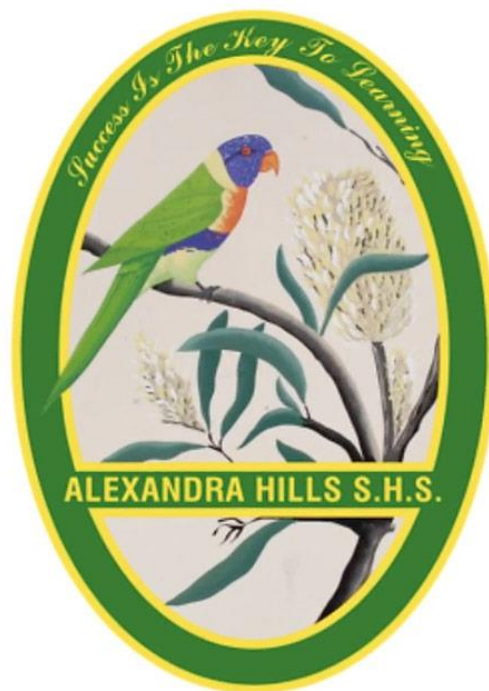


Student Handbook
for
Alexandra Hills
State High School
2022



Handbook Disclaimer

This Student Handbook contains information that is correct at the time of printing. Changes to legislation and/or **Alexandra Hills State High School** policy may impact on the currency of information included. **Alexandra Hills State High School** reserves the right to vary and update information without notice. You are advised to seek any changed information and/or updates from your trainer or by contacting **Alexandra Hills State High School**.

This handbook has been prepared as a resource to assist students to understand their obligations and also, those of **Alexandra Hills State High School**. Please carefully read through the information contained in this guide. All students need to read, understand, be familiar with, and follow the policies and procedures outlined in this Handbook. Any queries can be directed to:

Alexandra Hills State High School

Windermere Rd

Alexandra Hills

Q 4161

Important Details

Registered Training Organisation (RTO) Details:

Head Office: **Alexandra Hills State High School**

30209

Windermere Rd

Alexandra Hills, Q 4161

E educate@alexandrahillsshs.eq.edu.au

W <https://alexandrahillsshs.eq.edu.au>

Your Details: *[to be completed by the student]*

Name:	
Address:	
Phone contact:	
Email:	
Course of study:	
My trainer name:	
My assessor name:	

Employer Details (if applicable): *[to be completed by the student]*

Business name:	
Contact person:	
Address:	
Phone contact:	
Email:	

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Table of Contents

Introduction.....	6
About Us.....	7
Contacting Us.....	7
Legislation	8
Code of Conduct	8
Other Policies and Procedures	10
Privacy	10
Access to Your Records	10
Enrolment.....	10
Enrolment Dates	11
Entry Requirements.....	11
Unique Student Identifier (USI).....	11
Personal Learning Plan	12
Access and Equity	12
Other Support Services.....	12
Student ID Card.....	13
Fees.....	13
Course Fees.....	13
Other Fees	13
Replacement of Training Materials.....	14
Re-issue of Transcripts.....	14
Late Submission of Assessment.....	14
Cancellation Fee	14
Payment Options.....	14
Failure to Make Payment.....	15
Refunds	15
Course Withdrawal.....	15
Withdrawal Prior to Commencement of Course.....	16
Withdrawal After Commencement of Course	16
Withdrawal Due to Illness or Hardship	16
Cancellation of Course by Alexandra Hills State High School	16
Course Information	16
Duration.....	17
Volume of Learning	17

Competency Based Training	18
How Does Assessment Work in CBT?	18
Training and Assessment Strategies.....	19
Flexible Learning and Assessment	19
Apprenticeships and Traineeships.....	19
Training Plans.....	19
Third-Party Arrangements.....	20
Recognition Processes	20
• Recognition of Prior Learning	20
• Recognition of Current Competencies.....	21
• Credit Transfer.....	21
Foundation Skills.....	21
Assessment Information.....	21
Submitting Assessments	21
Resubmissions.....	21
Assessment Feedback.....	22
Plagiarism	22
Referencing	22
Appeals.....	22
Where to Get Help	22
Student Conduct	23
Academic misconduct	23
Workplace Health and Safety	23
Student Feedback.....	24
Issuing Certificates	24
Student Handbook Verification.....	25
Appendix A	26
Information from the Standards for RTOs 2015	26
Inform and protect learners	26
Appendix B	28

Introduction

Congratulations on your decision to enrol in a nationally-recognised vocational course with Alexandra Hills State High School.

