

COMPLETE QUALIFICATIONS

21 ROSSTREVOR CRES, MITCHAM VIC 3132
ABN: 59 132 104 075 | RTO Code: 40793

STUDENT HANDBOOK

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ABOUT COMPLETE QUALIFICATIONS

Welcome to Complete Qualifications. Thank you for your decision to study with us and we look forward to provide personalised, guided and blended learning to help working professionals achieve their education and career goals.

Complete Qualifications Pty Ltd trading as Complete Qualifications is a Registered Training Organisation (RTO Code: 40793) formed in 2018, with training centres in multiple locations throughout Australia. We are delighted to have you join us in one of our training centres.

As an RTO accredited by the Australian Skills Quality Authority (ASQA), we will assist you build your career in the real estate industry with expert trainers who are licensed and qualified real estate agents.

As one of the leading training providers in Australia, we are devoted to provide high standards of training with current industry knowledge and practical skills to enable our students to achieve the best possible outcome in real estate business.

The staff at Complete Qualifications have many years of collective experience in training within the Vocational Education Training sector. All of the accredited trainers have extensive experiences in the industry. Our staff has built a reputation for the delivery of quality training programs based on national standards. With our highly qualified trainers and well-structured training programs, we aim to empower our students to equip with the best practical skills and stay competitive in the employment market.

Good luck with your study journey and enjoys your time with us!

ABOUT STUDENT HANDBOOK

All Complete Qualifications students will have access to a copy of this handbook. This handbook can be accessed on our website www.cq.com.au. In it are some guidelines on what is expected in the way of behaviour whilst undertaking training and assessment with Complete Qualifications. It also includes important information about your rights and obligations. Students will be expected to abide by its direction and intent.

You may need to refer to this handbook throughout your training. If you have any questions related to your training program or any of our policies and procedures, you are encouraged to contact your allocated trainer or the administration staff for more information.

DISCLAIMER

Complete Qualifications attempts to ensure all information distributed to students are up to date, but sections may be amended without notice. Any person acting on information contained should first check with Complete Qualifications to ascertain whether the relevant information is updated. Complete Qualifications and staff will not be liable for any damage or loss caused directly or indirectly from the possession, publication, or use of the information contained. It is provided in good faith without express or implied warranty.

Contact Information

Head Office:

21 Rosstrevor Cres, Mitcham Vic 3132

Office business hours:

Monday to Friday 7:00am – 6:00pm

Saturday to Sunday: 9:00am – 3:00pm

Phone: 03 4829 9940

Website: <https://www.cq.edu.au/>

Email: info@cq.edu.au

Support, Welfare and Guidance

Complete Qualifications will assist all participants in their efforts to complete our training programs. In the event that a participant is experiencing any difficulties with their studies, Complete Qualifications will recommend that the participant should see their trainer or a member of Complete Qualifications management.

Complete Qualifications's trainers and management need to ensure that the full resources of Complete Qualifications are made available to the participant to ensure that the participant has every opportunity to achieve the required level of competency.

Should you be experiencing a personal difficulty, Complete Qualifications will make every attempt to accommodate their needs within our limited capacity. Complete Qualifications has a compassionate and understanding approach to the difficulties of our students. If you need exceed our capacity, Complete Qualifications will refer you onto an appropriate external agency.

STUDENT CODE OF CONDUCT

All students are required to observe and comply with Complete Qualifications 's policies, procedures, guidelines, directive and quality initiatives at all times during your enrolment with Complete Qualifications.

Student Rights

All students have rights to:

- Be treated fairly and with respect by all students and staff.
- Not be harassed, victimized or discriminated against on any basis.
- Learn in a supportive environment which is free from harassment, discrimination and victimisation.
- Learn in a healthy and safe environment where the risks to personal health and safety are managed and minimised.
- Have their personal details and records kept private and secure according to Complete Qualifications Privacy Policy.
- Access the information Complete Qualifications holds about them.
- Have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution.
- Receive training, assessment and support services that meet their individual needs.
- Be given clear and accurate information about their course, training and assessment arrangements.
- Access the support they need to effectively participate in their training program.
- Provide feedback to Complete Qualifications on the student services, training and assessment and support services they receive.

Student Obligations

Complete Qualifications expects its students to:

- Inform themselves of Complete Qualifications policies affecting them and comply with this Code of Conduct at all times.
- Treat all Complete Qualifications staff, other students and visitors of Complete Qualifications with courtesy, tolerance and respect.
- Ensure your contact details are up-to-date and that you read all the communications and emails sent to your provided email and physical addresses.
- Treat other students and staff with respect so as not to compromise their health, safety, privacy and welfare.
- Adhere to course requirements and dressing code.
- Make payments for your training within agreed timeframe.
- Comply with occupational, health and safety regulations at all times.
- Comply with anti-discrimination legislation at all times. This includes but is not limited to equal opportunity, racial vilification and disability discrimination.

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- Behaviours need to be an acceptable level for the training at all times.
- Comply with workplace harassment, victimisation and bullying regulations at all times.
- Complete training and assessment activities within agreed timeframe.
- Communicate any difficulties with completion of activities or assessment with your trainer.
- Inform Complete Qualifications in advance of any intended absences.
- Inform Complete Qualifications immediately should you be unable to attend due to illness or any other reasons.
- Inform Complete Qualifications if you have a medical condition that may affect your participation or affect those with whom you may be training.
- Photo IDs are to be produced upon request to confirm identity before certificates or Statement of Attainment can be issued.
- Unique Student Identifier (USI) must be provided before certificates or Statement of Attainment can be issued.
- The use of banned substances within training environment is strictly prohibited.

