



STUDENT INFORMATION KIT

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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.

Purpose

The Student Information Kit contains essential information about our policies and procedures regarding training and assessment, information about Qualify, our program system and structure and the student role and responsibilities. It is designed to assist prospective and current students throughout their training experience.

CONTACT DETAILS	
Phone number:	03 5482 5885
Email:	admin@qualifytraining.com.au
Address:	67 - 73 Nish Street, Echuca VIC 3564
Postal address:	PO Box 686, Echuca VIC 3564
Business hours:	Monday to Friday 9 am to 5 pm AEST



Unique Student Identifier (USI)

All students are required to provide a Unique Student Identifier (USI) during the enrolment process. Qualify is unable to accept an enrolment without a verified USI.

If students have previously completed any qualification or a single unit of competency since 2015, then a USI should already exist. To locate your USI, use this link. <https://www.usi.gov.au/training-organisations/using-usi-registry-system/existing-usi-search-locate-usi>

If you need to create a USI, you can do so using this link. <https://www.usi.gov.au/your-usi/create-usi>

You will need your identification to create a USI so please make sure you have one form of ID from the list below ready.

- 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

If you are having any trouble creating or locating your USI, our dedicated team is always there to assist.



Credit transfer

Credit transfer is a process that provides students with agreed and consistent credit outcomes for components of a qualification based on identified equivalence in content and learning outcomes between matched qualifications.

Credit transfer is considered when you can provide a statement of attainment that includes the completed units where you received a competent marking. To apply for a credit transfer you are required to provide Qualify with the Statement of Attainment and record of results as well as your USI transcript listing the completed units.

Qualify holds the right to verify the authenticity of the statement of attainments provided by contacting the issuing RTO. Upon reviewing your request, you will then receive an altered training plan if any credit transfer has been approved.

If you wish to apply for credit transfer, please mention this at the beginning of your enrolment and email supporting documents to admin@qualifytraining.com.au outlining your request.

Recognition of prior learning

Recognition of prior learning or RPL is assessing a student's knowledge, experiences and skills they have acquired through other learning experiences such as work experience or formal and informal training.

If you wish to request a review of your recognition of prior learning, please mention this at the beginning of your enrolment and email supporting evidence to admin@qualifytraining.com.au outlining your request.



Individual learning needs

Qualify ensures the foundation skills of students are at the ACSF level required to undertake the training course. Students participate in the LLN Assessment when they enrol, and the trainer will use this to assess that the level of the qualification is of a suitable level for the student.

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 additional needs.

Training guarantee

If for whatever reason your training is stopped due to training failure or business interruption, Qualify ensures that we will issue you with a Statement of Attainment for the training successfully completed.

Refunds will be reviewed on a student-by-student basis.

Changes to course

If there are any changes made to your course regarding your units, trainer or any other changes directly relating to your training, Qualify will notify you of this.

Modules and/or units may change the order in which they are released without notice.



Delivery modes

Qualify delivers most training in the form of blended learning. With a combination of online e-learning, regular workplace or practical virtual workshops, full trainer support and on the job application of learning ensures high-quality training.

Students will undertake their learning on our custom-built e-learning platform. Using cutting edge learning and assessment technology, we make the experience engaging, interactive and enjoyable.

Self-paced study

Because you are accessing your training through our custom-built online e-learning platform, you can work through your training at your own pace. Your progress will be monitored, and support offered where needed, but your learning is primarily self-paced. This means you can take the amount of time you need to complete an activity or assessment.

You can use your training plan as a guide on how you should be progressing through your course.



Support

As a Qualify student, you have access to our entire team. This includes the dedicated student support team that is there to assist you with any of your training needs. Your trainer/assessor is there to answer any specific questions you have about your resources and any assessments. As well as all of our team working behind the scenes to make sure your training is as efficient and high quality as possible.

You can schedule one on one sessions with your trainer/assessor. These are available to you at no additional cost. You can also email or message your trainer directly through your online system.