This handbook has been written to provide students with important information about the Vocational Education and Training (VET) qualifications offered at Alexandra Hills State High School and in conjunction with external providers, your rights and responsibilities as a VET student and policies and procedures developed by Brisbane School Distance Education.

Students should take the time to study this handbook carefully and ask their VET trainer/assessor if they are unsure of any details.

1.1 The Australian Qualifications Framework (AQF)

All of the VET courses offered by Alexandra Hills State High School lead to a nationally recognised qualification:

- If a student achieves all requirements of the qualification, a certificate is awarded; or
- If a student achieves only some of the units in the qualification, a statement of attainment is awarded.

A certificate/statement of attainment will be recognised in all states and territories in Australia. This is because Australia has a national qualifications framework called the Australian Qualifications Framework (AQF). There are 10 different levels of qualifications that can be obtained. These are shown in the following diagram.

Source: Australian Qualifications Framework Second Edition January 2013

Department of Education and Training Creative Commons Attribution 4.0 International Licence.

The VET trainer/assessor will provide you with information about the VET qualification/s, including an overview of the specific units of competency in each, as well as assessment requirements. Congratulations on your choice to undertake a qualification with **Alexandra Hills State High School**.

About Us

As a Registered Training Organisation (RTO) we deliver nationally recognised qualifications in:

CERTIFICATE II WORKPLACE SKILLS (BSB20120)

In Australia, only Registered Training Organisations can issue nationally recognised qualifications. Our RTO provider code is **30209**.

Alexandra Hills State High School also works with external providers to deliver courses to students on a fee for service basis or through VETiS Funding.

Our courses are delivered by appropriately qualified and experienced trainers in conjunction with external providers, and through a variety of methods. We offer training sessions via:

- Face-to-face support
- Workplace visits
- Classroom lessons
- Online modules
- A combination of the above

Contacting Us

Our contact details are listed in the 'Important Details' section at the beginning of this Handbook. Feel free to contact us with any query you may have regarding your learning experience with **Alexandra Hills State High School**.

Legislation

As an RTO, **Alexandra Hills State High School** is required to adhere to legislation designed to uphold the integrity of nationally recognised qualifications. This includes:

- the *Standards for Registered Training Organisations (RTOs) 2015*
- *National Vocational Education and Training Regulator Act 2011*

Additionally, **Alexandra Hills State High School** 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*
- *Workplace Health and Safety*

Alexandra Hills State High School is dedicated to following the provisions in the VET Quality Framework.

More information about these regulations and legal frameworks can be found at:

- www.comlaw.gov.au which is the Australian Government website for Commonwealth Law
- www.asqa.gov.au which is the website for the regulator of Australia's vocational education and training (VET) sector

Code of Conduct

As a responsible member of the VET community, **Alexandra Hills State High School** follows a Code of Conduct which outlines how you can expect the organisation and our staff to behave. Similarly, **Alexandra Hills State High School** has expectations for student behaviour. These are outlined in the section 'Student Conduct'.

Alexandra Hills State High School's Code of Conduct states that:

VET STUDENT GUIDELINES FOR CONDUCT

Students enrolled in Alexandra Hills State High School VET have a responsibility to meet a code of conduct that is based on safe, considerate behaviour and a respect for others. Students and Parent/Caregiver must agree to and sign the VET Student Guidelines for Conduct agreement as a part of the VET Application and Selection process.