Unacceptable Student Behaviours

Unacceptable student behaviours may include but is not limited to:

- Sexual harassment
- Actions which are unsafe and place you or others at risk
- Lack of personal hygiene
- In appropriate physical contact and/or physical violence
- Bullying and intimidating of any other person
- Being affected by drugs and/or alcohol
- Disruption to the class or other students
- In appropriate isolation of a group member from group activities
- Making racist and sexist comments to any other person
- Demeaning another in any way
- Constantly and inappropriately seeking attention
- Behaving in a disruptive manner such as swearing, yelling, using offensive language
- Inappropriate invasion of another person's space
- Other behaviour deemed your trainer or other students as objectionable
- Stealing
- Disobeying any reasonable direction by a staff member
- Viewing or distributing offensive material via internet, email or any other means
- Use of mobile phones in the classroom environment

If your behaviour is disruptive or unacceptable, disciplinary actions may be taken against you. A trainer/assessor can ask you to leave the classroom/real-time connected session or refuse entry again if your behaviour is disruptive or dangerous. If your behaviour threatens the safety of others, interferes with the duties of staff or other students' study or damage or threatens Complete Qualifications property, you may be suspended.

Integrity in Academic Works

Students are expected to:

- Not engage in plagiarism or other academic misconduct
- Actively participate in the learning process
- Attend scheduled course training and assessment tasks on time, unless unforeseen or exceptional circumstances arise
- Behave ethically, avoiding any action or behaviour that would unfairly disadvantage or advantage either themselves or any other person
- Comply with the assessment conditions, trainer/assessor instructions, and ensure the proper use of copyright material
- Not behave in a way that disrupts or interferes with any training or academic activity of Complete Qualifications.

Complete Qualifications Resources

Students have a general responsibility to safeguard, properly use and care Complete Qualifications's resources. Fraud or theft by a student may result in dismissal or a legal action.

Students are expected to:

- Use and care for Complete Qualifications resources, such as buildings, equipment and information, in a lawful and ethical manner, mindful of the need for resources to be share by all Complete Qualifications members.
- Not engage in behaviour that is detrimental to Complete Qualifications's property, including facilities, equipment and course materials.

Students must use Complete Qualifications's resources only for purposes related to their studies. Complete Qualifications's facilities and resources are necessarily provided in an accessible manner on trust to staff and students.

Complete Qualifications Responsibilities

Complete Qualifications has responsibilities to ensure students:

- Study in an academic environment which fosters student participation in active and collaborative learning activities that contribute towards development to knowledge, skills and graduate attributes.
- Are considered for selection into courses or programs on the basis of criteria that are valid, explicit, fair and reliable.

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- Enrol in courses and programs of study that are of high standard, satisfy relevant professional requirements, are up-to-date and based on training packages and industry expectations.
- Have access to appropriately qualified academic staff and academic and learning support services.
- Have access to materials, equipment and other resources to enable completion of academic courses.
- Receive timely, complete, clear and accurate information in relation to the content, conditions, cost and assessment tasks of courses.
- Receive timely and appropriate feedback on assessment tasks.
- Receive timely and appropriate information in relation to administrative procedures that apply to them.
- Have an opportunity to provide feedback on the training, learning and assessment environment.
- Study and work in a safe, harmonious, tolerant and productive academic environment.
- Are treated with courtesy, tolerance and respect as valued members of Complete Qualifications
- Are treated fairly, impartially and consistently in all aspects of Complete Qualifications policy, procedures and practice
- Are treated equitably, free from all forms of unlawful discrimination and harassment, including sexual harassment.

Discipline

If any students breach the expected responsibilities as outlined above Complete Qualifications will be required to take disciplinary action to rectify and/or manage the behaviour.

If a trainer is dissatisfied with your behaviour, they have the authority to:

- Warn you that your behaviour is unsuitable
- Ask you to leave the class if behaviour persists. You will need to pay a rebooking fee should an incident like this occurs.

In all situations and circumstances, the student will be given due time and opportunity to respond to any concerns about their conduct or failure to meet the expectations set upon them.

Students have the right to make an appeal of any decision made under Complete Qualifications Complaints and Appeals Policy and Procedures.

BOOKING TERMS AND CONDITIONS

Course booking terms and conditions are specified on Complete Qualifications website and this student handbook.

Cancellations by Complete Qualifications

In the unlikely event that Complete Qualifications cancels a course prior to the publicised start date or cancels a commenced course, a full refund will be made within 10 working days of that cancellation. Enrolees in cancelled courses will not be entitled to compensation over and above fees actually paid to date.

Complete Qualifications reserves the right to cancel workshop courses at any time if insufficient numbers are enrolled.

Full Qualification Tuition Payment Plan (Fee-for-Service)

Complete Qualifications allows a student to pay their tuition fee by instalments for full qualification course.

Complete Qualifications complies with Clause 7.3 of the Australian Skills Quality Authority's (ASQA) User's Guide: Standards for Registered Training Organisations (RTOs) 2015 where Complete Qualifications will not require a prospective or current learner to prepay fees in excess of a total of \$1500.

Students will be given two (2) weeks' notice of their next instalment due date. Failure to pay the instalment by the due date will result in a letter suspension being issued to the student.

If you have any difficulties with payments, please consult our officer by contacting our administration office.

