



RTO 31588

STUDENT HANDBOOK

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*NOTE: For International Students – we are not CRICOS registered, and therefore cannot accept international students who are on a student visa.

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Welcome Note

Welcome to APS Training Group. We are a Nationally Recognised Training Organisation that is registered to offer a selection of Nationally Accredited Qualifications and Units of Competency that are recognised under the Australian Qualifications Framework.

This handbook is designed to provide a clear understanding of our policies and procedures that relate to our training and assessment activities, as well as our expectation of students during their time with us. We strongly suggest that all students take the time to familiarise themselves with the content.

Should you have any questions or require clarification on any area please contact our team or if you are currently undertaking a course with us, discuss your concerns with your trainer.

1.0 POLICIES

1.1 Quality Policy

APS Training Group has a commitment to meeting the quality standards expected by our customers in the delivery of the products and/or services that we supply to them and continually looks for ways to improve our service.

Our quality system is based on the requirements of the Australian Skills Quality Authority's Essential Standards for Registration, National Vocational Education and Training Regulator Act 2011 and the Vocational Education, Training and Employment Regulation 2000 (QLD) and any other relevant Commonwealth, or State Legislation or regulatory requirements for the operation of a registered training organisation.

Our quality objectives are to:

- Provide quality training and assessment services
- Grow our business by looking after our customers
- Use the VET Quality Framework as a tool in achieving best practice outcomes across the organisation
- Ensure continuous improvement
- To comply with federal and state legislative and regulatory requirements for the operation of a registered training organisation

Additionally, students have an obligation under the Work Health and Safety (WH&S) Act 2011. In that:

- Students **MUST NOT** act in a manner which endangers the health and safety of themselves or any other person while at a course being run by APS Training Group.
- Students **MUST** carry out safety directions given by members of APS Training Group;
- Students **MUST NOT** willfully or recklessly interfere with anything provided in the interests of health and safety at APS Training Group.

NOTE: *Students who do not comply with these legal requirements are in breach of the WH&S Act and can be fined under its legislative requirements. Such persons are also in breach of Student Rules and can face disciplinary action.*

To implement this policy we shall focus on the needs of our business with particular reference to consistently meeting customer requirements and statutory obligations. Our quality system provides mechanisms for detecting system shortfalls and for stimulating continuous improvements.

1.2 Training Refund Policy

APS Training Group undertakes to safeguard course fees and allows students to obtain refunds, as per the [POL004 Training Refund Policy](#), under the following conditions by ensuring that they are recorded in an appropriate manner to guarantee financial integrity.

- Unless otherwise stated, all course fees include a non-refundable administration fee of 20%.
- Where relevant, some courses also include a non-refundable materials fee where materials have been issued.
- If APS Training Group re-schedules a course, participants will be booked in to the next available course or may request a full refund.
- A transfer made more than 10 work days prior to the course date will not incur a penalty however cancellations will attract the administration fee.
- Transfers and cancellations made between 5-10 work days prior to the course date will attract a 50% cancellation fee.
- Non-attendance without notice or withdrawal during a course will forfeit all course fees.
- Enrolment is accepted on the basis that APS Training Group will not be held liable for costs incurred due to course cancellation or rescheduling. We will however, make every effort to advise of course changes as soon as possible.
- All refunds are at the discretion of the Managing Director of APS Training Group and assessed on a case by case basis.

All refund applications must be made in writing using a [TRN001.16 Request for Refund Form](#) (available upon request).

*Note: We are not CRICOS providers. If your visa requires you to study with a CRICOS provider, unfortunately we cannot accept your enrolment. Once you commence a course, no refunds will be given if you have not taken this into consideration.

1.3 Arriving late for class

Students who arrive more than 15 minutes after the start time of the course will not be admitted. Fees received will also be forfeited. The reason for this is that for fairness to the other students who arrived on time it is not practical for a trainer to repeat what was already covered and thereby having to possibly extend the finishing time of the course.

2.0 FEES

For members of the general public, unless otherwise agreed upon, course fees are **payable immediately upon completion of enrolment**.

Enrolment fees will be invoiced no later than the start date of the course date unless alternate arrangements are made. Enrolments within thirty (30) days from the date of course commencement will be invoiced with a due date prior to course commencement.

2.1 Payment terms and conditions

Payment options may be available at the discretion of the Managing Director for full Qualification courses. If granted you will be required to enter into a Payment Agreement Contract, which is enforceable by law. In signing this contract you will agree to a set payment schedule with late payments incurring a fee of \$9.00. Certificates will not be granted until such times as payment has been made in full. Alterations to the contract can only be made by both parties and must be placed in

writing. Both parties will receive a copy of this agreement, and will be responsible for upholding its terms.

