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# VET STUDENT HANDBOOK

## VET Quality Framework

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2015



Correct at time of publication but subject to change

**ACRONYMS AND ABBREVIATIONS**

ASQA	Australian Skills Quality Authority
AQF	Australian Qualifications Framework
VQF	VET Quality Framework
AVETMISS	Australian Vocational Education and Training Management Information Statistical Standard
CRICOS	Commonwealth Register of Institutions and Courses for Overseas Students
DPR	Data Provision Requirements
FPPR	Fit and Proper Person Requirements
FVRAR	Financial Viability Risk Assessment Requirements
NVR	National VET Regulator
RCC	Recognition of Current Competency
RPL	Recognition of Prior Learning
RTO	Registered Training Organisation
SRTO	Standards for Registered Training Organisations (RTO's) 2015
VET	Vocational Education and Training

## INTRODUCTION

Welcome to Vocational Education and Training (VET) at Sunshine Beach State High School. This booklet provides you with information you will need during your Vocational Education and Training course of study. Please make sure that you have ongoing access to this booklet as you may need to refer to it throughout the year.

VET programs offered can lead to a nationally recognised Certificate if you are deemed competent in all of the required skills, knowledge and critical aspects of assessment of the qualification, or a Statement of Attainment for units you do successfully complete, if you do not complete the full qualification. Sunshine Beach State High School cannot guarantee that you will be deemed competent in all aspects of your chosen qualification. The Certificate/Statement of attainment will be recognised across Australia.

Sunshine Beach State High School provides an equitable vocational education and training system that offers responsive products and services to all students. The School is committed to providing equal opportunities in vocational education and training and welcomes all students. Students will be recruited in an ethical and responsible manner, consistent with the requirements of the National Training Package.

The general VET information contained in this booklet will provide you with details on procedures that will be followed by all VET qualifications you study. Specific course information will be provided to you by the relevant teachers through course outlines and assessment information. You can access full copies of policy and procedures relevant to VET from the RTO Manager.

Contact: Mrs Diana Peeters  
Position: HOD Senior Schooling – RTO Manager  
Office: Uluwatu Staffroom  
Email: [dpeet3@eq.edu.au](mailto:dpeet3@eq.edu.au)

It is important to know your rights as a student and be familiar with the competencies to be attained for each qualification you study. A process of RPL (recognition of prior learning) can be applied for to avoid duplication of learning and training. Appeals procedures exist for students who might disagree with competencies awarded.

Consider providing feedback to your teacher when they conduct their annual student feedback survey accessed via the School Intranet.

## CODE OF PRACTICE

### Our School:

- Recognises the importance of students receiving a broad-based education, comprising both general and vocational education;
- Is registered with the Queensland Curriculum Assessment Authority and Department of Education and Training to provide the vocational education training programs
- Has access to the facilities and resources required for the vocational education training programs for which it is registered;
- Has in place an assignment/assessment policy that applies to all subjects offered at this school;
- Has a process in place that enables you to apply for Recognition of Prior Learning (RPL) for the vocational education training programs in all VET subjects; and
- Has a process for addressing any concerns you may have and offers you access to a range of people who can provide you with advice and guidance about vocational education training programs, for example teachers, Heads of Departments, counsellors and administrators.
- Will recognise all AQF qualifications issued by any other Registered Training Organisation (RTO). The school will seek verification of the certification from the relevant RTO where there is ambiguity.
  - ❖ In the first VET class of the year, the teacher shall make students aware that any existing AQF qualifications or statements of attainment they possess will be recognised by the school. Teachers will remind students of this policy at the beginning of each new term during induction.
  - ❖ If a student presents an AQF qualification or statement to the teacher, the teacher will take a copy and bring it to the attention of the relevant head of department or equivalent.
  - ❖ The head of department (HOD) or equivalent will verify the authenticity of the qualification or statement. The verified copy of the qualification or statement is placed in the student's file.
  - ❖ Once the qualification is verified, the teacher will give the student exemption for the units of competency or modules identified in the qualification or statement and update the student's records accordingly.

