

Bray Park State High School

RTO 30237



VET

Student Handbook

2023

Table of Contents

INTRODUCTION	3
1.0 STUDENT SELECTION, ENROLMENT AND INDUCTION/ORIENTATION PROCEDURES	4
1.1 USI.....	4
1.2 PRIVACY NOTICE	5
2. QUALIFICATION OR ACCREDITED COURSE INFORMATION.....	6
3. MARKETING AND ADVERTISING OF COURSE INFORMATION	6
4. LEGISLATIVE REQUIREMENTS	7
5. FEES AND CHARGES, INCLUDING REFUND POLICY	7
6. STUDENT SERVICES	7
7. STUDENT SUPPORT, WELFARE AND GUIDANCE SERVICES	8
8. PROVISION FOR LANGUAGE, LITERACY AND NUMERACY ASSISTANCE	8
9. ACCESS AND EQUITY POLICY AND PROCEDURE.....	8
10. FLEXIBLE LEARNING AND ASSESSMENT PROCEDURES	9
11. COMPETENCY BASED ASSESSMENT	10
12. STUDENT ACCESS TO ACCURATE RECORDS POLICY AND PROCEDURES	10
13. CONFIDENTIALITY PROCEDURE.....	11
14. EMPLOYER CONTRIBUTING TO LEARNER’S TRAINING AND ASSESSMENT	11
15. COMPLAINTS AND APPEALS PROCEDURES.....	11
16. RECOGNITION ARRANGEMENTS FOR RPL	12
17. RECOGNITION OF AQF QUALIFICATIONS AND STATEMENTS OF ATTAINMENT ISSUED BY ANOTHER RTO AND CREDIT TRANSFER	13
18. CERTIFICATION AND ISSUING QUALIFICATIONS	14
19. QUALIFICATION AND ACCREDITED COURSE GUARANTEE	15

Introduction

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

This handbook has been written to provide you with important information about the vocational education and training (VET) qualifications offered at Bray Park State High School as well as your rights and responsibilities as a VET student.

You should take the time to study this handbook carefully and ask your Trainer and Assessor if you are unsure of any details. You should keep this handbook for reference throughout your enrolment. The contents of this handbook in many instances represents the key points of various VET policies and procedures developed by this RTO. A copy of the RTO's VET policies and procedures can be obtained via the RTO Manager.

The Australian Qualifications Framework (AQF)

All of the VET courses offered by this RTO 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 Australian Qualifications Framework (AQF). The diagram below shows the different types of qualifications that can be obtained.

AQF QUALIFICATIONS



Source: Australian Qualifications Framework Second Edition January 2013

Your Trainer and Assessor 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 available for completion at this RTO. This list can also be viewed in the Subject Selection Handbook and on the Bray Park State High School website.

AUR20716 Certificate II in Automotive Vocational Preparation

BSB10120 Certificate I in Workplace Skills

BSB30120 Certificate III in Business

CUA20720 Certificate II in Visual Arts

FSK20119 Certificate II in Skills for Work and Vocational Pathways

MSF20313 Certificate II in Furniture Making

MSM10216 Certificate I in Manufacturing (Pathways)

SIT20316 Certificate II in Hospitality

You will be provided with an Enrolment Agreement that you will need to complete before your enrolment in a course is confirmed. This includes provision on consent to provide NCVET with your personal details.

1.0 Student selection, enrolment and induction/orientation procedures

Students enrolled in the VET courses at this RTO participate in the same enrolment and selection processes as other students at the RTO. Where numbers are limited for VET subjects, selection will be based on interview and/or on the order in which enrolments were received.

Bray Park State High School will provide each student with information about the training, assessment and support services they will receive, and about their rights and obligations (through the VET student induction session) before enrolment on the Student Management System (SMS).

The RTO Manager and associated Trainers and Assessors will induct all VET students with this handbook. Depending on the course that you are completing, specific pre-enrolment requirements may be applicable to you.

1.1 USI

A USI - Unique Student Identifier is a reference number that creates an online record of a student's training and qualifications attained in Australia. You need a USI in order to receive your qualification or statement of attainment. From 1 January 2015, Bray Park State High School can be prevented from issuing you with a nationally recognised VET qualification or statement of attainment when you complete your course if you do not have a Unique Student Identifier (USI). In addition, we are required to include your USI in the data we submit to NCVET. Upon enrolment at Bray Park State High, you gave permission for the School to search and/or create your USI.

