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**Student Information Kit**

Table of Contents

[1. Introduction 3](#_Toc23941088)

[1.1. Qualify 3](#_Toc23941089)

[1.2. Enrolment 3](#_Toc23941090)

[1.3. Course information 4](#_Toc23941091)

[1.4. Working with children and police check 5](#_Toc23941092)

[1.5. Language Literacy & Numeracy support 5](#_Toc23941093)

[1.6. Trainer/Assessor 6](#_Toc23941094)

[1.7. Attendance – training engagement 6](#_Toc23941095)

[1.8. Change of personal details 7](#_Toc23941096)

[1.9. National Unique Student Identifier (USI) 7](#_Toc23941097)

[2. Training 8](#_Toc23941098)

[2.1. Competency based training 8](#_Toc23941099)

[2.2. Training and Assessment standards 8](#_Toc23941100)

[3. Rights and Responsibilities 9](#_Toc23941101)

[3.1. Student rights 10](#_Toc23941102)

[3.2. Student responsibilities: 10](#_Toc23941103)

[3.3. Student Behaviour 11](#_Toc23941104)

[3.4. Dress and hygiene 12](#_Toc23941105)

[3.5. Access and equity 12](#_Toc23941106)

[3.6. WH&S 13](#_Toc23941107)

[3.7. Student welfare 14](#_Toc23941108)

[3.8. General requirements 14](#_Toc23941109)

[3.9. Disciplinary procedures 15](#_Toc23941110)

[3.10. Misconduct 15](#_Toc23941111)

[4. The Assessment Process 16](#_Toc23941112)

[4.1. National Recognition – Credit Transfer 16](#_Toc23941113)

[4.2. Recognition of Prior Learning (RPL) 16](#_Toc23941114)

[4.3. Assessment 18](#_Toc23941115)

[4.4. Cheating 19](#_Toc23941116)

[5. Complaints/Appeals 20](#_Toc23941117)

[5.1. Academic and non-academic complaints 20](#_Toc23941118)

[5.2. Appeals 21](#_Toc23941119)

[6. Withdrawal/ Completions 22](#_Toc23941120)

[6.1. Withdrawal 22](#_Toc23941121)

[6.2. Partial Completion 22](#_Toc23941122)

[6.3. Completion 22](#_Toc23941123)

[7. Fees, Charges and Refunds 23](#_Toc23941124)

[7.1. Fees 23](#_Toc23941125)

[7.2. Refund Policy 24](#_Toc23941126)

[8. Privacy 25](#_Toc23941127)

[8.1. Record Keeping/Confidentiality 25](#_Toc23941128)

[8.2. Privacy act 25](#_Toc23941129)

[9. Legislation 26](#_Toc23941130)

[10. Evaluations 27](#_Toc23941131)

**Welcome to** Qualify

For any enquiries you can contact our reception – (03) 5482 5885

1. Introduction
   1. Qualify

#### Welcome to Qualify

At Qualify we offer nationally recognised qualifications and accredited courses that are tailored to support the individual goals and learning style preferences of our students. We work closely with industry and stakeholders to develop and deliver quality programs that are relevant to industry and link to employment opportunities.

The Student Information Kit is available via our website and contains information about Qualify, our program system and structure and the student role and responsibilities. This is designed to assist prospective and current students throughout their training experience.

We are committed to providing clear information to prospective students to assist in making an informed choice about the programs offered. Prior to enrolment, Qualify establishes the training and assessment needs of each student, we provide advice about the training products suitability, information outlining all obligations and fees we intend to collect from individual students.

Qualify provides details of our obligations, including our responsibility for the quality of the training and assessment in compliance with the Standards for RTO’s and for the issuance of the AQF Certification documentation.

The team at Qualify provides advice, support and assistance to students who are experiencing difficulty with their program. Qualify provides the following in support of training:

* Access to trainers and assessors
* Detailed course information
* Additional resource information
* Flexible delivery methodologies
* Access and family assistance
  1. Enrolment

Once you enrol with Qualify, you will undertake a competency-based program leading to a nationally recognised certificate.