The agreement covers the following elements:

ATTENDANCE

- *Students need to notify TAFE/Employer if they are going to be absent from any VET session, this should be done as early as possible on the day or if possible, in advance.*

KEEPING UP WITH OTHER SCHOOL COMMITMENTS

- *It is the students' responsibility to keep up with work missed while participating in VET courses.*
- *It is the students' responsibility to catch up on any work missed due to absence but should seek support from Alexandra Hills State High School Teachers.*
- *It is the student's responsibility to monitor assessments and apply for extensions when required.*

WORK HEALTH AND SAFETY EXPECTATIONS

- *Personal Protective Equipment and appropriate clothing for course should be worn at all VET sessions.*
- *Students should follow instructions regarding signing in/out, Work Health and Safety and emergency procedures while attending all VET course delivery.*
- *Students (and parents/caregivers) should provide school with up-to-date emergency contact and medical information (using the Student Enrolment and Medical form).*

BEHAVIOUR EXPECTATIONS

Students must follow the behaviour expectations of the VET course guidelines for conduct (or workplace provider in the case of Work Placement):

- *Demonstrate respect for property*
- *Arrive and leave on time*
- *No smoking or drug use*
- *No bullying or harassment*

TRAVEL IN PRIVATE VEHICLES TO AND FROM VET COURSES PROGRAMS

- *Students who drive themselves, take student passengers or are a passenger with another student must have signed consent from parents/caregivers (using the Travel in Private Vehicles form).*

WORK PLACEMENT

- *Students undertaking Work Placement as part of their VET courses must ensure they have a Workplace Experience Agreement Form signed by all parties (student, parent/caregiver, workplace provider and School Principal).*

DRESS STANDARDS

- *Students should always be presented appropriately for the VET course they are undertaking: dress/uniform/wearing of name badges so that they can be identified as VET*

courses students. If the VET course does not have a required uniform then full school uniform is expected to be worn to all VET sessions.

MANAGING GRIEVANCES/CONCERNS

- Students are encouraged to discuss any grievances or concerns regarding their VET courses with their VET teacher/trainer, and /or VET Manager.
- Students who do not comply with the VET Student Guidelines for Conduct can be removed from their program.

Other Policies and Procedures

The following Policies and Procedures underpin **Alexandra Hills State High School's** operations. Please contact **3820 1408** for more information:

- Access and Equity Policy
- Appeals Policy
- Assessments Policy and Procedure
- Grievance Policy and Procedure
- Marketing Policy
- Policy for Student Conduct
- Pricing Policy
- Privacy Policy
- Refund Policy and Procedure
- Workplace Health and Safety Policy

Privacy

Alexandra Hills State High School strongly supports the privacy and confidentiality of its students. Information is collected and stored in accordance with the *Privacy Act 1988*. Certain general, non-specific information such as location, sex, age and results may be passed on to agencies to inform future funding arrangements and/or statistical data gathering requirements. We will not give out your information to any person or agency without your permission, unless we are required to do so by law.

Access to Your Records

If you wish to access your student information file, please direct your enquiry to **HOD Senior Schooling**.

Enrolment

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.

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. Students applying for a loan through VET FEE-HELP should read that particular section in this Handbook.

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.

Enrolment Dates

Alexandra Hills State High School operates on a system of rolling start dates. This means you are able to enrol and start studying straight away. Some courses provided by **external providers** have strict cut off dates for enrolments due to course requirements, so students wishing to enrol in a course after the start date may not be able to enrol in some of these courses.

For students studying through the VET FEE-HELP loan scheme, you should be familiar with your census dates. Read the 'VET FEE-HELP' section in this handbook and if you have further questions, please direct them to **Senior Schooling Office** on 3820 1408.

Entry Requirements

Please contact **Alexandra Hills State High School** 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)
- Access to course specific materials such as personal protective equipment (PPE) or other tools of trade

Unique Student Identifier (USI)

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.

As an RTO, **Alexandra Hills State High School** or any external RTO cannot issue Certificates or Statements of Attainment without a USI. Therefore, it is mandatory that all students supply their USI upon enrolment.