You may access their training records and results (transcript) using their online USI account. For more information, see usi.gov.au/Students/pages/default.aspx

1.2 Privacy Notice

Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us. If you do not provide adequate information as requested, Bray Park State High School RTO may not be able to process your application.

How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information

We are required by law (under the *National Vocational Education and Training Regulator Act 2011* (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

How the NCVER and other bodies handle your personal information

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the *Privacy Act 1988* (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the

DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dese.gov.au/national-vet-data/vet-privacy-notice>.

The use, disclosure and transfer of personal information by Queensland Government are regulated under the [Information Privacy Act 2009 \(Qld\)](#). The department takes all reasonable steps to protect the information that we hold against loss, unauthorised access, use, modification, disclosure or other misuse. Please also note the Queensland Government's [privacy statement](#), which also applies. Please contact [Right to Information Services](#) if you have a concern or complaint about the way your personal information has been collected, used, stored or disclosed.

Surveys

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

Contact information

At any time, you may contact Bray Park State High School to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

You can also refer to the [Department of Education PPR - Information privacy and right to information](#).

2. Qualification or accredited course information

Information pertaining to your qualification or accredited course can be sourced from course overviews provided by your Trainer and Assessor, subject specific information included in the senior subject selection handbook (or similar document), through the VET student handbook and on the RTO website.

Information available to you regarding course information will include:

- Qualification or VET accredited course code and title
- Packaging rule information as per the specified Training Package or VET Accredited course
- Units of competency (code and title) to be delivered
- Entry requirements
- Fees and charges
- Course outcomes and pathways
- Work experience requirements (where applicable)
- Licensing requirements (where applicable)
- Third party or off-campus arrangements (where applicable)

3. Marketing and advertising of course information

The RTO will ensure that its marketing and advertising of AQF qualifications to prospective students 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 RTO will not advertise or market in any way VET accredited courses, qualifications or units of competency that are not on the scope of registration.

Bray Park State High School will ensure it will have the appropriate human and physical resources to deliver and assess any course currently on the RTO's scope of registration. If the RTO loses access to

these resources, the RTO will provide students with alternative opportunities to complete the course and the related qualification.

4. Legislative requirements

The RTO will observe all Australian, state and territory laws governing Vocational Education and Training. The RTO will also meet all legislative requirements of the:

- [Education \(General Provisions\) Act 2006](#)
- [National Vocational Education and Training Regulator Act 2011](#)
- [Copyright Act 1968 \(2006\)](#)
- [Education \(Work Experience\) Act 1996](#)
- [Child Protection Act 1999](#)
- [Work Health and Safety Act 2011](#)
- [Anti-discrimination Act 1991](#)
- [Privacy Act 1988 \(2014\)](#)
- [Information Privacy Act 2009](#)

If you require any further information, please see the RTO Manager.

5. Fees and charges, including refund policy

Costs involved in undertaking courses at this RTO form part of the Student Resource Scheme (SRS); this is a flat year level fee. Some courses will have a resource intensive fee that is additional to the SRS year level flat fee. Parents/caregivers and students are advised in writing or electronically regarding the fees via the School's website, emails and curriculum handbook.

Fees for VET Courses provided by external training providers will be charged as per the third party arrangements with that provider. Fees charged for VET Courses provided to students from other schools will be negotiated in a Third Party Agreement.

Matters regarding payment of fees or refund of fees will be managed by the Business Manager in accordance with the principles contained in the general fee policy of the School (not specific to VET).

6. Student services

Bray Park State High School will establish the needs of their students, and deliver services to meet their individual needs where applicable. All students at this RTO will be involved in some or all of the following processes, designed to establish their educational and support needs:

- SET plans;
- subject selection processes;
- career guidance services.

The provision of educational services will be monitored to ensure the RTO continues to cater for student needs through review of student Senior Education and Training (SET) plans, as needed. The RTO will also ensure that all students receive the services detailed in their agreement with the RTO.

The RTO will continually improve student services by collecting, analysing and acting on any relevant data collection through students providing valuable feedback to the RTO through informal and formal processes i.e. through individual student assessment feedback, course evaluation feedback, quality indicators — student engagement surveys.

7. Student support, welfare and guidance services

Students have access to a wide range of support, welfare and guidance services at this RTO, including:

- Principal
- Deputy Principal (Middle Schooling and Senior Schooling)
- RTO Manager
- Heads of Department
- Trainers and Assessors
- Guidance Officer
- Student Services Team
- Diversity and Inclusion Team

8. 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 seek further advice from your trainer and assessors or the RTO Manager.