A pre-training interview is conducted prior to enrolment to ensure the Language, Literacy and Numeracy (LLN) levels of the student meet the outcomes of the training programs.

During the Pre-Training Review, the Trainer/Assessor will also ensure the training product is appropriate to the student’s training goals and needs.

Once the Pre-Training Review is complete and the LLN skills verified all participants complete an enrolment form (either paper-based or online) and are issued with a Training Plan to register for the course. Participants with a special needs should indicate this by ticking the special needs section on the enrolment form.

* 1. Course information

Qualify provides prospective students with current and accurate information that enables them to make an informed decision about undertaking a training course. At a minimum the information will contain:

* The Training and Assessment information, and related educational and support services provided by Qualify;
* The estimated duration;
* The expected locations at which it will be provided;
* The expected modes of delivery;
* The support services available for the student;
* Any work placement arrangements;
* Current competency is discussed;
* Any entry requirements required to enrol in the qualification

Once enrolled, students are provided information to assist with understanding roles and responsibilities while undertaking the training program with Qualify.

* The Course Information describes the course content
* The Training Plan explains the units, dates and length of the course
* Language and Literacy Support
* Recognition of Prior Learning (RPL), Credit Transfer and National Recognition Opportunities
* Complaints and Appeals Processes
* Fees and refund information
* Pre-requisites for entry into the program
* Assessment methods
* Completion and qualification issuance information
  1. Working with children and police check

Students obtain a working with children’s check or police check to gain employment in some sectors. If you are enrolling into a course that may require these checks, you acknowledge that you:

* Obtain the relevant check at your own cost.
* Provide a copy of the relevant check to Qualify within 4 weeks of the commencement of training, not providing the checks may result in being withdrawn from the program.
* If your check comes back with a record Qualify has the right to withdraw you from the program at their discretion.
  1. Language Literacy & Numeracy support

Qualify ensures the foundation skills of students are at the ACSF level required to undertake the training course. Students participate in the LLN Assessment at the pre-training review.

Where appropriate, Qualify will provide access to specialist support services for students who are identified as having a specific needs, with their language, literacy or numeracy. Procedures are followed to access the appropriate assistance for students with specific needs. Options may include:

**The Reading Writing Hotline** – A national telephone literacy referral service for adults. Ph. 1300 6555 06.

Web address: <http://www.readingwritinghotline.edu.au/>

* 1. Trainer/Assessor

Your Trainer/Assessor can provide advice on any aspect of the course content, resources or assessment activities.

Your Trainer/Assessor holds a qualification in training and assessment and have the qualification they deliver. Trainers engage in a rigorous professional development program to maintain currency in the specific industry.

* 1. Attendance – training engagement

Your attendance, participation and engagement obligations are discussed during the pre-training review.

When engaging in a Face to Face delivery program, students are expected to attend all training sessions. If you are unable to attend a training session, you must make every effort to contact your Trainer either directly or through Qualify prior to the session to arrange an alternative catch-up/time. Qualify requires student to attend a minimum of 80% of all sessions in order to be deemed competent. Excessive absences or tardiness may result in units not being completed and therefore competencies not being achieved.

If you do not attend a minimum of 80% you will be advised to join another group to complete the program. In special circumstances Qualify may provide you with the opportunity to participate in additional catch up workshops

It is your responsibility to actively engage and progress through your program as agreed in your Training Plan. Your Training Plan indicates the nominal end date for completing each unit of competence. As this date approaches your Trainer or student support officer will phone or email you to ensure you are on target to complete the unit and discuss any support and assistance you may require.

Qualify employees will maintain contacts with you throughout your course. If you are unresponsive to this contact then weekly attempts to contact you will be made, if you have no contact with Qualify within six weeks you will be withdrawn from the program. No refund amounts are given. Should you choose to reenrol you may contact us to arrange a new enrolment.

If there is a justified reason you may be unable to complete all requirements within the timeframe, you may be granted an extension.