Use the contact details provided at the beginning of this kit to chat with our team.

Submitting your assessments

Once you have reviewed your work, you are required to submit it to be assessed by a trainer/assessor. Your assessment could include many things including question and answer, case studies, video submission and role play.

Some of your assessments require you to act out a scenario with your trainer. In this instance, you are to use the session times that are available on your calendar within your online e-learning system. Alternatively, you can call our office between the hours of 9 am to 5 pm. If you are required to submit a performance task using the video feature, you are to do this via your online learning system. Be mindful of the file size and follow the instructions in your task outlining the length of your video.

You have three submissions for each unit/module. If you are looking for feedback on your unit, you can submit a partially complete unit/module for assessment while continuing to work on the remainder of the unit. If you require additional submission attempts, then an appointment will be made with the trainer/assessor for extra support and feedback.



Assessment policy

All students are assessed against the unit requirements; this means your assessment is competency-based. All of your results will sit within your online e-learning system and upon completion will be listed in a statement of attainment and record of results.

Your assessment results will be one of the following:

Satisfactory (S): this means that the work submitted satisfies the learning requirements for the task submitted.

Not yet satisfactory (NYS): this means that the work submitted does not demonstrate an understanding of the learning within the assessment. If this result is received, there will be written feedback from the trainer/assessor outlining why this result was given. The student is then required to review the feedback and make changes as necessary.

Once you receive a satisfactory marking across all of the requirements for a unit/module, then you will be awarded a competent marking for the entire unit/module. The student must demonstrate their understanding of all competency standards in each unit before receiving a competent outcome (in accordance with the National Register for VET www.training.gov.au).



Fees and charges

The student is informed before 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.

Where a student would like to enter into a payment plan agreement, they must make the request to the Finance and Administration Manager and upon agreement, complete the Payment Plan Agreement Form (RTO F21 Payment Plan Agreement), this form will be emailed once an agreement has reached.

The Finance and Administration Manager is to ensure all appropriate fees are applied when and where applicable. Where students are eligible for funding, training will commence within three (3) months from enrolling into the training program. For all enrolments not funded, a Fee for Service and/or Concession rate will apply.

Qualify has set the following fees and charges in place. Qualify will not charge more than \$1,500 upfront from any student. Course fees apply to each Qualify program and consist of the following components:

- Administration and materials
- Tuition
- Electronic statement of results and certificate

Ancillary Fees: such as excursion costs are payable for some courses. A fee of \$27.50 (including GST) is charged to students who apply for an initial printed Certificate or Statement of Attainment. A fee of \$22 (including GST) is charged to students who apply for a printed replacement Certificate or Statement of Attainment. Fees are clearly documented and available before commencement in courses.

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; bank cheque, credit card or direct deposit details on the invoice. Where applicable, the employer or Referring Agency will be invoiced in lieu of the student.



Refund policy

Refunds will be available for all students undertaking accredited courses if they apply in writing. Written notification is required (by email to admin@qualifytraining.com.au or mail to PO Box 686 Echuca Victoria 3564) within four (4) weeks of the commencement date of their course.

Any ancillary fees paid, will not be refunded if notification to withdraw is received after the four (4) week period from the course start date.

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 ancillary fee, then the balance will be refunded. Note: If the course fee is less than \$50.00 then no course fee will be refunded.

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.



Student code of conduct

At Qualify, all students have the right to be respected and treated fairly during their studies. The following requests will be adhered to at all times:

- Students will be treated with respect, treated fairly and to be treated without discrimination regardless of racial, cultural, religious or sexual differences.
- Students will not be treated differently based on their age, disabilities or socioeconomic status.
- Students will be free from all forms of intimidation.
- Students will be free to express and share ideas and ask questions.
- Students will be treated with politeness and courteousness at all times.
- Students will have any disputes settled in a fair and rational manner.
- Students are to respect the trainer/assessor decisions; if there is a query, it should be phrased using respectful communication and language.