Fee Refund Policy and Procedure (Fee-for-Service)

Cancellation and Refund Policy for Full Qualifications

- Cancellation 10 working days prior to scheduled course Commencement = full refund
- Cancellation 5 working days prior to scheduled course Commencement = 20% of Full Course Fee or \$50 cancellation fee is charged whichever is greater.
- Cancellation less than 5 working days prior to course Commencement = 50% full Course Fees or \$50 cancellation fee is charged whichever is greater
- No refunds will be provided after scheduled course commencement.
- No attendance = No refund
- For online self-paced learning where there are no scheduled classes, course commencement is considered from the date we send you access to your online student portal to access your learning material. If you seek to cancel your enrolment prior to receiving your student access

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portal, a \$50 administration fee applies. If you cancel your online self-paced learning after we have sent you your student access portal no refund will apply.

Note: Complete Qualifications reserves the right to withhold issue of qualifications if any fees are unpaid at the end of your course.

Timeline for Cancellation and Refund Policy (Schedule Course or Workshop)

| Timeline | 10 working days prior to commencement | 5 working days prior to commencement | Less than 5 working days prior to commencement | After commencement |
|--------------------------|---------------------------------------|---|--|--------------------|
| Refund Course Fee | 100% refund | Course fee minus 20% or \$50 cancellation fee, whichever is greater | 50% Full Course Fee | No refund |

Timeline for Cancellation and Refund Policy (Unscheduled Online Self-Paced Learning)

| Timeline | Prior to receiving online student portal access or physical learning material | After we have sent you Student Portal Access to your Course material | After commencement |
|--------------------------|---|--|--------------------|
| Refund Course Fee | Course fee minus \$50 cancellation fee. | No Refund | No refund |

Rescheduling Policy for Full Qualifications:

- Rescheduling 10 working days prior to course = Free
- Rescheduling 5 working days prior to course = \$50 administration fee
- Less than 5 working days prior to course = 50% of course fee
- Less than 48 hours before the course = no transfer accepted
- Rescheduling does not apply to Online Self Paced Learning.

| Timeline | 10 working days prior to commencement | 5 working days prior to commencement | Less than 5 working days prior to commencement | Less than 48 hours prior to commencement |
|-------------------------|---------------------------------------|--------------------------------------|--|--|
| Rescheduling Fee | Free | \$50 | 50% of full course fee | No transfer accepted |

Cancellation and Refund Policy for Short Courses

Short courses are considered as courses where the outcome is a Statement of Attainment for Unit of Competency associated with industry recognised learning or skills sets that do not lead to a full qualification.

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- More than 48 hours before the course start time = 20% of course fee or \$50 cancellation fee
- Less than 48 hours before the course start time = No refund
- Cancellation after course commencement = No refund
- No Attendance = No refund

| Timeline | More than 48 hours prior to scheduled course start time | Less than 48 hours prior to scheduled course start time | After commencement |
|-------------------|---|---|--------------------|
| Refund Course Fee | Paid course fee minus \$50 cancellation fee | No refund | No refund |

Rescheduling:

- More than 48 hours before the course start time = \$50 administration fee
- Less than 48 hours before the course start time = 50% course fee
- After course commencement = 50% course fee

| Timeline | More than 48 hours before course start time | Less than 48 hours before course start time | After commencement |
|-------------------|---|---|--------------------|
| Refund Course Fee | \$50 | 50% of course fee | 50% of course fee |

No Refund will be made by Complete Qualifications:

- **Withdraw after commencement:** if a student withdraws from a course any time after the commencement date of the course; the balance of any fees still owing will be invoiced.
- **False or misleading information:** No refunds will be given to the applicants or students who provide false or misleading information in their enrolment, withdraw and refund application to Complete Qualifications
- **Suspension and Cancellation:** where a student has had their enrolment cancelled by Complete Qualifications and where the appeal process has not been sought by the student or the appeals process has been unsuccessful, no refund will apply and the remainder of the fees will be invoiced.
- **Early completion:** if a student completes the course early, the full tuition fees must be paid before a certificate can be issued. If a student extends their course, they will be required to pay additional fees before the commencement of the extended course.
- **Fail to complete pre-course information:** No refunds will be provided for students who are unable to attend their course due to not completing their pre-course information, including Unique Student Identifier number before the course commences.

Procedure for Claiming Refund

- All refund claims must be submitted in writing via Complete Qualifications Refund Application Form.
- All refund applications must be made and signed in person by the student. Where it is not possible for a student to be present in person to claim a refund, the student must send a scanned copy of their signed forms to the RTO Administration officer by email. On receipts of email application, the RTO Administration Officer will verify student's signatures on records and may also telephone the student to verify student's identity. No refund will be made on email application until the time when student's identity has been verified.
- All applications for the refund will be authorised by the Campus Manager.
- In normal circumstances, Complete Qualifications will refund the amount within four (4) weeks after receipt of the completed and signed Refund Request Form.
- Payments will be made to students to their nominated bank accounts.
- For any refund to be paid to any other person than the students, a written authorisation from the student will be required.

STUDENT SELECTION AND ENROLMENT

Complete Qualifications uses an objective, non-discriminatory, transparent and systematic process to select and enrol its students. Selection and enrolment processes are designed to ensure all relevant legislation and regulatory requirements are met, the prospective student is well informed and receives a high level of customer service and support throughout the entire enrolment process.

Student Selection

All applications to a training program will be given full and equitable consideration. If an applicant has a disability or additional need requirement, they are provided with the same opportunities to enrol in vocational education and training as any other student. Where there are conditions of enrolment or pre-requisites applied to a training program, these shall be clearly stated to the prospective students at the point of enquiry.