3.0 WHAT COURSES WE OFFER

- HLTAID003 - Provide first aid
- HLTAID001 - Perform cardiopulmonary resuscitation
- UETDRRF06 - Perform rescue from a Live LV panel
- RIIWHS202D - Enter and work in confined spaces
- RIIWHS204D - Working safely at heights
- CPOCWHS1001 - Work safely in the construction industry (White Card, QLD and WA)
- BSB41419 - Certificate IV in Work Health and Safety
- CPP20218 - Certificate II in Security operations
- 10794NAT – Course in Community Justice Services (Justice of the Peace[Qualified])
- 10793NAT – Course in Community Justice Services (Commissioner for Declarations)

4.0 METHODS OF DELIVERY

All courses are able to be completed via classroom instruction, blended and some online.

5.0 ASSESSMENT – HOW IT WORKS

5.1 Competency-based assessment

When APS Training Group undertakes an assessment with a student (a judgement is made about that person's skills and knowledge before recording a decision. Within the Australian Vocational Education and Training sector (VET), nationally developed and agreed industry standards are used (competency standards), as a measure of whether a person displays competence when completing a job or performing specific tasks. The *Training Packages @ Work* online publication gives this definition of competence: 'Competence is defined as the consistent application of knowledge and skills required to perform a job at the required level.'

When assessing a student, they are either 'competent' or 'not yet competent'. Those students who are assessed as not yet competent against any standard can do further study or training and be assessed again.

When an assessor conducts a competency-based assessment, they will work with the student to collect evidence of competent work performance using the competency standards as benchmarks. Competency-based assessment is generally activity-based and practical. However, competence also means that the student should display an understanding of the knowledge that underpins the performance of a task. Assessment may be undertaken in a variety of ways, including observation of the task being performed, questions or scenarios, case studies, third party feedback, work books, interviews, work samples, projects and workbooks.

By achieving competence against one or several competencies, a student will be eligible for either a Certificate for the qualification or a Statement of Attainment from APS Training Group for the competencies that have been successfully completed.

5.2 Training and Assessment standards

The National Assessment Principles state that assessment should be **valid, reliable, fair, and flexible**. APS Training Group has personnel with appropriate qualifications and experience to deliver the training and facilitate the assessment relevant to the training products offered. Assessment will meet the National Assessment Principles (including Recognition of Prior Learning and Recognition of Qualification). Adequate facilities, equipment and training materials will be utilised to ensure the learning environment is conducive to the success of students.

APS Training Group ensures that in developing, adapting or delivering training and/or assessment products and services that:

- Methods used to identify learning needs, and methods for designing training and assessment, are documented;
- The requirements of the Training Package or accredited course are met;
- Core and elective units, as appropriate, are identified;
- Customisation meets the requirements specified in the relevant Training Package or, for accredited courses, meets the National Training Quality Council standards;
- Language, literacy and numeracy requirements develop the learning capacity of the individual and are consistent with the essential requirements for workplace performance specified in the relevant units of competency or outcomes of accredited courses;
- Delivery modes and training and assessment materials which meet the needs of a diverse range of clients are identified and if required reasonable adjustment occurs.
- Assessment processes shall be valid, reliable, flexible and fair;
- Assessment systems incorporate mechanisms for recording, storing and accessing assessment outcomes and must indicate the units of competence that the individual has achieved;
- The expectations of the assessment task, the relationship to training aims and objectives, and the criteria and standards by which performance is to be judged, is made clear to students from the outset;
- Assessment practices are inclusive and support equity principles. They should cater for both individual and group diversity. It should be recognised that all assessment models have their limitations and capacity to disadvantage certain clients, and every effort must be made to minimise such disadvantage by, ie using a variety of assessment methods;
- Feedback and results of assessment will be provided and if necessary advice will be given about ways to address gaps in training and reassessment if required;
- Recognition of Prior Learning and Current Competencies is offered to all students/trainees participating in accredited training at APS Training Group;
- If a student has achieved a unit of competency previously with another registered training organisation, a recognition of qualification will be available on provision of a Statement of Attainment/Certificate;
- Sufficient evidence is gathered to ensure that when granting competence the assessment principles are followed; and
- Where assessment or training is conducted on-line or by distance, APS Training Group has effective strategies for learner support, monitoring and assessment.

5.3 Australian Qualifications Framework (AQF)

Units of competency are written to reflect work activities within an industry across a number of enterprise settings. They are then organised into levels of work which are represented by different qualifications within the AQF. Each qualification within the AQF has a descriptor. These descriptors provide important information on the characteristics of the work the people who hold specific qualifications should be able to perform. These descriptors will be provided to all students prior to undertaking a unit of competency to ensure that the student understands what is required from the unit prior to commencing their training.

5.4 Quality evidence

Once an APS Training Group assessor has undertaken an assessment which is valid, reliable, fair, and flexible the assessor is required to collect **quality evidence** from the student. The evidence collected must support the assessment that has been undertaken and must be valid, sufficient, current and authentic. The assessor must be confident that the assessment decision that has been made is based upon quality evidence.