Students are also expected to adhere to the following behaviour obligations at all times:

- Students will respect others and treat those involved in training and assessment fairly and without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socioeconomic status.
- Students will not engage in any acts or behaviour which intimidates others involved in the training and assessment process, whether such intimidation is intentional or unintentional.
- Students will respect the personal property of others and the property of Qualify from damage or misuse.
- Students will follow the reasonable directions of Qualify staff in relation to all aspects of their training and assessment.

If there are any complaints or disputes that need to be discussed, you can either call us on 03 5482 5885 or email admin@qualifytraining.com.au



Misconduct

Misconduct within your training includes any practice in which an unfair advantage is obtained. This will not be tolerated in any circumstance including but not limited to any of the below:

- 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
- A 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

Plagiarism

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

Some examples of plagiarism and collusion are below:

- Not acknowledging reference materials used
- 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 the work of others from previous courses
- Stealing work from a Trainer / Assessor, computer, other students etc

Issuing of statement of attainment

A statement of attainment is issued when a unit is completed to a satisfactory standard. You will receive a statement of attainment with a record of results once you have completed all of the units/modules.

You will only receive a statement of attainment for units that were marked competent. If you only partially complete your qualification, you will receive a statement of attainment listing the units you completed to a satisfactory standard.

Complaints

If you have any complaints regarding your training or any aspect of your training experience you need to lodge your complaint with Qualify administration within 30 days of the issue that you are writing your complaint regarding.

Once your complaint has been received, you will receive a receipt of your complaint within five working days. 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.

Appeals

If the student is not satisfied with the outcome of the complaints or discipline process, the complaint is referred to a Moderator. The Moderator is appointed within 10 working days. The complainant can consult with the independent person at their own cost. Following the consultation, the Chief Executive Officer will provide a written report to the complainant within ten 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.



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.

Qualify is required to obtain many personal details to ensure we are following all requirements in providing your training. Qualify will never use your details in any way that doesn't directly involve your training.

All matters concerning 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.

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.



Anti-discrimination policy

Qualify complies with the Anti-Discrimination Act 1991 and recognises that discrimination is prohibited on the following grounds:

- Age
- Disability / Impairment
- Gender
- Gender identity
- Pregnancy/breastfeeding
- Race
- Religious belief
- Political belief
- Sexuality
- Personal association

Each student has the right to be treated with dignity and respect. If a student feels they have been unfairly treated, we wish to be notified immediately.

Access and equity policy

Students will not be discriminated against based on specific attributes as described by the Equal Opportunity Act 2010.

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 think they have been miss treated should contact us immediately.

- Reflect fair and reasonable opportunity, for all students and staff, regardless of race, colour, religion, gender or physical disability, irrespective 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.



Student records

Qualify must have all up to date information from the student. Students should promptly notify Qualify of any changes to their name or contact details. This is very important for certificate and statement of attainment issuance.

If you need to change any of your details, you can contact our student support team on 03 5482 5885 or email admin@qualifytraining.com.au

Evaluation

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 NCVET 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.



ENROLMENT TERMS AND CONDITIONS

Evaluation

As a registered training organisation (RTO), Qualify is required to collect and report AVETMISS data from all students. The privacy notice advises students that their data may be supplied to and used by governments and other agencies for administration and research.

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 to operate as a Registered Training Organisation. The requirements of the registering authority may require the releases of your data for audit. Under the National Privacy Principles, you can access personal information held on you, and you may request corrections to the incorrect information or out of date. Under the Data Provision Requirements 2012, Qualify is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

This means that your personal information (including the personal information contained on your enrolment form and your training activity data) could be used by Qualify for statistical, regulatory and research purposes.



Personal information disclosed to NCVET may be used or disclosed for the following purposes:

- Issuing statements of attainment or qualifications, and populating authenticated VET transcripts
- Facilitating statistics and research relating to education, including surveys
- Understanding how the VET market operates, for policy, workforce planning and consumer information
- Administering VET, including programme administration, regulation, monitoring and evaluation

Unique student identifier (USI)

As mentioned earlier in your student handbook, you must supply a unique student identifier before enrolling into any Qualify course. We are unable to process any enrolment without a USI.

