, students must demonstrate consistent application of knowledge and skill to the standard of performance required in the workplace. Students must be able to transfer and apply skills and knowledge to new situations and environments.

Results for each assessment item will be marked on a student profile sheet and recorded on a student tracking sheet by the Trainer and Assessor.

Final records of assessment of competencies will be awarded as either:
- **C** for Competent
- **NC** for Not Competent

Assessment methods

Elements of competency will be assessed and recorded once the Trainer and Assessor is satisfied that a student has demonstrated consistent competency in an element or unit of competency. Students may also receive assessment if they apply for and meet the requirements for RPL.

A master record detailing students' achievements of the units of competency is maintained at the College on the Student Management System.

This will record all units of competency achieved. This will be held by the RTO and will be issued to the student once they complete the program of study or upon exit (in line with the QCAA data entry timelines).

12. Student access to accurate records policy and procedures

Aquinas College is committed to regularly providing student with information regarding their participation and progress.

The Trainers and Assessors must maintain accurate and current records of each student's progress towards and achievement of competencies.

Trainer and Assessors will provide access to a student's own records at least once each term, or on request by the student. Students will also have access to information regarding any unit achieved through their own online learning account

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13. Confidentiality procedure

Information about a student, except as required by law or as required under the *VET Quality Framework*, is not disclosed without the student's written permission and that of their parent or guardian if the student is less than 18 years of age. The College will ensure that it has consent for each student.

14. Employer contributing to learner's training and assessment

If possible, the College will place students in workplaces that provide experience in the competencies included in their VET qualifications. This RTO does not use assessment by work placement supervisors. The work placement organiser/teacher will seek the cooperation of the workplace supervisor in the sign-off of demonstrated skills and knowledge. This information may be used by the assessor to support judgments of competency. Students will be placed in workplaces where it forms a mandatory requirement of the Training Package or Accredited course.

15. Complaints and appeals procedures

Complaints and appeals are managed by the College in a fair, efficient and effective manner. The College will create an environment where student's views are valued. Complaints arise when a student is dissatisfied with an aspect of the RTO's services, and requires action to be taken to resolve the matter. Appeals arise when a student is not satisfied with a decision that has been made. Appeals can relate to assessment decisions, but they can also relate to other decisions. Students with either a complaint or an appeal will have access to a clearly defined processes (See Appendix 1). All formal complaints or appeals will be heard and decided within 60 calendar days of the receipt of the written complaint by the RTO.

The Curriculum Leader –Vocational Education and Pathways will keep a Register of Complaints that documents all formal complaints and their resolution. Any substantiated complaints will be reviewed as part of the continuous improvement procedure.

16. Recognition arrangements for RPL

All VET students have access to a procedure that gives Recognition of Prior Learning. RPL is an assessment process that assesses an individual's level of knowledge and skills against individual or multiple units of competencies. All applications for RPL will be responded to once a written application has been received. The Curriculum Leader –Vocational Education and Pathways will keep an RPL register that documents all RPL applications and their outcomes. Once the evidence has been provided to the RTO to assess RPL, the student will be notified of the decision. Students may have access to reassessment on appeal.

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Recognition of prior learning procedure

At the commencement of the school year a Student Induction will be conducted by the Curriculum Leader – Vocational Education and Pathways. Included in this process will be information about Recognition of Prior Learning (RPL). Students who join a VET qualification as a late enrolment will be taken through the induction process by the Curriculum Leader – Vocational Education and Pathways.

Students will be informed about:

- RPL – what does it mean?
- The right of all students to have access to, and be offered RPL
- The application forms used for RPL and the types of evidence that could be presented
- The process that will be followed for RPL
- Appealing assessment decisions for RPL

A VET student seeking RPL will be provided with a copy of a RPL application form by their relevant Trainer and Assessor and will receive support and assistance to interpret the documentation and compile the evidence required.

Once the student has submitted the required evidence, the Trainer and Assessor will examine the evidence provided and make an assessment judgement. If there are gaps the Trainer and Assessor will inform the student of the gaps and the required training and assessment that will need to be undertaken to address these gaps. The Trainer and Assessor will clearly document the assessment decision using the qualification specific documentation that is to be retained in accordance with the Retention of Student Records Procedure.

The Trainer and Assessor must inform the Curriculum Leader – Vocational Education and Pathways who notes the application and result in the RPL Application Register.

17. Recognition of AQF qualifications and statements of attainment issued by another RTO and credit transfer

At the commencement of the school year a Student Induction will be conducted by the Curriculum Leader – Vocational Education and Pathways. Included in this process will be information about credit transfer. Students who join a VET qualification as a late enrolment will be taken through the induction process by the Curriculum Leader – Vocational Education and Pathways

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Students will be informed about:

- Credit transfer – what does it mean?
- The documents that need to be provided for credit transfer
- The process for obtaining credit transfer

All students who are entitled to credit transfer from units of competency they have achieved will be awarded credit transfer automatically by the RTO. These instances will be identified by the Curriculum Leader – Vocational Education and Pathways and the Curriculum Administrator. In order to achieve this, the Curriculum Leader –Vocational Education and Pathways and the Curriculum Administrator will identify all units of competency across the RTO that are offered in multiple courses and where students will be awarded credit transfer.