5.5 Feedback and Evaluation

As APS Training Group has the responsibility for the delivery of training and assessment and issuing the qualification it is extremely useful to receive feedback from employers and trainees who are covered by the Training Contract.

For participants undertaking a training program there will be opportunities for feedback from their trainer and other stakeholders and evaluation of the training program and trainer.

Please be assured that any evaluation of services is confidential and used for the purpose of improving the quality of our service to trainees.

5.6 Privacy

As a registered training organisation, APS Training Group has contractual obligations to collect information from people who access the services provided by this company. The information collected may include:

- Contact details
- Personal history, records and notes
- Educational standards/levels attained
- Literacy and numeracy levels
- Ethnic/cultural background
- Health information

The information collected may be used to:

- Record contacts made with clients
- To detail outcomes of activities undertaken by people accessing services
- And for statistical information for the Government and APS Training Group

Information may be accessed by Authorised Government officials in the course of monitoring or auditing Government contracts.

Individuals have the right to access their personal information and to request corrections where necessary.

All client information is kept securely and records are retained and disposed of according to Government Statutory requirements. Staff at APS Training Group is aware of and adhere to the requirements under the **Privacy Act**.

5.7 Recognition of Prior Learning

Recognition of Prior Learning (RPL) is the determination, on an individual basis, of the competencies obtained by a person through previous formal training, work experience and/or life experience and the advanced standing a learner is entitled to as a result of these competencies.

The RPL process acknowledges the skills and knowledge that a person already has, whether it is gained from life, work, community involvement, home or formal training and study. The RPL process identifies the skills and knowledge that a person has learned from these experiences and matches this against the learning outcomes of a course of study or a set of competency standards (must be some kind of benchmark).

RPL gives value to prior learning by formalising it thereby ensuring that the person does not have to study what is already known. The process is flexible and adaptable, but it ensures that the learning outcomes being assessed do match the learning outcomes of the course of study that the applicant is enrolling/enrolled in.

Applications for RPL are available on request, with applications and evidence for RPL to be submitted within one month of the commencement of training. Applications and evidence received outside of this timeframe will not be accepted.

5.8 Recognition of Qualifications

If a student has already been assessed by another registered training organisation and provides a Statement of Attainment or Certificate in any of the units being undertaken recognition will be provided. A verified copy of the original certificate is to be retained on the student file as evidence.

5.9 Appeals Process

Should a student have any specific concerns in relation to their training, APS Training Group as the registered training organisation, the training representative, or any assessments undertaken, these concerns can be discussed initially with your training representative or the Managing Director of APS Training Group.

The student can request another assessment of their skills with an independent assessor.

5.10 Grievance Procedures

APS Training Group has a Grievance Procedure ([ADM002 Complaints & Appeals](#)) aimed at resolving any issues that may arise in relation to the training program. If the student is not happy with the results of any part of their training program they may follow the procedures set out in [ADM002 Complaints & Appeals](#) (available on request).

APS Training Group would be grateful to anyone who takes the time and trouble to express a complaint about any aspect of APS Training Group's activities. In doing so you provide us with the opportunity to make an improvement. APS Training Group does encourage students to take the opportunity to discuss any concerns with the other person involved and/or the Managing Director.

6.0 CODE OF PRACTICE

As a registered training organisation, APS Training Group has agreed to operate within the principles and standards of the VET Quality Framework.

6.1 Legislative Requirements

APS Training Group will meet all legislative requirements of State, Federal and Local Government. Such legislation includes but may not be limited to the following.

- **Privacy Act 1988 (Commonwealth)**
- **Anti-Discrimination Act (QLD) 1991**
- **Vocational Education, Training and Employment Act (QLD)** and subordinate legislation
- **Work Health and Safety Act (QLD) 2011** and subordinate legislation.

Where other legislation applies to a particular course, information will be provided in the course induction or within the course materials.

6.2 Quality Improvement Focus

APS Training Group has a commitment to providing a quality service and a focus on continuous improvement using the Australian Skills Quality Authority's Standards. We value feedback from trainees/students, staff, employers and all other relevant stakeholders for incorporation into future programs.

6.3 Client Service

We have sound management practices to ensure effective client service. In particular APS Training Group has client service standards, in accordance with Vocational Education and Training (VET) Quality Framework guidelines, to ensure:

- The timely issue of student assessment results and qualifications. These will be appropriate to competence achieved.
- Our quality focus includes a recognition of prior learning policy
- A fair and equitable refund policy
- A complaint policy
- An appeal policy
- Where necessary, arrangements will be made for those clients requiring literacy and/or numeracy support programs.
- We take every opportunity to ensure that this information is disseminated, understood and valued by personnel and clients.
- Our trainee/student information will ensure that all fees and charges are known to trainees/students before enrolment, that course content and assessment procedures are explained and that vocational outcomes are outlined.