If you are unable to complete the assessments by the extension date, you are given the opportunity to discuss any difficulties you are having, if there is insufficient evidence to support continuing the assessment you are notified within fourteen days and withdrawn from the program.

* 1. Change of personal details

You must inform Qualify of any changes to your address or contact details within seven days of the change. Contact head office so we can update your details. This ensure relevant correspondence is sent to your correct address and you are contactable as needed. You must also inform Qualify of any other change relevant to your training program. If your name changes at any time during your training provide a certified copy of the proof of name change (i.e.: marriage certificate, name change certificate).

* 1. National Unique Student Identifier (USI)

Participants are to provide a Unique Student Identifier (USI) on enrolment. To access a USI, log onto http://usi.gov.au/Pages/default.aspx and follow the prompts. Please make sure you have one form of ID from the list below ready.

* Examples of acceptable forms of ID:
* Driver’s Licence
* Medicare Card
* Australian Passport
* Visa (with Non-Australian Passport) for international students
* Birth Certificate (Australian) \*please note a Birth Certificate extract is not sufficient
* Certificate Of Registration By Descent
* Citizenship Certificate
* ImmiCard

Contact the office or your trainer if you are unable to access a USI.

1. Training

Training is delivered using a variety of flexible approaches including techniques such as group-based classroom style learning, online, virtual webinars, practical activities and on the job workplace practice. Flexible and blended delivery means providing training in a way best suited to students to achieve a nationally recognised qualification.

* 1. Competency based training

Competency based training and assessment is evidence based, you provide evidence of your competence to your Trainer/Assessor. Evidence may be gathered by:

* Demonstration and observation
* Case studies and projects
* Written assignments
* Presentations and role plays
* Questions and answers
* Reflections and journals
  1. Training and Assessment standards

Qualify is committed to high quality training and assessment consistent with industry standards. Qualify will:

* Provide induction to all students
* Conduct regular reviews of training and assessment and consult with industry
* Consult with regulatory groups, staff, and students to assess the quality of training and assessment
* Always seek to improve training and assessment strategies
* Provide all the necessary resources to implement these processes

Qualify has a quality assurance system for managing and monitoring education and training operations. This system consists of mechanisms for monitoring and evaluating curricula, monitoring of assessment procedures, and stakeholder involvement in decision and policy making. Qualify will collect and review feedback from industry sources, representatives, and advisory bodies on a regular basis. Industry consultation is used to review and improve training and assessment and are recorded within the industry consultation area of Qualify’s training and assessment strategy.

Qualify will measure course and service quality and effectiveness in regular reviews of the strategy. Any industry feedback indicating practices by the RTO or representatives contrary to legislation, standards or codes of practice are acted upon immediately

The courses at Qualify are delivered based on competency standards set by industry. All units or modules are assessed by qualified staff using strict assessment criteria. When a student demonstrates competency for the required number of units specified in the qualification, the certificate is awarded.

Where competency for units less than the required number of units are achieve, a Statement of Attainment is issued for the units achieved. Students who are Not Yet Competent are provided with information, advice and/or counselling, and given further 2 opportunities to develop and demonstrate their competency.

1. Rights and Responsibilities

Students in our training programs are governed by State and Federal legislation.

* 1. Student rights

All students have the right to:

* Be treated fairly and with respect by all students and staff
* Not be harassed, victimised or discriminated against on any basis
* Learn in a supportive environment free from harassment, discrimination and victimisation
* Learn in a healthy and safe environment where risks to personal health and safety are managed and minimised
* Have your personal details and records kept private and secure according to our Records Management policy
* Have access the information Qualify holds about you
* Have your complaints dealt with fairly, promptly, confidentially and without retribution
* Make appeals about procedural and assessment decisions
* Receive training, assessment and support services that meet your individual needs
* Be given clear and accurate information about your course, training and assessment arrangements and your progress
* Access the support they need to effectively participate in their training program
* Provide feedback to Qualify on the client services, training, assessment and support services they receive
  1. Student responsibilities:

All students, are expected to:

