

# BILOELA STATE HIGH SCHOOL

RTO # 30232



Vocational Education and  
Training

STUDENT HANDBOOK

*2017, Version 2*

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## Purpose of the Information Book

This booklet provides you with the information you will need during your Vocational Education and Training course of study. Please make sure you have ongoing access to this booklet, as you will need to refer to it throughout your course.

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 to avoid duplication of learning and training. Appeals procedures exist for students who might disagree with competencies awarded.

## Standards for RTOs 2015

Extract taken from: <http://www.asqa.gov.au/users-guide-to-the-standards-for-registered-training-organisations-2015/about-the-standards-for-rtos/about-the-standards-for-rtos.html>

The Council of Australian Governments' (COAG) Industry and Skills Council is responsible for endorsing vocational education and training (VET) standards. The Council consists of the Australian, state and territory ministers with responsibility for industry and/or skills within their jurisdiction. Therefore, the Standards have been endorsed by a body representing the interests of all Australian states and territories, as well as the Commonwealth of Australia.

All registered training organizations (RTOs) in Australia are responsible for ensuring they fully comply with the Standards at all times as a condition of their registration. In regulating the Standards, ASQA acknowledges there are some new requirements that will take time for some RTOs to fully implement. Details of arrangements for transitioning to the Standards are published on [ASQA's website](#).

The Standards are enabled by the [National Vocational Education and Training Regulator Act 2011](#) (NVR Act), which aims to:

- provide national consistency in regulation of the VET sector, using a standards-based quality framework and a risk-based approach
- promote quality, flexibility and innovation in VET
- promote Australia's reputation for VET locally and overseas
- promote a VET system that meets Australia's social and economic needs
- protect students undertaking or proposing to undertake VET in Australia, and
- ensure access to accurate information regarding the quality of VET.

## **Purpose of the Standards**

The purpose of the Standards is to:

- describe the requirements that an organisation must meet in order to be an RTO in Australia
- ensure that training delivered by RTOs meets industry requirements (as set out in the training package or accredited course) and has integrity for employment and further study, and
- ensure RTOs operate ethically and consider the needs of both learners and industry.

## **Legislative Requirements**

Biloela State High School will meet all legislative requirements of State and Federal Government. In particular, Workplace Health and Safety, Workplace Relations and Vocational Placement Standards will be met at all times.

## **Access and Equity**

Biloela State High School is committed to access and equity principles and processes that relate to admissions, delivery methods, assessment, and support arrangements for students with literacy and numeracy needs. Student selection is non-discriminatory and equity principles are applied through the fair allocation of resources and the opportunity for all students to participate in VET training without discrimination.

Qualified support staff are available to assist students with special needs and all teachers are required to adhere to the school's access and equity policies.

## **Quality Management Focus**

Biloela State High School has a commitment to providing a quality service and a focus on continuous improvement. We value feedback from students, staff and industry representatives for incorporation into future programs.

## **Client Service**

We have sound management practices to ensure effective service to students. In particular we have service standards to ensure timely issue of student assessment results and qualifications. These will be appropriate to competence achieved and issued in accordance with national guidelines.

Our quality focus includes a Recognition of Prior Learning Policy, a fair and equitable Refund Policy, a Complaints and Appeals Policy and student welfare and guidance services. Where necessary, arrangements will be made for those students requiring literacy and/or numeracy support programs. We will take every opportunity to ensure that this information is disseminated, understood and valued by staff, students and parents.

Information relating to all fees and charges, course content, assessment procedures and vocational outcomes will be outlined prior to enrolment.

## **Internal Review**

At Biloela State High School the VET Coordinator will facilitate a system of internal review annually. Meetings will be held with representatives from the relevant industry areas, students, staff and administration. Reports are tabled and feedback documented. The internal review process assists in the development of quality training and assessment.

An Internal Audit is carried out by the VET Coordinator each year to ensure school policies and procedures are being carried out.

## **External Review**

Biloela State High School has agreed to participate in external monitoring and audit processes required by the state government. This covers random quality audits, audit following complaint and audit for the purposes of re-registration.