### EMPLOYS SKILLED TRAINERS AND ASSESSORS

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The School ensures that all Trainers and Assessors engaged by the schools for the delivery of VET qualifications and/or VET accredited courses meet the requirements specified under the Standards for Registered Training Organisations (RTOs) 2015.

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## COURSE INFORMATION

VET qualifications at Sunshine Beach State High School RTO: 30439	Duration	Year level	QCE points
MEM10105 Certificate I in Engineering	2 years	11,12	3
MSF10113 Certificate I in Furnishing Industry visits required	1 year	11	3
ICA10111 Certificate I In Information, Digital Media and Technology Students will transition to ICA10115 Semester II 2015	RPL only	12	2
SIT20213 Certificate II in Hospitality	2 years	11,12	4
BSB20112 Certificate II in Business Students will transition to BSB20115 Semester II 2015	2 years	11,12	4
CUV20111 Certificate II Visual Arts ( Art Strand)	2 years	11,12	4
CUV20111 Certificate II Visual Arts (Photography Strand)	2 years	11,12	4
CUV30111 Certificate III Visual Arts (Art and Photography)	2 years	11,12	8
Certificates/Qualifications accessed through external RTO's	Duration	Year level	QCE points
SIT20213 Certificate II in Hospitality RTO: Blueprint 30978 industry placement required	2 years	11,12	4
CHS30113 Certificate III in Early Childhood Education and Care RTO: CTA 30857 industry placement required	2 years	12 2015	8
CHS 30213 Certificate III in Education Support RTO: CTA 30857 industry placement required	2 years	12 2015	8
CHS30113 Certificate III in Early Childhood Education and Care RTO: Charlton Brown 2508 industry placement required	2 years	11,12	8
CHS 30213 Certificate III in Education Support RTO: Charlton Brown 2508 industry placement required	2 years	11,12	8
Certificate III in Fitness RTO: AIPT 32363 industry placement required	2 years	11,12	8
39292QLD Certificate IV in Justice Studies RTO: Unity College 32123	2 years	11,12	8

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## ENROLMENT AND INDUCTION PROCEDURES

Students will receive information about VET courses offered at Sunshine Beach State High School at SETplan interviews in Year 10 and upon enrolment at the school for their senior years of schooling. Prior to course enrolment students can seek advice about which course is most appropriate to meeting their needs and take into account their existing skills and competencies.

An enrolment form is to be filled out for every Certificate course you wish to study. No student can be enrolled in a VET course of study and receive a Certificate or Statement of Attainment without recording a valid USI number. Enrolment does not guarantee completion. Late enrolment may require a negotiated training plan that leads to a Statement of Attainment rather than a full qualification.

At the beginning of your course you will participate in a student induction process where you will receive relevant information on the RTO's policies and procedures, key staff members, your rights and responsibilities, learner support and school requirements. VET teachers will inform you of Qualification units of competency and assessment requirements.

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## FEES AND REFUNDS

A list of school specific fees for material costs will be issued at SETplan interviews or upon enrolment at the school. For a full list of fees you may approach the school finance officer in the school Administration building. The School Fees and Refunds policy is also available here.

*The school must have certain resources, teachers and equipment to run VET courses. The school retains the right to cancel the course if it is unable to meet requirements. In the event that the School is unable to continue a chosen course, the School will provide students with alternative opportunities to complete the qualification.*

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## LEARNER SUPPORT

### INCLUDING LANGUAGE, LITERACY AND NUMERACY SUPPORT

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The School ensures the individual support needs of the student through the holistic secondary school framework and special needs programs. Literacy and numeracy support can be accessed through English and Maths classes, along with specific school support programs. Access to external educational services is provided by the school in consultation with the parent.

Sunshine Beach State High School has a well-structured welfare system in place. If students have any concerns, please contact your relevant Head of Year (HOY). The welfare system is supported by the guidance officer, student services, RTO Manager, Chaplain and school nurse.