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.

Personal Learning Plan

As part of the overall enrolment process, **Alexandra Hills State High School** 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.

Access and Equity

Alexandra Hills State High School 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. **Alexandra Hills State High School** prohibits discrimination based on factors including:

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

Alexandra Hills State High School 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.

It is the responsibility of all staff at **Alexandra Hills State High School** to uphold our commitment to 3820 1408.

Other Support Services

Alexandra Hills State High School 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

Beyond Blue: 1300 22 4636 or www.beyondblue.org.au

Salvation Army: 13 SALVOS (13 72 58) or www.salvos.org.au

Student ID Card

All enrolled students are eligible for a student ID card. Please check that all of your personal details are correct prior to your card being issued. There is a fee to replace lost or damaged cards.

Fees

Information about fees and charges is documented clearly on our website (<https://alexandrahillsshs.eq.edu.au/>) or can be obtained by contacting **Alexandra Hills State High School**. A number of factors will determine how much your course will cost. Some fees are determined by external providers. 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
- Your eligibility for subsidies or concessions

Costs will be discussed prior to enrolment with you and/or the third party (such as employer, school, external RTO etc.) who will be paying the tuition fees. All fees are correct as of **January 2022** and are subject to change. Please contact **Alexandra Hills State High School** if you have any questions related to course fees.

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>).

Course Fees

Qualification	Funding Type	Fee/year
Certificate II in Workplace Skills BSB20120	Fee for service	\$0

Other Fees

- *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*
- *Cancellation*

Replacement of Training Materials

Alexandra Hills State High School 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** if replacement materials are required.

Re-issue of Transcripts

An administration fee of \$**20** applies for **Alexandra Hills State High School** to re-issue a copy of your Certificate or Statement of Attainment.

Late Submission of Assessment

In cases where assessments have not been submitted within the course timeframe, a fee will apply for late submissions to be assessed. Similarly, if you re-submit an assessment previously marked 'Not Yet Competent' (NYC) outside of the agreed training contract time, a fee to mark these assessments will also apply. Assessment portals provide by external providers may be locked if students do not submit assessment by due dates.

Cancellation Fee

A cancellation fee may apply for withdrawing from a course. Note that from 1 July 2015, students using a VET-FEE HELP loan will not be charged a cancellation fee if they withdraw correctly from a course prior to the census date.

For more information about conditions associated with VET-FEE HELP, please see the 'VET FEE-HELP' section in this Handbook and the VET FEE-HELP Information 2016 booklet published by the Australian Government.

(<http://studyassist.gov.au/sites/StudyAssist/HelpfulResources/Documents/2016%20VET%20FEE-HELP%20Booklet.pdf>)

Payment Options

Payment of course fees can be made to **Alexandra Hills State High School** via:

- Credit card
- Debit card
- Electronic funds transfer/BPay

- Cash
- Payment Plan

Fees must be paid by the due date agreed in your individual training contract. This will be clearly stated prior to your enrolment.

Please note that outstanding fees may result in cancellation of your enrolment and/or **Alexandra Hills State High School or external provider** withholding the issue of qualifications until all fees are paid. If you have trouble paying your fees, please contact us on **3820 1408** to discuss options.

Students enrolled under a VET FEE-HELP loan must refer to the 'VET FEE-HELP' section of this handbook to obtain information relevant to them.

Failure to Make Payment

If payments are not made according to the agreed terms of the training contract, **Alexandra Hills State High School or external provider** 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.

If you are experiencing financial difficulty, please contact **Alexandra Hills State High School** as early as possible to discuss options.

Refunds

***Note** that Standard 5 of the Standards for RTOs 2015 states that RTOs **must** provide clear information to learners about how students may request a refund, and the conditions under which a refund would be approved. Consider including specific information applicable to the various funding arrangements relevant to your RTO (e.g. Fee for Service versus funded contracts). An example follows]*

Should a student withdraw 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. Please contact **Alexandra Hills State High School** on **3820 1408** to discuss individual circumstances.