9. Access and equity policy and procedure

Bray Park State High School is committed to removing any barriers to learning and assessment, so that all students have the opportunity to gain skills, knowledge and experience through access to VET subjects.

This RTO is inclusive of all students regardless of sex, race, impairment or any other factor. Any matter relating to access and equity will be referred to the trainer and assessor in the first instance.

Bray Park State High School RTO 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:

1. VET curriculum areas will be adequately resourced, with teachers with the appropriate qualifications, in order to ensure students have quality outcomes.
2. 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 identified learning difficulties or impairment will participate in

an initial and annual panel meeting with their parent/guardian and relevant Inclusion staff to ensure that the training and assessment provided meets their needs.

3. All students will be actively encouraged to participate in VET qualifications, irrespective of background/cultural differences.
4. Prior to participating in structured work placement, 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 anything like this. Appropriate support will be provided to ensure students are successful in their work placement.
5. Literacy/numeracy is integrated throughout all VET qualifications, as well as being delivered separately through your English/literacy and Maths/numeracy program.
6. This RTO 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.
7. Any complaints in relation to discrimination/harassment will be treated seriously, in line with the RTO's complaints and appeals policy.

10. Flexible learning and assessment procedures

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

- All VET students at this RTO will be fully informed of the VET assessment procedures and requirements and will have the right to appeal.
- Students will be given clear and timely information on assessment.
- Information given to students on the assessment cover sheet will include:
 - units of competency being assessed
 - start date and anticipated completion date
 - additional evidence which may be provided
 - a summary of feedback, including the location of detailed feedback
 - any reasonable adjustments applied
- Information given to students in the project description will include:
 - assessment/evidence gathering conditions
 - project environment
 - employee role
 - assessment methods/procedures
- Students will sight their profile sheet of results in each VET course 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 conducting 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 and is publicly available on the RTO website and in this handbook

Your Trainer and Assessor 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 Bray Park State High School.

11. 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 subjects assessment tasks are completed a number of times throughout the year. Results for each assessment item will be marked on a student profile sheet (or similar document) using terms such as Satisfactory or Unsatisfactory. This assists students to become competent as their skills improve.

Final records of assessment of competencies (student profiles) will be awarded as either:

- **C** for Competent
- **NYC** for Not Yet Competent

Assessment methods

Each Trainer and Assessor will maintain a student profile (or similar document) for each student and on completion of the program of study an exit level will be awarded, based on the principles of assessment and rules of evidence.

Elements of competency will be assessed and recorded once the Trainer and Assessor is satisfied that a student has demonstrated consistent competency in an element or unit of competency. Students may also receive assessment if they apply for, and meet the requirements for, RPL.

A master record detailing students' achievements of the units of competency is maintained at the RTO on the Student Management System (SMS) and on OneSchool.

This will record all elements and units of competency achieved. This will be held by the RTO and will be issued to the student once they complete the program of study or upon exit (in line with the QCAA SMS data entry timelines).

Students personal (EQ) email address may be used on assessment materials and evidence. The use of a personal email address provides the same acknowledgement as a signature.

12. Student access to accurate records policy and procedures

Bray Park State High School is committed to regularly providing students with information regarding their participation and progress.

The Trainers and Assessors must maintain accurate and current records of each student's progress towards and achievement of competencies.

Trainer and Assessors will provide access to a student's own records at least once each semester, or on request by the student. Students may also be given access to "for checking" SMS printouts. Students will

also have access to information regarding any unit achieved through their QCAA Student Connect online learning account.

13. Confidentiality procedure

Your personal information will be collected and reported on your behalf to QCAA in accordance with relevant legislation.

Information about a student, except as required by law or as required under the [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. The RTO will ensure that it has consent from each student to disclose confidential information with third parties.

14. Employer contributing to learner's training and assessment

Wherever possible the RTO will place students in workplaces that provide experience in the competencies included in their VET qualifications. This RTO does not use assessment by work placement supervisors. Students on work placements may record their activities in a workplace experience logbook (or similar document). The work placement organiser/teacher will seek the cooperation of the workplace supervisor in the sign-off on the accuracy of the student's entries in the log. This logbook (or similar document) may be used by the assessor to support judgments of competency. Students at this RTO will be placed in workplaces where it forms a mandatory requirement of the Training Package or Accredited course.

