VET STUDENT HANDBOOK

A guide for VET students

2019

VET STUDENT HANDBOOK

Contents

1   **Code of practice**

As a Registered Training Organisation (RTO), St Francis College has agreed to operate under the VQF - VET Quality Framework. This includes a commitment to recognise the training qualifications issued by other RTOs. The School is registered to deliver a range of VET qualifications under the direction of Queensland Curriculum and Assessment Authority (QCAA) and the Australian Skills Quality Authority (ASQA) – where applicable. The mission of the School as an RTO is to deliver quality training and assessment across a range of selected industry areas in accordance with national training packages. St Francis College reserves the right to amend the code of practice to suit the needs of training organisations as required. All amendments will be in accordance with legislation governing Registered Training Organisations.

2   **Legislative requirements**

St Francis College 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. If students require any further information, please see the Careers/VET Coordinator.

3   **Access and equity**

St Francis College is inclusive of all students regardless of sex, race, impairment, or any other factor. Any matters relating to access and equity will be referred to the VET/Careers Coordinator as the nominated Access and Equity officer.

The School ensures that all students have every reasonable opportunity to complete their course. All students will be informed of the requirements of the curriculum or national training package/s that affects them. Our Access and equity policy ensures that student selection decisions comply with equal opportunity legislation.

Appropriately qualified staff will assess the extent to which the student is likely to achieve the stated competency standards and outcomes of the course, based on his/her qualifications and experience. For further information, please see the VET/Careers Coordinator.

4   **Quality management focus**

St Francis College has a commitment to providing a quality training services with a focus on continuous improvement. It values feedback from students, staff, parents and industry representatives for incorporation into future programs. A VET questionnaire - student, VET questionnaire – staff, VET questionnaire – parents and VET questionnaire – employers are used to gather information. In addition the School RTO will comply will the National Quality Indicator requirements. Students are asked to complete the Quality Indicator survey regarding our training products on an annual basis.

5   **Client service**

St Francis College has sound management practices to ensure effective service to students. In particular, service standards ensure timely issue of student assessment results and qualifications. These will be appropriate to competencies achieved and issued in accordance with national guidelines.

St Francis College quality focus includes a Recognition of prior learning (RPL) policy, a fair and equitable Refund policy, a Complaint and appeals policy, an Access and equity policy and student welfare and guidance services. Where necessary, appropriate programs will be developed for those students requiring literacy and/or numeracy support programs. Every opportunity will be taken to ensure that such programs are 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.

6   Internal review

At St Francis College an internal review for each qualification/vocational area occurs annually and forms part of continuous improvement. Meetings are held with representatives from the relevant industry areas (where applicable) and staff. The internal review compares and evaluates the assessment processes, tools and evidence contributing to judgments in each vocational training area.

7   External review

St Francis College participates in external monitoring and audit processes required by the registering authority body. This covers random quality audits, audit following complaint and audit for the purposes of re-registration, by QCAA and or ASQA (where applicable).

8   Management and administration

St Francis College has policies, procedures and management strategies which ensure sound financial and administrative practices. Management guarantees the organisation's sound financial position. Student records are managed securely and confidently and are available for student perusal on request. St Francis College has adequate insurance policies.

9   Marketing and advertising

St Francis College ensures its marketing and advertising of Australian Qualification Framework (AQF) qualifications to prospective clients is ethical, accurate and consistent with its scope of registration. In the provision of information, no false or misleading comparisons are drawn with any other training organisation or training product.

The School will ensure that the National Recognised Training (NRT) logo will only be utilised in accordance with its conditions of use.

10   Training and assessment standards

St Francis College has personnel with appropriate qualifications and experience to deliver the training and facilitate the assessment relevant to the qualifications being offered. Assessment (including RPL and Credit transfer) will meet the principles of assessment and rules of evidence.

Adequate facilities, equipment and training materials will be utilised to ensure the learning environment is conducive to the success of students. If, for whatever reason, the School cannot maintain the relevant human and physical resources to deliver the qualification or accredited course, the School will provide students with alternative opportunities to complete the course and the related qualification.

11   Sanctions
St Francis College will honour all guarantees outlined in this Code of practice. We understand that if we do not meet the obligations of this Code or supporting regulatory requirements, we may have our registration as a RTO withdrawn.

12   Recognition of qualifications issued by another RTO
The School recognises all AQF qualifications issued by any other RTO. The School will seek verification of the certification from the relevant RTO where there is some ambiguity.

- The VET teacher will make students aware that any existing AQF qualifications or statements of attainment they possess will be recognised by the School RTO during the VET student induction at the beginning of the year.
- 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 VET/Careers Coordinator.
- The VET/Careers Coordinator 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.
- Students: Please ensure that a copy of your Statement of Attainment or Qualification has be sighted and signed by a Justice of the Peace. For more information, please see the VET/Career Coordinator.

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

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

Students should take the time to study this handbook carefully and ask their VET teacher if they are unsure of any details. Students should keep this handbook for reference throughout their enrolment. The contents of this handbook in many instances represent the key points of various VET policies and procedures developed by the School RTO. A copy of the St Francis College RTO Quality Management System outlining the School's VET policies and procedures can be obtained via the VET/Careers Coordinator.

14   The Australian Qualifications Framework
All of the VET courses offered by this School can lead to nationally recognised qualifications – a certificate (if all of the requirements of the qualification are completed) or a statement of attainment (for those parts that are successfully completed where the full qualification is not completed). This certificate/statement of attainment will be recognised in all eight states/territories in Australia. This is because Australia has a national qualifications framework called the VET Quality Framework (VQF). There are 15 different types of qualifications that can be obtained. These are shown in the diagram below.

15 AQF qualifications

Schools Sector Accreditation	Vocational Education and Training Sector Accreditation	Higher Education Sector Accreditation
		Doctoral Degree
		Masters Degree
	Vocational Graduate Diploma	Graduate Diploma
	Vocational Graduate Certificate	Graduate Certificate
		Bachelor Degree
	Advanced Diploma	Associate Degree, Advanced Diploma
	Diploma	Diploma
Senior Secondary Certificate of Education	Certificate IV	
	Certificate III	
	Certificate II	
	Certificate I	

Source: AQF Implementation Handbook 2013

16 Location of AQF qualification types in the levels structure

Source: AQF Implementation Handbook 2013

Your VET teacher will provide you with information about your VET qualification/s including an overview of the specific units of competency/modules in each, assessment requirements, vocational outcomes, etc.

The following qualifications are currently available for completion at the School RTO:

Qualification code	Qualification title
SIT20316	Certificate II in Hospitality
SIT20416	Certificate II in Kitchen Operations

17 Student selection, enrolment and induction/orientation procedures

Students enrolled in the VET courses at this School participate in the same enrolment and selection processes as other students at the School. Where numbers are limited for VET subjects, selection will be based on student career goals, interview and/or on the order in which enrolments were received. The VET/Careers Coordinator and VET teachers will induct all VET students with this handbook.

18 Course information, including content and vocation outcomes

Course information, including qualification, course content, codes and vocational outcomes is contained in the Senior Subject Selection Handbook (or similar) document. Additional information can be sought from your VET teacher.

19 Fees and Charges, including Refund Policy

The School does not charge students fees for VET services.

20 Provision for language, literacy and numeracy assistance

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

21 Flexible learning and assessment procedures

The following represent the basic VET assessment principles of the School RTO. They are designed to promote fairness and equity in assessment.

- All VET students at this School will be fully informed of the VET assessment procedures and requirements and have the right to appeal an assessment outcome.
- Students will be given clear and timely information on assessment.
- Information given to students, on the assessment cover sheet, will include:
  - advice about the assessment methods;
  - assessment procedures;
  - the criteria for assessment and the context in which they will be assessed;
  - opportunity for constructive feedback.
- Students will sight their profile sheet of results in each VET subject on at least two occasions throughout a two year course.
- The assessment approach chosen will cater for the language, literacy and numeracy needs of students.
- Any special geographic, financial or social needs of students will be considered in the development and conduct of the assessment.
- Reasonable adjustment will be made to the assessment strategy to ensure equity for all students, while maintaining the integrity of the assessment outcomes.
- Opportunities for feedback and review of all aspects of assessment will be provided to students.
- A clearly documented mechanism for appeal against assessment processes and decisions is available to students in the School's RTO Quality Management System .This is available from the VET/Careers Coordinator.

Your VET teacher will provide you with a thorough overview of the assessment requirements for your individual VET course. The following information, however, represents some general information about the VET assessment process adopted at the School RTO.

22   Assessment methods

Each VET teacher will maintain a student profile (or similar) for each student and on completion of the Course students will be issued with either a Statement of Attainment or a Qualification, depending on the units of competency achieved.

Units of competency will be assessed and recorded once the VET teacher is satisfied that a student has demonstrated a satisfactory performance for each assessment task. Students may also receive assessment if they apply for and meet the requirements for Recognition of Prior Learning.

A master record detailing students' achievements of the units of competency is maintained at the School on the Student Data Capture System (SDCS). The VET teacher provides student outcomes to SDCS.

This will record all elements and units of competency achieved. This will be held by the School and will be issued to the student within 30 calendar days of the learner's final assessment being completed or exiting the course.

23   Competency based assessment

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

In most VET courses, required skills and knowledge are consistently applied to simulated work activities throughout. Results for each assessment item will be marked on a student profile sheet or similar document. This assists students to become competent as their skills improve.

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

24   Student support, welfare and guidance services

Students have access to a wide range of support, welfare and guidance services at this School, including:
- VET Teacher
- School Counsellor
- Careers/VET Coordinator
- Assistant Principal – Curriculum
- Principal

25 Complaints and appeals procedures

Complaints and appeals are managed by the School in a fair, efficient and effective manner. The School will create an environment where student's views are valued. Any student wishing to make a complaint against the School concerning its conduct as an RTO, whether a complaint, appeal or other matter, shall have access to the complaints procedure.

The VET/Careers Coordinator will keep a Register of complaints which documents all formal complaints and their resolution. Any substantiated complaints will be reviewed as part of the continuous improvement procedure.

Students with a complaint or appeal have access to both informal and formal procedures.

26 Informal complaint

- The initial stage of any complaint shall be for the complainant to communicate directly with the operational representative of the School, e.g. the teacher, who will make a decision and record the outcome of the complaint and will report this information to the VET/Careers Coordinator.
- VET/Careers Coordinator will follow up with the complainant to ensure a satisfactory outcome was sought.
- In the case that the complaint has not deemed to have been satisfactorily resolved, the affected parties may choose to lodge a formal complaint.

27 Formal complaint

Complaints procedure

- All formal complaints must be in writing and addressed to the principal, as CEO of the RTO;
- On receipt of a written complaint:
    - a written acknowledgement is sent to the complainant from the Principal (via admin support);
    - the complaint is forwarded to the RTO manager.
- If the complaint is not finalised within 60 calendar days, the complainant is informed of the reasons in writing and regularly updated on the progress of the matter;
- The principal and/or the RTO manager will either deal with the complaint or convene an independent panel to hear the complaint; this shall be the complaints and appeals committee;
    - The complaints committee shall not have had previous involvement with the complaint and will include representatives of:
        - the principal;
        - the teaching staff, and;
        - an independent person.
- The complainant shall be given an opportunity to present their case and may be accompanied by other people as support or as representation;
- The relevant staff member, third party or student (as applicable) shall be given an opportunity to present their case and may be accompanied by other people as support or as representation;
- The outcome/decision will be communicated to all parties in writing within 60 days;
- If the processes fail to resolve the complaint, the individual making the complaint will have the outcome reviewed (on request) by an appropriate party independent of the RTO;
- If the complainant is still not satisfied, the principal will refer them to the QCAA website for further information about making complaints (www.qcaa.qld.edu.au/3141.html).

The root cause of any complaint will be included in the systematic monitoring and evaluation processes of the RTO so appropriate corrective action will be instigated to eliminate or mitigate the likelihood of reoccurrence.

For more information on Complaints and Appeals, please see the VET/Careers Coordinator or view the Complaints and Appeals Policy on the St Francis College Website.

The School uses the Complaints and appeals register as invaluable data about aspects of the School's operations that could be improved.

28 Disciplinary procedures

Please refer to "Disciplinary policy" outlined in the student diary.

29 Access and equity

Guidelines

The access and equity guidelines at St Francis College are designed to remove barriers and obstacles so that all students have the opportunity to gain skills, knowledge and experience through access to VET subjects. Any matter relating to access and equity will be referred to the VET/Careers Coordinator, as the designated Access and equity officer.

Access and equity guidelines will be implemented through the following strategies:
- The School curriculum, while limited by the available human and physical resources, will provide for a choice of VET subject/s for all students;
- Links with other providers, such as TAFE institutes will be considered where additional resources are required;
- Access to school-based apprenticeships and traineeships may be available to students within appropriate parameters, such as the pool of available employers;
- Where possible, students will be provided with the opportunity to gain a full Certificate at AQF levels I or II;
- Access to industry specific VET programs will be available to all students regardless of gender or race;
- If the School loses access to either physical and or human resources, the School will attempt to provide students with alternative opportunities to complete the course and the related qualification.

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

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

For example, the following principles apply:

a) VET Courses will be adequately resourced, with teachers with the appropriate qualifications, in order to ensure students have quality outcomes;

b) VET training and assessment will be in line with industry standards to ensure quality outcomes for students. As well, a variety of training/assessment methods will be used to cater for the ways in which students learn. Students with learning difficulties or impairment will participate with an initial and annual panel meeting with their parent/guardian and relevant School staff to ensure that the training and assessment provided meets their needs;

c) All students will be actively encouraged to participate in VET qualifications, irrespective of background/cultural differences;

d) Prior to participating in structured workplacement, students will be provided with an induction program that will equip them with the knowledge to recognise harassment/discrimination should it occur and to ensure they have the strategies to deal with these situations. Appropriate support will be provided to ensure students are successful in their work placement where applicable;

e) Literacy/numeracy is integrated throughout all VET qualifications, as well as being delivered separately through your English/literacy and Maths/numeracy program;

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

g) Any complaints in relation to discrimination/harassment will be treated seriously, in line with the School RTO Complaints and Appeals Policy.

30   Recognition arrangements
All VET students have access to a procedure that gives RPL or Credit transfer.

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

32   Recognition of prior learning policy
All students shall have access to, and will be offered RPL.

33   Recognition of prior learning procedure
Each year at the VET student induction, the VET teacher shall make students aware of the School's RPL policy via the VET student handbook. Teachers will remind students of this policy at the beginning of each new term and provide opportunities to engage in the RPL process.

VET students seeking RPL, will be:

- provided with a copy of a RPL application form by their relevant VET teacher;
- provided information about the types of evidence that can be used to support an RPL application by the VET teacher from their qualification;
- required to provide a completed RPL application form and associated evidence to support the application;
- able to appeal an RPL decision following the policy if unsuccessful.

The VET teacher will:
- notify the student of their outcomes from the RPL process;
- update the student's records if RPL is granted;
- start the RPL Process.

Credit transfer refers to the granting of credit to students for units of competency they have completed previously. Institutions or training organisations can grant credit to students for studies or training completed at the same or another institution or training organisation.

If a student believes that they fulfill these requirements they should approach their teacher first, who will bring it to the attention of the VET/Career Coordinator. The VET teacher will inform students of the RPL and Credit transfer procedures. RPL information and forms can be obtained from the VET teacher or VET/Career Coordinator.

34 Recognition of AQF qualifications and statements of attainment issued by another RTO
The School recognises all AQF qualifications issued by any other RTO. The School will seek verification of the certification from the relevant RTO where there is some ambiguity.

35 Access to records
Confidentiality procedure
Information about a student, except as required by law or as required under the VOF VET Quality Framework, is not disclosed without the student's written permission and that of their parent or guardian if the student is less than 18 years of age.

All VET students must complete a VET Consent and Agreement Form at the start of the course. Where a student consents to disclosure of information, this consent is kept on the Register of consent and if students did not provide a written consent a verbal notification will be taken and entered into the register with appropriate information.

Students have access to their personal records.

36 Unique Student Identifier (USI Number)
All students who undertake studies in VET must create a USI Number. A Statement of Attainment or Qualification cannot be issued if a USI Number is not supplied. St Francis College, as a Registered Training Organisation requires students to supply a USI number at the time of enrolment as students who undertake VET studies and achieve competencies must be issued a statement of attainment or qualification. Therefore, it is very important that students supply a USI Number to their VET Teacher as soon as possible. Students who do not submit a USI number at the start of a course may find that they cannot participate in VET studies.

Creating a USI Number is quick and easy. Go to www.usi.gov.au. You will require a form of identification such as a Medicare card, Australian birth certificate or passport. See the USI website for more details and information.

For support on creating or retrieving a USI, please see the VET/Career Coordinator.

At times, we are required to supply your USI Number to other parties. Please ensure the USI Third Party Consent form is signed and returned. It can be found on the back of this publication.

37   Consent and agreement form and Lost Qualifications

The School will utilise a VET Consent and Agreement Form as the method of recording the training, assessment and client services to be provided by the School RTO.

This form, along with the information found in the VET student handbook and course information defines the commitments made by the School RTO. (Course information can be found in subject selection handbooks, ask your VET Teacher for more information).

Students must read and sign a Consent Form and a VET Induction form to confirm the School RTO has provided this information to the student. These are attached to the back of this publication.

38   Lost Qualifications

Should you lose or misplace any qualification or Statement of Attainment that has been issued to you and need a replacement at anytime, you will be required to show proof of identification. Certificates can be reprinted for a small fee.

39 VET Consent and Agreement Form

This consent form has been completed by *(please print)* _____

<div align="right">*(Student's Name)*</div>

of St Francis College and *(if student is under 18 years of age)* _____

<div align="right">*(Parent/Caregiver's Name)*</div>

_____

(Address)

Who is enrolled in the following qualification/s:

Qualification code	Qualification title	Enrolled
		☐

Consent

I hereby consent to the School RTO providing relevant information about me to the following agencies/organisations, in order to facilitate the recording of my results and the issuing of relevant certification:

- Queensland Curriculum and Assessment Authority (QCAA);
- Australian Skills Quality Authority (ASQA).