When a student transfers from another school that is an RTO, and the student has undertaken VET at the other school, credit transfer will only be granted upon the student providing a Statement of Attainment or Record of Results issued by the previous RTO. It will be the responsibility of the student to obtain this and credit transfer will not be granted until the documented evidence has been provided. The documentation is to be provided to the Curriculum Leader – Vocational Education and Pathways. A copy of the Statement of Attainment/Record of Results will be provided to the Trainer and Assessor to store a copy with the student profile/portfolio as evidence. The Curriculum Administrator will update the Student Management System accordingly.

When students have undertaken qualifications through other non-school RTOs credit transfer will be granted when the student provides the Curriculum Leader – Vocational Education and Pathways with a copy of the Statement of Attainment or Record of Results. This will be recorded on the Student Management System by the Curriculum Administrator and a copy of the documentation given to the Trainer and Assessor for storing as evidence on the student profile/portfolio.

18. Certification and issuing qualifications

Aquinas College must issue to students whom it has assessed as competent in accordance with the requirements of the Training package or VET accredited course, a VET qualification or VET statement of attainment (as appropriate) that meets the requirements of the Standards for RTOs.

The AQF Qualifications Issuance Policy will be implemented to ensure that:

- Students will receive the certification documentation to which they are entitled
- AQF qualifications are correctly identified in certification documentation
- AQF qualifications are protected against fraudulent issuance

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- A clear distinction can be made between AQF qualifications and non-AQF qualifications
- Certification documentation is used consistently across the RTO
- Students and parents/caregivers are confident that the qualifications they have been awarded are part of Australia's national qualifications framework – the AQF
- anti-fraud mechanisms eg. including the College logo on each document issued to ensure there is no fraudulent reproduction or use of credentials.

Replacement of certification documentation

The RTO maintains a Register of Qualifications Issued for 30 years from the date of issue. This allows learners to request a reissue of their documentation at a later date. The RTO ensures that this is stored in an accessible format with both electronic and hard copy records kept securely. The process for a learner, or former learner, to request a reissue of their documentation is as follows:

- All requests for a replacement qualification or statement of attainment must be in writing (email is acceptable) from the learner to the Curriculum Leader – Vocational Education and Pathways
- The RTO will contact QCAA (for qualifications issued prior to 2017). A fee will apply as determined by QCAA
- Post 2016, Aquinas College will be responsible for the reissue. No fee will be applicable.
- The replacement will identify that it is a re-issued version as well as follow all requirements for printing and issuing qualifications and statements of attainment as outlined in the checklist for certification documentation
- The replacement will be issued with 30 working days of receipt of the written request.

19. Qualification and accredited course guarantee

The RTO gives a guarantee to the student that the training will be completed once the student has started in his/her chosen qualification or accredited course. Students who enter a course after the start date have the opportunity to negotiate a package of units that will lead to a statement of attainment only. This adjustment will be reflected in the Enrolment Agreement form that will be signed by both the student and parent/guardian.

In the event of losing a specialist trainer, and the College being unable to obtain a suitable replacement, the College will arrange for agreed training and assessment to be completed through another RTO if this is possible (fees may be incurred).

Prior to the transfer to another RTO, affected students will be formally notified of the arrangements, and agreement to those arrangements, including any refund of fees will be obtained.

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If an external transfer is not possible, the College will gain a written agreement for a subject/course transfer within the RTO from the student and parent/guardian.

The VET Student Enrolment form will include a disclaimer stating that by *signing the form the student and parent/guardian agree to all of the policies and procedures related to VET that are outlined in the VET Student Handbook.*

The VET Student Enrolment form also contains a Privacy Notice that outlines the Data Provision Requirements (2012).

When an enrolment form is received, the form is checked to ensure it has been signed by both the student and their parent/guardian.

Congratulations on choosing a nationally recognised VET qualification as part of your senior studies at Aquinas College.

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APPENDIX 1 – Complaints and Appeals Process

