Trinity College

BEENLEIGH

RTO 30527

VET Student Handbook

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Introduction

This handbook has been written to provide students with important information about the vocational education and training (VET) qualifications offered at the school/college as well as your rights and responsibilities as a VET student.

You will be asked to **sign a register to acknowledge that you have read this handbook**, so take the time to study it carefully and ask their VET teacher or RTO manager if they are unsure of any details. Students are to keep this handbook for future reference whilst enrolled as a VET student at the school/college.

What is Vocational Education and Training (VET)

The term Vocational Education and Training (VET) covers a range of work experiences and training activities within the secondary school curriculum. VET courses develop industry and workplace specific skills and knowledge.

Vocational Education and Training in Schools (VET in Schools) are programs undertaken by school students as part of the senior secondary certificate that provide credit towards a nationally recognised VET qualification within the Australian Qualifications Framework.

The objective of VET courses is to give students experience in the workplace, broaden post-school options and prepare them for the transition between school and work.

There are many benefits to undertaking a VET course while at school. These include:

- Gaining a nationally recognised qualification
- Developing relevant industry knowledge and skills for employment
- Networking and establishing links with employers through work placement
- Achieving points towards the Queensland Certificate of Education (QCE)
- Provides a pathway to employment or further study

The VET Quality Framework (VQF)

As a Registered Training Organisation, the College operates under the VET Quality Framework (VQF). The VET Quality Framework comprises:

- The 2025 Standards for Registered Training Organisations (RTOs), which took effect on 1 July 2025 and comprise the Outcome Standards, the Compliance Standards (including the Fit and Proper Person Requirements) and the Credential Policy
- The Australian Qualifications Framework
- The Financial Viability Risk Assessment Requirements, and
- The Data Provision Requirements

The College is registered to deliver a range of VET qualifications/training products under the direction of Queensland Curriculum and Assessment Authority (QCAA) and/or the Australian Skills Quality Authority (ASQA). The 2025 Standards for RTOs, in effect from 1 July 2025, focus on the quality of outcomes for students and employers, including training and assessment, VET student support, the VET workforce and governance. More information is available at: https://www.asqa.gov.au/for-providers/standards-for-RTOs

The Australian Qualification Framework (AQF)

The AQF is the national policy for regulated qualifications in Australian education and training sector training. It incorporates the qualifications from each education and training into a single comprehensive national qualifications framework.
http://www.aqf.edu.au/

Schools Sector	Vocational Education and Training Sector	Tertiary or Higher Education Sector
Senior Statement Qld Certificate of Education (QCE)	Vocational Graduate Certificate Vocational Graduate Diploma Advanced Diploma Diploma Certificate IV Certificate III Certificate II Certificate I	Doctoral Degree Masters Degree Graduate Diploma Graduate Certificate Bachelor degree (honours) Bachelor Degree Associate Degree Diploma

All VET courses offered by this RTO lead to nationally recognised qualifications – a Certificate (if all the requirements of the qualification are completed) or a Statement of Attainment (for those units that are successfully completed where the full qualification is not completed). This certificate/statement of attainment will be recognised in all states and territories in Australia.



Your Trainer and Assessor will provide you with information about your VET qualification/s including an overview of the specific units of competency/modules in each, assessment requirements and vocational outcomes. The qualifications available for completion at this RTO are listed on the school website and subject selection books.

Competency Based Assessment

Each VET qualification or course contains a number of units of competency. These units are assessed through a concept known as Competency Based Learning (CBL). Competency based training is an approach to vocational education and training that places emphasis on what a person can do in the workplace as a result of completing training or through relevant experience and learning that has taken place in the workplace or elsewhere.

People are considered to be competent when they are able to apply their knowledge and skills to successfully complete work activities in a range of situations and environments, in accordance with the standard of performance expected in the workplace.