15. Complaints and appeals procedures

Complaints and appeals are managed by the RTO in a fair, efficient and effective manner. The RTO will create an environment where student's views are valued. Complaints arise when a student is dissatisfied with an aspect of the RTO's services, and requires action to be taken to resolve the matter. Appeals arise when a student is not satisfied with a decision that the RTO has made. Appeals can relate to assessment decisions, but they can also relate to other decisions. Students with either a complaint or an appeal will have access to an informal complaint process or a formal complaint or appeal process. All formal complaints or appeals will be heard and decided within 60 calendar days of the receipt of the written complaint by the RTO.

The RTO Manager 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.

Informal complaint

The initial stage of any complaint shall be for the complainant to communicate directly with the Trainer and Assessor who will make a decision and record the outcome of the complaint.

Learners dissatisfied with the outcome of the informal complaint may initiate a 'formal complaint or appeal' with the RTO Manager.

Formal complaint or appeal

Formal complaints may only proceed after the informal complaint procedure has been finalised and will follow the below procedure:

- All formal complaints or appeals will be in writing addressed to the CEO and submitted to the RTO Manager;
- On receipt of a formal complaint or appeal the RTO Manager shall reply in writing to acknowledge receipt of the complaint, then inform the CEO;
- The RTO Manager and the CEO will meet to discuss the complaint or appeal and either make a decision or convene an independent panel to hear the complaint; this shall be the “Complaint and Appeal Committee” and will consist of members who have not been involved in the issue to this point. It will include the CEO, a member of staff and a representative of the School/College community;
- When a decision is reached this will be communicated in writing to the complainant/appellant within 60 calendar days of the complaint or appeal being received as well as being recorded on the Complaints and Appeals Register;
- If the decision will take longer than 60 calendar days the complainant/appellant will be notified in writing of the reasons why a decision has not been reached and provide regular updates regarding the progress of the matter;
- The complainant/appellant shall be given an opportunity to present their case to the committee and may be accompanied by one other person as support or as representation;
- The relevant staff member, third party or other learner shall be given an opportunity to present their case to the committee and may be accompanied by one other person as support or as representation;
- The Complaint and Appeal Committee will make a decision on the complaint;
- The Complaint and Appeal Committee will communicate its decision on the complaint to all parties in writing and this will be recorded in the Complaints and Appeals Register;
- If the complainant/appellant is still not satisfied, the CEO will appoint an independent third party (outside the RTO) to mediate with costs being communicated to all parties prior to commencement;
- If the complainant/appellant is still not satisfied, the CEO will refer them to the QCAA website for further information about making complaints (<https://www.qcaa.qld.edu.au/senior/vet/appeals-complaints>);
- After the complaint or appeal is finalised the RTO Manager will organise a meeting of relevant parties to review the decision and outcome and evaluate the policies, procedures and strategies of the RTO in order to take appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.

16. Recognition arrangements for RPL

All VET students have access to a procedure that gives Recognition of Prior Learning. RPL is an assessment process that assesses an individual’s level of knowledge and skills against individual or multiple units of competencies.

All applications for RPL will be responded to once a written application has been received. The RTO Manager will keep an RPL register which documents all RPL applications and their outcomes. Once the

evidence has been provided to the RTO to assess RPL, the student will be notified of the decision. Students may have access to reassessment on appeal.

Recognition of prior learning procedure

At the commencement of the school year a student induction will be conducted by the RTO Manager and/or Trainer and Assessor. Included in this process will be information about Recognition of Prior Learning (RPL) and it will be further documented in the Student Handbook. Students who join a VET qualification as a late enrolment will be taken through the induction process by the RTO Manager or through an on-line course.

Students will be informed about:

- What RPL is;
- All students will have access to, and be offered RPL;
- The application forms used for RPL and the types of evidence that could be presented;
- The process that will be followed for RPL; and
- Appealing assessment decisions for RPL.

A VET student seeking RPL will be provided with a copy of a RPL application form by their relevant Trainer and Assessor along with receiving support and assistance to interpret the documentation and compile the evidence required.

Once the student has submitted the required evidence the Trainer and Assessor will examine the evidence provided and make an assessment judgement. If there are gaps identified, the Trainer and Assessor will inform the student of the gaps and the required training and assessment that will need to be undertaken to address these gaps. The Trainer and Assessor will clearly document the assessment decision using the qualification specific documentation that is to be retained in accordance with the Retention of Student Records Procedure.

The Trainer and Assessor must inform the RTO Manager of the application and result and the RTO Manager will record this in the RPL Application Register.