* Treat all people with fairness and respect and do not do anything to offend, embarrass or threaten others
* Not harass, victimise, discriminate against or disrupt others
* Treat all others and their property with respect
* Respect the opinions and backgrounds of others
* Follow all safety policies and procedures as directed by staff
* Report any perceived safety risks as they become known
* Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others
* Notify us if any of their personal or contact details change
* Provide relevant and accurate information to Qualify in a timely manner
* Approach their course with due personal commitment and integrity
* Complete all assessment tasks, learning activities and assignments honestly and without plagiarism
* Hand in all assessment tasks, assignments and other evidence of their work with a completed and signed cover sheet
* Make regular contact with their Trainer
* Progress steadily through their course in line with their training plan
* Prepare appropriately for all assessment tasks, visits and training sessions
* Notify Qualify if any difficulties arise as part of their involvement in the program
* Notify Qualify if they are unable to attend a visit or training session for any reason at least twenty-four (24) hours prior to the commencement of the activity
* Refrain from smoking at training venues and on the premises of
* Make payments for their training within agreed timeframes
  1. Student Behaviour

You are expected to treat Qualify staff members and fellow students with respect and observe any particular conditions appearing in the Student Information Kit or raised during the course by Qualify staff members. Where your behaviour is affecting the learning process, you are asked to leave and be given a formal written warning. Re-entry to the training program are negotiated with the Trainer.

In keeping with equal opportunity and discrimination laws, no derogatory or prejudicial comments are acceptable with reference to a person’s culture, disability, gender, disability, sexuality, religion or age.

* Inappropriate language and actions will not be tolerated.
* Harassment and intimidation of staff or fellow students will not be tolerated.
* Treat facilities and equipment with due care and respect.
* Arrive on time to start all sessions. This includes after lunch and coffee breaks.

Consumption or being under the influence of, alcohol or illicit substances during training hours is unacceptable and will result in training being terminated or you being asked to leave the premises. Continued abuse of this nature may result in your removal from the traineeship or training program.

Your behaviour must not disrupt or threaten others. Abusive behaviour or physical violence can result in instant withdrawal from the program. You should behave in a way that reflects workplace/classroom standards at all times. Students should be punctual to all training sessions. If you are late you may be marked as absent and this may affect your overall result.

* 1. Dress and hygiene

Neat, comfortable clothing is generally considered appropriate for classroom based sessions. For any workplace based training you are advised by your workplace Supervisor of any specific requirements prior to commencing work.

Since you are working in close proximity with others, care with your personal hygiene (clothing, hair, deodorant etc.) is required.

* 1. Access and equity

Qualify abides by access and equity principles and provided information, advice and support services to assist students to identify and achieve their learning outcomes. Qualify is committed to providing an environment free from discrimination and harassment. Students will not be discriminated against on the basis of certain attributes as described by the Equal Opportunity Act 2010.

It is unlawful to discriminate on the basis of the following attributes: sex, impairment, marital status, physical features, age, pregnancy, breastfeeding, industrial activity, religious belief or activity, lawful sexual activity, political belief or activity, parental status as a carer or personal association (whether as a relative or otherwise) with a person who is identified by reference to any of the above attributes.

A student should never feel they are unable to complete their training for any reason. Access and Equity is the responsibility of all staff members at Qualify however, students who feel they have been miss treated should contact the Student Services Officer on

Qualify’s policy sets out the Access and Equity principles and processes to:

* Reflect fair and reasonable opportunity, for all students and staff, regardless of race, colour, religion, gender or physical disability, regardless of the prevailing community values.
* Equity for all people through the fair and appropriate allocation of resources and involvement in vocational education and training.
* Equality of outcome within vocational education and training for all people, without discrimination.
* Access for all people to appropriate quality vocational education and training programs and services.

The intention of Qualify’s is that all students have an equal opportunity to successfully gain skills, knowledge and experience through the training and assessment services of Qualify.

* 1. WH&S

Qualify recognises the importance of providing a safe and healthy environment for students, contractors and visitors during their participation in work and training activities with the organisation.