Enrolment

Students enrol into a VET course as per the enrolment and selection processes used for other subjects at the school/college. The following processes are designed to assist you with the enrolment process:

- SET plans
- Subject selection processes
- Subject information sessions

Where numbers are limited for VET subjects, selection will be based on the order that enrolments were received. In some higher-level courses students' grades and ability may need to be taken into consideration as part of the selection process if places are limited.

At the commencement, a VET induction session will be run to provide you with information about the training, assessment and support services available and will also receive information regarding your rights and obligations as a VET student.

Before you enrol, the College will review your existing skills and competencies, language, literacy and numeracy (LLN) and digital literacy, including any possible Recognition of Prior Learning or Credit Transfer, to help confirm that the VET course is suitable for you and to identify any support you may need.

Prior to participation in structured work placement or work experience, students will undergo a relevant workplace induction program and will need to complete an industry work booklet related to their time in the workplace, which will be signed off by an employer representative or supervisor.

Course Information

Information pertaining to your qualification or accredited course can be sourced from course documentation provided by your Trainer and Assessor, subject specific information included in the Senior Subject Selection handbook through the VET Student Handbook and on the College Website and Student Resources Portal.

The Senior Subject Selection book contains an outline of all qualifications including the relevant assessment methods attached to each individual course of study.

Unique Student Identifier (USI)

If you are a new or continuing student undertaking nationally recognised training, you need a USI to receive your qualification or statement of attainment. If you don't have a USI you will not receive your qualification or statement of attainment.

The Unique Student Identifier or USI is a reference number made up of 10 numbers and letters that:

- Creates a secure online record of your recognised training and qualifications gained in Australia, even from different training organisations
- Will give you access to your training records and transcripts
- Can be accessed online, anytime and anywhere
- Is free and easy to create and
- Stays with you for life

The USI is available online and at no cost to the student. https://www.usi.gov.au/

Codes of Practice

As a Registered Training Organisation (RTO), the School/College has agreed to operate within the 2025 Standards for Registered Training Organisations (effective 1 July 2025). This includes a commitment to recognise the training qualifications issued by other Registered Training Organizations and issuing Credit Transfers where necessary. The school is registered to deliver a range of VET qualifications and courses under the authority of Australian Skills Quality Authority (ASQA) and Queensland Curriculum and Assessment Authority (QCAA) as ASQA's delegate body.

The mission of the school as a RTO is to deliver quality training and assessment across a range of selected industry areas in accordance with the National Training Packages.

The School/College reserves the right to amend the code of practice to suit the needs of the training organisation as required. All amendments will be in accordance with legislation governing RTO's.

Legislation

The School/College will comply with relevant Commonwealth, state or territory legislation and regulatory requirements, including Work Health and Safety legislation, Workplace Relations and Vocational Placement Standards at all times.

Sanctions

The School/College will honour all guarantees outlined in this Code of Practice. We understand that if we do not meet the obligations of this Code or supporting regulatory requirements, we may have our registration as a Registered Training Organization withdrawn.

Quality Management Focus

The School/College is committed to providing a quality service with a focus on continuous improvement. We value feedback from students, staff and industry representatives and incorporation this into future programs. Student feedback forms and surveys are used regularly to gather valuable information which can then be used to update assessment and teaching methods for those qualifications we deliver.

Marketing and Advertising

The School/College will provide clear, current and accurate information about the RTO, the training and assessment offered and the performance of the RTO. The School/College will ensure that all marketing and advertising is ethical, accurate and consistent with its scope of registration.

The School/College will honour all commitments made in any marketing or advertising materials.

Student Services

We have sound management practices to ensure effective service to students. We have service standards to ensure timely issue of student assessment results and qualifications. These will be appropriate to competencies achieved and issued in accordance with national guidelines.

Our quality focus includes a Recognition of Prior Learning Policy, a Mutual Recognition Policy, a fair and equitable Refund Policy when extra levies are required, a Grievance and Appeals Policy, an Access and Equity Policy and Student Support / Welfare and Guidance Services.