17. Recognition of AQF qualifications and statements of attainment issued by another RTO and credit transfer

At the commencement of the school year a student induction will be conducted by the RTO Manager and/or Trainer and Assessor. Included in this process will be information about credit transfer and it will be further documented in the Student Handbook. Students who join a VET qualification as a late enrolment will be taken through the induction process by the RTO Manager or through an on-line course.

Students will be informed about:

- What credit transfer is;
- What documents need to be provided for credit transfer; and
- The process of obtaining credit transfer.

All students who are entitled to credit transfer from units of competency they have achieved within the RTO (ie. through qualifications completed from year 10 onwards or across qualifications being undertaken at the same time) will be awarded credit transfer automatically by the RTO. These instances will be identified by the RTO Manager, and the student and relevant Trainer and Assessor will be informed by the RTO Manager when applied. In order to achieve this, the RTO Manager will identify all

units of competency across the RTO that are offered in multiple courses and where students will be awarded credit transfer.

When students transfer in from other schools that are an RTO and the student has undertaken VET at the other school credit transfer will only be granted upon the student providing a Statement of Attainment or Record of Results issued by the previous RTO. It will be the responsibility of the student to obtain this and credit transfer will not be granted until the documented evidence has been provided. The documentation is to be provided to the RTO Manager or SM Operator directly. A copy of the Statement of Attainment/Record of Results will be provided to the Trainer and Assessor to store a copy with the student profile/portfolio as evidence. The SM Operator will update SM accordingly.

When students have undertaken qualifications through other non-school RTOs credit transfer will be granted when the student provides the RTO Manager or SM Operator with a copy of the Statement of Attainment or Record of Results. This will be recorded on SM by the SM Operator and a copy of the documentation given to the Trainer and Assessor for storing as evidence on the student profile/portfolio.

18. Certification and issuing qualifications

The RTO must issue to students whom it has assessed as competent in accordance with the requirements of the Training package or VET accredited course, a VET qualification or VET statement of attainment (as appropriate) that meets the requirements of the Standards for RTOs 2015.

The RTO will ensure that through the implementation of the AQF Qualifications Issuance Policy:

- Students will receive the certification documentation to which they are entitled
- AQF qualifications are correctly identified in certification documentation
- AQF qualifications are protected against fraudulent issuance
- A clear distinction can be made between AQF qualifications and non-AQF qualifications
- Certification documentation is used consistently across the RTO, and
- Students and parents/caregivers are confident that the qualifications they have been awarded are part of Australia's national qualifications framework – the AQF
- The RTO will establish anti-fraud mechanisms by including the RTO's own logo on each document issued to ensure there is no fraudulent reproduction or use of credentials.

Replacement of certification documentation

The RTO maintains a Register of Certification Documents Issued for 30 years from the date of issue. This allows learners to request a reissue of their documentation at a later date. The RTO ensures that this is stored in an accessible format with both electronic and hard copy records kept securely. The process for a learner, or former learner, to request a reissue of their documentation is as follows:

- All requests for a replacement qualification or statement of attainment must be in writing (email is acceptable) from the learner to the RTO Manager;
- The request will be forwarded to the RTO Manager to coordinate who may request the SM Operator to print the certification documentation;
- The RTO Manager will access the archived records/Register of Certification Documentation Issued to access the required information for the replacement document, or contact QCAA for a reissue;
- The replacement will identify that it is a re-issued version as well as follow all requirements for printing and issuing qualifications and statements of attainment as outlined in the checklist for certification documentation; and
- The replacement will be issued with 30 working days of receipt of the written request.

19. Qualification and accredited course guarantee

The RTO gives a guarantee to the student that the RTO will complete the training once the student has started in their chosen qualification or accredited course. Students who enter a course after the start date have the opportunity to negotiate a package of units that will lead to a statement of attainment only. This adjustment will be reflected in the Student Acknowledgement form which will be signed by both the student and parent/guardian (optional).

In the event of losing a specialist trainer, and the RTO being unable to obtain a suitable replacement, the RTO will arrange for agreed training and assessment to be completed through another RTO if this is possible (fees may be incurred).

Prior to the transfer to another RTO, affected students will be formally notified of the arrangements, and agreement to those arrangements, including any refund of fees, will be obtained.

If an external transfer is not possible, the RTO will gain a written agreement for a subject/course transfer within the RTO from the student and parent/guardian.

The Senior Subject Selection Form (or similar document), as well as any Subject Transfer Form (or similar document) used by the RTO will include a disclaimer stating that by *'signing the form, they agree to all of the policies and procedures related to VET that are outlined in all RTO documentation pertaining to VET'*.