It is your responsibility to:

* To protect your own health and safety and to avoid adversely affecting the health and safety of any other person.
* To not wilfully or recklessly interfere or misuse anything provided by Qualify in the interests of health, safety or welfare.
* To co-operate with health and safety directives given by staff of Qualify.
* To ensure you are not, affected by the consumption of drugs or alcohol, as to endanger your own health and safety or the health and safety of another person.

Qualify strives for excellence in workplace health and safety and is committed to providing an environment free from risks and conducive to the productivity and efficiency needs of its students and others.

Compliance with Legislation, Qualify meets the requirements of the OH&S Act 2004 (Victoria) and complies with all other relevant legislation, codes of practice, advisory, best practice standards and organisational policies and procedures.

* 1. Student welfare

In order to provide student with support and protect the welfare of students, Qualify can provide access to a range of support services and resources to enhance the outcomes for learners facing a range of life issues including:

* a range of employment support services such as job networks;
* support personnel such as careers counsellors, careers advice;
* a range of personal support services such as disability support, legal aid, housing assistance, mental and physical health, child care.

If you require further information about our support services visit our web site or speak to your trainer for advice.

* 1. General requirements

Do not leave handbags or other valuables unattended. Although our training facilities are reasonably secure, you are ultimately responsible for your own belongings. Qualify accepts no responsibility for any stolen or missing belongings.

Smoking is not permitted within the building or in entrance to the facilities.

If you have a personal health condition, please advise your Trainer before commencing the course. All information is treated in strict confidence and is needed so Qualify can provide support or treatment should an emergency arise

Should you be involved in any accident resulting in personal injury and or damage to equipment or facilities, notify the Trainer immediately. Emergency procedures and exit plans must be followed. If you hear an alarm or a staff member advises of an emergency, you must leave the building, if you are upstairs exit via the Emergency Stairs. Emergency procedures and exit plans are covered on the first session of a new training program.

* 1. Disciplinary procedures
* Any misconduct will result in a formal meeting followed by a written warning.
* Any further incidents will result in termination from the course without refund.
* Serious misconduct will result in immediate termination from your course. No refund are given in this instance
  1. Misconduct

Misconduct includes;

* Theft
* Fraud
* Violence/ assault
* Discrimination, harassment, intimidation or victimisation on all EEO and non EEO grounds
* Serious negligence including OH&S non compliance
* Breaches of policy on staff/service users relationships
* Serious breach of confidentiality
* Refusing to carry out lawful and reasonable instructions
* Wilful disobedience
* Being affected by alcohol or drugs (both illegal and prescription) so impaired that you are unfit to participate in activities.

1. The Assessment Process
   1. National Recognition – Credit Transfer

Qualify recognise and acknowledge qualifications and statements of attainment issued by another RTO based in any state of Australia.

If you have a qualification or statement of attainment issued by another training organisation you can apply for National Recognition for units of competence equivalent to a unit in the training program. It is your responsibility to indicate your intention to do so and apply for National Recognition by supplying a certified copy of your original transcript, this is completed as part of the pre-training review prior to enrolment and there is no charge.

Students can also apply for Credit Transfer. Credit Transfer is a process by which students can receive consistent credit outcomes for components of a qualification based on identified equivalence in content and learning outcomes. Students can apply for Credit Transfer as per the National Recognition process and there is no charge to do so.

Credit Transfer are granted where students have previously completed qualifications or units recognised as being equivalent to those in the qualification or unit/s within the training program. Credit transfers are based on established credit agreements with other training organisations or on guidance provided in the relevant training package about equivalence between superseded and current training packages.

If it is determined there is no equivalency with the units you may be apply for Recognition of Prior Learning. If you are unsatisfied with the outcome of your application you can lodge an appeal – refer to appeals process.

* 1. Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) acknowledges the full range of an individual’s skills and knowledge, irrespective of how it has been acquired. This includes competencies gained through formal and informal study, work experience, employment and other life experiences. Students undertaking training programs are entitled to have their prior learning recognised.