## **Management and Administration**

Biloela State High School has policies and management strategies, which ensure sound financial and administrative practices. Management guarantees the organisation's sound financial position. We have a Refund Policy, which is fair and equitable. Student records are managed securely and confidently and are available for student perusal on request. Biloela State High School has adequate insurance policies.

## **Marketing and Advertising**

Biloela State High School markets vocational education and training products 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.

## **Training and Assessment Standards**

Biloela State High School 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 students.

## **International Students**

Biloela State High School will be bound to the Education Services for Overseas Students Act 2000 (ESOS Act).

## Program Outcomes and Benefits

Benefits of being a student in our VET courses:

- Achievement of national qualifications recognised by industry
- Insight into career pathways and further education pathways
- Interaction with people outside the school
- Credit for/articulation of qualifications to reduce further study time or apprenticeship time
- Gaining a QCE or a tertiary rank
- Receiving assistance in completing your QTAC application
- Having VET results recorded on Senior Statement and an industry specific vocational Certificate or Statement of Attainment
- Taking part in competency based training and assessment
- Recognition for relevant skills and knowledge achieved before studying your VET subject (RPL) (Ask your teacher for an application form if you think you are eligible.)
- Link “off job learning” at school to “on job training” in the workplace.

## Expectations

The expectations of the program have been developed specifically for the implementation and conduct of Vocational Education and Training programs offered by the school. The school reserves the right to amend the expectations to suit the needs of the educational institution as required.

### *The School*

- recognises the importance of students receiving a broad-based education, comprising both general and vocational education and training;
- is registered with the Queensland Curriculum and Assessment Authority to provide the vocational education components of the Training Packages;
- has access to the facilities and resources required for the registered vocational education and training programs;
- has in place an assignment/assessment policy that applies to all subjects offered
- has a process in place that enables students to apply for Recognition of Prior Learning (RPL) for the vocational education competencies; and
- has a process for addressing any concerns a student may have and offers the students access to a range of people who can provide him/her with advice and guidance about the vocational education program at the college, for example teachers, heads of department, career guidance officers and administrators.

### *The Student/Trainee*

- makes a serious commitment to his/her studies at school;
- attends training provided by training providers outside normal school hours and meets the cost of transport and materials as required;
- participates in structured workplace learning as arranged by the school; and
- 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.
- be aware that an employer may require a student to complete an application for a Working with Children Blue Card or a criminal record check, if required, (eg Child Care or Aged Care placement). This will be completed at the student’s expense.

*NB: No student will be denied the opportunity to participate on economic grounds. Please contact the school for a private interview if required.*

## Enrolment and Admission procedures

Access to VET subjects is open to all students. VET subjects will be offered if enrolment numbers are viable and human and physical resources are available.

An enrolment form will be completed by students. Prior to, or on commencement of enrolment, the following details will be provided through the Subject Selection booklet or through the VET induction:

- A course outline indicating units of work, units of competency, assessment requirements, materials, and equipment required
- A student record book (if applicable) and access to handbook provided
- RPL process and grievance processes will be discussed
- Vocational outcomes and opportunities will be discussed
- Credit transfers will be outlined
- Work placement application form issued in subject specific classes (not on enrolment)
- Students sign the Student VET Induction Form to signify that they have received the above information

A student file and profile for the two year course of study will be established and maintained.

## Scope of Registration

Biloela State High School is registered for the delivery of vocational courses through the Queensland Curriculum and Assessment Authority (QCAA), an authorised body for accrediting training providers.

The scope of registration for Biloela State High School covers stand-alone VET programs. These subjects do not contribute to an OP but can contribute towards a Tertiary Rank and provide students with a vocational certificate.

Teachers will issue students with course information, including content and vocational outcomes.

### ***Stand Alone VET Courses at Biloela State High School RTO number:***

AHC21210 Certificate II in Rural Operations

SITH20????

## Learning Support

Biloela State High School has a Special Needs Department which offers support in the areas of literacy, language, numeracy and all forms of learning support. If a student requires assistance in this area they should approach the Head of Senior Schooling to organise this. The Special Needs Department will provide language, literacy and numeracy testing when required.