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Student support and guidance staff include:

- Senior School Deputy: Mr Paul Fitzgerald
- Transition Deputy: Mr Chris Robinson
- RTO Manager: Mrs Diana Peeters
- Guidance Officer: Mrs Sherrill Rowston
- HOD Senior School: Mrs Suanne McGrechan
- HOD Student Service: Mr Brad East
- HOY Year 11: Mrs Janine Lahey

## **STUDENT RESPONSIBILITIES**

- Students make a serious commitment to studies at school
- Completes an enrolment form at commencement of the course
- Provides the school with a USI number
- Attempts to complete all units of competency on the first attempt and agrees to revisit competencies if not competent after the first attempt
- Participates in structured workplace learning as arranged by the School
- Meets the expectations and demands of the School in terms of participation, cooperation, punctuality, successful submission of work and high standards of behaviour and conduct
- Follows the school behavior Management Policy and Senior School Attendance Policy

## **WORK HEALTH AND SAFETY**

Every member of the Sunshine Beach State High School Community, including you as a student, has a responsibility to ensure a safe work and learning environment. The health and safety of all staff and students is a priority at this school.

All members must follow Sunshine Beach State High Schools' WHS policies and procedures.

## **BEHAVIOUR MANAGEMENT AND ATTENDANCE POLICY**

Attendance in all VET classes complies with the School's Attendance policy.

Behaviour in all VET classes complies with the School's Responsible Behaviour Plan.

All students receive a copy of both policies as part of the enrolment procedure at Sunshine Beach State High School.

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## SENIOR SCHOOL ASSESSMENT POLICY

At Sunshine Beach State High School, all students are informed of the Senior School Assessment Policy. Students will be fully informed of all VET competency based assessment processes and requirements in each course of study.

Competency based assessment means '*the consistent application of knowledge and skill to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments.*'  
*Standards for NVR Registered Training Organisations 2014*

### ASSESSMENT

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In developing the assessment (including RPL) for each qualification, the School will ensure:

1. compliance with the assessment requirements from the relevant Training Package or VET accredited course
2. assessment leads to a qualification or statement of attainment under the Australian Qualifications Framework (AQF)
3. assessment complies with the **Principles of Assessment** (Ref to 1.8-1 below) and informs the student of the context and purpose of the assessment
4. assessment complies with the **Rules of Evidence** (Ref to 1.8-2 below) which guides the collection of evidence
5. timely and appropriate feedback is given to students on their assessment outcome

All students have access to reassessment on appeal.



**TABLE 1.8-1: PRINCIPLES OF ASSESSMENT**

Fairness	<p>The individual learner's needs are considered in the assessment process.</p> <p>Where appropriate, reasonable adjustments are applied by the RTO to take into account the individual learner's needs.</p> <p>The RTO informs the learner about the assessment process, and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary.</p>
Flexibility	<p>Assessment is flexible to the individual learner by:</p> <ul style="list-style-type: none"> <li>• reflecting the learner's needs;</li> <li>• assessing competencies held by the learner no matter how or where they have been acquired; and</li> <li>• drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.</li> </ul>
Validity	<p>Any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner.</p> <p>Validity requires:</p> <ul style="list-style-type: none"> <li>• assessment against the unit/s of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance;</li> <li>• assessment of knowledge and skills is integrated with their practical application;</li> <li>• assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and</li> <li>• Judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessment requirements.</li> </ul>
Reliability	<p>Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.</p>

**TABLE 1.8-2: RULES OF EVIDENCE**

Validity	<p>The assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.</p>
Sufficiency	<p>The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner's competency.</p>
Authenticity	<p>The assessor is assured that the evidence presented for assessment is the learner's own work.</p>
Currency	<p>The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.</p>

## ACCESS TO RECORDS

You may have access to your own personal assessment records by approaching your VET teacher or relevant Head of Department at any time.

No staff member can provide your information to a third party without your written permission. You are required to complete and sign the Student Training Agreement form, including the acknowledgement of consent form permitting the school to provide your information when necessary to QCAA, Department of Employment and Training, ASQA and USI.

## RECOGNITION OF PRIOR LEARNING (RPL)

### Policy

All students shall have access to, and be offered Recognition of Prior Learning (RPL).