Complaints policy and procedure

Policy	Inform	Act	Record and review

• Complaints received by the RTO will be acknowledged in writing and finalised as soon as practicable.
• Complaints can involve the conduct of the RTO's officers, students or third-party service providers of the RTO.
• Any RTO officer may receive a complaint verbally, in writing or electronically.
• The RTO identifies two types of complaints:
  – Type 1: allegations of inappropriate behaviour and/or child protection. These allegations are processed according to the College's complaints policy and procedure in accordance with the student protection policy
  – Type 2: all other complaints.
• Without limiting the action in Type 1 complaints, this complaints policy is publicly available and upholds the principles of natural justice and procedural fairness.
• A review of the issues that triggered the complaint is undertaken. The review aims to identify corrective actions that will eliminate or mitigate the likelihood of a similar complaint occurring in the future.
• Records of complaints are securely retained and registered in the RTO's *Complaints and Appeals Register*.
	• On receipt of a complaint, the RTO Manager:
	  – provides written acknowledgment to the complainant
	  – informs both the complainant and the respondent of their right to be assisted by a support person or representative throughout the complaint process
	  – communicates on the progress of the proceedings to the complainant and the respondent throughout the complaint process
	  – if the complaint relates to the conduct of a third-party service provider, the RTO Manager informs the third party on receipt of the complaint and communicates progress on the proceedings with the third party.
	• All communication by the RTO complies with the RTO's privacy policy and personal information management.
		• The RTO staff member receiving the complaint forwards it to the RTO Manager (unless it relates to the RTO Manager, in which case it is forwarded to the Principal).
		• For Type 1 complaints, the RTO staff member follows the school's complaints policy and procedure in accordance with the student protection policy.
		• For Type 2 complaints, the RTO Manager
		  – organises a mediation process that is non-threatening to the complainant
		  – establishes a review by an appropriate party independent of the RTO if mediation has not resolved the complaint
		  – refers the complainant to the QCAA website for further information about complaint processes if the complainant is still not satisfied.
		• Students are informed that they may lodge a complaint to QCAA only after exhausting this complaints and appeals policy and procedure.
			• The RTO Manager
			  – establishes a written record for each complaint received
			  – updates the record throughout the complaint process.
			• The RTO Manager then:
			  – registers the complaint in the RTO's *Complaints and appeals register*
			  – securely retains all complaint records
			  – reviews each complaint process to identify corrective action/s that eliminate or mitigate the likelihood of reoccurrence
			  – ensures corrective actions are implemented including those actions impacting on any third-party arrangements.

Requirements for processing complaints

Complaints	Forwarding complaints	Timeframe	Impacting policies and procedures
• The receiving RTO staff member informs the complainant that the RTO Manager will	• For Type 1 complaints, the receiving RTO staff member immediately commences to	• The RTO Manager finalises complaints within 60 calendar days.	Policies that must be considered in conjunction with this policy

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Complaints policy and procedure

contact them regarding the complaint. • If the RTO Manager cannot resolve the complaint, the complaint is escalated to the Principal • Whenever applicable, the receiving RTO staff member ensures that the safety of the complainant is maintained.	implement the school's complaints or child protection policy. • For all other complaints, the receiving RTO staff member forwards the complaint to the RTO Manager for processing (unless it relates to the RTO Manager in which case it is forwarded to the Principal) • The RTO Manager is responsible for ensuring a written record is established for all complaints received (unless it relates to the RTO Manager in which case the Principal is responsible).	• If more than 60 days are required, the complainant and respondent are informed in writing of the reasons for the need to extend the time required to finalise the complaint.	and procedure include the school's: • privacy policy • student protection policy.

Appeals policy and procedure

Policy	Inform	Act	Record	Review

• All appeals received by the RTO will be acknowledged in writing and finalised as soon as practicable.
• Two types of appeal may be lodged:
  – appeal of final assessment decision
  – appeal of any other RTO decision.
• This policy is publicly available and upholds the principles of natural justice and procedural fairness.
• A record of each appeal process is
	• The RTO Manager provides written acknowledgment to the appellant.
	• On receipt of an appeal, the RTO Manager informs a third party of the appeal if the appeal relates to a decision made by an employee of the third party.
	• The RTO Manager communicates the progression of the appeal to all parties throughout the appeals process.
		• When appealing final assessment decisions, the RTO Manager actions the following process:
		  – appellant's trainer /assessor reviews the decision
		  – if the appellant is not satisfied, the Curriculum Leader reviews the assessment decision
		  – if the appellant is still not satisfied, the RTO Manager refers the appellant to the RTO's appeals policy and
			The RTO Manager:
			• establishes a written record for each appeal received
			• updates the record throughout the appeal process
			• registers the appeal in the RTO's *Complaints and Appeals Register*
			• securely retains all appeal records.
				The RTO Manager:
				• reviews each appeal process to identify corrective actions that eliminate or mitigate the likelihood of reoccurrence
				• ensures corrective actions are implemented including those actions impacting on any third party arrangements.

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Appeals policy and procedure

reviewed to identify and implement corrective actions that aim to eliminate or mitigate the likelihood of reoccurrence.
• Records of appeals are securely retained and registered in the RTO's *Complaints and Appeals Register*.
		procedure.
		• For all other appeals:
		  – the RTO Manager reviews the original decision
		  – if the appellant is not satisfied, an appropriate independent party reviews the RTO's decision
		  – if the appellant is still not satisfied, the RTO Manager refers the appellant to the RTO's appeals policy and procedure.		

Requirements for processing appeals

Appeals	Forwarding appeals	Timeframe	Assessment result appeals
Appeals must be submitted to the RTO in writing using the RTO's Appeal form.	If the appeal relates to a decision made by the RTO Manager, the appeal is forwarded to the Principal for actioning.	• The RTO Manager finalises appeals within 60 calendar days. • If more than 60 days are required, the appellant is informed in writing of the reasons for the need to extend the time required to finalise the appeal.	For assessment results appeals, the Curriculum Leader / RTO Manager ensures the appeals process is informed by the: • assessment requirements of the relevant training package or accredited course • Principles of Assessment • Rules of Evidence.

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