Where necessary, arrangements will be made for those students requiring literacy and/or numeracy support programs. We will take every opportunity to ensure that this information is disseminated, understood and valued by staff, students and parents.

Information relating to all fees and charges, course content, assessment procedures and vocational outcomes will be outlined prior to enrolment.

The school will provide any educational or support services, as required. These may include:

- Study support and study skills programs
- Language, literacy and numeracy (LLN) programs or referrals to these programs
- Equipment, resources and/or programs to increase access for learners with disabilities and other learners in accordance with access and equity
- Learning resource centres
- Mediation services or referrals to these services
- Flexible scheduling and delivery of training and assessment
- Counselling services or referrals to these services
- Information and communications technology (ICT) support
- Learning materials in alternative formats, for example, in large print
- Any other services that the RTO considers necessary to support learners to achieve competency.

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

- Principal
- Deputy Principal
- RTO Manager
- Curriculum Leaders
- Trainers and Assessors
- Career Counsellor/Guidance Officer
- Learning Support Teacher

Language, Literacy and Numeracy Support

The School/College recognises the importance of ensuring that students are assisted to identify the most suitable course for their needs and that many potential students require assistance with the development of their English language, literacy and numeracy (LLN) skills prior to or in conjunction with their enrolment.

If you are undertaking a VET course you will find that basic literacy/numeracy elements have been incorporated into the learning and assessment for the course, as per the requirements of each unit of competency. This will assist you to learn these basic literacy/numeracy components more readily, as they are being delivered and assessed in the context of an industry/vocational area of your choice.

If you still feel you need additional language, literacy or numeracy support, please approach one of your VET teachers or the RTO Manager.

Access and Equity

The access and equity guidelines at the School/College are designed to remove any barriers so that all students can gain skills, knowledge and experience through access to VET subjects. The RTO strives to meet the needs of each student through incorporating access and equity principles and practices which acknowledge the right of all students to equality of opportunity without discrimination. This RTO is inclusive of all students regardless of sex, race, impairment or any other factor. Any matter relating to access and equity will be referred to the RTO Manager.

All students will be informed of the requirements of curriculum or National Training Packages. The School/College ensures that student selection decisions comply with equal opportunity legislation. Appropriately qualified staff will assess the extent to which the student is likely to achieve the stated competency standards and outcomes of the

course, based on their qualifications and experience

The School/College is committed to regularly providing students with information regarding their participation and progress. All student files are kept securely stored. If you wish to access your own records, you must make a request to their VET teacher or the VET Administration Officer. The VET teacher or VET Administration Officer will arrange supervised access at a mutually convenient time.

Disciplinary Procedure

The School/College behavioural expectations are outlined in the Trinity College Student Code of Conduct and Behaviour and Engagement Plan. Please make sure that you read it as its application is also relevant to all School VET programs. Breaches of expectations, including those relating to personal technology, are managed through the College RTC process.

Phones, Smartwatches, Wearables, AI Devices and Other Personal Technology

The College expectation is that students **do not bring mobile phones, e-readers, smartwatches, headphones, earbuds, wearable technology, AI-enabled devices or other personal connected devices to school**. All technology required for learning is provided or approved by the College. If a family chooses to send a personal device to school, responsibility for the device (including loss, theft or damage) remains with the student and family, and the presence of a device does not give permission to use it.

Trinity Time is phone-free and personal-device-free time. It includes any time a student is under the College's supervision or duty of care, such as:

- classes and learning activities
- breaks and transitions between activities
- movement to and from bathrooms, the library, sporting facilities or other areas
- sport, excursions and College events, including VET work placement activities and events where students represent the College

During Trinity Time, a personal device must not be seen, heard, accessed, worn, handled or used, or used to communicate, photograph, film or record. Where a device is seen or heard, or a staff member observes behaviour that reasonably indicates a device may be in use, the student will be referred to the RTC process and consequences will be managed under the College Student Code of Conduct and Behaviour and Engagement Plan.