Applicants are aware that by submitting the application they are not guaranteed a position in their program/qualification of choice as entry can be dependent on program eligibility or pre-requisite requirements.

Criteria are applied prior to the acceptance of a student by Complete Qualifications.

- Obtaining a Unique Student Identifier (USI)
- Completing the required Application and/or Enrolment Form
- Meeting pre-requisite requirements and experiences where required
- Agreement to abide by Complete Qualifications's policies and procedures
- Payment of required fees (if applicable)

Enrolment

Throughout the enrolment process Complete Qualifications provides prospective students with different ways to access the relevant information required to make an informed decision about their course and to fully understand their rights and responsibilities.

Information is accessible via a variety of different ways including but not limited to Complete Qualifications's website, student handbook and by speaking to our friendly administration team throughout the application and enrolment process.

Students who have successfully enrolled in a training program will be notified of enrolment confirmation by email from Complete Qualifications.

UNIQUE STUDENT IDENTIFIER (USI)

From 1 January 2015 if you are undertaking nationally recognised training delivered by a registered training organization you will need to have a Unique Student Identifier (USI). This includes studying at TAFE or with a private training organization, completing an apprenticeship or skill set, certificate or diploma course.

A USI gives you access to your online USI account which is made up of ten numbers and letters. It will look something like this:

3AW88YH9U5

A USI account will contain all your nationally recognised training records and results from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.

When applying for a job or enrolling in further study, you will often need to provide your training records and results. One of the main benefits of the USI is that you will have easy access to your training records and results throughout your life.

You can access your USI account online from a computer, tablet or smart phone anywhere and anytime.

Do you need a USI?

You will need a USI when you enroll or re-enroll in training from 1 January 2015 if you are a: student enrolling in nationally recognized training for the first time, for example if you are studying at TAFE or with a private training organization, completing an apprenticeship or skill set, certificate or diploma course; school student completing nationally recognized training; or student continuing with nationally recognized training.

You are a continuing student if you are a student who has already started your course in a previous year (and not yet completed it) and will continue studying after 1 January 2015.

Once you create your USI you will need to give your USI to each training organization you study with so your training outcomes can be linked and you will be able to:

- view and update your details in your USI account;
- give your training organization permission to view and/or update your USI account;
- give your training organization view access to your transcript;
- control access to your transcript; and
- view online and download your training records and results in the form of a transcript which will help you with job applications and enrolment in further training.

How to get a USI?

It is free and easy for you to create your own USI online.

While you may create your own USI, training organizations are also able to create a USI for you. Training organizations should do this as part of the enrolment process when you begin studying. Where this service is provided, training organizations will let you know.

Steps to create your USI – go to www.usi.gov.au and follow the steps.

The following steps show how you can create a USI:

Step 1 Have at least one and preferably two forms of ID ready from the list below:

- Driver's Licence
- Medicare Card
- Australian Passport
- Visa (with Non-Australian Passport) for international students
- Birth Certificate (Australian)
- Certificate of Registration by Descent
- Citizenship Certificate
- Immi Card

IMPORTANT: To make sure we keep all of your training records together, the USI will be linked to your name as it appears on the form of ID you used to create the USI. The personal details entered when you create a USI must match exactly with those on your form of ID.

If you do not have proof of ID from the list above, you can contact your training organization about the other forms of ID they can accept to help you get a USI.

Step 2 Have your personal contact details ready (e.g. email address, or mobile number, or address).

Step 3 Visit the USI website at: usi.gov.au.

Step 4 Select the 'Create a USI' link and follow the steps.

Step 5 Agree to the Terms and Conditions.

Step 6 Follow the instructions to create a USI – it should only take a few minutes. Upon completion, the USI will be displayed on the screen. It will also be sent to your preferred method of contact.

Step 7 You should then write down the USI and keep it somewhere handy and safe.

PRIVACY POLICY

Privacy Principle

- Personal information is collected from individuals in order that Complete Qualifications can carry out its business functions. Complete Qualifications only collects and stores information that is directly related to its business purposes and legal requirements of providing nationally recognised training and assessment.
- In collecting personal information, Complete Qualifications complies with the requirements set out in the Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Cth) which updates the Privacy Act 1988 (Cth) and ensures compliance with the Australian Privacy Principles (APPs) set out in the Privacy Act and regulations of the state in which Complete Qualifications operates.
- This means Complete Qualifications ensures each individual:
 - Knows why their information is being collected, how it will be used and who it will be disclosed to and provided:
 - the mandatory Privacy Statement and Student Declaration as required under the Data Provision Requirements 2012
 - relevant State Government VET Student Enrolment Privacy Notice (NSW Smart and Skilled)
 - USI Privacy Notice
 - NCVET specific to the collection of statistical data gathered from student surveys
 - Is able to access their personal information upon request.
 - Does not receive unwanted direct marketing.
 - Can ask for personal information that is incorrect to be corrected.

Collection of Information

- In general, personal information will be collected through course application, Pre- training review, enrolment forms, and training and assessment records.
- The types of personal information collected include:
 - personal and contact details
 - proof of identification
 - employment information, where relevant
 - Language Literacy and Numeracy proficiency for students, including the name of the test and the score received
 - background information collected for statistical purposes about prior education, schooling, place of birth, disabilities and so on
 - training, participation and assessment information
 - fees and payment information, where relevant
 - information required for the issuance of a USI

USI Privacy and Complaints

Students can find further information on how the Registrar collects, uses and disclose the personal information about you in the Registrar's Privacy Policy by contacting the Office of the Student Identifiers Registrar on 13 38 73 or visiting the USI website: www.usi.gov.au.