### Procedure

The students are made aware of the School's RPL policy at Student Induction upon enrolment into the course. Trainers will remind students of this policy regularly and will provide opportunities to engage in the RPL process.

When approached by a student seeking RPL, trainers will follow the procedure below:

1. Informally discuss the student's skills or knowledge and provide verbal feedback as to the procedure
2. Provide the student with information about the types of evidence that can be used to support an RPL application
3. Provide the student with an RPL Application Form
4. Make a prompt decision and notify students of the outcome of the RPL process
5. Update the student's records if RPL is granted
6. Retain copies of all evidence and the application form for the required timeframe as stipulated in the [ASQA General Direction – Retention requirements for completed student assessment items](#)

## TRANSITION

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### Policy

The school RTO ensures that each vocational training area maintains a plan for the transition of students to new/revised Training Products.

The school RTO ensures that new learners are not enrolled into a training product that has been removed or deleted.

1. Where a training product has been *superseded*, all learners will complete their training and assessment and receive relevant AQF documentation within the period of **ONE YEAR** from the date the new product is released on [www.training.gov.au](http://www.training.gov.au) .
2. Where a Qualification has been *removed or deleted*, without being superseded, all learners will complete their training and assessment and receive relevant AQF documentation within the period of **TWO YEARS** from the date the qualification was removed or deleted on [www.training.gov.au](http://www.training.gov.au) .
3. Where a unit of competency, skill set or accredited short course has been *removed or deleted*, without being superseded, all learners will complete their training and assessment and receive relevant AQF documentation within the period of **ONE YEAR** from the date the unit of competency, skill set or accredited short course was removed or deleted on [www.training.gov.au](http://www.training.gov.au) .
4. Where the packaging rules require the delivery of a superseded unit of competency, the above does not apply.

### Procedure

1. Upon notification of a training product being superseded or deleted on the National Register the following process will take place:
  - a. A decision will be made by the Trainer and Assessor in consultation with the HOD/RTO Manager as to when the transition of students is to take place, in accordance with the policy above.
  - b. If the new qualification is equivalent, the QCAA will register the school RTO for the latest qualification automatically.
  - c. If the new qualification is NOT equivalent or the school RTO wishes to add units of competency not listed, then the school RTO will need fill in either of the following forms:  
[Application to change RTO scope of registration form](#)  
[Application to add units of competency](#)
  - d. Both students and parents will be advised of these arrangements prior to delivery
  - e. If learners cannot complete their training in the required time frame, then a Statement of Attainment for the units completed will be awarded and these credit-transferred into the new qualification, if equivalent. If not equivalent, new units (closely matched to existing units) will be chosen by the trainer and assessor and any gaps addressed.

## AQF CERTIFICATION

### STUDENT IDENTIFIER SCHEME

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#### POLICY

Sunshine Beach State High School ensures compliance with the [Student Identifiers Act 2014](#) including:

1. Verifying a student's identity with the Registrar before issuing AQF certification or using the number for anything else.
2. Notifying a student under exemption that the results of the training they are undertaking will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the Registrar.
3. Ensuring the security of Student Identifiers and all related documentation.

#### PROCEDURE

1. Upon enrolment students will provide their Unique Student Identifier (USI) to the designated person for verification.
2. If the student does not have a USI they will create one online using verifying documentation such as:
  - a. Birth Certificate
  - b. Passport
  - c. License
  - d. Medicare card
3. The USI will only be used when reporting AVETMISS data via SDCS or other to Queensland Curriculum Assessment Authority (QCAA). It will not be placed on the AQF certification documentation.
4. USI information will be stored on the school RTO's secured network.