Families who need to contact their teen urgently during the school day should contact the College Office. Students who need to contact home can do so through Student Reception or via school email.

Photography, filming and recording. Students must not make unauthorised photographs, animations, video recordings or audio recordings of students, staff, parents, carers or visitors during Trinity Time, whether using a phone, smartwatch, laptop, glasses, wearable device or other technology. Any suspected recording in bathrooms, change rooms, sick bays or other private areas is a serious matter and may be referred to external authorities. Serious or repeated breaches may result in suspension.

Smartwatches, wearables and AI-enabled devices. Smartwatches, smart rings, connected earbuds and other wearable devices capable of communication, internet access, recording or AI-assisted functions should remain at home.

Headphones and earbuds. Students should not bring headphones or earbuds to school, as students need to be able to hear staff directions, emergency alarms, safety warnings and approaching vehicles, people or equipment.

Medical, disability and health-related adjustments. Where a student has a verified disability, medical or health-related need that involves a personal device, the request must be considered through the College's reasonable adjustment process and authorised by the Principal. A medical certificate is considered as part of this process but does not automatically provide an exemption.

Repeated device use. A student who repeatedly accesses, uses, wears or handles a prohibited device during Trinity Time is not complying with College expectations. Families share responsibility for supporting these expectations, and repeated breaches may also be addressed under the BCE Enrolment Terms and Conditions.

Student Expectations

As a student, you are expected to:

- Make a serious commitment to your studies at school
- Meet the expectations and demands of the School/College in terms of participation, cooperation, punctuality, successful submission of work and high standards of behaviour and conduct
- Be polite, courteous and respectful to others
- Take responsibility for your own learning
- Exhibit mature and safe behaviour
- Contribute to classroom learning
- Follow the ethos of the School/College
- Use and take reasonable care of any equipment that is provided
- Obey any reasonable instructions in relation to health and safety

Homework and Study Expectations

Homework is work set by a teacher to be completed at home by a set time. Study indicates preparation for testing and for revision of daily work. It is also the revision of work covered in class even if not specifically set by the teachers.

Attendance

Students must attend school on each official school day. Attendance in VET classes/activities complies with the School's Attendance policy.

In the case of absence or late arrival, a note of explanation properly certified by a parent or guardian, or telephone call is required. Late arrivals must report to the School Office to sign in, to ensure they are recorded as present. A late slip will be given to the student to take to their current teacher. Parents are contacted by letter or telephone when students have extended/unexplained absences.

The College expectation is a minimum of 90% attendance and zero unexplained absences. Students over the compulsory school age (15 years) who do not maintain a satisfactory attendance rate (90%) may be determined not to have completed course attendance requirements. When attendance falls below 90%, the College will contact the family to review the reasons for absence and put appropriate supports in place.

Refund Policy

The school does not charge students fees for VET services (except when the course is offered through an external RTO).

Fees are only collected for consumable costs or other additional services such as the issuing of a replacement qualification document. Any fees and charges that do occur for additional services will be made known to students prior to enrolment. The school will refund on a pro-rata basis any fees collected for consumable costs to the students who leave before completion of the VET service.

Matters regarding payment of fees or refund of fees will be managed by the school's Fee Policy.

Training Guarantee

The School/College has controls in place to ensure qualifications, statements of attainment and records of results are not issued unless the learner has completed all requirements.

We guarantee that our training and assessment meet the requirements of the qualification as defined in the Training Package.

The School/College guarantees once you have commenced your course, training / assessment you will be provided to allow you to complete the course. In the unlikely event that the RTO cannot do this, we have in place a process to protect students in completing the course.

Assessment

Your VET teacher/trainer will provide you with a thorough overview of the assessment requirements for your individual VET program/s.

Assessment is an integral part of the school curriculum. Its nature varies from subject to subject. In each semester, you will complete a number of assessment tasks that will be used to assess your competency.