6.4 External Audit

APS Training Group participates in monitoring and audit processes as required by the Australian Skills Quality Authority. This covers random compliance audits, audit following complaint and audit for the purposes of re-registration.

6.5 Management and Administration

APS Training Group has policies and management strategies, which ensure sound financial and administrative practices. Management guarantees APS Training Group's sound financial position and safeguards trainee/student fees until used for training/assessment. We have a Refund Policy, which is fair and equitable. Trainee/student records are managed securely and confidentially and are available for trainee/student perusal on request. APS Training Group has adequate insurance policies.

6.6 Marketing and Advertising

APS Training Group markets VET products/services with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons are drawn with any other training organisation or training product. All advertising will be conducted in accordance with the provisions of the VET Quality Framework Standards.

6.7 Training and Assessment Standards

APS Training Group has personnel with appropriate qualifications and experience to deliver the training and facilitate the assessment relevant to the training products offered. Assessment will meet the National Assessment Principles (including recognition for prior learning and credit transfer). Adequate facilities, equipment and training materials will be utilised to ensure the learning environment is conducive to the success of trainees.

7.0 ACCESS AND EQUITY

We will ensure that equity principles for all people are implemented through the fair allocation of resources and the right to equality of opportunity without discrimination. We will increase opportunities for people to participate in the VET system, and in associated decisions that affect their lives. Appropriate student support services will be provided to maximise the chances of under-represented students achieving positive learning outcomes and placement/employment in their chosen career.

APS Training Group recognises that equity and diversity considerations and initiatives go beyond extending a helping hand to the 'disadvantaged' and responding to legislative imperatives. Fair and equitable access to VET can assist all Australians to gain meaningful employment and participate in the economic and social life in their community. This policy is a mechanism to demonstrate APS Training Group commitment to state and national equity legislation and policy requirements.

7.1 Access and Equity

All trainees/students will be recruited in an ethical and responsible manner and consistent with the requirements of National Training Packages (available from <http://training.gov.au/>).

APS Training Group has a commitment to providing equity in training for all identified groups. Ensuring equity in training for women, with the elimination of discrimination against women students, in VET being a priority.

Students with Language, Literacy and Numeracy problems, or a disability, and people from non-English speaking backgrounds are encouraged to pursue their VET goals and where necessary will be referred by APS Training Group to providers of LLN training.

Our access and equity policy ensures that trainee/student selection decisions comply with equal opportunity legislation.

Appropriately qualified staff will assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course, based on their qualifications and experience. All members of the community, including priority VET target group members, are actively encouraged to participate in, and supported during our courses.

APS Training Group will comply with its legal and moral duty to respect the rights and beliefs of course participants and staff through avoidance of discrimination, recognition of the special needs of clients and course participants, physical access to courses, remediation and bridging programs, mentoring, culturally appropriate behaviour, and equal opportunity.

Students requiring counselling or support should discuss the matter with their trainer. The trainer will assist where possible, and in the event that further action is required, refer the student to the appropriate personnel or alternatively, the student may wish to contact relevant organisations. requirements.

7.2 Unique Student Identifier

In accordance with Australian Government legislation, from January 1, 2015 all students enrolling in nationally recognised training will need to obtain a **Unique Student Identifier (USI)**. The USI will allow you to keep your training records and results together in an online account controlled by you.

Your USI will allow you to access your training records and results whenever you need them. For example, for a new employer or when you enroll to study at a new training organisation.

If you already have a USI it is a simple matter of recording this information on your Enrolment Form. If you do not have this identification code you can discuss this with APS Training Group staff who will be able to assist you in obtaining this by providing you with the form [TRN001.25 How to Apply for a USI](#), which outlines the procedure you need to follow to acquire this code. Should you have difficulty in obtaining this code using this procedure for whatever reason then staff will be able, using the relevant information provided by you, to obtain this code on your behalf.

8.0 SUPPORT SERVICES

Participants will regularly meet with their trainers to review their performance and progress and help with any other matter they wish to raise. If you have any special needs you may discuss these with your trainer, who assist or refer you appropriately. These include:

- problems with language, literacy or numeracy
- other special needs in order to complete your course of study
- the need to talk about personal issues
- study effectiveness
- finance
- course and career issues
- policies and procedures
- people with disabilities are encouraged to make enquiries
- any of the issues listed in this Handbook
- Participants may speak to their trainer or management if they have any queries or problems about an academic matter.

All participants are assessed on their literacy and numeracy skills during the introductory session for their course. Where literacy and numeracy deficiencies are identified, APS Training Group will work with the participant to develop a plan to address the learning gaps. Interventions may include but will not be limited to additional training assistance, referral to other agencies, flexible delivery and assessment and other activities deemed appropriate. A review of the program to address participant's needs will be conducted monthly and adjusted as required.

Students requiring counselling or support should discuss the matter with their trainer. The trainer will assist where possible, and in the event that further action is required, refer the student to the appropriate personnel or alternatively, the student may wish to contact a relevant organisation. APS Training Group can assist students with finding suitable support services.