Note: Students enrolled under the VET FEE-HELP loan scheme must read the 'VET FEE-HELP' section for information related to refunds.

Course Withdrawal

If you wish to withdraw from a course, you must advise **Alexandra Hills State High School** in writing of your decision within **[14 days]**. Send your notification to request a refund and include the following information:

- Your name
- Contact details (address, phone, email etc.)
- USI
- Effective date of the cancellation

- Reason for refund request

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 course prior to commencing any learning and/or assessment tasks associated with the course, a refund of the full course fees will be made less an administration fee may occur. This is because **Alexandra Hills State High School** will have already expended resources associated with setting up student records and providing materials.

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
- Tuition fees for User Choice agreements based on nominal hours will be refunded for the units not trained
- Any co-contribution fees paid for Government subsidised training will be refunded for the units not trained

Withdrawal Due to Illness or Hardship

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
- Any refund will be at the discretion of **Alexandra Hills State High School**

Cancellation of Course by Alexandra Hills State High School

In the event that a course is cancelled by **Alexandra Hills State High School** 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.

Course Information

[Include course information for students. Examples of possible inclusions follow]

After enrolment, you will be given access to training materials in hard copy and/or digital format. Textbooks **are not required**. You will need to supply your own stationery materials.

A welcome email will be sent with log-in details so you can access **Alexandra Hills State High School's** online learning platform.

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

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

Duration

How long your course will take depends 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.

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'.

Volume of Learning

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.

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.

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: <http://www.aqf.edu.au/aqf/in-detail/aqf-qualifications/>)

More information on Volume of Learning can be accessed at:

<http://www.aqf.edu.au/wp-content/uploads/2013/06/Volume-of-learning-explanation-v2-2014.pdf>

Competency Based Training

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.

CBT 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.

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.

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, rather than a fail, competency based assessment means the student is marked as 'Not Yet Competent', and more training is required to get to the point of being 'Competent'. Assessors will look for evidence against which to base their judgements of competency.

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
- A combination of the above

Alexandra Hills State High School and the external providers have a Training and Assessment Strategy for each of the qualifications we deliver and we outline our approaches for conducting assessment in those strategies.

Training and Assessment Strategies

Alexandra Hills State High School staff are appropriately qualified and have sufficient, relevant industry experience to train and assess the courses delivered by **Alexandra Hills State High School**. 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.

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 Direct Credit Transfer (DCT). All courses are assessed under the competency based training and assessment criteria established under the AQF.

Flexible Learning and Assessment

Included in our training and assessment strategies 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.

Apprenticeships and Traineeships

Alexandra Hills State High School gives 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.

Training Plans

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 **Alexandra Hills State High School**. 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.

Third-Party Arrangements

[A third party arrangement is one whereby any other party provides services on your behalf. See the ASQA Fact Sheet on Third-Party Arrangements for clarification if required.

<http://www.asqa.gov.au/media-and-publications/third-party-arrangements.html>

If your RTO has a third-party arrangement, you must advise students of information that relates to this. You may decide to include in your Student Handbook information related to the training and assessment circumstances such as:

- *the training and assessment, and related educational and support services the RTO will provide to the learner including the:*
 - *name and contact details of any third party that will provide training and/or assessment, and related educational and support services to the learner on the RTO's behalf; and*
- *the learner's rights, including:*
 - *if the RTO, or a third party delivering training and assessment on its behalf, closes or ceases to deliver any part of the training product that the learner is enrolled in.*

(Taken from Standards for RTOs 2015, Clause 5.2)]

Recognition Processes

Alexandra Hills State High School 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**

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
- Valid – it must be relevant to what is being assessed

You may be eligible to apply for RPL on one or more Units of Competency in your course. Please contact **Senior Schooling Office** to discuss your options.

- **Recognition of Current Competencies**

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".