Language, Literacy and Numeracy (LLN)

When you are completing your enrolment process, you will be required to complete our language literacy and numeracy tool. This will assist in identifying any learner needs and support that needs to be offered by Qualify. Please note there may be a delay in the release of a unit/modules upon review of LLN.

Pre-training review (PTR)

During the enrolment process, students will also be required to undertake a pre-training review. This helps Qualify to ensure that the student is enrolling into the correct course to suit their individual learning needs.



Unit release

Students will be given access to their online e-learning system once their enrolment has been reviewed. This includes completion of a welcome call, LLN review, USI obtainment and other enrolment factors.

Course suitability

Qualify has a responsibility to ensure the training that they are providing is relevant and will suit the student's goals. Qualify will not recommend a qualification that does not suit an individual's needs.

This is done through course guides and information kits provided to students. The student will also go through a pre-training review to ensure that they understand and acknowledge that they understand the course information.

Course access

The student is the only person who can access and complete tasks, including assessment and submission, regardless of who has paid for the course. In the event that a third party or job active provider has paid for the course, they will be allocated a third party login. This means they can view recent activity and course content but not have any access to answer questions or submit any assessment.



INFORMATION PACK

Welcome

This guide is provided to students that are completing training with Qualify. This provides students with an overview of how their training will progress through different stages of their learning. The process changes depending on what the student is enrolling into.

Qualifications

The first step of your training begins with an enrolment. Before enrolling if you have any questions, the office team is always there to assist you with any questions. Once you decide to enrol, you will complete the online registration via our website. Once completed, your enrolment will be reviewed, and this includes a review of your LLN responses as well as your PTR, this is done to ensure the course is right for you.

We will also ensure that we have all of your correct contact details and USI.

Once your enrolment has been approved, you will be notified via email with access to your online learning where you will need to follow the prompts to create your online e-learning profile.

From here, you have access to our student support team as well as your experienced trainer/assessors that are there to assist you throughout your entire training journey.



Short courses

To enrol into one of Qualify's short courses, you will complete an online registration. Upon completion of your enrolment, it will be checked for any missing details and your USI.

If you have enrolled in a course that is having a face to face training session, you will be sent an SMS the day before the training outlining the details.

If you have enrolled in an online course, you will receive an email prompting you to your online learning where you will need to follow the instructions to create your online e-learning profile.

Online e-learning platform

If your course requires you to access online resources, you will receive an email with an invitation to our interactive online e-learning platform. This is where you will access all of your training materials, including learning resources and assessment tasks. From here, you can also access your calendar and trainer session bookings as well as a direct messaging system directly to your trainer.

Once you have a login, you will have 24-hour access to your training so that you can learn at your own pace.



Assessment

Once you receive access to your interactive online e-learning system, you will be required to complete formal assessments to achieve competence on units/modules. Your assessment may come in, but not limited to, the below types:

- Written short answer
- True or false
- Multiple choice
- Drag and drop
- Dropdown
- Projects
- Case studies
- Roleplay
- Performance tasks
- Video

You will then be required to submit to your trainer/assessor for marking. You have three submission tries for each unit/module, each time the trainer/assessor will provide you with feedback on areas that need improvement to be considered satisfactory. If you require additional submission attempts, then an appointment will be made with the trainer/assessor for extra support and feedback.

Completion

Upon completion of the entire short course or qualification, you will receive a statement of attainment and record of results outlining the units completed and your results.

This certificate is issued only after all components have been completed and marked as competent.

If for whatever reason the qualification has not been completed in its entirety, but some units/modules are marked as competent, you will receive a statement of attainment for those units within the qualification.

Your statement of attainment will be provided in an electronic version. If you require a hard copy of your certificate, this is available, at a fee. We also offer re-sending of lost certificates, and this also has a cost attached.