9.0 COURSE ADMISSION

All applicants for enrolment are required to satisfy APS Training Group that they meet all prerequisite requirements, such as qualification and/or experience, where detailed in the relevant course document (or Training Package), prior to acceptance for admission to courses.

APS Training Group also reserves the right to refuse enrolment where a reasonable doubt exists that a potential applicant will not be able to successfully complete a course being offered, having due regard to the performance criteria and conditions as set out in the relevant course document (or Training Package). Where some doubt exists as to the applicant's ability to commence a course, they will be

offered counselling including opportunities for other avenues of study or possible bridging programs to develop entry level competencies.

All potential course participants are encouraged to check the units of competency in the course/qualification to ensure they understand the performance requirements prior to enrolment. If there is some doubt as to the requirements or outcomes of a course, please ask APS Training Group for assistance in clarifying the suitability of the course to your skill development requirements.

The training costs and fees associated with the courses offered by APS Training Group are outlined in the relevant course information literature and are provided to the applicant at the time an initial inquiry is made.

10.0 ISSUING QUALIFICATIONS

On completion of an individual unit of competency contained within an accredited course or nationally recognised training package qualification, participants will be issued with a Statement of Attainment. A statement of attainment is provided in recognition that the participant has successfully completed part of a course or qualification. A statement of attainment can be used to gain a credit for the competency/ies with APS Training Group, or another registered training provider either within the state of Queensland or interstate, should the participant wish to complete the course at a later time.

11.0 RPL AND CREDIT TRANSFER

11.1 Recognition of prior learning

Recognition of Prior Learning, commonly referred to as RPL, is a process that formally recognises a student's current skills, knowledge and experience. It is an important assessment pathway for people who wish to gain a full qualification in a given field that they may already have experience in. It is important to note that we can (and will) only offer RPL for courses that we are registered to deliver.

RPL assessments generally require the student to compile a portfolio of evidence to substantiate their claim. To further assess a student's prior learning, assessors may also conduct workplace observations, practical observations and interviews.

11.2 Credit transfer/Cross Credit

Credit transfer recognises a student's previous formal learning and their subsequent AQF qualifications and/or statements of attainment. When assessing a credit transfer application, an assessor takes into account the learning outcomes, volume of learning, content and learning and assessment approaches of the student's previous qualification to determine the extent of equivalence with their desired qualification. As with RPL we can only apply credit to courses that we are registered to deliver.

12.0 GUARANTEE

In the event that significant change occurs to APS Training Group we guarantee the completion of a course once commenced, by assisting the placement of a participant at another suitable RTO for completion.

13.0 COMPLAINTS AND APPEALS PROCEDURES

The following process explains how we aim to ensure any complaint or appeal is dealt with in a fair and timely manner.

13.1 Appeal Process

A participant enrolled in a course, who is seeking to appeal against an **academic decision** or other procedural matter, will be given the opportunity to present their case. The appellant should undertake the following steps:

1. In the first instance an informal approach is to be made to the course facilitator with any new evidence or clarification of existing evidence.

2. Assessment will be reviewed having due regard to submissions made by the participant.
3. Where the participant is still dissatisfied with the decision a request is to be made to APS Training Group, in writing, for a facilitator who has not been involved in the original decision, to review the decision.
4. If the participant is dissatisfied with the decision of the reviewing independent facilitators a written notice of appeal using the form [ADM002.01 Complaints & Appeals](#) may be lodged with APS Training Group, requesting an independent review by an external appeal consultant.

Appeals will be accepted up to fourteen (14) days from the date an assessment result was received. Participants will be notified of the outcome of their appeal in writing within 21 days of a decision being reached.

13.2 Complaint Process

A participant enrolled in a course who has a complaint on any matter, **other than academic decisions**, will be given the opportunity to present their case in accordance with APS's procedure [ADM002 Complaints & Appeals](#). The participant should undertake the following steps:

1. In the first instance, an informal approach is to be made to the person with whom the participant has the complaint, in order to see if the matter can be resolved in a mutually satisfactory way.
2. If the matter is not resolved to the satisfaction of both parties, a request must be made to APS Training Group, in writing using the form [ADM002.01 Complaints & Appeals](#). A facilitator, who has not been involved in the complaint, will review the complaint and try to have the matter resolved.
3. If the participant is still dissatisfied, a written notice of complaint may be lodged with APS Training Group requesting an independent review by an external consultant, or appropriate body.
 - A complaint, if not resolved informally, must be lodged in writing no later than (14) days from the date of the incident considered to have caused the complaint.
 - A complaint can be forwarded directly to APS Training Group's Operations Manager by telephone on 1300 880 604.
 - Any complaint received by the Operations Manager will be recorded on the [ADM002.02 Course Complaints & Accidents or Incidents Register](#).
 - Where possible the complaint will be dealt with immediately by the Training Coordinator.
 - All complaints will be dealt with within 21 days of receipt of the written details. A written response, advising of the outcome of the complaint, will be provided.
 - Any substantiated complaint will be acted upon. All complaints will be recorded on an Improvement Log.