## COMPLAINTS AND APPEALS

### COMPLAINTS AND APPEALS POLICY

Sunshine Beach State High School ensures all learners are informed of and understand their rights and responsibilities under the Standards. The school RTO will manage the complaints and appeals process fairly, efficiently and effectively. Sunshine Beach State High School ensures the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process. The complaints and appeals policy is available on the website at <https://sunshinebeachhigh.eq.edu.au>

### COMPLAINTS PROCEDURE

Persons with a complaint against Sunshine Beach State High School on how it conducts its responsibilities with regard to:

- The RTO, trainers and assessors or other staff
- A third party providing services on the school RTO's behalf, its trainers and assessors or other staff or
- Another learner of the school RTO

have access to the following procedure:

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*Informal complaint:*

1. the initial stage of any complaint shall be for the complainant to communicate directly with the operational representative of Sunshine Beach State High School, who will make a decision and record the outcome of the complaint
2. person(s) dissatisfied with the outcome of the complaint may then apply to the relevant Head of Department (HOD) or equivalent, who will make a decision and record the outcome of the complaint
3. person(s) dissatisfied with the outcome of the complaint to the relevant HOD may initiate a 'formal complaint'.

*Formal complaint:*

1. the complainant may put in a formal complaint *without* going through the informal complaint process if they feel it is warranted.
2. the complaint and its outcome shall be recorded in writing on the *Complaints and Appeals form*.
3. on receipt of a formal complaint the principal shall convene an independent panel to hear the complaint; this shall be the 'complaint and appeal committee'
4. the complaint committee shall not have had previous involvement with the complaint and should include representatives of:
  - a. the principal
  - b. the teaching staff
  - c. an independent third party
5. the complainant shall be given an opportunity to present their case to the committee and may be accompanied by one other person as support or as representation
6. the relevant staff member shall be given an opportunity to present their case to the committee and may be accompanied by one other person as support or as representation
7. the complaint committee will make a decision on the complaint
8. the complaint committee will communicate its decision on the complaint to all parties in writing within 5 working days of making its decision.
9. If the complaint will take more than 60 days to finalize, written notification will be given to all people involved explaining the delay.

**APPEALS PROCEDURE**

Learners are informed at their Induction, of their right to request a review of a decision. This may include:

- Appeal of an assessment decision made by either the school RTO or a Third Party providing services on behalf of the RTO (if relevant)

*Informal appeal:*

1. the initial stage of any appeal shall be for the appellant to communicate directly with the operational representative of the College, who will make a decision and record the outcome of the appeal
2. person(s) dissatisfied with the outcome of the appeal to the teacher may then appeal to the relevant Head of Department (HOD) or equivalent, who will make a decision and record the outcome of the appeal
3. person(s) dissatisfied with the outcome of the appeal to the relevant HOD may initiate a 'formal appeal'.

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*Formal appeal:*

4. the appellant may put in a formal appeal *without* going through the informal appeal process if they feel it is warranted.
5. the appeal and its outcome shall be recorded in writing on the *Complaints and Appeals form*.
6. on receipt of a formal appeal the principal shall convene an independent panel to hear the appeal; this shall be the 'complaint and appeal committee'
7. the complaint and appeal committee shall not have had previous involvement with the appeal and should include representatives of:
  - a. the principal
  - b. the teaching staff
  - c. an independent third party (if relevant)
8. the appellant shall be given an opportunity to present their case to the committee and may be accompanied by one other person as support or as representation
9. the relevant staff member shall be given an opportunity to present their case to the committee and may be accompanied by one other person as support or as representation
10. the complaint and appeal committee will make a decision on the appeal
11. the complaint and appeal committee will communicate its decision on the appeal to all parties in writing within 5 working days of making its decision.
12. If the appeal will take more than 60 days to finalize, written notification will be given to all people involved explaining the delay.

**The outcome of all complaints and appeals will be reviewed as part of Sunshine Beach State High School's quality assurance processes. Any rectifications identified by those processes will be acted on in a timely manner.**

## CHECKLIST

I have read:

- 2015 VET student handbook
- Senior Subject Selection booklet
- My student profile for the course I am studying

Do you know the file path to:

- Enrolment forms
- RPL request forms
- Complaints and appeals forms
- Student G:drive for your qualification documents

I understand:

- My student responsibilities
- Student induction process
- Student RPL process
- Complaints and appeals policy
- Assessment requirements

I will:

- Complete an RTO enrolment form
- Participate in the VET induction process
- Provide the school with my USI
- Complete the learner engagement survey at the end of my training
- Follow the attendance, behaviour and assessment policy at Sunshine Beach State High School

Signed:

Date: