

# Student Handbook

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## Proprietary Statement

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This manual is issued by our Quality Manager with the approval of the Managing Director and is reviewed annually or shorter period (when necessary)

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P. Wunderlich  
Managing Director  
08 May 2019

## **COURSE INFORMATION:**

### **Registered Training Organisation (RTO) Details:**

RTO Name: Core Quality Management Consultants Pty Ltd

Provider Code: 52634

Address: Unit 1/59 Buckingham Drive, Wangara, WA 6065

Postal Address: PO Box 441, Forrestfield, WA 6058

Telephone: (08) 6336 8080

Email: [admin@cqmc.com.au](mailto:admin@cqmc.com.au)

Website: [www.cqmc.com.au](http://www.cqmc.com.au)

Core Quality Management Consultants is approved by the Training Accreditation Council (TAC) of Western Australia (RTO#52634) Authority to award AQF qualifications and statements of attainment in the following courses in accordance with its scope of registration listed below:

BSB42015 Certificate IV in Leadership and Management
CPP40707 Certificate IV in Security and Risk Management
CPP30411 Certificate III in Security Operations
CPP20212 Certificate II in Security Operations
CPP10107 Certificate I in Security Operations

## Part I – Preliminary Induction Procedure for Students

***Core Quality Management Consulting (CQMC) reserves the right to change, add to or modify any of the provisions of this Handbook.***

### Introduction

On behalf of CQMC and your colleagues, we welcome you and wish you every success during your course with us. We believe that each and every student contributes to our growth and success. We hope that you will take pride in being a student and graduate of a CQMC Program.

We hope that this course will expose you to a variety of experiences and challenges. The course will provide a mix of theory and practical training. We will also offer you an opportunity to build your confidence and motivation with a view to preparing you for a competitive market.

This Student Handbook describes some of our expectations of our students and outlines our policies and procedures. We ask all students to carefully review and familiarise themselves with this Handbook. It will answer many of your questions concerning your time with us.

Upon enrolling, you have rights and responsibilities, most of which are outlined in this handbook. You are naturally welcome to ask us for further information if you have questions that are not covered, so please speak with your program coordinator.

The quality of your experience with CQMC depends largely on your motivation and commitment.

We hope that your experience will be challenging, enjoyable and rewarding.

Yours faithfully,

\_\_\_\_\_ [sign]

Peter Wunderlich

Managing Director.

CQMC

## Student Acknowledgement for Student Handbook

Please make sure you read and understand all parts of this Student Handbook. If there is any aspect with which you are unsure, please contact CQMC for clarification.

After you have finished reading this Handbook, please complete the section below, sign your name and return this page to the RTO.

I understand that this Student Handbook describes important information about the policies and procedures of CQMC and that I have received an electronic copy via USB and will ensure that I will read those applicable to me carefully and refer to them during my course.

I acknowledge that I should consult with the CQMC Responsible Person regarding any questions I may have regarding this Student Handbook.

I appreciate that the information described in this Student Handbook is subject to change from time to time and that those changes will be communicated to students by inter office memos.

I have received this Student Handbook and I understand that it is my responsibility to read and comply with the policies and procedures contained in it and with all revisions that may be made to it. I understand that my compliance with the policies and procedures in this Student Handbook is an essential term of my course.

I have also informed or expressed any special requirements that I may need to assist me with completing my training and that support partners have been identified and agreed as suitable for me to assist in my learning.

I, \_\_\_\_\_ (print full name), have received a copy of the Core Quality Management Consultants Student Handbook. I acknowledge it is my responsibility to read, understand and follow the terms and conditions it sets out. I understand this does not cancel my rights as applicable according to state and/or federal law.

Student name: \_\_\_\_\_

Student signature: \_\_\_\_\_

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

## Part II – General Information

### 1 OUR COMPANY AND ITS BUSINESS

- 1.1 Core Quality Management Consulting is in the business of providing auditing, training and management consulting services to clients to help achieve positive and cost effective outcomes to business processes.
- 1.2 The business specializes in auditing and technical writing in accordance with standards ISO9001, ISO14001, AS/NZS 4801 and ISO31000. We also provide management, logistical and security consultation, training programs and stakeholder management, as well as business improvement methodology.
- 1.3 We expect that our growth and success will be directly linked to our commitment to excellence, innovation and professional services that we provide to our clients. Our drive is to ensure a positive Return On Investment (ROI) for clients and building client relationships through excellent stakeholder management and positive communications.
- 1.4 Our training delivery is based on providing an environment where students can learn and feel empowered to gain the confidence to take their new learned skills into the work place. We also provide added value through follow up, on-site consultation with the customer, to ensure that the skills obtained through our training delivery is retained and improved upon. We do this by conducting reviews and evaluating the students effectiveness in their job role and by providing a report and analyzing the outcome to fill any gaps
- 1.5 Our Core Values are:
  - Safety – for our people, our clients and our community;
  - Quality – in our people, our internal processes and our products and services to our clients;
  - Efficiency – through detailed research and planning, economy of time and effort;
  - Innovation – with our dynamic approaches to the design, development and execution of our clients individual needs;
  - Loyalty – to develop enduring business relationships based on mutual trust and respect;
  - Community – to invest in and promote community awareness through personal funding and affiliated business partners.

### 2 MISSION STATEMENT

- 2.1 Core Quality Management Consulting will provide high quality training services to meet our customers' needs by being committed to maintaining high standards, respect and integrity in all aspects of our operations. This will be done through effective communication and continuous improvement strategies and to inspire leadership and innovation.

### 3 QUALITY POLICY

- 3.1 The purpose of this policy is to assure our customers that we have a commitment to meeting quality standards by providing products and services which meet or exceed our customers' expectations.
- 3.2 Our quality system is based on the requirements of the Australian Quality Training Framework Standards for Registered Training Organisations(RTO), Vocational, Education and Training Act, the Education and Training Act, and any other relevant Commonwealth, or State Legislation or regulatory requirements for the operation of a Registered Training Organisation. Other Acts that may impact on the delivery of training and assessment are listed on Appendix A at the end of this manual.
- 3.3 Our quality objectives as an RTO are to:
- Provide quality training and assessment services;
  - Ensure continuous improvement; and
  - To comply with the relevant Federal and State Legislative and Regulatory requirements for the operation of a Registered Training Organisation.
- 3.4 To implement this policy we shall focus on the needs of our business with particular reference to our customers' requirements and statutory obligations. Our Quality Management System (QMS) will provide mechanisms for detecting system shortfalls and for stimulating continuous improvements.
- 3.5 Our internal policies describe the mechanisms by which these improvements are achieved and how compliance to requirements is achieved.
- 3.6 Core Quality Management Consultants have defined responsibility and authority to:
- Ensure that CQMC complies with the *Standards for Registered Training Organisations* in all of its training and assessment activities, including those undertaken by other persons or bodies on its behalf;
  - Ensure that CQMC provides for examination of documentation and reasonable access to all areas, records (including internal audit reports) and staff as required by the registering body for the purposes of audit;
  - Maintain a current scope of registration and ensure that CQMC delivers the most current and up to date training products.
  - Ensure that the scope of registration remains up to date at all times by applying for extension to scope in a timely manner any training package or competency which has become revised, superseded. or expired.
  - Ensure that the RTO complies with its financial management policies;
  - Monitor and report on compliance with its financial management policies and procedures, for review and as a basis for improvement; and

## 4 LEGISLATION

- 4.1 As an RTO, CQMC is required to adhere to legislation designed to uphold the integrity of nationally recognised qualifications. This includes:
- National Vocational Education and Training Regulator Act 2011, and
  - Standards for Registered Training Organisations (RTOs) 2015.
- 4.2 Additionally, CQMC abides by a range of other legal requirements at a State and Commonwealth level including, but not limited to:
- Anti-discrimination,
  - Apprenticeships and Traineeships,
  - Children and Young People,
  - Copyright,
  - Corporations,
  - Employment and Workplace Relations,
  - Equal Opportunity,
  - Fair Work (including harassment and bullying),
  - Privacy and Personal Information Protection,
  - Student Identifiers,
  - Taxation, and
  - Workplace Health and Safety.
- 4.3 Core Quality Management Consultants is dedicated to following the provisions in the VET Quality Framework.
- 4.4 More information about these regulations and legal frameworks can be found at:
- [www.comlaw.gov.au](http://www.comlaw.gov.au) which is the Australian Government website for Commonwealth Law, and
  - [www.asqa.gov.au](http://www.asqa.gov.au) which is the website for the regulator of Australia's vocational education and training (VET) sector.

## 5 CODE OF PRACTICE

- 5.1 As a Registered Training Organisation, CQMC has agreed to operate within the Principles and Standards for RTOs 2015. This includes a commitment to recognise the training qualifications issued by other Registered Training Organisations.
- 5.2 Core Quality Management Consultants 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. Legislation which specifically impacts on the role of our learners is addressed during training. The relevant Acts include but are not limited to:
- Work Health and Safety Act 2011;
  - Prevention of Workplace Harassment Code of Practice 2004;

- Equal Opportunity Act 1984;
- Workplace Relations Act 1996; and
- The Privacy Act 1988.

## **6 AUDIT PROCESSES**

- 6.1 Core Quality Management Consultants participates and complies in monitoring and audit processes required by the Training Accreditation Council (TAC). This includes random compliance audits, audit following complaint and audit for the purposes of re-registration. CQMC's framework for quality is based on our QMS, which aligns with ISO9001 standards.

## **7 MANAGEMENT AND ADMINISTRATION**

- 7.1 Core Quality Management Consultants has policies and management strategies, which ensure sound financial and administrative practices. Management guarantees the organisation's sound financial position and safeguards trainee and student fees until used for training and assessment. We have a Refund Policy, which is fair and equitable. Trainee and student records are managed securely and confidentially and are available for trainee and student review on request.

## **8 FINANCIAL MANAGEMENT**

- 8.1 The RTO must provide the following fee information to each client:
- The total amount of all fees including course fees, administration fees, materials fees and any other charges;
  - Payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee;
  - The nature of the guarantee given by the RTO to complete the training and/or assessment once the student has commenced study in their chosen qualification or course;
  - The fees and charges for additional services, including such items as issuance of a replacement qualification testamur and the options available to students who are deemed not yet competent on completion of training and assessment; and
  - The organisation's refund policy.
- 8.2 The RTO does not require students to either directly or through a third party, a prospective or current learner to prepay fees in excess of a total of \$1500 (being the threshold prepaid fee amount).
- 8.3 All course fees paid will be held in a holding account to ensure reimbursement of fees can be managed, until training is completed. This fee payment system protects the learner from the possible loss of fees and will encourage sound financial management from RTOs; and
- 8.4 The RTO shall hold all paid fees in a bank operating within Australia for no less than the full amount of funds paid to the RTO which are pre-payments from students (or future students) for tuition to be provided by the RTO to those students.

- 8.5 Where training and assessment is employer funded at no cost to the learner, a pre-approved Purchase Order (PO) has been provided to CQMC and will be claimed on conclusion of the training and assessment facilitation. There is no requirement for learners to provide any fees.

## **9 MARKETING AND ADVERTISING**

- 9.1 Core Quality Management Consultants markets vocational education and training products and 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 Standards for RTO's 2015.

## **10 TRAINING AND ASSESSMENT STANDARDS**

- 10.1 Core Quality Management Consultants will ensure that it employs personnel with appropriate qualifications and experience to deliver the required training and to 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

## **11 OTHER POLICIES AND PROCEDURES**

- 11.1 The following Policies and Procedures underpin the RTO's operations. Please contact our administration department for more information:
- Access and Equity Policy,
  - Appeals Policy,
  - Assessments Policy and Procedure,
  - Complaints Policy and Procedure,
  - Marketing Policy,
  - Policy for Student Conduct,
  - Pricing Policy,
  - Privacy Policy,
  - Refund Policy and Procedure, and
  - Workplace Health and Safety Policy.

## **12 PRIVACY**

- 12.1 Core Quality Management Consultants is committed to maintaining the privacy and confidentiality of its RTO personnel and participant records. The RTO complies with the Privacy Act 1988 including the 13 Australian Privacy Principles (APPs) as outlined in the Privacy Amendment (Enhancing Privacy Protection) Act 2012.
- 12.2 The RTO has developed an APP Privacy Policy which provides an overall framework for our privacy practices, and has implemented them using a Privacy Impact Assessment Tool.

- 12.3 The RTO manages personal information in an open and transparent way and is required to collect your personal information for the purposes of course administration, statistical analysis, government reporting regulations and the evaluation of our training programs.
- 12.4 The RTO confirms all individuals have a right to request access to their personal information held and to request its correction at any time. In order to request access to personal records, individual students are to make contact with RTO staff.
- 12.5 Your information may be collected by any means, including hard copy, electronic or verbal means and where practicable, collect your information directly from you.
- 12.6 The RTO will use your information to manage and administer all aspects of your progression through your chosen course of study and your personal information will not be used for any other purpose except as required or authorised by you. Your information may be used to inform you about other training products or offers that the RTO provides. If you require any further information please contact RTO staff.
- 12.7 As part of the enrolment process, the RTO collects data for the Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS). This ensures a nationally consistent standard for the collection and analysis of vocational education and training information throughout Australia. Registered Training Organisation need to collect information about who their students are, where they study and what they study. This information is stored in VETtrak , which is our AVETMISS compliant Student Management System.
- 12.8 If an individual feels that the RTO may have breached one of the APPs or a binding registered APP Privacy Complaints Procedure contact RTO staff for further information and processes.

## **13 COURSE MATERIAL / INTELLECTUAL PROPERTY**

- 13.1 By engaging the RTO, the Purchaser and any associated entity, recognises and acknowledges the intellectual property in courseware as belonging to the RTO. Course content; resources and material may not be copied, altered, sold or given to another third party or used by any party other than the original without the written consent of RTO management. All relevant course material and resources will be supplied (depending on the course type or delivery method) in one of the following ways:
- Online;
  - Via mail prior to course commencement or;
  - On site upon arrival at course commencement; or
  - Once a trainee either;
    - Accesses online course material or,
    - Mailed course material and payment has been received the enrolment period will be deemed as having commenced.

## 14 ENROLMENT

- 14.1 The enrolment process may vary depending on the type of qualification you intend to study. A copy of our Student Handbook will be supplied for you to read and understand.
- 14.2 An enrolment form must be completed, together with any required observations and/or self-assessment regarding special circumstances and/or training needs. Information on the fees and charges relating to your proposed course of study will be provided, and payment terms and methods will be agreed upon. .
- 14.3 Once all enrolment forms have been completed, you will be enrolled into the qualification and a trainer and assessor assigned to help you through the course. Note that enrolment is not confirmed until fees have been paid as agreed. Your enrolment is valid for up to 12 months or for the duration of the enrolled course. Within this period you are required to complete all course work; assignments and assessment as detailed in the course outline.
- 14.4 Conditions of enrolment:
- The student is expected to attend all classes, undertake all tests and examinations during a program, and abide by all rules and regulations of the college that are in force at any time,
  - The contract or agreement between the applicant and the RTO is governed by the laws of the Commonwealth of Australia and the State of Western Australia,
  - The RTO may, by written notice, vary the conditions of enrolment as may be necessary to comply with any law, regulation or amendment thereof, of the Commonwealth of Australia or the State of Western Australia, and
  - In the event of circumstances requiring urgent medical care and where it is not possible to contact the parent/guardian, the RTO is authorised as a matter of urgency to seek and provide appropriate medical care.
- 14.5 Deferral of enrolment:
- If a student wishes to defer their admission until a later semester, the RTO will hold the fees paid until commencement without levying a penalty. If the student subsequently withdraws, the Refund Policy will apply as at the date the RTO was advised in writing of their withdrawal.
- 14.6 All applicants for enrolment are required to satisfy and meet all prerequisite requirements, such as qualification and/or experience, where detailed in the relevant syllabus or Training Package, prior to acceptance for admission to courses. For international students, this includes the desired level of English Language, Literacy and Numeracy (LLN) skills as determined by International English Language Testing System.
- 14.7 The RTO 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 assessment/performance criteria and conditions as set out in the relevant syllabus 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.
- 14.8 All potential course participants are encouraged to check the competencies and/or performance outcomes of courses to ensure they understand the performance

requirements prior to enrolment. The RTO will provide assistance in clarifying the suitability of the course to the learner's skill development requirements.

## **15 ENTRY REQUIREMENTS**

15.1 Please contact the RTO to confirm any pre-requisites that are required for entry to the course in which you are interested. Entry requirements may relate to things such as:

- Previous workplace experience;
- Previous completion of another qualification that is specified as a pre-requisite for a course;
- Levels of language, literacy and numeracy skills appropriate for successful completion of the coursework and also, for effective performance in the workplace in the specific job-role;
- Access to a relevant workplace and job-role where the required competencies can be learned and practiced;
- Access to a computer that has appropriate software and capacity to access learning and assessment materials;
- Access to an internet connection with sufficient capacity to download course materials (e.g. broadband connection); and
- Access to course specific materials such as personal protective equipment (PPE) or other tools of trade.

## **16 UNIQUE STUDENT IDENTIFIER (USI)**

16.1 A USI is required by all Australians undertaking nationally recognised training. It allows students to link to a secure online record of all qualifications gained regardless of the provider. This system was implemented by the Australian Government in 2015, so it will show student achievements from 1 January 2015 onwards.

16.2 As an RTO, we cannot issue Certificates or Statements of Attainment without a USI. Therefore, it is mandatory that all students supply their USI upon enrolment.

16.3 If you do not have a USI, please visit <https://www.usi.gov.au/students/create-your-usi> for more information, and instructions on how to apply.

## **17 NEEDS ANALYSIS**

17.1 A need's analysis will be conducted prior to enrolment and include will the following four areas:

- Main reason for undertaking the course;
- What the learner hopes to accomplish by undertaking the course;
- Identify the best way the learner likes to learn; and
- Support requirements.

## **18 LANGUAGE, LITERACY AND NUMERACY SUPPORT INDICATORS**

- 18.1 A Language Literacy and Numeracy (LLN) Indicator is administered to learners to assess if learners need additional support during their studies and are able to cope with requirements of course. Learners that are identified as “at risk” and needing additional support will be offered a variety of options for either before or during the course of study on a group or one to one basis with the approval of the Training Coordinator.
- 18.2 If learners applying to enrol in one of our courses, achieves below the required LLN level for the course, they are advised to enrol in further training to improve their language and literacy skills to meet the context of the chosen industry.

## **19 INDIGENOUS SUPPORT**

- 19.1 It is the RTO’s intent to ensure that Indigenous learners are able to wholly engage with their training programs of choice. We are aware and understand the difference in the learning culture for Indigenous learners and will make every opportunity to provide support or a support partner to assist with the learning outcome and successfully complete the training program.
- 19.2 We will make every attempt to ensure that indigenous learners:
- Understand course content;
  - Learn effective research skills;
  - Assist with developing assessments;
  - Understand time management; and
  - Receive support to examination preparation.

## **20 DISABILITY SUPPORT**

- 20.1 Upon first enquiry and again at enrolment, we encourage you to discuss and declare your need to access disability support so that we may prepare an individual support plan and liaise with the relevant teaching team to ensure reasonable adjustment.
- 20.2 Where possible, we will provide you with access to a range of support partners including interpreters, note takers, readers and scribes, tutors or adaptive equipment to support your learning.
- 20.3 This support plan may incur extra fees should the RTO have to source a support partner outside of the organisation to assist learners with completing the program.

## **21 PERSONAL LEARNING PLAN**

- 21.1 As part of the overall enrolment process, we will work with you to develop a customised plan for your learning that will address course requirements as well as your personal circumstances. This includes the opportunity for you to complete a Language, Literacy and Numeracy (LLN) indicator which will identify any areas in which additional support may be required.

## **22 FULL-TIME STUDENTS**

22.1 Full-time students are permanent students attending residential programs at the RTO's establishment.

## **23 PART-TIME STUDENTS**

23.1 Are those completing course work at their own place over an agreed period with the RTO.

## **24 DISTANCE STUDENTS**

24.1 Are those completing study through either e-learning or distance education arrangements and are not attending class work.

## **25 CONTRACTORS**

25.1 We engage some independent contractors and consultants for specific training and assessment tasks. Contractors are not students. Contractors are independent business entities that are engaged to provide specific services on a case by case basis to the RTO.

## **26 TERMS AND CONDITIONS**

26.1 Please refer to the full terms and conditions policy for specific details about:

- Enrolments,
- Fees and Charges,
- Course Prices,
- Transferring Enrolments,
- Refunds and Cancellations,
- Cancellation costs,
- Course material and Intellectual Property,
- Certificates,
- Enrolment Validity,
- Privacy Policy,
- Client Supplied Information, and
- Acceptance.

## **27 COURSE FEES AND REFUNDS**

27.1 Information about fees and charges is documented clearly on our website ([www.cqmc.com.au](http://www.cqmc.com.au)) or can be obtained by contacting our Administration team. A number of factors will determine how much your course will cost. This includes things like:

- Which course you will study;
- Course duration;
- Study load and mode (full time, part time, face-to-face, online etc.);

- Any credits that may be applied through direct credit transfer, recognition of prior learning and/or recognition of current competency; and
  - Your eligibility for subsidies or concessions.
- 27.2 Costs will be discussed prior to enrolment with you and/or the third party (such as employer, school etc.) who will be paying the tuition fees. All fees are correct as stated on the website and within this Handbook, and are subject to change. Please contact us if you have any questions related to course fees.
- 27.3 Each training course offered by the RTO has a specific course fee. The course fee is the usual maximum fee that will be charged to attend the selected training course. This fee is inclusive of:
- Training and assessment delivery;
  - Access to training and assessment resources, unless otherwise stipulated; and
  - Student administration support.
- 27.4 Where additional resources are required to undertake training and assessment, the RTO will inform all students prior to enrolment and will be required to be provided by the student at own expense.
- 27.5 Nationally Recognised Training (NRT) and Qualifications are GST free in accordance with the Australian Taxation Office GST Rulings.
- 27.6 Some students may be eligible for a concession fee. Students of Aboriginal or Torres Strait Islander origin, and/or holders of concession cards like Health Care Card, Pensioner Concession Card or Veteran Affairs Pensioner Concession Card, may be eligible. If you do not have a concession card, contact Human Services (Centrelink) to determine your eligibility (<https://www.humanservices.gov.au>).
- 27.7 The RTO has the following processes in place regarding payment of fees:
- Enrolment fees, such as deposits to secure student positions must be paid prior to commencing training courses with the RTO;
    - Enrolment fees vary between Accredited and Non-Accredited training, see enrolment form for details of costs to be charged.
  - Students may not be permitted continue their training course until required outstanding fees, charges and accounts are paid unless otherwise stipulated within the training contract or agreement;
  - Where a student has been accepted under a deferred payment arrangement the RTO will confirm this in writing, including the conditions of the arrangement. The accepting student will prove acceptance of the arrangement in writing. As a general rule, students are required to finalise payment on the last day of the course, unless otherwise agreed.
  - Should it be necessary for the student to repeat a course, the full amount is payable on re-enrolment.
  - Any overpayment of fees will remain credited towards a student's account and will be applied against charges in a subsequent semester unless the student has completed, cancelled or withdrawn from their program

- 27.8 All students enrolling to study with the RTO will enter a written agreement using the course enrolment form and will therefore be able to access and refer the RTO's policies and procedures on any questions or queries.
- 27.9 Potential students will be issued with the agreement prior to enrolling in CQMC courses and will acknowledge receipt and understanding of the agreement by signing off on the document and forwarding it to the RTO as an attachment of the student contract.
- 27.10 Students will receive a Tax Invoice for training courses purchased and once paid may request a receipt of purchase.
- 27.11 Fees paid in advance are protected. Refer to our website: [www.cqmc.com.au](http://www.cqmc.com.au) for the Schedule of Course Fees.
- 27.12 Other Fees may include charges by your RTO for things such as:
- Direct credit application,
  - RPL application,
  - RCC application,
  - Late submission of assessment,
  - Assessment resubmission,
  - Replacement of transcript,
  - Replacement of student ID card,
  - Replacement of training materials,
  - Any fees associated with withdrawal from the course,
  - Graduation tickets, or
  - Cancellation.
- 27.13 The RTO will charge a fee to replace any lost training and/or assessment materials that have been previously issued to you. Please speak with your trainer or contact us if replacement materials are required.
- 27.14 The re-issue of Transcripts attracts an administration fee of \$50 applies for the re-issue for a copy of your Certificate or Statement of Attainment.
- 27.15 Upon enrolment and on receipt of the student's enrolment form, the Student Administrator is to ensure that the Student Handbook Acknowledgement has been completed and signed by the student. Once signed, processing of the students enrolment can continue.
- 27.16 If, on receipt of the student's terms and condition acceptance, the Student Handbook Acknowledgement has not been signed, the student is to be contacted and advised that enrolment will not proceed.
- 27.17 Students enrolling into a training course with the RTO have the right to a statutory cooling off period; however the training course cancellation and refund guidelines must be adhered to, as stipulated within this Handbook.

27.18 Student cancellation of enrolment and refund request claims will be conducted in the following manner:

- All requests for refunds are subject to approval by an authorised RTO Representative;
- All requests for refund of any monies must be made in writing by submitting a Refund Request Form up to five days prior to course commencement;
- Where the RTO is unable to deliver the course for which the student has enrolled, the full amount of fees paid will be refunded;
- You can apply for a refund at any time, but must allow enough time to the business to process your application. The RTO will review the application for refund and then approve or reject the request for refund within 4 weeks after receiving the written request, and will notify you within 2 weeks after the decision was made;
- Refunds may be subject to a pro-rata evaluation, which is dependent on what training and competencies have been delivered to the applicant;
- Payment of refunds will be returned to the person entered into the contract, unless notified in writing by the applicant, within 4 weeks after the decision is made, in the currency that fees were originally paid;
- Where the student breaches the RTO Policies and Procedures no refund is payable;
- Refunds due to non-delivery of course by the RTO, fees are to be refunded in full if the where the RTO is unable to commence the course as agreed due to unforeseen circumstances;
- Refunds of deposits will not be approved unless proof of extenuating circumstances are provided and agreed by the RTO; and
- Any 'unused tuition' fees are to be refunded where the RTO is unable to complete the course due to unforeseen circumstances.

27.19 A cancellation fee may apply for withdrawing from a course. Students using a VET Student Loan will not be charged a cancellation fee if they withdraw correctly from a course prior to the census date. Students enrolled under the VET Student Loan scheme must refer to the 'VET Student Loans' section of this handbook to obtain information relevant to them.

27.20 In all other cases, refunds are at the discretion of RTO management and may be negotiated on an individual case-by-case basis.

27.21 The following default conditions are applicable to RTO policy:

- Provider is at default:
  - The course does not start on the agreed starting day; or
  - The course ceases to be provided at any time after it starts but before it is completed; or
  - The course is not provided in full to the student because of a sanction imposed from any Commonwealth, Federal, or State Act or Regulation; and

- The student has not withdrawn before the default day.
  - Student is at default:
    - The course starts on the agreed day but the student does not start on that day (and has not previously withdrawn); or
    - The student withdraws from the course (either before or after the start date); or
- 27.22 The provider refuses to provide or continue to provide the course to the student because the student failed to pay an amount he/she was liable to pay, directly or indirectly, in order to undertake the course.
- 27.23 Payment Options available for the payment of course fees can be made to the RTO via:
- Credit card,
  - Debit card,
  - Electronic funds transfer, or
  - Cash.
- 27.24 Fees must be paid by the due date agreed in your individual training contract. This will be clearly stated prior to your enrolment and is usually based on the term of the training course.
- 27.25 Please note that outstanding fees may result in cancellation of your enrolment and/or the RTO withholding the issue of qualifications until all fees are paid. If you have trouble paying your fees, please contact us on (08)6336 8080 to discuss options.
- 27.26 Where an enrolled student fails to make payment according to the agreed terms of the training contract, the RTO may find it necessary to suspend training until payment is received. Failure of the student and/or their representative to meet payment obligations may result in the outstanding debt being handed over to a registered debt collector. Any fees associated with this service will be added to the total outstanding amount for recovery.
- 27.27 If you are experiencing financial difficulty, please contact the RTO as early as possible to discuss options.
- 27.28 Refunds may be provided where a student withdraws from a course for any reason, a full or partial refund may be applicable. Information below outlines some of the circumstances under which a refund may be granted. All withdrawals and refunds must be undertaken using a Cancellation of Enrolment and Refund Request Form. Please contact the RTO to discuss individual circumstances.
- Course Withdrawal
    - If you wish to withdraw from a course, you must advise the RTO in writing of your decision within [5 days]. Send your notification to request a refund to [admin@cqmc.com.au](mailto:admin@cqmc.com.au) and include the following information:
      - Your name;
      - Contact details (address, phone, email etc.);

- USI;
  - Effective date of the cancellation;
  - Reason for refund request; and
  - Your application will be reviewed and you will be advised of the outcome within 7 working days.
- Withdrawal Prior to Commencement of Course;
    - If you withdraw from a training course great than 5 days prior to commencing of any learning and/or assessment tasks associated with the course, a refund of the full course fees will be made. The RTO holds the right to withhold some prepaid fees where the RTO has already expended funds to prepare the student for the course; this may be in form of where training and assessment resources require up-front costs prior to the course commencement; and
    - If you withdraw from a training course less than 5 days prior to commencement of any learning and/or assessment tasks associated with the course, the enrolment and administration fee will be withheld. This fee is stipulated on the enrolment form as the deposit for the training course applied for.
  - Withdrawal After Commencement of Course;
    - If the course has already commenced, a pro-rata refund may be calculated for the units of study not already started, however the enrolment and administration fee (your deposit) will be withheld;
    - Any co-contribution fees paid for Government subsidised training will be refunded for the units not trained back to the original financier.
  - Withdrawal Due to Illness or Hardship; and
    - In circumstances of illness and/or extreme hardship, you may withdraw and be entitled to a partial refund under the following conditions:
      - ✓ Satisfactory evidence for withdrawal (e.g. medical certificate) must be provided;
      - ✓ A non-refundable administration fee as stated on your enrolment form will be deducted from any eligible refund;
      - ✓ Any refund will be at the discretion of the RTO.
  - Cancellation of Course by the RTO;
    - In the event that a course is cancelled by the RTO for any reason, students enrolled at the time of the cancellation announcement will have their fees fully refunded. Students who may have already been assessed as competent for some units in the course will be

issued a Statement of Attainment for these units and the cost of issuing the statement(s) will be deducted from the refund total.

27.29 This RTO currently does not enrol students using the VET Student Loans scheme.

## 28 COURSE INFORMATION

28.1 After enrolment, you will be given access to training materials in hard copy and/or digital format. Textbooks in hard copy format are not provided unless prior arrangement has been made. You will need to supply your own stationery materials. Where a student has enrolled for on-line training, a welcome email will be sent with log-in details so you can access the RTO's online learning platform.

28.2 You will be given an outline for training appointments which may be:

- Workplace visits,
- Classroom sessions,
- Online modules, or
- A combination of the above.

28.3 The duration of your course will depend on a number of factors. Included are your own efforts and commitment to submitting assessments regularly and on time, your study load (i.e. full- or part-time) and how many units (if any) are eligible for credit transfer and/or recognition of previous experience and qualifications. Further, the level of the qualification being undertaken will impact on course duration. The Australian Qualifications Framework (AQF) summarises the criteria of different qualification levels and gives an indication of the complexity, depth of achievement, knowledge, skills and levels of autonomy required to achieve a qualification at that level.

28.4 The AQF expresses the time expected to gain a qualification as an equivalent to full-time years. This is known as the 'Volume of Learning'.

28.5 The Volume of Learning statements provide an indication of the amount of time it is expected that a student would need as a full-time student to achieve the qualification. Volume of Learning figures assume none of the competencies identified in a qualification are currently held.

28.6 The listed time frames account for all activities a student would undertake, including supervised training activities, classroom sessions, online modules and/or workplace learning, as well as individual study, practice and learning.

28.7 The Volume of Learning for qualifications in the VET sector are:

AQF Qualification Level	Typical Volume of Learning
Certificate I	0.5 - 1 year
Certificate II	0.5 - 1 year
Certificate III	1 - 2 years (up to 4 years for some apprenticeship/traineeship agreements)
Certificate IV	0.5 - 2 years
Diploma	1 - 2 years
Advanced Diploma	1.5 - 2 years

(Taken from: <https://www.aqf.edu.au/sites/aqf/files/aqf-2nd-edition-january-2013.pdf>)

- 28.8 Competency Based Training (CBT) is an approach to teaching that focuses on allowing a student to demonstrate their ability to do something. Used in the VET sector, CBT is used to develop concrete skills and is typically based on a standard of performance expected in the workplace and industry.
- 28.9 Competency Based Training programs deliver qualifications that are made up of Units of Competency. Each unit defines the skills and knowledge required to effectively perform in the workplace. Assessment is based upon the learning outcomes expected from each Unit of Competency.
- 28.10 How Does Assessment Work in CBT? Unlike the traditional school system of grading assessments on a scale ranging from A to Fail, assessment of CBT determines if you have the required skills and knowledge... or not yet.
- 28.11 Assessment is specifically conducted to determine if a student can deliver essential outcomes related to the performance criteria within each Unit of Competency. Basically, this means assessment is conducted to see whether or not a student has the required skills and knowledge to perform effectively in the workplace. If a student's performance in the assessment does not demonstrate the requirements the student is marked as 'Not Competent', while successful performance will result in the student being deemed 'Competent'. Assessors will look for evidence against which to base their judgements of competency.
- 28.12 The ways to demonstrate to our qualified assessors that you can perform to the required standard and be classed as 'Competent' or 'Meeting Requirements', include:
- Being observed as you work/perform the tasks and activities;
  - Responses to verbal questioning;
  - Written responses to theory questions;
  - Responding to a role play or case study;
  - Conducting a project;
  - Submitting a written report;
  - Compiling a portfolio of work samples; or
  - A combination of the above.
- 28.13 Core Quality Management Consultants has a Training and Assessment Strategy (TAS) for each of the qualifications we deliver and we outline our approaches for conducting assessment in those strategies.
- 28.14 In accordance with our TAS, we ensure that our staff are appropriately qualified and have sufficient, relevant industry experience to train and assess the courses delivered. On occasion, a subject specialist may conduct assessment in conjunction with a fully qualified assessor. You will be advised of specific instances in your course whereby this may be the case.
- 28.15 Our methodologies regarding training and assessment work toward ensuring our processes meet national assessment principles including Recognition of Prior Learning (RPL), Recognition of Current Competencies (RCC) and Credit Transfer (CT).

- 28.16 Included in our TAS are practices that promote flexibility in learning and assessment. This means we will work with you to provide options that are responsive to your individual needs, and that maximise learning outcomes and access to learning activities.
- 28.17 We provide all students enrolled in an apprenticeship or traineeship a training plan which outlines how and when training will take place. This is signed by all parties involved, and given to you at the start of the training contract.
- 28.18 In the case where your course of study calls for vocational placement, is part of a workplace traineeship, or part of an apprenticeship, a training plan will be developed for you. The plan will be developed between you, the placement/workplace organisation, and the RTO. It will outline the skills and knowledge you will develop over the duration of the training plan. The training plan becomes a 'living document' and any changes are agreed and noted by all involved parties.
- 28.19 The RTO offers assessment processes that enable recognition of competencies currently held, regardless of how, when or where the learning occurred. These are detailed below:
- Recognition of Prior Learning (RPL) is an assessment process that involves making a judgment on the skills and knowledge an individual has as a result of past study and/or experience. The aim of RPL is to recognise your existing competencies without having to go through the complete processes of training and assessment. You will still need to provide evidence though, upon which your assessor can base their judgement. Evidence must be:
    - Authentic – it must be your own work;
    - Sufficient – it must demonstrate competence over a period of time, that the competencies can be repeated, and the evidence must be enough so that the assessor can make an accurate judgement regarding competency;
    - Current – it must demonstrate up-to-date knowledge and skills i.e. from the present or the very-recent past; and
    - Valid – it must be relevant to what is being assessed.
  - Recognition of Current Competencies is a recognition process similar to RPL. It applies if a student has "...previously successfully completed the requirements for a unit of competency...and is now required to be reassessed to ensure the competence is being maintained".
  - Credit transfer may be applied to Units of Competency and related qualifications that have been studied in the past. The RTO recognises AQF qualifications and Statements of Attainment that have been issued by other RTOs. To apply for a direct credit transfer you will need to supply a certified copy your documentation (certificates and/or statements).
- 28.20 All training and assessment delivered by the RTO contain Foundation Skills. Foundation Skills are embedded into Units of Competency.
- 28.21 They are non-technical skills that support participation in the workplace, the community, and adult education and training. Examples of Foundation Skills include things such as communication skills, literacy skills (reading, writing and numeracy), interacting with

others, and skills to effectively participate in the workplace such as teamwork, problem solving, and self- and time-management.

## 29 ASSESSMENT INFORMATION

- 29.1 You are expected to complete assessments for all units in your qualification. You will need to submit assessments by the due date for a result to be recorded. You will receive full and detailed instructions on the requirements for each assessment, including its context and purpose; ensure you talk to your trainer and/or assessor to clarify anything that is not clear to you.
- 29.2 If you receive feedback to say your submission was 'Unsatisfactory', you will need to provide more evidence to support your claim for competency. This may mean re-doing some of the theory questions, putting extra or more relevant information into your portfolio, or demonstrating a task again. The RTO may charge a fee for resubmission of assessments. If, after multiple number of resubmissions your work is still 'Unsatisfactory', you will be awarded a result of 'Not Competent' and required to re-enrol in, and re-do the work for the unit, in order to achieve the full qualification.
- 29.3 Talk to our trainers for more information. All of our staff will take every reasonable effort to help you succeed in your course.
- 29.4 You will receive feedback regarding the outcome of each of your assessment items. To be deemed 'Competent' against a nationally accredited unit, you must meet the requirements for all elements that comprise that unit.
- 29.5 All work that you submit must be your own. You will have signed a declaration at the start of each assessment that this will be the case.
- 29.6 Plagiarism is taking someone else's work and/or ideas and passing them off as your own. It is a form of cheating and is taken seriously by the RTO. To help you understand, the following are examples that constitute plagiarism:
- Copying sections of text and not acknowledging where the information has come from;
  - Mashing together multiple 'cut and paste' sections, without properly referencing them, to form an assessment response;
  - Presenting work that was done as part of a group as your own;
  - Using information (pictures, text, designs, ideas etc.) and not citing the original author(s); and
  - Unintentionally failing to cite where information has come from.
- 29.7 When it comes to properly acknowledging where information has come from, students should be aware of, and be able to properly use, referencing protocols.
- 29.8 Whilst as a student, you are able to lodge an appeal if you disagree with a decision regarding an assessment outcome, you are encouraged to speak with your assessor in the first instance. If you are not satisfied with the outcome of that discussion, you may request a formal review of the assessment decision. Follow the RTO's procedure for lodging an appeal.

29.9 Talk to your trainer and/or assessor for help in understanding how to complete your assessments. They are happy to support you and can be contacted via our office.

### **30 ACCESS AND EQUITY**

30.1 We will work to meet the needs of the community and individuals and/or groups who might be otherwise disadvantaged. This includes providing fair allocation of resources and equal opportunity to access training services. The RTO prohibits discrimination based on factors including:

- Gender,
- Age,
- Marital status,
- Sexual orientation,
- Race,
- Ethnicity,
- Religious background, and
- Parental status.

30.2 We will work to ensure all participants have the right resources available to allow successful completion of course requirements. This includes flexible delivery and assessment arrangements where necessary, and LLN support.

30.3 It is the responsibility of all staff at the RTO to uphold our commitment to Access and Equity principles. If you have questions or concerns, please contact us on (08)6336 8080.

### **31 OTHER SUPPORT SERVICES**

31.1 The RTO is at all times concerned for the welfare of its students. If you are experiencing difficulties and/or require counselling or personal support, there are a number of professional organisations well equipped to offer services to help. Included are:

- Lifeline: 13 11 14 or [www.lifeline.org.au](http://www.lifeline.org.au)
- Beyond Blue: 1300 22 4636 or [www.beyondblue.org.au](http://www.beyondblue.org.au)
- Salvation Army: 13 SALVOS (13 72 58) or [www.salvos.org.au](http://www.salvos.org.au)

### **32 CHANGE OF PERSONAL DETAILS**

32.1 It is your responsibility to notify CQMC if you change your name, address or other contact details after enrolment. This is critical to receive important information from CQMC (e.g. Results of Assessments). There is a 'Student Change of Address Notification' included in the Student Handbook for this purpose.

### **33 STUDENT CONDUCT**

33.1 Just as the RTO has a responsibility to meet expectations of students, legislation, and regulations, so too, do students have obligations they are expected to meet. It is expected that students will participate with commitment in their studies, regularly submit

assessment items, and behave in a manner that does not contravene workplace health and safety or the principle of respect for others.

33.2 The RTO views student misconduct seriously. We expect that our students will behave in an honest, respectful manner appropriate for a learning environment, and in a way that will uphold the integrity of the RTO. Consequences of student misconduct vary up to and including expulsion from the course. Examples of student misconduct include, but are not limited to:

- Academic misconduct including plagiarism and cheating;
- Harassment, bullying and/or discrimination;
- Falsifying information;
- Any behaviour or act that is against the law;
- Any behaviour that endangers the health, safety and wellbeing of others; or
- Intentionally damaging equipment and/or materials belonging to the RTO and/or a partner organisation such as a school or workplace.

33.3 Consequences for misconduct will depend on the severity and frequency of the breach and include, but are not limited to:

- Formal reprimand (warning);
- Suspension from the course;
- Student to reimburse the costs incurred by any damage caused;
- Cancellation of the course without refund and/or credit; or
- Matter referred to the police.

33.4 Students found guilty of misconduct have a right to lodge an appeal by following our 'Complaints and Appeals' process.

## **34 STUDENT'S DUTIES AND RESPONSIBILITIES**

34.1 As a course participant you have the right to:

- Be treated with fairness, dignity and respect by all course attendees and RTO staff;
- Learn in an environment which is free of discrimination and harassment;
- Undertake learn in a conducive and safe environment;
- Undertake a learning program which meets current industry standards and accreditation requirements;
- Promptly receive feedback on your training and assessment outcomes;
- Be confident knowing that the RTO manages your personal information and records in accordance with Australian Privacy Practices and are to be made available only by your authority;
- Appeal results and access the review process in accordance with RTO policy and procedures; and
- Have qualifications already held recognised under the national recognition policy where applicable.

34.2 As a course participant you have the responsibility to:

- Ensure that all work submitted is your own work and is free from plagiarism and has not been produced by unfair means such as cheating or copying;
- Treat all other trainees attending CQMC and its staff with respect and fairness;
- Behave in a non-discriminatory, non-harassing manner towards other trainees and RTO staff;
- Behave so as not to offend, embarrass or threaten others; and
- Ensure you do not wilfully or negligently damage or remove any CQMC property.

34.3 Students must carry out all reasonable lawful instructions given to them to the highest level of their ability. You must efficiently and satisfactorily comply with all reasonable lawful requests made by RTO staff in relation to the completion of course training and assessment.

34.4 You are required to obey all reasonable lawful directions given to you by RTO staff in the course of your time with the company and you must carry out all duties and responsibilities required of the course to the satisfaction of RTO staff.

34.5 You may be asked to attend a work placement as part of their course. You are required to take instructions from these agents or contractors in the same manner in which they would RTO staff. You must in these circumstances carry out all reasonable lawful tasks assigned to you. If in the course of a placement an issue arises with the agent or contractor it should be brought to the attention of RTO staff as soon as practical.

34.6 There may be occasions when the course work required of you is not work usually done in your normal workplace. Notwithstanding this, the Student is expected to carry out that course work. You are not required to take on any course work that is dangerous or which requires particular training or experience which the Student does not have.

## **35 PRESENTATION AND DRESS**

35.1 Dress and grooming standards are a very important aspect of the image that CQMC presents to its customers and to visitors.

35.2 You are required to wear appropriate attire whilst you are attending classroom work or course work placements. For example, collared suits Jeans (No rips tears or holes) or slacks with closed footwear is appropriate for classroom work.

35.3 You are required to wear the correct PPE and associated work uniform when attending site based classes or practical training and assessment in the workplace. Failure to wear the correct PPE to a training session may result in removal from a course.

35.4 You are required to dress appropriately for field exercises; please speak to your Course trainer to determine the requirements for each activity.

35.5 It is your responsibility to always wear clothing that is clean, which looks smart and is of an appropriate standard for the type of course you attending.

## 36 DISCRIMINATION AND HARASSMENT

36.1 We are committed to providing a workplace culture and environment that is free of discrimination and harassment.

- Discrimination
  - Discrimination may be any selection, exclusion or preference made on the basis of an individual's sex, race, transgender, sexuality, ethnicity, age, religion, disability (including physical, intellectual, psychiatric, sensory, neurological or learning), marital status, pregnancy, carer's responsibilities, political affiliation or beliefs and membership of an organisation or association (such as a trade union). Discrimination may be either overt and direct, or subtle and indirect.
- Harassment
  - Harassment is any form of behaviour that is not wanted and not asked for and that either humiliates, offends or intimidates a person.

36.2 Legislation generally prohibits discrimination and harassment on the grounds of an individual's sex, race, transgender, sexuality, ethnicity, age, religion, disability (including physical, intellectual, psychiatric, sensory, neurological or learning), marital status, pregnancy, carer's responsibilities, political affiliation or beliefs and membership of an organisation or association (such as a trade union).

36.3 Discrimination and/or harassment in the form of actions, signals or words including jokes is not tolerated by our Company.

36.4 Core Quality Management Consultants operates and refers to the following:

- Human Rights and Equal Opportunity Commission Act 1986;
- Racial Discrimination Act (1975) Commonwealth; and
- Sex Discrimination Act 1984.

36.5 If you become aware of any conduct that is possibly discriminatory or could amount to unlawful harassment, you should advise your supervisor who will handle the matter in a timely and confidential manner in accordance with the Dispute Settlement Procedure.

36.6 If a customer, contractor or other student engages in any behaviour that you regard as discriminatory or harassment such as an unwelcome sexual advance or offensive gestures, then you should immediately report this incident to your supervisor.

## 37 EQUAL OPPORTUNITY

37.1 Core Quality Management Consultants is an equal opportunity employer. All students are treated on their merits, without regard to race, age, sex, relationship status or any other factor not applicable to the position. Students are assessed according to how well they perform and on their ability. In the VET context it means that people are provided with the opportunity to access, participate and successfully achieve outcomes.

37.2 Core Quality Management Consultants believes that all students should be able to study in an environment free of discrimination, victimisation, sexual harassment and vilification.

We consider these behaviours unacceptable and they will not be tolerated under any circumstances.

37.3 Core Quality Management Consultants operates and refers to the following:

- Equal Opportunity Act 1995'; and
- Vocational Education and Training Act

37.4 Any reports of discrimination, victimisation, sexual harassment and vilification will be treated seriously and investigated promptly, confidentially and impartially. Disciplinary action will be taken against anyone who discriminates against, victimises, sexually harasses or vilifies a co-worker. Discipline may involve a warning, transfer, counselling, demotion or dismissal, depending on the circumstances.

37.5 Any student who believes they have witnessed or knows of any breach of this policy should promptly advise their supervisor.

## **38 BULLYING**

38.1 Our Company is committed to providing a workplace culture and environment that is free of bullying. Bullying is not tolerated by our Company in the workplace.

38.2 Bullying occurs where a student or staff member uses strength, power or position to intimidate, oppress or persecute other students by fear. Examples of bullying behaviour include unfair and excessive criticism, publicly insulting others, ignoring the point of view of other students, constantly changing or setting unrealistic work targets and undervaluing their efforts at work.

38.3 Core Quality Management Consultants operates and refers to the following:

- Human Rights and Equal Opportunity Commission Act 1986; and
- Racial Discrimination Act (1975) Commonwealth

38.4 Any student who becomes aware of possible bullying should promptly advise their supervisor who will handle the matter in a timely and confidential manner in accordance with the Dispute Settlement Procedure.

## **39 SMOKING**

39.1 In keeping with our policy of promoting a safe and healthy working environment, smoking is prohibited in the workplace.

39.2 No designated smoking areas have been provided at the workplace and students are not allowed smoking breaks whilst working. If you wish to smoke, then you may do so outdoors during your meal break.

## **40 ALCOHOL AND DRUGS**

40.1 As part of our OHS/WHS policy, alcohol consumption or drug use in the workplace is strictly prohibited. You must not come attend courses intoxicated or under the influence of drugs. If you have a drug and/or alcohol problem you could cause injury to yourself and others and you could damage your physical and mental health.

- 40.2 A student who appears to be under the influence of alcohol or drugs may be:
- requested to acknowledge that he/she is so affected and if he/she does so acknowledge, then CQMC may remove the student from a course who is intoxicated or under the influence of drugs and may require the student leave the premises immediately;
  - if the student does not acknowledge that he/she is intoxicated or under the influence of drugs, the student may be required to participate in an alcohol or drug test. If the student so agrees and is found to be intoxicated or under the influence of drugs, the student will be removed from the course immediately.
  - if the student refuses to participate in an alcohol or drug test, the student will be counselled to participate. If the student continues to refuse to participate without a legitimate cause the student will be deemed unfit and removed from the course immediately for misconduct.

## **41 MOBILE PHONES**

- 41.1 Core Quality Management Consulting make provision for all students and trainees to have 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.
- 41.2 Mobile Phones should be turned off or placed into silent mode prior to entry into classrooms or any training and assessment environment unless prior arrangements have been made with the trainer or person in charge.
- 41.3 Only in emergencies will permission be given for mobile phones to be left on in classrooms or any training and assessment environment. Should permission be granted, students and trainees must leave the room to answer calls

## **42 COMPUTER USAGE AND EMAILS**

- 42.1 Computers, computer files, computer software and the email system are the property of CQMC and are intended to be used only for course work, as direct by course staff.
- 42.2 The computer and email system must not be used in a manner that is disruptive or offensive to others. It will be a breach of this policy to access, download or send objectionable material including:-
- pornography, including child pornography. You should be aware that accessing, downloading or sending child pornography is a criminal offence;
  - material involving the instructions or promotion of crime, violence or hate;
  - material involving an offensive description of violence to compel sexual conduct;
  - material involving sexually degrading acts;
  - material that is defamatory.
- 42.3 If you see another student breaching this policy you must immediately inform management.

- 42.4 You must not download, view or send spam, junk mail or pop-ups because they may contain viruses, worms or “Trojan horses”. If you receive any pornographic, spam or junk email, then it must be deleted immediately.
- 42.5 You are prohibited from intentionally creating or sending viruses, worms or “Trojan horses”. You must do a virus check prior to opening any emails from unknown sources.
- 42.6 The use of computers for personal purposes is only permitted after consultation with your course Trainer and approval from CQMC management (provided this is not otherwise a breach of this policy).
- 42.7 If you violate this policy you may be removed from course immediately.
- 42.8 If you use any computer for an unlawful purpose you may be reported to the police if a crime is involved and any other appropriate authority and you will removed from your course on the grounds of misconduct.

### **43 STUDENT ABSENTEE/LEAVE**

- 43.1 If a student wishes to take absentee or a leave of absence from their training program after enrolment and within the first four (4) weeks of program commencement, CQMC will transfer any fees paid to the next semester. If the student subsequently withdraws, the Refund Policy applies from the date CQMC received advice regarding the leave of absence.
- 43.2 In the case of sick leave, a medical certificate from a registered health practitioner indicating that, in the practitioner’s opinion, the Student was, is, or will be unfit to attend a course, or part thereof, due to personal injury or illness. Where it is not reasonably practicable to provide a medical certificate, a statutory declaration made by the Student may be provided indicating that the Student was, is or will be unfit for work due to personal injury or illness.

### **44 EXAMINATIONS AND COURSE ASSESSMENTS**

- 44.1 You are entitled to sit for your examination or 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 will be requested to leave the assessment room or area, and may be deemed ‘not competent’ in the assessment by CQMC.
- 44.2 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.
- 44.3 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, the penalties for malpractice in an assessment range from the issuing of a ‘not competent’ result in the subject being assessed, to exclusion from CQMC training courses.

## **45 STUDENT RECORDS**

- 45.1 All students will be entered onto our student management system VETtrak Student Management System. This is a secure database system designed specifically for administration of AQF awards by registered training organisations

## **46 ISSUE OF QUALIFICATIONS AND CERTIFICATES**

- 46.1 Upon successful completion of your coursework and provided all fees are paid, a Certificate and/or a Statement of Attainment will be issued to you within 30 calendar days of you being assessed as meeting all requirements for the course. This meets the compliance requirements as set for the RTO and other RTOs under the Standards for RTOs 2015.
- 46.2 Where successful 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 (SOA). A SOA is provided in recognition that the participant has successfully completed part of a course or qualification.
- 46.3 A SOA can be used to gain a credit for the competency(s) with the RTO, or another RTO either within the state of Western Australia or interstate, should the participant wish to complete the course at a later time.
- 46.4 If for some reason the RTO ceases to operate whilst you are still enrolled, a Statement of Attainment will be issued to you for the units within the qualification for which you have successfully met requirements.

## **47 NATIONAL RECOGNITION**

- 47.1 National (Mutual) Recognition (Credit) means credit towards a qualification is granted to the student on the basis of outcomes gained by the student through previous participation in a course or training package qualification, with another RTO.
- 47.2 National recognition (Credit), for the applicable unit of competency, is available to any student when enrolling with the RTO.

## **48 SUPERSEDED QUALIFICATIONS**

- 48.1 Students are entitled to graduate with a qualification that most closely represents the current skill needs of industry. A qualification being superseded or discontinued is a clear indication that industry needs have changed to the extent that the previous qualification is no longer suitable.
- 48.2 When a qualification is superseded, RTOs have one year to finalise students, or transition them to the new qualification.
- 48.3 Students who are already well progressed in the qualification or unit, and will complete their study and be issued with a qualification or statement of attainment within the one-year transition period do not need to be transferred to a replacement training product.
- 48.4 If students are not going to finish their studies within the one-year transition period, they must be offered transition, as long as the student is still within their enrolment timeframes.