Students seeking RPL are provided with a copy of an RPL application form. Our Qualify Trainers will assist students in the process of understanding RPL, gathering evidence and demonstrating competence in conjunction with the completion of an RPL kit or evidence portfolio.

#### RPL process:

1. Outline on the application form the details of your past experience relevant to your training program.
2. You are asked to attend an interview with an appropriately skilled program (RPL) Assessor who will talk to you about your current competency. The Assessor will determine the most appropriate method of verifying the competencies according to the assessment criteria in the RPL kit.
3. Submit a portfolio evidence and RPL kit and the Assessor will assess your current competence against the performance criteria, skills and knowledge of the unit or module being sought.
4. An assessment report is provided, where current competence is not established, a recommendation for gap training is included. You may be asked to provide additional information or attend a second interview at a later date

Successful Students who meet all the RPL requirements are able to proceed to further training or obtain their certificate. Applicants may appeal any decision through the appeals procedure as described on the Web Site

* 1. Assessment

Prior to an assessment taking place, Trainers inform the student of the assessment process. The Trainer is available to answer questions regarding the assessment prior to its occurrence.

Some examples of assessment activities are:

* Workbooks – Students may be given worksheets these are collected as formative evidence.
* Role Play – Students participate in a hypothetical situation to demonstrate their skills and knowledge.
* On-the-job demonstration – Students demonstrate their competency in the workplace.
* Class Presentation – Students present a small talk to others to illustrate a point.
* Group Project – Students work together to complete a project on a given topic within a timeframe.
* Self-assessment checklists –completed alone or with the trainer to allow the Student to measure their own learning progress.
* Learning checks – Students complete these on-going to help them develop a continued understanding of the program content.

You may be required to complete a number of assessments tasks throughout your training program and these are resulted as ‘SATISFACTORY’ or ‘NOT YET SATISFACTORY’. You will need to obtain a ‘SATISFACTORY’ result in all assessment tasks to be deemed ‘COMPETENT’ for a unit of competence.

There is no mark/grade given in an assessment and you cannot fail. If you receive a ‘Not Yet Competent’ assessment or ‘NOT YET SATISFACTORY’ assessment task please talk to your Trainer in regards to further training and development to bring your skills into line with a competent assessment.

The grading in the assessment of competency is either ‘COMPETENT’ or ‘NOT YET COMPETENT’.

* 1. Cheating

#### Student Integrity and Honesty

Plagiarism and collusion (or cheating) in any form are unacceptable and are treated seriously by Qualify.

Plagiarism: “the practice of taking someone else’s work or ideas and passing them off as one’s own”

Collusion: secret or illegal cooperation or conspiracy in order to deceive others

Some examples of cheating include:

* Not acknowledging reference materials used (ask you Trainer for more information about appropriate referencing);
* Collaborating on assignments where this is not a requirement of the assessment;
* Copying all or part of assessments from another student;
* Soliciting assistance from any source;
* Submitting the same work for multiple courses;
* Submitting the work of others or a version of work of others from previous courses
* Stealing work from Trainer/Assessor, computer, other students etc.
* Qualify has put in place a number of mechanisms in order to reduce occurrences and likelihood of plagiarism, cheating and collusion amongst students including:
* Student declaration of authenticity of work submitted
* Clear assessment guidelines;
* Multiple assessment methods for each unit;
* Students are reminded to appropriately acknowledge all reference materials used to prepare an assessment task;
* Online students have their own individual secure login for online work.
* If cheating is suspected, Qualify staff members must source evidence to support the claim. This can involve:
  + Review previous work of the student;
  + Comparisons with other students work where collusion is suspected;
  + Discussions with the students involved;
  + Review of previous incidences of cheating (if any) and the disciplinary action taken;

If the claim is substantiated, the assessment result are recorded as Not Yet Competent and you are advised of disciplinary procedures to be taken if required. If you are unhappy with the result you can lodge an appeal using the appeals procedure.

1. Complaints/Appeals

Academic related complaints include assessment results, training delivery, training quality and changes to course structure.

A non-academic complaint is dissatisfaction relating to matters that include sexual harassment, vilification, discrimination or payments/refunds issues.