The registrar's Privacy Policy contains information about how a student may access and seek correction of the personal information held about them and how they may make a complaint about a breach of privacy by the Registrar in connection with the USI and how such complaints will be dealt with.

Students may also make a complaint to the Information Commissioner about an interference with privacy pursuant to the Privacy Act, which includes the following:

- Misuse or interference of or unauthorised collection, use, access, modification or disclosure of USIs; and
- A failure by Complete Qualifications destroy personal information collected by the student only for the purpose of applying for a USI on their behalf.

Storage and Use of Information

- Complete Qualifications will store all records containing personal information securely and take all reasonable security measures to protect the information collected from unauthorised access, misuse or disclosure. Personal information will be stored in paper-based files that are kept in a secure location (locked filing cabinets/locked compactor) and electronically in a secure environment to which only authorised staff have access.
- The personal information held about individuals will only be used to enable efficient student administration, provide information about training opportunities, issue statements of attainment and qualifications to eligible students, and to maintain accurate and detailed records of student course participation, progress and outcomes.
- Complete Qualifications may use the personal information provided by an individual to market other internal products and services to them. An individual may opt out of being contacted for marketing purposes at any time by contacting our office. Information will not be passed onto any third-party marketing companies without the prior written consent of the individual.

Disclosure of Information

- The personal information about students enrolled in a Course with Complete Qualifications may be shared with the Australian Government and designated authorities, such as ASQA (the RTO's registering body) and its auditors, the USI Registrar (as per above), DET and the National Centre for Vocational Education Research (NCVER). This includes personal details, contact details, course enrolment information, unit outcomes, AQF certification and statement issuance and information about training participation and progress.

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- Complete Qualifications will not disclose an individual's personal information to another person or organisation unless:
 - They are aware that information of that kind is usually passed to that person or organisation.
 - The individual has given written consent.
 - The RTO believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious threat to the life or health of the individual concerned or another person.
 - The disclosure is required or authorised by, or under, law.
 - The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of public revenue.
- Any person or organisation to which information is disclosed is not permitted to use or disclose the information for a purpose other than for which the information was supplied to them.

ACCESS TO STUDENT RECORDS

Student files may only be accessed by the CEO, General Manager, Compliance Manager, student trainer and assessor, and/or an auditor appointed by the regulating authority. Access by administrative staff to Student's files will only be for the purpose of updating files.

All Students have a right to view their own files and may do so upon request to Complete Qualifications.

Access to a file by a third-party other than as above can only be provided with the written consent of the student.

RECORDS MANAGEMENT

Complete Qualifications is committed to implementing best practice in its records management practices and systems. Complete Qualifications will maintain all student records on Complete Qualifications's capable student records management database.

Complete Qualifications will provide returns of its client records of attainment of units of competence to the National VET Regulator on a regular basis, or as determined by the National VET Regulator.

Complete Qualifications will comply with all Commonwealth requirements for the policy implementation of all student records.

STUDENT FEEDBACK

Complete Qualifications encourage your feedback on the training and assessment experience and on client support services.

Feedback forms will be provided to you upon completion of the program.

Feedback forms are provided to you by your trainer. Once these forms are completed, they are to be returned directly your trainer, who will forward them on to Complete Qualifications office.

Feedback may also be gathered in various other forms including emails, telephone calls and verbal discussions. All feedback received will be analysed by Complete Qualifications management team and may result in improvements being made to services provided to students.

COMPLAINTS AND APPEALS

Complete Qualifications are dedicated to providing a high standard of service. Should a Student have a complaint or wish to appeal an assessment result they are encouraged to do so by using the following process:

Complaints

First instance: Students are encouraged to speak immediately with their Trainer. If the Student is not comfortable addressing the issue with the Trainer, they are encouraged to contact management.

Second instance: If the issued is not resolved the Student is encouraged to either speak to or contact in writing the CEO.

Third instance: If the matter is still not resolved an independent third party will be requested to assist with resolution. Third parties may include relevant training representative(s), legal representatives (e.g. Anti-discrimination board) or other relevant personal.

Outcomes of complaints or appeals will be provided to the candidate in writing within 14 working days.

Appeals

Appeals are the expression of the dissatisfaction of an assessment result. The process for appeals is shown below.

1. Resubmission or a second testing.

In the first instance, the trainer will consult with the Office Manager and depending on the circumstances will provide an opportunity to re-sit the exam or resubmit the piece of work.

It will then be re-marked. The request and reasons will be recorded in writing.

2. A second Assessor will be asked to re-mark the work The trainer should immediately inform the Office Manager if a re-sit or re-submit is not recommended or if the participant has a grievance, disagreement or dispute about the results. The appeal issues will be discussed with the participant and trainer, recorded in writing, and if appropriate we will make arrangements for re-assessment by another Assessor.

3. A written assessment appeal with an assessment panel

If the participant is still not satisfied with the re-submission process & second marking the participant must put their appeal in writing. An appeal panel will be set up by the CEO.

The participant has the right to formally present his/her case and may bring a support person to that meeting.

Details of the meeting will be recorded in writing & the participant informed. The participant will be given a written statement of the final appeal outcomes, including reasons for the decision by the RTO within 14 days.

4. The participant has the right to take an appeal related to a VET qualification to ASQA When other avenues have failed; participants have the right to take further action under Australian Consumer law and the right to pursue other legal remedies.