I also consent to the School RTO providing relevant information about me to the agencies/organisations associated with structured work placement where applicable or when a school-based traineeships/apprenticeships may be an outcome from a VET Course.

This information will include:

- name, address, age and contact details;
- preferences for work placement and access to transport;
- additional information which will ensure that the most appropriate and supportive structured work placement or school-based traineeships/apprenticeships.

I also agree to complete any relevant, separate paperwork required by relevant external organisations, realising that they too may require separate consent forms to be signed. I also agree to this School RTO showing copies of any of my VET completed assessment tasks to the QCAA should QCAA undertake an external audit of the VET offered at this School. I understand that student work is required in order to satisfy the QCAA that all assessment is conducted in accordance with industry standards.

Acknowledgment of receipt of information

I also acknowledge that prior to commencement in my VET program at the School RTO, I have been provided with/given access to a copy of the VET student handbook, which contains information on the topics listed below:

- student selection, enrolment and induction/orientation procedures;
- course information, including content and vocational outcomes;
- fees and charges, including refund policy and exemptions (where applicable);
- provision for language, literacy and numeracy assistance;
- student support, welfare and guidance services;
- flexible learning and assessment procedures;
- appeals and complaints procedures;
- disciplinary procedures;
- relevant legislation;
- staff responsibilities for access and equity;
- recognition arrangements;
- recognition of AQF qualifications and statements of attainment issued by other RTOs;
- Unique Student Identifier (USI number);
- Consent and agreement form.

I am aware that the school RTO will ensure that I will complete the training and assessment as agreed. If circumstances (e.g. loss of a teacher and unable to obtain suitable replacement) then the school must arrange for training and assessment to be completed by another suitable registered training organisation. Prior to the transfer to another RTO, I will be formally notified of the arrangements and an agreement to those arrangements, including any refund or fees associated, will be obtained.

I acknowledge that I have read the VET Student Handbook and understand that I can access further information on some of these topics should I wish to do so. An electronic version of this handbook can be accessed on the St Francis College website http://www.sfcc.qld.edu.au.

_____   _____
Student's Signature   Parent/Caregiver's Signature

_____   _____
Date   Date

40 VET Student Induction Register

Subject:		
TOPIC	**DETAILS**	**CHECK**
Department Organisation	Staff Roles and Responsibilities	
Courses and Enrolment	Course Content	
	Course Outcomes (competencies/qualifications)	
	Course delivery and teaching strategies	
	Support for students with special needs	
	Consent Form and USI Number	
Assessment	Credit for qualifications/competencies issued by other RTOs	
	RPL process	
	General assessment processes	
	Assessment instruments	
	Due dates for assessment items	
	Mechanisms for awarding qualifications or determining competencies	
	Assessment appeals process	
	Process of recording results (e.g. profiles)	
	Reporting procedures	
Physical Resources	Course requirements and costs	
	Available facilities/resources and locations	
	Workplace Health and Safety Issues and Rules	

I, the student undersigned, have undergone an induction in the topics listed above for the stated subject.

_____   _____
Student's Name   Teacher's Name

_____   _____
Student's Signature   Teacher's Signature

_____   _____
Date   Date

41 Consent Form to Provide Unique Student Identifiers (USI) to Third Parties

From 1 January 2015 the Australian Government requires all students undertaking vocational training (VET) to have a Unique Student Identifier (USI). Registered Training Organisations (RTOs) are required to collect and verify a student's USI for the purposes of reporting on training activities or to issue AQF certification, such as a qualification or statement of attainment.

The following permissions relate to the Unique Student Identifier for you/your student:

- I give permission for St Francis College as the Registered Training Organisation to store my/my child's USI in Brisbane Catholic Education's School and Student Administration System;
- I acknowledge that Brisbane Catholic Education and St Francis College will be providing my/my child's USI to the Queensland Curriculum and Assessment Authority (QCAA) who will store the USI in their systems for the purposes of certification and reporting to the Australian Government on Vocational Education and Training Outcomes;
- I give permission for St Francis College to provide my/my child's USI to other RTOs with whom the school has partnership agreements in place to deliver Nationally Recognised Training when I/my child enrol/s in these courses.

_____   _____

Student's Name   Parent/Caregiver's Name

_____   _____

Student's Signature   Parent/Caregiver's Signature

_____   _____

Date   Date