13.3 External Consultant Appeals

Mutual agreement is to be reached between APS Training Group and the relevant participant regarding the external consultant to be engaged for use in the external appeal process. Consultants engaged to conduct the appeal process are to hold recognised qualifications that meet the human resource requirements for the relevant course.

Where participants wish to use an external consultant who is not approved by APS Training Group they are responsible for the payment of all costs associated with the use of the external consultant in the appeal process.

13.4 Appeal Decisions

All assessment action will be suspended pending determination of the appeal process. All decisions will be immediately communicated to participants and, subject to the provisions of the Judicial Review Act 1991, the decision of an external consultant conducting an appeal will be final.

14.0 RECORDS MANAGEMENT

14.1 Privacy and personal information protection in APS Training Group

Under the Data Provision Requirements 2012 and National VET Data Policy (which includes the National VET Provider Collection Data Requirements Policy), Registered Training Organisations are required to collect and submit data compliant with AVETMISS for the National VET Provider Collection for all Nationally Recognised Training. This data is held by the National Centre for Vocational Education Research Ltd (NCVER), and may be

used and disclosed for the following purposes:

- Populate authenticated VET transcripts;
- Facilitate statistics and research relating to education, including surveys and data linkage;
- Pre-populate RTO student enrolment forms;
- Understand how the VET market operates, for policy, workforce planning and consumer information; and
- Administer VET, including program administration, regulation, monitoring and evaluation.

You may receive a student survey which may be administered by a government department or NCVER employee, agent or third party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

Students may access their own personal records by completing the form [TRN001.23 Request for Access to Personal Information](#) to APS Training Group. Within 14 days of receipt, and after verification that the records are for the individual submitting the written request, records will be made available to the student.

Only authorised personnel within APS Training Group may access student records. Trainers and Assessors only have access to records for students for whom they are responsible for either training or conducting assessments. They cannot access any other student records. Administration staff access student records to ensure records are maintained and up to date as required (e.g. when entering computer data, and preparing or entering information into files for a student, to issue qualifications or in response to a written request by the student for information). The Managing Director, Operations Manager and the Australian Skills Quality Authority auditors have access to student records in relation to conducting audits and ensuring records are maintained and stored as required by APS Training Group's policies and procedures. All authorised personnel are required to ensure information is kept confidential and is only accessed in the course of their duties. No information is released to any other person without the express written permission of the student.

15.0 ANTI-DISCRIMINATION & SEXUAL HARASSMENT POLICY

15.1 Anti-Discrimination

It is the policy of APS Training Group to ensure that the Anti-Discrimination Act of the state government and Discrimination Act of the Federal Government are adhered to. These Acts include, but are not limited to, the Federal Government Racial Discrimination, Human Rights and Equal Employment Opportunity (EEO) and Sex Discrimination Acts. Also included is the Queensland Government Anti-Discrimination Act, which deals with all the foregoing Federal Acts.

APS Training Group does not tolerate any form of discrimination. All persons on site (including visitors) have the right to an environment free of discrimination and harassment.

15.2 Sexual Harassment

The policy of APS Training Group is that sexual harassment is an unacceptable form of behaviour, which will not be tolerated under any circumstances. We believe that all persons on site (including visitors) have the right to an environment free of intimidation and sexual harassment.

Sexual harassment may cause the loss of trained and talented employees and damage staff morale and productivity.

Under the Queensland Anti-Discrimination Act and the Federal Sex Discrimination Act, sexual harassment is against the law.

All APS Training Group employees must ensure that all persons on site (including visitors) are treated equitably and are not subject to sexual harassment. They must also ensure that people, who make complaints, or act as witnesses, are not victimised in any way.

15.3 What to do if you are discriminated against or Sexually Harassed

You have the right to feel safe and to have full opportunity to achieve your potential in your study. Don't let harassment interfere with your life. If you are being harassed seek help immediately.

There are several options. Choose the course of action you feel most comfortable with. Do not ignore discrimination or sexual harassment, thinking it will go away – often discrimination just gets worse and silence may give the impression that discrimination or sexual harassment is acceptable.

You may:

- Tell the person they are making you uncomfortable and ask them to stop.
- Make a complaint to one of the staff from APS Training Group.

Or

- Make a complaint under Anti-Discrimination Legislation to the Queensland Anti-Discrimination Commission and Human Rights and Equal Opportunity Commission:

Telephone state-wide 1300 130 670 or TTY 1300 130 680

Level 1

189 Coronation Drive (cnr Cribb Street) Milton

P O Box 2122, Milton Q 4064 or Brisbane DX 44037

Fax: (07) 3247 0960

16.0 CONDITIONS OF ENROLMENT

Conditions for enrolment are outlined on the form [TRN001.04 Terms and Conditions of Enrolment](#), which you have been given.