- 48.5 In some instances, training package developers determine there is no longer sufficient demand for a qualification to justify it being maintained. The qualification is removed or deleted without being superseded by another.
- 48.6 In this case, there is no clearly identified replacement qualification for students to transfer to, although you may be able to identify one that is the closest to meeting the student's needs. Whether it is practical to transfer students to a suitable qualification will depend on a range of factors, including how close to completion each student is, but the guiding principle should be what will best meet the needs of the student. If completing the qualification is the best path for the student, the RTO must ensure that all training, assessment and issuance of certification is completed within two years of the date the qualification was removed. Key take aways:
- Always check that you are enrolling in the most current qualification or unit of competency.
  - Ensure you are aware of how long your enrolment will go for i.e. how much time you have to complete your studies
  - If you find you have been enrolled in a superseded qualification, and you are still within your enrolment timeframe, ask to be transitioned to the new qualification.

## **49 STUDENT FEEDBACK**

- 49.1 The RTO is dedicated to ensuring its practices are constantly reviewed to ensure best possible outcomes. This approach to continuous improvement relies on input from students regarding their experiences whilst enrolled in their course. We welcome feedback at any time, but will also specifically ask for it at the completion of your study.

## **50 COMPLAINTS AND APPEALS**

- 50.1 We have a Complaints and Appeals Procedure that we believe is a fair and positive method for dealing with complaints or disputes that may arise. Our Company is committed to encouraging an open and frank atmosphere in which any problem, complaint, suggestion or question receives a prompt and timely response from Management.
- 50.2 The procedures for settling disputes about matters arising during the conduct of education between CQMC and the Student are as follows:
- CQMC and the Student must genuinely attempt to resolve the dispute at the workplace level;
  - If the dispute cannot be resolved at the workplace level, either CQMC or the Student may elect to use an alternative dispute resolution process in an attempt to resolve the matter;
  - This alternative dispute resolution process is to be conducted by a person agreed between CQMC and the Student;
  - Where such agreement cannot be reached, either CQMC or the Student may notify the relevant statutory body responsible for the area of the dispute; this may include the Training Accreditation Council (TAC) for training matters in Western Australia.

- Whilst the dispute is being resolved the Student must also comply with any reasonable direction of CQMC in relation to the course you attending. In making this direction CQMC must have regard to any applicable Occupational Health and Safety/Workplace Health and Safety law and whether the work is appropriate for the Student;

50.3 This Clause does not affect any right of a party to take court action to resolve a dispute;

50.4 All students are expected to treat each other with mutual respect and courtesy. A complaint or grievance about a work situation may be made by you or a group of students.

## 51 STUDENT COUNSELLING PROCEDURE

51.1 We have a Counselling Procedure which is designed to ensure fairness to all concerned. The objective of counselling is to communicate the course standards and conduct that are expected of you and ensure that you understand them. If you have course related problems or your course performance is considered poor or unsatisfactory you will be advised in writing and given the opportunity to be counselled in accordance with the counselling procedure provided below:

- Step 1
  - The counselling sessions are confidential and are undertaken in the presence of your course trainer and a delegated member of management if requested. You may if you wish have your own representative present during counselling or at any stage of the disciplinary procedure.
- Step 2
  - Performance reports and counselling records will be documented in your student file and Training Management System and kept confidential. You will be given the opportunity to view and respond to the written reports. Your response will be documented and added to the file.
- Step 3
  - If you demonstrate unsatisfactory performance or behaviour, you will be allowed sufficient time to demonstrate a willingness to improve ("**the Improvement Period**", which will include re-training and re-assessment as necessary). If you have shown an improvement in your performance, then no further counselling will be required.
- Step 4
  - At the end of the Improvement Period, if the course trainer is of the opinion that you have not demonstrated the required skills and knowledge, or your behaviour has not improved then you will be removed from the course.

## **52 STUDENT RELATIONS**

- 52.1 If you have concerns about the course or our workplace, we encourage you to voice these concerns openly and directly with your course coordinator or trainer. This facilitates clear communication and avoids many unnecessary problems. Our workplace policy is that if you as a valued student have a concern about any matter, then management shares your concern. We may not always agree with the point that you have raised but we do want to hear what you have to say and will carefully consider it in a positive way.

## **53 WORK HEALTH & SAFETY (WHS)**

- 53.1 We take our obligations under the Occupational Health and Safety Act 1984 (WA) seriously so that we can provide a safe and healthy work environment for students, contractors, customers and visitors.
- 53.2 If you become aware of any circumstance or hazard that could give rise to a risk of injury or illness to any person then you should immediately notify your course trainer, fill out a Hazard Report Form and lodge it with your course trainer.
- 53.3 If there is an accident that does give rise to an injury or illness or could have resulted in an injury or illness then it is important that all students who are present immediately inform their course trainer and fill out a statement setting out what happened in a Hazard Report Form.
- 53.4 In all workplace activities you are expected to comply with all OH&S/WH&S procedures and all directions given in respect to safety. If this requires you to wear protective clothing or a helmet or to wear ear plugs/muffs or face masks or protective goggles then you must do so and no one has any authority to exempt you from this compliance.
- 53.5 If there are restricted areas where only authorised personnel are permitted then you are not permitted to enter those areas unless expressly authorised by the appropriate officer or your course trainer.
- 53.6 If you see any person or student not complying with any OHS/WH&S procedures or requirements then you must immediately report this to your course trainer. You will appreciate that this is a fundamental matter of workplace safety. All such reports will be treated confidentially.
- 53.7 If you see any machinery being improperly used or being used without safety guards (when these are required) or observe any machinery to be damaged or defective or in need of repair or service then you must immediately report this to your course trainer. You will appreciate that this is also a fundamental matter of workplace safety. All such reports will be treated confidentially.

## **54 DEALING WITH WORK RELATED INJURIES OR ILLNESS**

- 54.1 We maintain all proper insurance policies in respect to injury or illness in relation to the conduct of your course with us. If you sustain a work related injury or illness you should report it to your course trainer immediately.

- 54.2 If you have sustained a work related illness and/or injury you should complete an Injury Report Form which will be provided by your course trainer. This Form must be filled out and lodged with your course trainer.
- 54.3 If an accident happens and someone is injured, the following steps must immediately be taken:
- 54.4 If you saw the accident, you must inform your course trainer that you were a witness.
- 54.5 You must complete and sign a Hazard Report Form.
- 54.6 You may be required to give a written statement detailing:
- what you saw or heard,
  - the identify of any other persons who were present
  - where you, and any other persons who were present, were standing when it happened, and
  - a description of the way in which the accident occurred.

## **55 FIRE EVACUATION PROCEDURE**

- 55.1 In the event of a fire, a warning siren should sound and warn you of the need to use the following Fire Evacuation Procedure:
- Step 1
    - Follow your course trainers direction and commence evacuation.
  - Step 2
    - Students must immediately evacuate via the fire exits, which are clearly marked in the workplace with a green sign marked “Exit”.
  - Step 3
    - Do not run or push through the exits because you may injure yourself or others. Walk calmly down the stairs and please take care to help other students who may require assistance.
  - Step 4
    - The meeting place for all staff in case of fire is outside, where identified by your course trainer. You should evacuate the building immediately through the nearest exit. Fire fighting equipment will be identified prior to training commencement and should you require them to use to assist with evacuation from the premises.

## **56 EMERGENCY CONTACT NUMBERS**

- 56.1 A list of contact numbers in the event of an emergency is provided below and for training conducted off-site from CQMC, the trainer will ensure a relevant emergency contacts list is available and applicable to the training location and training activities conducted:
- AMBULANCE:
    - Medical emergency – 000

- Nearest hospital – Joondalup Hospital
- POLICE:
  - Emergency – 000
  - City Central Police Station – (08) 9424 2700, or 131 444
- FIRE:
  - Emergency – 000
  - Local Fire Station – 000