These may take the form of:

- Objective and short answer/response tests
- Written responses
- Response to stimulus material
- Research and project work
- Practical work
- Oral presentations
- Presentation of information
- Procedural applications
- Demonstrations
- Teacher observation
- Simulated workplace case studies and scenarios
- Electronic learning

All VET students at this school will be fully informed of the VET assessment process and requirements and will have the right to appeal.

The School/ College has personnel with appropriate qualifications and experience to deliver the training and facilitate the assessment relevant to the training products offered. Assessment will meet the National Assessment Principles (including Recognition for Prior Learning and Credit Transfer). Adequate facilities, equipment and training materials will be utilised to ensure the learning environment is conducive to the success of students.

Flexibility and Reasonable Adjustment

All VET courses are flexible and are designed to give every student an opportunity to demonstrate competence. This means that if you have an identified need, the conditions of the assessment task that you do may be changed, this is referred to as Reasonable Adjustment. Reasonable adjustments will be made to the assessment strategy to ensure equity for all students, while maintaining the integrity of the assessment outcomes as stated in the Training Package.

Recognition of Prior Learning (RPL)

All students can apply for Recognition of Prior Learning (RPL) for industry skills or life skills. Recognition of Prior Learning (RPL) allows you to receive recognition and credit for the knowledge and skills you have, no matter how and where they were attained, including overseas. They include skills from:

- Other Subjects
- Previous Training
- Things you have learned outside school, e.g. community or sporting involvement
- Work experience or industry placement, (including work that is paid and unpaid)
- Your part-time job

It is important to apply for RPL if you already have some knowledge or skills that might be relevant to the vocational parts of the course. The course information will contain competency standards or learning outcomes, which provide the skills, knowledge and attitudes expected of a person fulfilling a role in a workplace. Read the information on the units of competency / learning outcomes that you wish to be assessed against to compare them with your own knowledge and skills before deciding about whether you wish to submit your RPL application.

If you wish to apply for Recognition of either past qualifications or experience, you will need to do so within two weeks of enrolment. You must make an application for RPL using the RPL Application Form, giving details of any skills or knowledge that you already have. It is in your responsibility to provide enough information in the application to support your case.

Students will be provided an RPL kit for the unit/units of competency for which they are applying for an RPL. Students submit the supporting evidence as outlined in the RPL kit by the agreed time.

Your Trainer/Assessor will

- Review the RPL application and provide feedback within two weeks of receiving the evidence.
- Analyse the evidence against the Unit/s of Competency and determine if the evidence meets the Rules of Evidence and requirements of the Unit/s of Competency.
- Where evidence is lacking, further evidence will be requested, this may also include a competency conversation. The additional evidence must be supplied within two weeks from date of request.
- Student will be notified by RTO Manager/delegated representative of outcome
- Student may appeal the decision following the complaints and appeals process

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 will be granted where students have previously completed qualifications or units of competency that are recognised as being equivalent to those in a qualification or unit/s of a student's enrolment with the RTO.

As a Registered Training Organisation, the School/College accepts the qualifications issued by other RTOs based in any State/Territory of Australia.

The awarding of credit will be granted based on certified copies of testamurs, records of results and statements of a

attainment only. The College undertakes to ensure that all Qualifications and Statements of Attainment issued by any other RTOs are authentic, that they have been issued by a registered provider and the qualifications and/or units are nationally recognised.

Students will be notified within 21 days of the credit transfer application and informed of the outcome.

Students who are dissatisfied with the outcome of a credit application may apply for a review of the decision to the VET Manager within 10 working days of notification of the decision. The application for review is to be made in writing in accordance with the Complaints and Appeals Policy.