* 1. Academic and non-academic complaints

1. A complaint should first be lodged with Qualify administration within 30 days of the issue arising, where practicable. The complaint is made in writing via email or mail and contain as much information as possible to enable Qualify to investigate properly. Additionally, the complainant is invited to include suggestions about how the matter might be resolved.
2. Management will provide receipt of the complaint within five working days via email or mail.
3. A written response detailing the outcomes and proposed actions are provided to the complainant within 14 working days post review. The complainant is advised of the appeals process if the outcome and proposed actions are felt to be inadequate. See appeals process 
   1. Appeals
4. If the student is not satisfied with the outcome of the complaints or discipline process, the complaint are referred to a Moderator. The Moderator are appointed within 10 working days. The complainant can consult with the independent person at their own cost.
5. Where possible, consultations should be conducted as face-to-face interviews. The complainant or respondent may ask another person to accompany them to these interviews.
6. Following the consultation, The Chief Executive Officer will provide a written report to the complainant within 10 working days, advising of the further steps to address the complaint, including the reasons for the decision.   
   The report will further advise the complainant of their right to access the external appeals process if they are not satisfied with the outcome of their internal appeal.
7. If the complainant is dissatisfied with the outcome of their appeal, they may make a written request to Qualify to have the matter be dealt with through an external dispute resolution process facilitated by an external mediator.

Qualify will advise the external mediator in writing of the request within 5 working days. The external mediator will arrange for a round table discussion to be held between Qualify and the complainant within 10 working days of the written notification.

After receiving the report, Qualify will respond to the complainant within 10 working days, and provide a written summary of the actions recommended by the external mediator to resolve the complaint.

Complainants are advised they can raise external complaints via the VRQA or HESG if a resolution has not been reached.

1. Withdrawal/ Completions
   1. Withdrawal

If you wish to terminate your participation in the training program, please inform your Trainer immediately and complete a Withdrawal/Completion Form. This form will ensure the Certificate or Statement of Attainment can be awarded to you promptly.

Qualify may also withdraw students who are no longer actively engaged in their training programs - refer to attendance and training engagement.

* 1. Partial Completion

Statements of Attainment are issued to students who satisfactorily complete units of competency from a Nationally Recognised qualification.

Qualify will issue Statements of Attainments according to PP-13 Issuing AQF Certificates and Statements of Attainment Policy procedure

* 1. Completion

Once Qualify has received the signed Withdrawal/Completion Form acknowledging the completion of all aspects of the training program the qualification can be issued.

The completion form can be obtained from your Trainer once all training requirements are completed. The completion form is signed by your Trainer and acknowledgement all assessments are deemed competent as per the student training plan.

Qualify will issue full qualifications and statements of results that show the following within 30 days of receiving evidence of all assessments being deemed competent and receipt of a finalised completion form:

Qualify will issue Certificates according to PP-13 Issuing AQF Certificates and Statements of Attainment Policy procedure

1. Fees, Charges and Refunds

Students are advised of all fees and charges associated with a course, including course fees, administration fees, material fees and any other charges via the website.

During the pre-training review students are informed of the total amount of all fees, payment terms, and any fees associated with additional services and the refund policy.

The student’s agreement is confirmed by signing the enrolment form as acceptance of the terms and conditions associated with Fees Charges and Refund Policy.

* 1. Fees

Qualify follows a Fees and Charges Policy and Fee Schedule, which is made available via the website. Process:

1. The student is informed prior to enrolment, of the fees charged by Qualify depending on the Qualification or Unit of Competency being undertaken and any government incentives available (if applicable) and the student’s eligibility for funding. Qualify will determine the student’s eligibility for funding in accordance with the appropriate funding contract where applicable.
2. For all enrolments not funded, a Fee for Service and/or Concession rate will apply.
3. Where a student opts to enter into a payment plan agreement, the Account Manager or other nominated Qualify representative completes a Payment Plan Agreement with the student prior to commencement of the course.

Qualify has set the following fees and charges in place.