If any assessment appeal is substantiated, it is our responsibility to follow up on the issues, modify policies and procedures if required and record this action in the continuous improvement system. The student will be notified of this follow up and corrective action.

TRAINING AND ASSESSMENT

Learning Environment

Complete Qualifications has policies, procedures and information to help create a working and learning environment that is safe and healthy, culturally diverse, friendly and non-discriminatory.

We encourage you to visit the student Information section of our website to view all relevant policies and procedures.

Training Programs

Complete Qualifications offers short courses, partial qualification training programs and full qualification programs in various different areas.

All nationally recognised qualifications that we are approved to deliver are located at <https://training.gov.au/Organisation/Details/40793>

All our course information can be accessed via www.cq.edu.au .

Trainer and Assessors

Complete Qualifications staff are an integral part of our student's journey towards growth. From the time you apply to the time that you graduate, you will be assisted by staff who provide you with a quality service.

All our Trainer/Assessors are highly qualified, dynamic and experienced industry professionals who consistently model best practice and who are committed to optimising your ability to meet course requirements. All Trainer/Assessors are required to provide Complete Qualifications with recent evidence of industry currency, competency and professional development.

Language, Literacy and Numeracy (LLN) Assistance

Complete Qualifications recognises that not all Students are able to read, write and perform calculation to the same standards. Complete Qualifications will endeavour to help Students where we can, to accommodate anyone with difficulties with language, literacy or numeracy.

If you have a concern with language, literacy or numeracy, please inform our office staff at the time of enrolment into the program.

Credit Transfer (CT)

You may be eligible for a credit transfer if you have previously undertaken training through a Registered Training Organisation. Credit transfer may be granted for one or more units or a full certificate level. Three major factors need to be considered.

1. How current the qualification is,
2. Mapping to the current training and
3. If the training was undertaken with a Registered Training Organisation.

If you think you may be eligible for a credit transfer you will need to provide the following:

- The original statement of attainment and/or certificate for your Trainer to sight
- A copy of the statement of attainment and/or certificate
- Or a certified copy of your qualification signed by a justice of peace

Recognition of Prior Learning (RPL)

Recognition of Prior Learning is the process of formal recognition for skills and knowledge gained through previous learning such as:

- Life experiences
- Previous formal learning
- Employment
- Recreational or personal interests

You may be eligible for recognition of prior learning for part or all of your intended study, based on your previous experiences and learning. For more information regarding RPL and how to apply, please discuss this with your trainer and/or Complete Qualifications management.

Competency Based Training and Assessment

Students enrolled in training which will lead to either a statement of attainment are required to complete assessments to demonstrate competency. Competency based assessment is the process of gathering evidence to confirm that Students can perform required skills and knowledge.

Assessments undertaken may include:

- Written/oral assessments
- Practical demonstrations
- Completion of case studies and similar activities
- Work samples

COMPLETE QUALIFICATIONS

Students will be given feedback on all assessment activities. Competency based assessment does not use a marking scale rather the Student is deemed competent or not yet competent.

Flexible Delivery and Assessment Procedures

Our training and assessment is developed to ensure all Students have an equal and fair opportunity to complete the required training and assessment activities catering to different learning styles and needs. Adjustments for individual needs can be made such as written assessment can be adjusted so that it is conducted as a verbal assessment.

Any further questions can be referred to your trainer or Complete Qualifications management.

Copies of Assessment

For record keeping requirements, all work that is submitted will be kept with Complete Qualifications for compliance and audit purposes. We will not be responsible for any submissions which have been lost, stolen or destroyed. It is recommended that you keep duplicate copies of your work for your own reference or should they be lost in the mail.

Re-assessment

Reassessments will need to be booked with Complete Qualifications administration team and will normally attract a fee. Re-assessment fees must be paid prior to the event and receipts must be presented to the trainer/assessor conducting the reassessment for a student to be admitted.

If a student does not participate in a particular assessment due to a valid reason, they may request an alternative assessment date. If the rescheduling cannot be conducted during normal class time, a rescheduling fee may apply.

Examples of valid reasons include: medical problems, emergency situations or illness evidenced by a medical certificate that must state that the student was unable to attend class. Complete Qualifications reserves the right to request evidence prior to re-scheduling the assessment date. The request must be presented to the trainer in writing one week prior to the requested re-schedule date.

If you are assessed as not competent for a unit of competency for the first attempt, a free re-assessment will be offered. If you are assessed as not competent again, a re-assessments fee will be applied. If you are assessment as not competent for the third time, you will be required to pay the rescheduling fee of a 50% of the full unit of competency fee to attend the full course again.

COMPLETE QUALIFICATIONS

| *Re-assessment | Rescheduling Fee | Re-issue a qualification or Statement of Attainment |
|---|------------------------------|---|
| Theory assessment: \$50 per Unit of Competency Assessment Practical assessment: \$300 per practical assessment | Refer to Refund Policy below | \$35 |

** Re-assessment: If you are assessed as “not yet competent” for a theory based unit of competency, up to two free theory re-assessment will be offered. If you are assessed as “not yet competent again”, a re-assessments fee will be applied as above. If you are assessed as Not Yet Competent for the third time, you will be required to pay the full unit of competency fee to attend the full course again. Reassessing Practical component of any assessments are charged at \$300 per practical assessment as these assessments involve a dedicated one on one assessor and a prepared simulated environment.*

Tuition, other fees and charges are subject to review and/or change at Complete Qualifications discretion. Complete Qualifications will advise the students of these changes prior to enrolment.