## Assessment

### *Assessment Procedures*

- The school's assessment policy is to be followed by students studying subjects with a VET outcome
- Extension procedures for assignments and activities are outlined in the Student Diary and applications can be obtained from the relevant HOD
- Studies completed prior to enrolling in your VET course can be recognised through the RPL process
- Units of competency can be repeated, resat or revisited if unsuccessful at the first attempt
- You should negotiate with your teacher if you believe certain types of evidence should be collected to validate your competency
- After commencement of a course, it is possible for students entering late, to undertake all units of competency by completing additional studies
- Competencies can sometimes be assessed in the workplace when on work placement or in casual jobs
- Assessment results may be appealed by following the appeals procedure.

### *Purpose and Type of Assessment*

#### **Diagnostic Assessment**

Diagnostic assessment provides you with opportunities to perform tasks and the results are not recorded. Teachers use these tasks to check student progress and provide feedback to you.

#### **Competency-based Assessment**

Competency-based assessment is the process of collecting evidence and making judgments about whether or not you have the knowledge and skills to meet the performance criteria required in the workplace. For example are you able to use workplace equipment competently?

With this type of assessment you will be given more than one opportunity to gain competency in particular units of competency or learning outcomes.

Records can be accessed at the school up to 30 years after the completion of the competency at that school.

#### **Possible Assessment Items**

Flexible learning and assessment procedures will be used throughout your course of study. In each semester you will complete a number of items of assessment that will be used to assess your level of achievement in this subject. These may take the form of:

- Objective and short answer/response tests
- Written responses
- Response to stimulus material
- Research and project work
- Practical work
- Oral presentations
- Presentation of information
- Procedural applications
- Demonstrations
- Third-party reports
- Teacher observation

## **Certification**

When you have successfully completed all the requirements of the course you will be entitled to have the relevant Certificate. If the course is incomplete, then only the units of competency or learning outcomes that you have successfully obtained competency in, will be recorded. You will receive a Statement of Attainment that records successful units of competencies or learning outcomes.

## **Unique Student Identifier**

From 1 January 2015, legislation was introduced that requires all students issued with a VET qualification and/or Statement of Attainment to have a Unique Student Identifier (USI)

Students, as part of the induction process, will be advised of the necessity and purpose of the USI. Students will be issued with a letter which explains the process of gaining a USI and asked to create a USI and then supply the number to their teacher. If a student does not have access to the internet at home time will be provided for them to create the USI at school. For students who do not have the necessary identification items a USI may be created for them by the school. Students will also be advised of the exemptions to the USI system.

## **Students' Rights**

Students' rights if Biloela SHS or a third party delivering training on its behalf ceases to deliver any part of the qualification that a student is enrolled in:

Biloela SHS is committed to completing the outlined training and assessment once students have started study in their chosen qualifications or courses from the course start date (including delivery by a third party on Biloela SHS's behalf).

Students who enter the course after the start date may have a negotiated package of units that will lead to a statement of attainment. However, most students who enter a course late will be expected to complete the certificate in their own time in addition to school time.

In the event that Biloela SHS is unable to complete delivery of training, Biloela SHS will, if possible, arrange for agreed training and assessment to be completed through another RTO (fees may be incurred). Prior to the transfer to another RTO, affected students will be formally notified of the arrangements, and an agreement to those arrangements, including any refund of fees, will be obtained. If transfer is not possible, the RTO will gain a written agreement for a subject/course transfer from the student and parent.

## **Refund Policy (to be read in conjunction with Resource Charges Policy)**

It is expected that Registered Training Organisations will establish policies, which are fair and equitable to participants and which protect and enhance their own reputation as a training organisation of high standing. Nevertheless it is appropriate to establish some broad

parameters in particularly sensitive areas to serve as a baseline upon which providers can build.

The refund policy must be available to students prior to enrolment and prior to any fees being paid. Three particular areas need to be addressed:

- The period by which a student is required to give notice of an intention to withdraw from a course of study, for which fees have been paid but which has not yet commenced;
- The portion of fees which is not considered as part of any refund, being retained for costs of administration, legitimate service charges, materials charges or application fees;
- Any formula, which will be applied on a pro-rata basis, for participants who are unable to complete a course once it has commenced.