(Taken from: <http://www.skillsrecognition.net.au/key-terms>)

- **Credit Transfer**

Alexandra Hills State High School recognises AQF qualifications and Statements of Attainment that have been issued by other RTOs. Credit transfer may be applied to Units of Competency and related qualifications that have been studied in the past. To apply for a direct credit transfer you will need to supply a certified copy your documentation (certificates and/or statements). For full details on the requirements for credit transfer applications, please contact **Senior Schooling Office or 3820 1408**

Foundation Skills

All training and assessment delivered by **Alexandra Hills State High School** contain Foundation Skills. Foundation Skills are a mandatory component of Units of Competency.

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.

Assessment Information

Submitting Assessments

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.

Resubmissions

If you receive feedback to say your submission was 'Not Yet Competent', 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. **Alexandra Hills State High School does not** charge a fee for resubmission of assessments.

Assessment Feedback

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.

Plagiarism

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.

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 **Alexandra Hills State High School**. 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)
- Unintentionally failing to cite where information has come from

Referencing

When it comes to properly acknowledging where information has come from, students should be aware of, and be able to properly use, referencing protocols. **Alexandra Hills State High School** expects that you use **HARVARD** style of referencing when writing your assessments. More information about how to do this can be found in the library or on e-learn.

Harvard:

https://www.adelaide.edu.au/writingcentre/referencing_guides/harvardStyleGuide.pdf

https://www.library.usyd.edu.au/subjects/downloads/citation/Harvard_Complete.pdf

Appeals

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 **Alexandra Hills State High School's** procedure for lodging an appeal.

Where to Get Help

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 through our office on **3820 1408**.

Student Conduct

Just as **Alexandra Hills State High School** 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.

Alexandra Hills State High School 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
- Intentionally damaging equipment and/or materials belonging to **Alexandra Hills State High School** and/or a partner organisation such as a school or workplace

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
- Matter referred to the police

Academic misconduct

Plagiarism and cheating are serious offences. Students engaging in this behaviour will face disciplinary action.

Workplace Health and Safety

Workplace health and safety legislation applies to everyone at **Alexandra Hills State High School**. All staff, students and visitors have a responsibility to ensure the workplace is safe and that their own actions do not put the health and safety of others at risk.

Please report any incident or hazard immediately.

Alexandra Hills State High School is a smoke-free workplace. Smoking is prohibited in all buildings and only permissible at designated locations away from building entrances; there is to be no smoking within four metres of a building entrance.

Any student under the influence of drugs and/or alcohol is not permitted on **Alexandra Hills State High School** premises, to use **Alexandra Hills State High School** facilities or equipment, or to engage in any **Alexandra Hills State High School** activity.

People taking prescription medication have a duty to ensure their own safety, and that of others, is not affected.

Student Feedback

Alexandra Hills State High School 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.

Issuing Certificates

Upon successful completion of your coursework and provided all fees are paid, a Certificate or 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 **Alexandra Hills State High School** and other RTOs in the Standards for RTOs 2015.

If for some reason **Alexandra Hills State High School** 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. (See also, the section 'Cancellation of Course by **Alexandra Hills State High School**')

Student Handbook Verification

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 **Alexandra Hills State High School** for clarification.

After you have finished reading this Handbook, please complete the section below, sign your name and return this page to **Alexandra Hills State High School**.

I, _____ (print full name), have received a copy of the **Alexandra Hills State High School** 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: _____

USI: _____ Date: _____

Appendix A

Information from the Standards for RTOs 2015

The following information has been taken from <http://www.asqa.gov.au/users-guide-to-the-standards-for-registered-training-organisations-2015/about-the-standards-for-rtos/standard-five/clauses/clauses-5.1--5.4.html>

Standard 5 is about making sure learners “are adequately informed about the services they are to receive, their rights and obligations, and the RTO’s responsibilities under these Standards”. Much of the information learners need to know can be included in the Student Handbook or published on your RTO’s website.

Inform and protect learners

Clause 5.1

Prior to enrolment or the commencement of training and assessment, whichever comes first, the RTO provides advice to the prospective learner about the training product appropriate to meeting the learner’s needs, taking into account the individual’s existing skills and competencies.