For short courses, course fees must be fully paid prior to the course commencement.

Access and Equity in Assessments

- All reasonable steps will be taken to ensure you will be given a fair opportunity to undertake the assessment;
- If there are any aspects of the assessment that are unclear and you are not certain about you should speak to the trainer/assessor; and
- Should you require a reasonable adjustment of the assessment due to a physical impairment you should discuss this with the trainer/assessor immediately.

Reasonable adjustments may include:

- Modifying educational premises. For example, ensuring that classes are in rooms accessible to the person with disability.
- Modifying or providing equipment. For example, lowering benches and enlarging computer screens.
- Changing assessment procedures. For example, allowing for alternative examination methods such as oral exam, or allowing additional time for someone else to write an exam for a person with a disability.
- Changing course delivery. For example, providing study notes or research materials in different formats or providing as sign language interpreter for a deaf person.

Assessment Feedback

All assessment tasks undertaken will be assessed and you will be given feedback on your outcomes from these assessments. This feedback will be a constructive discussion and if you are found to be 'Not Yet Competent' your assessor will explain to you why, and what you need to do to gain competency. If you do not agree with the decision, you have 10 working days from the date of the assessment has been made to appeal.

Plagiarism

Complete Qualifications has an expectation that all students produce their own independent work and acknowledge the ideas and material of any authors work. Plagiarism occurs when a student submits an assessment which includes the words or ideas of another person without reference to the original author. Cheating in an exam includes any action or attempted action where the learner seeks to gain an unfair or dishonest advantage academically.

Plagiarism is not accepted and where plagiarism is detected, Complete Qualifications will assess the evidence as 'Not Yet Competent'. If the practice continues, Complete Qualifications will take suitable action to cancel to training.

Assessment Record

All assessment results are stored both in a hard copy and electronically for 6 months after course completion. A copy of the qualification and the transcript issued is kept electronically for 30 years.

Quality Control

Assessment means the process of collecting evidence and making judgements on whether competency has been achieved, to confirm that an individual can perform to the standard required in the workplace, as specified in a training package or VET accredited course.

Validation is the quality review of the assessment process. Validation involves checking that the assessment tool/s produce/s valid, reliable, sufficient, current and authentic evidence to enable reasonable judgements to be made as to whether the requirements of the training package or VET accredited courses are met. It includes reviewing a random sample of student's assessments and making recommendations for future improvements to the assessment tool, process and/or outcomes and acting upon such recommendations.

Complete Qualifications is required to validate the assessor's decision of a student's assessment task. This may mean that from time to time, your assessment/s may be reviewed as part of this quality control process. The validation selection process includes assessments that have already been deemed competent by the trainer/assessor. Students need to be aware that where units have been deemed competent previously and their assessments have been chosen for validation there may be an obligation for them to undertake rework or additional work to meet the requirements of the training package.

Qualifications and Statement of Attainment

Full Qualification Courses

Complete Qualifications will within 30 calendar days of a student's course completion, issue and provide an AQF qualification or a statement of attainment to the individual student or their nominated representative who:

- Has finished the whole qualification and/or at least one unit of competency;
- Does not have any outstanding fees;
- Provided Complete Qualifications the USI to verify

If the student has an outstanding financial account, Complete Qualifications will not issue a qualification or statement of attainment to you unless the outstanding amount is paid. If a student does not make a full payment within next 20 working days from the notification date, Complete Qualifications will terminate your enrolment without issuing a qualification or statement of attainment.

Short Courses

Once the training/assessing staff have assessed a Student to be satisfactorily competent in their unit, Complete Qualifications will issue a Statement of Attainment.

Note: A Statement of Attainment cannot be issued without a USI.

Replacement Certificate

Complete Qualifications has obligation to keep electronic record of issued qualification certificates for 30 years. In an event that your certificate is lost, stolen or damaged, you can request to get a replacement of that certificate.

Complete Qualifications will:

- Provide a replacement certificate to any current or previous student who has their certificate lost, stolen or damaged
- Request applications in writing for a replacement certificates; students need to complete the Replacement Certificate Form
- Charge a fee for replacement certificates as outlined in the ***Booking Terms and Conditions*** of this student handbook.

ACCESS AND EQUITY

Complete Qualifications is committed to ensuring that training opportunities are available to all people on an equal and fair basis.

All Students have equal access to training programs irrespective of their gender, culture, linguistic background, race, socio-economic background, disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.

Any issues or questions regarding access and equity can be directed to Complete Qualifications Management.

BULLYING, DISCRIMINATION AND HARASSMENT

Under Australian law, Complete Qualifications is required to ensure that we provide an environment that is free from all forms of harassment and discrimination (including victimisation and bullying), so that staff and Students feel valued, respected and are treated fairly.

Complete Qualifications management will ensure that all of our staff and contractors understand their roles and responsibilities in creating such an environment, by a process of training, communication, mentoring and by example. We will ensure all of our staff are aware of the processes and procedures for addressing any form of harassment or discrimination.

Students should be aware of the following definitions:

'Bullying' - is unwelcome and offensive behaviour that intimidates, humiliates and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insult, spreading false or malicious rumours about someone, isolating or ignoring a person, putting people under unnecessary pressure with overwork or impossible deadlines, and sabotaging someone's work or their ability to do their job by not providing them with vital information and resources.

'Confidentiality' - refers to information kept in trust and divulged only to those who need to know.