The Refund Policy is dependent on the method in which fees are paid. Short courses are usually paid in a lump sum. Courses delivered over periods in excess of three months are often paid for per competency per month.

Should Biloela State High School cancel any course, participants are entitled to a full refund or transfer of funds to a future course.

No refund is available to participants who leave before finalising the course/competency/month unless they can provide a medical certificate or show extreme personal hardship. In that case, fees may be refunded on a pro-rata basis. However, should participants wish to finalise incomplete competencies in a future course within six months of initial payment.

All monies received are placed in a separate account and are not accessed until the course commences. A relevant proportion of fees paid for the course will remain in that account until the course is completed, to ensure pro-rata refunds for eligible students.

Students enrolled in VET subjects will be invoiced for any course fees over and above the items listed in the Resources, Textbook and Materials Hiring Scheme which is offered to students who meet the guidelines.

## **Issuing Certificates and Statements of Attainment**

Biloela SHS issues AQF qualifications and statements of attainment within 30 days, in accordance with current state and federal legislation.

Biloela SHS prints and issues to students it has assessed as competent, and who have provided a USI, a qualification or statement of attainment (as appropriate) that:

- meets the AQF requirements
- identifies the RTO by its national provider number from the National Training Information Service
- includes the Nationally Recognised Training logo in accordance with its conditions of use.

### **Replacement of certification documentation policy**

Requests for a replacement qualification or statement of attainment (within the 30-year period) are handled in a timely manner. Currently there is no fee for a replacement qualification or statement of attainment. Students can also obtain a statement of attainment form their USI account.

### **Replacement of certification documentation procedure**

The following procedure is to be followed:

- All requests for a replacement qualification or statement of attainment must be in writing (emails acceptable) from the student to the school RTO.
- The request will be forwarded to the VET Manager to coordinate with support from the administration officer.
- Biloela SHS will access the archived records/AQF qualifications issued register to access the required information for the replacement document.
- 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.
- Biloela SHS currently does not charge a certificate re-issuance fee.

The replacement will be issued within 14 working days of receipt of written request.

## **Recognition of Prior Learning**

### **Recognition of prior learning explained**

The AQF facilitates the progression of students through qualifications by giving credit for learning outcomes they already have achieved. Credit outcomes may allow for entry into a qualification and/or provide credit towards the qualification. Credit given may reduce the time required for a student to achieve the qualification.

RPL is one of a number of processes for establishing credit or advanced standing. RPL broadens access into formal learning by enabling credit to be given for student achievement through other formal, non-formal or informal learning.

RPL involves issuing organisations undertaking an assessment of each individual who applies to determine the extent to which that individual's previous learning is equivalent to the learning outcomes of the components of the destination qualification.

Australian Qualifications Framework Council  
[www.aqf.edu.au](http://www.aqf.edu.au)

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### ***Policy statement***

All applications for RPL will be responded to within 15 working days of the receipt of the written application. The Senior Schooling Teacher Aide will keep an RPL register which documents all RPL applications and their outcomes. Once the evidence has been provided for the RTO to assess RPL, the student will be notified of the decision within 15 working days. Students may have access to reassessment on appeal. Feedback from clients regarding the process will be collected as part of the continuous improvement procedure.

Biloela SHS also recognises AQF qualifications and statements of attainment issued by any other RTO and has a separate policy and procedure regarding the credit transfer process for this.

This policy will be reviewed annually as part of systematic monitoring and evaluation.

## **Recognition of prior learning procedure**

Client(s) with an application for RPL have access to the following procedures:

RPL

- The Biloela SHS RPL application form must be used.
- All applications for RPL go to the teacher of the qualification in the first instance. Students will need to provide sufficient documented evidence to support their claim for recognition to their teacher e.g. resume, certificates, photos, references from supervisors, performance reviews or job descriptions.
- The RPL process and its outcome will be recorded in writing in the RPL register. Teachers dealing with the RPL application will provide feedback throughout the process to the student.
- The teacher responsible for the delivery of the qualification will review the evidence provided by the student and give a written and verbal response (within 10 days of receipt of the evidence) to the student regarding whether the evidence is suitable for RPL.
- The teacher handling the RPL application will develop and assess any alternative methods of assessment required as a result of an RPL application. The student may be asked to complete practical demonstrations of their skills to support their application for RPL. Assessment methods should be fair and flexible and reflective of assessment tasks delivered as part of the training and assessment strategy.
- The teacher will update the student records if RPL is granted, following consultation with the VET coordinator.
- The student will be made aware of any gaps in training as a result of the review of their application evidence.
- The student will be also made aware of the appeals procedure if they are not satisfied with the decision on their RPL application.