17.0 STUDENT EXPECTATIONS

APS Training Group expects that all students will act in a professional, courteous and respectful manner towards our staff, trainers and most importantly other students.

17.1 Unacceptable behaviour

17.1.1 Bullying, harassment, victimisation

Legislation prohibits the bullying, harassment or victimisation of fellow students, trainers, assessors and other staff. APS Training Group aims to provide a learning environment that is free from these unacceptable behaviours. Students exhibiting any of these behaviours may be asked to leave.

17.1.2 Disruptive behaviour

Students acting in a disruptive manner and affecting other students' learning will be given one verbal warning. If they continue with this behaviour they may be asked to leave.

No refunds will be offered to students who are asked to leave under these circumstances.

17.2 Change of Personal Details

It is your responsibility to notify APS Training Group if you change your name or address after enrolment. This is critical to receive important information from APS Training Group (e.g. Results of Assessments). There is a 'Change of Address Notification Form' available from the office or you can ask your trainer.

17.3 Mobile Phones and Pagers

APS Training Group aims to provide all students with equal access to learning opportunities and prohibits behaviour that disrupts the learning of others, prevents staff from performing their duties or interferes with the conduct of classroom operations.

Mobile phones and pagers should be turned off before entry into classrooms or any training/assessment environment unless prior arrangements have been made with the trainer or person in charge.

Only in emergencies will permission be given for mobile phones or pagers to be left on in classrooms or any training/assessment environment. Should permission be granted, students/ trainees must keep their phone on vibrate and leave the room quietly to answer calls.

17.4 Drugs, Alcohol and Articles Considered Dangerous

APS Training Group prohibits the use of illegal drugs, the consumption of alcohol, and the possession of prohibited or dangerous articles at any course being conducted. The penalties for serious misconduct range from exclusion from APS Training Group courses for a period of time to 'Removal of Academic Privilege'.

17.5 Examinations/Course Assessments and Results

You are entitled to sit for your examination/assessment in conditions, which are free of disruption from supervisors and other students, except where the supervisor is conveying information relevant to the conduct of the assessment. If you engage in disorderly, offensive or aggressive conduct towards the supervisor or other students, you can be told to leave the assessment room/area, and may be deemed 'not competent' in the assessment by APS Training Group.

Malpractice is where any action taken by a person gives that person, or another person, an unfair advantage, or disadvantages another person in any assessment situation, including an examination.

If you engage in malpractice, such as copying, using unauthorised notes or aids, or exposing your worked papers so that another student may copy them, you will be liable to disciplinary action. The penalties for malpractice in an assessment range from the issuing of a 'not competent' result in the subject being assessed, to exclusion from APS Training Group courses for a specific period of time.

17.6 Cheating

A student/trainee shall not cheat or attempt to cheat in any assessment.

A person whether a student or not, shall not do anything intended to assist any other person sitting an assessment to cheat or otherwise defeat the purpose of the assessment. Where a supervisor believes that a student/trainee is cheating, the student will be instantly informed of such but allowed to finish the assessment. The assessment supervisor is to prepare a written report on the alleged cheating and attach the report to the student's assessment paper. The matter should then be referred to the Training Coordinator for appropriate action as outlined in disciplinary action.

18.0 MISCONDUCT

Misconduct of a Student/Trainee is any behaviour which:

- Disrupts the learning of others
- Prevents staff members from performing their duties
- Endangers the health and safety of staff or students/trainees
- Interferes with the conduct of APS Training Group operations

The following examples of behaviour would constitute misconduct if a student/trainee participated in the following:

Vandalism/Theft

- Defaced equipment, furniture or fixtures on premises under the control of APS Training Group
- Was caught stealing

Safety/Hygiene:

- Did not wear appropriate safety clothing or used safety equipment inappropriately

- Refused to follow safety or hygiene regulations

Failure to Comply With Directions:

- Refused to obey emergency procedures
- Smoked a cigarette in a non-smoking designated building
- Refused to obey teacher/supervisor direction when given for safety of class
- Disrupted others learning

Cheating/Plagiarism:

- Was caught cheating in an assessment/examination
- Plagiarised another person's work

Verbal Abuse:

- Shouted at a member of staff, student or other person
- Used inappropriate or offensive language, signs or body gestures
- Used language to threaten a member of staff

Physical abuse:

- Became involved in a physical argument
- Became involved in a behavior not appropriate to surroundings
- Used physical threatening actions to intimidate or assault another student or a staff member

Alcohol/Drugs:

- Drinking an alcoholic drink on premises under the control of APS Training Group
- Intoxicated and disorderly on premises under the control of APS Training Group
- Engaging in the taking or selling of drugs

Weapons:

- Carried a weapon on their person on premises under the control of APS Training Group
- Used an object as a weapon to threaten or intimidate another person on premises under the control of APS Training Group