'Discrimination' - is treating someone unfairly or unequally simply because they belong to a group or category of people. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender history, impairment, age or sexual orientation. Victimisation is also treated as another ground of discrimination.

'Harassment' - is any unwelcome and uninvited comment or action that results in a person being intimidated, offended, humiliated or embarrassed. Equal opportunity laws prohibit harassment on the grounds of sex and race.

'Racial Harassment' - occurs when a person is threatened, abused, insulted or taunted in relation to their race, descent or nationality, colour, language or ethnic origin, or a racial characteristic. It may include derogatory remarks, innuendo and slur, intolerance, mimicry or mockery, displays of material prejudicial to a particular race, racial jokes, allocating least favourable jobs or singling out for unfair treatment.

'Sexual Harassment' - is any verbal or physical sexual conduct that is unwelcome and uninvited. It may include kissing, embracing, patting, pinching, touching, leering or gestures, questions about a person's private or sexual life, requests for sexual favours, smutty jokes, phone calls, emails, facsimiles or messages, offensive noises or displays of sexually graphic or suggestive material.

'Victimisation' - includes any unfavourable treatment of a person as a result of their involvement in an equal opportunity complaint. Unfavourable treatment could include: adverse changes to the work environment; denial of access to resources or work.

Specific principles

- All staff and Students have a right to work in an environment free of any form of harassment and discrimination
- All reports of harassment and discrimination will be treated seriously, impartially and sensitively. Harassment and discrimination, including victimisation and bullying, is unwelcome, uninvited and unacceptable behaviour that will not be tolerated
- When management is informed of any harassment or discrimination it has the responsibility to take immediate and appropriate action to address it,
- In dealing with all complaints, the rights of all individuals should be respected and confidentiality maintained
- Whenever possible, all complaints should be resolved by a process of discussion, cooperation and conciliation. The aim is to achieve an acceptable outcome while minimising any potential damage to our organisation
- Both the person making the complaint, and the person against whom the complaint has been made, will receive information, support and assistance in resolving the issue
- Victimisation is unacceptable and will not be tolerated. No person making a complaint, or assisting in the investigation of a complaint, should be victimised
- Harassment or discrimination should not be confused with legitimate comment and advice (including feedback) given appropriately by management or trainers
- Staff and Students should not make any frivolous or malicious complaints. All staff and Students are expected to participate in the complaint resolution process in good faith.

HEALTH AND SAFETY

General Health and Safety

Workplace Health and Safety is designated to protect students from injury and ill health. Trainers have responsibilities for the safety of all persons in their charge. They will actively take steps to identify hazards, which could cause harm and take prompt action to remove or control them.

Students must take care of their own health and safety and that of their fellow students to the extent of their capabilities. This means you must follow all safety rules, procedures and instructions of trainers or other staff during your day to day training.

General health and safety include but not limited to:

- Students and staff should avoid whenever possible, or otherwise carry out carefully and correctly, any lifting.
- Students should not leave items/cords or obstructions in walkways or passageways.
- Students should wear footwear appropriate for the activities that they expect to undertake.

Hazard Control and Reporting

Anyone who sees a potential or existing hazard should:

- Assess if they can safely remove or reduce the hazard themselves without undertaking any unnecessary risks
- Act to signal or warn of the hazard to those who may be near
- Report the hazard to your trainer or Complete Qualifications staff member who will arrange any further control of the hazard required.

Incident / Accident Reporting

Complete Qualifications recognises the duty of care owed to its students and that planning for the management of a critical incident is essential.

A critical incident is defined as ‘a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury’. Complete Qualifications has in place efficient, sensitive and supportive strategies for dealing with a critical incident and provides support to members of staff, students and others in the community who are involved.

If the incident is on Complete Qualifications premise, the first action will be to contact the emergency services - fire, ambulance or police – as would be the case with other WHS matters. The Chief Executive Officer is contacted immediately when an incident involves death, serious injury or a threat to life or property.

All accidents and injuries must be reported to Complete Qualifications administration team. Staff will follow the Procedure for Hazard/Incident Reporting outlined in the Health and Safety Policy and Procedures. The aim of the reporting system is to prevent accidents from recurring by identifying the problem or hazard.

First Aid

In the event of a student requiring First Aid, a trainer or member of staff will administer First Aid and the student must complete the Incident Form. Should medication be required, students will be referred to their own GP or nurse for advice. In the case of an emergency, staff will call an ambulance and stay with the student until it arrives.

Emergencies

In the Event of Fire

1. Raise the alarm – contact Fire & Rescue (000)
2. Alert other occupants
3. Notify the Chief Warden of the Building and your Trainer
4. Evacuate the immediate area
5. Assemble as directed by the floor wardens and trainers
6. When instructed, evacuate the building.

Evacuation

1. Move to the Assembly Point as directed by floor wardens and trainers
2. When instructed to evacuate, leave by the Fire Stairs/Exits
3. DO NOT USE LIFTS (if applicable)
4. Move quietly and calmly to the Assembly Area
5. Await instructions.

Building Alarms and Other Emergencies

If the building fire alarm rings or if you are advised that there is an emergency in the building:

1. Stay calm
2. Follow the directions of floor wardens and trainers
3. Follow the evacuation procedure if required.

Alcohol and Drug Free Environment

Alcohol and drugs use impair performance with training and will not be tolerated at Complete Qualifications. Students have a duty to take reasonable care for their health and safety and that of others.

Students who attend class under the influence of prohibited drugs will be asked to leave the premises and may face disciplinary action.