## **Appeal RPL decision**

- A student dissatisfied with the response to the RPL application may initiate an appeal.
- The Biloela SHS Complaints and Appeals – VET Policies and Procedures will be followed in this instance.

# INSERT RPL FORMS

## **Credit Transfer**

Credit transfer is a process which provides learners with agreed and consistent credit outcomes based on equivalences in content between matched qualifications.

Biloela SHS will provide credit for units of competency so long as evidence of AQF certification issued by any other RTO is provided.

### *Recognition of qualifications issued by other RTOs*

Biloela SHS recognises AQF qualifications and statements of attainment issued by any other RTO.

#### **Recognition of qualifications procedure**

- In the first VET class of the year, the teachers 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.
- 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 and/or VET Manager.
- The head of department and/or VET Manager 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 or statement 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
  - the information will be entered into SDCS using the "credit transfer" option.

#### **Internal recognition of qualifications procedure**

- Biloela SHS has done a mapping exercise to identify common units of competency across qualifications on the scope of registration.
- At the beginning of each year, students are identified who are doing courses where there are common units of competency, or have progressed from Certificate I to Certificate II.
- The VET Manager and the trainers and assessors meet to establish the processes for delivery and ensuring accurate data.
- This process is repeated throughout the year for students who change subjects.

## Complaints and Appeals

Biloela SHS, as an RTO, has a complaints and appeals policy specific to its RTO operations.

A complaint can be made to Biloela SHS regarding the conduct of:

- Biloela SHS, its trainers, assessors or other school RTO staff
- students of the RTO
- any third parties providing services on behalf of Biloela SHS (if relevant).

An appeal can be made to Biloela SHS to request a review of a decision, including assessment decisions.

Biloela SHS will ensure that the principles of natural justice and procedural fairness are adopted at every stage of the complaints and appeals process. All formal complaints and appeals will be heard and decided on within 60 calendar days of receiving the written complaint or appeal.

If Biloela SHS considers more than 60 calendar days are required to process and finalise the complaint or appeal, the complainant or appellant will be informed of the reasons in writing and will be regularly updated on the progress of the matter.

If the processes fail to resolve the complaint or appeal, a review by an independent party will be provided if requested.

Complaints or appeals should be directed to the Principal as CEO of Biloela SHS:

[vet@biloelashs.eq.edu.au](mailto:vet@biloelashs.eq.edu.au).

Complaints may be lodged using the below form:



**BILOELA STATE HIGH SCHOOL**  
**Vocational Education & Training**

**COMPLAINT FORM**

Student's Name: \_\_\_\_\_ Form Class: \_\_\_\_\_

Date: \_\_\_\_\_

Nature of Complaint

Please use specific detail (dates etc)

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How would you like to see this resolved?

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Student's Signature: \_\_\_\_\_ Parent's Signature: \_\_\_\_\_

Accepted by: \_\_\_\_\_ Position: \_\_\_\_\_

Date Accepted: \_\_\_\_\_

An appeal may be lodged using this form:



**BILOELA STATE HIGH SCHOOL**  
**Vocational Education & Training**

**APPEAL FORM**

Student's Name: \_\_\_\_\_ Form Class: \_\_\_\_\_

Date: \_\_\_\_\_

Nature of Appeal

Please use specific detail (dates etc)

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How would you like to see this resolved?

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Student's Signature: \_\_\_\_\_ Parent's Signature: \_\_\_\_\_

Accepted by: \_\_\_\_\_ Position: \_\_\_\_\_

Date Accepted: \_\_\_\_\_