Exposure/Decency:

- Acted in a lewd way
- Engaged in sexual behavior

Misconduct is a disciplinary offence and includes but is not limited to:

1. Wilfully obstructing or disrupting any APS Training Group meeting, activity, class or assessment
2. Wilfully carrying out behaviour that may be detrimental to the health and safety of other students/trainees or staff
3. Any form of harassment, whether based on gender, race, age, sexual preference or religious belief
4. Wilfully damaging, or wrongfully dealing with, any APS Training Group property or the property within premises under the control of APS Training Group personnel
5. Assaulting or attempting to assault any person within APS Training Group
6. Drunken and disorderly behaviour on premises under the control of APS Training Group
7. Cheating and plagiarism
8. Making a false representation as to a matter affecting student/trainee status
9. Breach any rules relating to conduct of assessment
10. Any indictable offence which impinges on APS Training Group operations
11. Possession of prohibited or dangerous articles
12. Breaching Work Health & Safety responsibilities

19.0 DISCIPLINARY ACTION

Disciplinary action will be taken and you may be penalised if you act in a way contrary to the student rules as set out in this Handbook.

You can appeal against certain penalties.

(Refer to the procedure [ADM002 Complaints & Appeals](#)) Your penalty might then be reduced, removed, or increased.

Consequences of Misconduct:

If the student has acted in, or engaged in any misconduct **other than 'Serious Misconduct'** the following steps shall be taken.

In the 1st instance (a first offence) a verbal warning shall be issued and counselling shall be provided to the student/trainee advising of the repercussions of their actions should they continue. A record of this verbal warning and counselling shall be documented, dated and signed by the person issuing the warning/counselling and also the student/trainee receiving the disciplinary action and this record shall be placed in the student file.

2nd Offence – A Formal written warning will be issued to the student/trainee advising them of impending removal of academic privilege if the behaviour continues and there is a need to discipline a 3rd time. A record of this written warning shall be documented, dated and signed by the Operations Manager, the person issuing the warning/counselling and also the student/trainee receiving the disciplinary action and this record shall be placed in the student file.

3rd Offence will result in the removal of academic privileges by APS Training Group.

The student/trainee will be advised of the time to attend a meeting with the Training Coordinator and the person issuing the disciplinary action. The student/trainee will be provided with the reason for this disciplinary action in writing, and any comments the student/trainee makes in relation to the misconduct should be documented. A copy of this record shall be dated and signed by the Training Coordinator, the person issuing the disciplinary action and also the student/trainee receiving the disciplinary action and this record shall be placed in the student file.

If the student has acted in, or engaged in any **'Serious Misconduct'** the following steps shall be taken:

1. The student / trainee shall be immediately suspended for 24 hours from attendance at class.
2. The supervisor/trainer shall advise the Operations Manager immediately and provide a written statement, which details the circumstance of the student/trainee suspension.
3. The student/trainee will be advised of a time to attend a meeting with the person issuing the disciplinary action and the Operations Manager.
4. The student/trainee will be provided with the reason for this disciplinary action in writing, and any comments the student/trainee makes in relation to the misconduct, along with the disciplinary action taken as a result should be documented. A copy of this record shall be dated and signed by the Operations Manager, the person issuing the disciplinary action and also the student/trainee receiving the disciplinary action and this record shall be placed in the student file.
5. The student/trainee shall also be advised in relation to their right of appeal against certain penalties.
6. The Operations Manager shall give the student/trainee a reasonable opportunity to be heard in relation to the misconduct and may then either:
 - Modify or dismiss the charge
 - Reprimand and warn the student/trainee against repetition of the breach of discipline
 - Suspend the student/trainee for a period not exceeding 14 days, which shall include any period of suspension.
 - Remove Academic Privilege

20.0 COURSE OVERVIEW

APS Training Group is a high quality training provider specializing in the delivery of competencies required in the construction industry. Information on available courses are available by calling the APS TRAINING GROUP office on 1300 880 604 or see online at www.apstraining.edu.au

20.1 Assessment

The structured assessment process is designed to meet the needs of each individual participant within the requirements of the unit of competency and the respective Performance Criteria.

Assessment will be conducted using a variety of methods including:

- practical demonstrations
- written responses to questions
- observation
- third party reports
- oral questioning

Any student that does not achieve competency on his/her first attempt at an assessment will be thoroughly debriefed by the assessor. Where required the debriefing will identify opportunities for further training to address the area(s) on non-competence. The assessor will also clearly identify the part(s) of the assessment that need to be attempted again. **All students have the opportunity to be re-assessed** twice, without incurring any additional fees.

20.2 RPL

For those students seeking **RPL**, cost is based on a 'per Unit of Competency' basis. Please contact your facilitator to further application information. Please refer to information on page 8 about how to apply for RPL.

An initial application fee is payable at the time of lodging a RPL application. Please contact APS Training Group for the current fee.

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