1. Course Fees: apply to each Qualify program and consist of the following components:

* Administration and materials
* Tuition
* Statement of Results and Certificate

1. Ancillary Fees: Ancillaries such as excursion costs are payable for some courses.

Fees are clearly documented Qualify does not intend to take more than $1,500 upfront from any student.and available prior to commencement in courses.

Fee Payment: The student will be invoiced on enrollment of the program on 7-day payment terms. Students have a variety of options for payment of their fees including; cash, cheque, credit card or direct debit. Where applicable the Employer or Referring Agency will be invoiced in lieu of the student, when a student is enrolled into a program.

* 1. Refund Policy
* Refunds will be available for all students undertaking accredited courses if they apply in writing. Written notification is required (by email or mail to PO Box 686 Echuca Victoria 3564) within four (4) weeks of the commencement date of their course.
* It is the responsibility of the student to advise Qualify of their intention to withdraw, by advising Qualify in writing.
* If the student applies for a refund within four (4) weeks of the course start date, approved refunds will be charged a $50.00 Administration Charge from the Resources fee, then the balance will be refunded. Note: If the tuition fee is less than $50.00 then no tuition fee will be refunded.
* For Full Fee Paying students a pro-rata refund will be calculated based on the number of units completed or the duration of the training, depending on the amount of training delivered to the student.
* In the event Qualify cancels a course, payment received for the training course will be fully refunded.

1. Privacy

Qualify at all times complies with the Privacy Amendment (Enhancing Privacy Protection) Act 2012. The Privacy Amendment prevents Qualify from providing any Student details to any person other than the student.

Students are to note: Qualify’s obligations to provide students’ private information as required under the relevant state and federal law.

* 1. Record Keeping/Confidentiality

All matters in relation to course enrolment, assessment results, course fees or any other issue can only be discussed with the student unless the course enrolment form is signed by a third party (such as a parent or guardian for students under the age of 18), or a letter of permission allowing access to the student’s information is provided by the student for their file.

Requests to view your student file are made in writing detailing the specific information required, requests are submitted to Qualify via, [admin@qualifytraining.com.au](mailto:admin@qualifytraining.com.au).

All personal and company details provided to Qualify by students remains confidential. Records containing personal and company details are stored securely with limited access to approved personnel. Student records may be used by Qualify and relevant authorities for statistical analysis.

Qualify keep complete and accurate records of the admission, academic progress and graduation of its students. Financial records will reflect all payments and charges and the balance due, and copies of these records are provided to students on request.

* 1. Privacy act

Students should be familiar with the Privacy Act Legislation. This legislation is detailed on the website www.oaic.gov.au

Personal information is collected solely for the purpose of operating as a Registered Training Organisation.

The requirements of the registering authority may require the releases of your personal information for the purpose of audit.

Under the National Privacy Principles you can access personal information held on you and you may request corrections to information that is incorrect or out of date.

1. Legislation

A range of legislation is applicable to Qualify staff and students. Information on relevant legislation can be found as follows:

|  |  |
| --- | --- |
| OH&S | www.worksafe.vic.gov.au |
| Equal Opportunity | www.hreoc.gov.au |
| VET Act | www.skills.vic.gov.au |
| Privacy | www.privacy.vic.gov.au |
| ASQA | www.asqa.gov.au |
| Other legislation | www.liv.asn.au |
|  | www.austlii.edu.au |

It is the responsibility of staff to ensure relevant legislation are met at all times. Please use the websites indicated or contact the Qualify head office if you require further information.

1. Evaluations

At Qualify we strive to continuously improve our courses, therefore, we periodically ask you to provide feedback on all aspects of your training experience this will include:

* Feedback on your Trainers/Assessors
* Course content
* Assessment Tools
* Facilities
* The Qualify administration team.

Feedback received forms part of the continuous improvement process to ensure Qualify provides quality training and assessment.

You must complete the NCVER Learner Engagement survey towards the end of your training program.

As a condition of registration Qualify provides a summary report on the feedback received to our Registering body as an indication of our performance.