Certification

The School/College RTO, will ensure that through the implementation of the AQF Qualifications Issuance Policy:

- Students will receive the certification documentation to which they are entitled
- AQF qualifications are correctly identified in certification documentation
- A clear distinction can be made between AQF qualifications and non-AQF qualifications
- The College RTO, will establish anti-fraud mechanisms by including the College RTO,'s own logo each document issued to ensure there is no fraudulent reproduction or use of credentials.

The RTO maintains a Register of Certification Documents Issued for 30 years from the date of issue. This allows learners to request a reissue of their documentation at a later date. All requests for a replacement qualification or statement of attainment must be in writing (email is acceptable) from the student to the RTO Manager. The replacement will be issued with 30 working days of receipt of the written request.

Privacy and Confidentiality

The School/College is committed to maintaining the privacy and confidentiality of its RTO personnel and students' records. It is necessary for the RTO to gather some personal information in the course of its dealings with students seeking/receiving a service and who are enrolled in the RTO's programs. We will only collect personal information relevant to students' training program and the business activities that support this. Information about a student, except as required by law or as required, is not disclosed without the student's written permission and that of their parent or guardian if the student is less than 18 years of age. The RTO will ensure that they have consent from each student.

Complaints and Appeals

In undertaking vocational studies, there may be occasions where the need arises to question the procedures involved in awarding a unit of competency or in recognising the RPL process.

Any person wishing to make a complaint against the School/College concerning its conduct as an RTO, whether a grievance, appeal or other matter such as RPL application or assessment or quality of instruction given throughout the course, shall have access to the complaint's procedure.

A **complaint** can be made to the school RTO regarding the conduct of:

- the school RTO, its trainers, assessors or other school RTO staff
- students of the RTO
- any third parties providing services on behalf of the school RTO (if relevant).

Complaints may be made to any member of staff.

An appeal can be made to the school RTO to request a review of a decision, including assessment decisions.

Appeals should be made to the trainer/assessor in the first instance but can also be made to Heads of Department or

the RTO Manager.

The school RTO will ensure that the principles of natural justice and procedural fairness are adopted at every stage of the complaints and appeals process.

1. **Any staff member can receive a complaint or appeal. Where possible, complaints are resolved immediately.**
2. **All complaints and appeals are heard and resolved within 60 calendar days of receipt.**

   If the school RTO considers that more than 60 calendar days are required to process and finalise the complaint or appeal, the complainant or appellant will be informed of the reasons for the extended timeframe in writing and will be regularly updated on the progress of the matter.
3. **The school RTO will maintain a secure Complaints and Appeals Register, documenting all complaints and appeals received, as well as actions taken and decisions made.**
4. **The school RTO will undertake a continuous improvement process that includes reviewing both the details in the Complaints and Appeals Register, and the complaints and appeals policy and procedures, and taking appropriate corrective action to eliminate or mitigate the likelihood of the same problems occurring again.**

Procedure:

If a complaint relates to a report about harm or safety, refer to your school's appropriate Student Protection procedures.

Complaints procedure

On receipt of a verbal complaint:

- Resolve the complaint if possible, documenting the complaint, its cause, actions taken and decisions made in the secure Complaints and Appeals Register.
- If the complaint cannot be promptly and simply resolved, advise that an appropriate staff member will deal with the complaint, but a written record of the complaint is required.

To put a complaint in writing, advise the complainant/appellant that:

- They may use the support of a third party in progressing the complaint/appeal
- You can either put the complaint/appeal in writing themselves using the 'Students Complaints and Appeals Form', or:
- You can make a written record for them to sign. In this case:
    - Note whether the complainant wants the support of a third party
    - Ensure the complainant signs and dates the form
    - Identify yourself, and your role within the RTO
    - Sign and date the form yourself.