Clause 5.2

Prior to enrolment or the commencement of training and assessment, whichever comes first, the RTO provides, in print or through referral to an electronic copy, current and accurate information that enables the learner to make informed decisions about undertaking training with the RTO and at a minimum includes the following content:

- the code, title and currency of the training product to which the learner is to be enrolled, as published on the National Register
- the training and assessment, and related educational and support services the RTO will provide to the learner including the:
 - estimated duration
 - expected locations at which it will be provided
 - expected modes of delivery
 - name and contact details of any third party that will provide training and/or assessment, and related educational and support services to the learner on the RTO’s behalf, and
 - any work placement arrangements.
- the RTO’s obligations to the learner, including that the RTO is responsible for the quality of the training and assessment in compliance with these Standards, and for the issuance of the AQF certification documentation.
- the learner’s rights, including:
 - details of the RTO’s complaints and appeals process required by Standard 6, and
 - if the RTO, or a third party delivering training and assessment on its behalf, closes or ceases to deliver any part of the training product that the learner is enrolled in
- the learner’s obligations:
 - in relation to the repayment of any debt to be incurred under the VET FEE-HELP scheme arising from the provision of services
 - any requirements the RTO requires the learner to meet to enter and successfully complete their chosen training product, and
 - any materials and equipment that the learner must provide, and
- information on the implications for the learner of government training entitlements and subsidy arrangements in relation to the delivery of the services.

Clause 5.3

Where the RTO collects fees from the individual learner, either directly or through a third party, the RTO provides or directs the learner to information prior to enrolment or the commencement of training and assessment, whichever comes first, specifying:

- all relevant fee information including:
 - fees that must be paid to the RTO, and
 - payment terms and conditions including deposits and refunds
- the learner's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies
- the learner's right to obtain a refund for services not provided by the RTO in the event the:
 - arrangement is terminated early, or
 - the RTO fails to provide the agreed services.

Clause 5.4

Where there are any changes to agreed services, the RTO advises the learner as soon as practicable, including in relation to any new third party arrangements or a change in ownership or changes to existing third party arrangements.

Consumer rights

Inform prospective learners about their rights as a consumer, in accordance with state/territory laws.

If state or territory laws where the course is being offered require a cooling-off period, you must provide information about this.

Your RTO must also notify learners when any change occurs that may affect the services you are providing them. This includes:

- a change in ownership of the RTO, and/or
- any changes to, or new third-party arrangements your RTO puts in place, for the delivery of services to those learners.

Appendix B

List of suggested topics appropriate for inclusion in an RTO's Student Handbook.

About the RTO	Learning and Assessment Strategies
Academic misconduct	Late submission of assessment
Access and equity	Legislation
Access to records	LLN considerations
Alumni community	Methods
Anti-discrimination	Minimum computer literacy levels required
Appeals	Mission of the RTO
Assessments	Payment methods available
Campus life	Plagiarism
Competency Based Training	Policies and procedures
Code of Conduct	Policies including drugs, alcohol and smoking
Code of Practice statements	Privacy
Copyright	Protocols
Course admission	Purpose of the handbook
Course duration	Recognition of Current Competencies
Courses offered	Referencing
Direct Credit Transfer	Refunds including Refund Policy
Deferring / suspension / course cancellation	Requirements
Educational pathways	Computer
Enrolment	Internet – with broadband access
Enrolment dates	Other materials
Feedback	Re-sits/resubmission
Fees	Recognition of Prior Learning
Foundation Skills	Student card and replacement
How to – help for students	Student feedback – end of course
How to lodge	Student integrity
Issue of certificates	Student misconduct

Support services and resources

Third party arrangements

Training plans

Transcript replacement

Unique Student Identifier

Values of the RTO

VET FEE-HELP

What is it

Who is eligible?

Census dates

Government booklet

What is can be used for

Vision of the RTO

Vocational placements

Volume of learning

Welcome message from CEO/Director/RTO

Workplace Health and Safety

Withdrawal from course