On receipt of a written complaint:

- If the complaint is not in relation to the RTO Manager
    - The complaint is forwarded to the RTO Manager/delegated representative
    - A written acknowledgement is sent to the complainant from the RTO Manager/delegated representative
    - The complaint is entered into the secure Complaints and Appeals Register
- If the complaint is in relation to the RTO Manager
    - The complaint is forwarded to the Principal/CEO of the RTO
    - A written acknowledgement is sent to the complainant from the Principal

- The complaint is entered into a separate secure Complaints and Appeals Register, which is kept separate from the main Register

5. To resolve the complaint/appeal, the RTO Manager and/or Deputy Principal:

- discuss the issue/s with the staff member to whom the complaint/appeal was made
- give the complainant/appellant an opportunity to present their case (they may be accompanied by other people as support or as representation)
- give the relevant staff member, third party or student (as applicable) an opportunity to present their case. They also may be accompanied by other people as support or as representation.
- if necessary, convene an independent panel, the Complaints and Appeals Committee, to hear the complaint/appeal.
- The committee must not have had previous involvement with the complaint/appeal, and must include:
  - a representative of the Principal
  - one or more representative/s of the teaching staff
  - an independent person.
- deal with the issue/s
- communicate the outcome/decision to all parties in writing within 60 days of receipt of the complaint/appeal
- document the complaint/appeal, including the cause, actions taken and decisions made, in the appropriate secure Complaints and Appeals Register.
- If the complaint is not finalised within 60 calendar days, the complainant is informed of the reasons in writing and regularly updated on the progress of the matter.
- If the procedures fail to resolve the issue/s, the complainant/appellant may have the outcome reviewed (on request) by an appropriate party independent of the RTO.
- If the complainant is still not satisfied, the Principal will refer them to the QCAA website for further information about making complaints (https://www.qcaa.qld.edu.au/senior/vet/rto-registration-audits/appeals-complaints-enforcement).
- The school RTO will undertake a continuous improvement process that includes:
  - reviewing the details in the Complaints and Appeals Register
  - reviewing the complaints and appeals policy and procedures
  - taking appropriate corrective action to eliminate or mitigate the likelihood of the same problems occurring again.

If the processes fail to resolve the complaint or appeal, a review by an independent party will be provided if requested.

Appeals procedure

On receipt of a verbal appeal:

- Resolve the appeal if possible, documenting the appeal, its cause, actions taken and decisions made in the secure Complaints and Appeals Register.
- If the appeal cannot be promptly and simply resolved, advise that an appropriate staff member will deal with the appeal, but a written record of the appeal is required.

To put an appeal in writing, advise the appellant that:

- They may use the support of a third party in progressing the appeal
- They can either put the appeal in writing themselves using the 'Students Complaints and Appeals Form', or:
- You can make a written record for them to sign. In this case:
  - Note whether the appellant wants the support of a third party
  - Ensure the appellant signs and dates the form

- Identify yourself, and your role within the RTO
- Sign and date the form yourself.

On receipt of a written appeal:

- If the appeal is not in relation to the RTO Manager
  - The complaint is forwarded to the RTO Manager/delegated representative
  - A written acknowledgement is sent to the complainant from the RTO Manager/delegated representative
  - The complaint is entered into the secure Complaints and Appeals Register
- If the appeal is in relation to the RTO Manager
  - The appeal is forwarded to the Principal/CEO of the RTO
  - A written acknowledgement is sent to the appellant from the Principal
  - The appeal is entered into a separate secure Complaints and Appeals Register, which is kept separate from the main Register

If the appeal is not finalised within 60 calendar days, the appellant is informed of the reasons in writing and regularly updated on the progress of the matter.

The RTO Manager/delegated representative will either deal with the appeal or convene an independent panel to hear the appeal; this shall be the complaints and appeals committee.

The appeals committee shall not have had previous involvement with the appeal, and will include representatives of:

- The RTO Manager/delegated representative
- The teaching staff
- An independent person

The appellant shall be given an opportunity to present their case and may be accompanied by other people as support or as representation.

The relevant staff member, if applicable, shall be given an opportunity to present their case and may be accompanied by other people as support or as representation.

The outcome/decision will be communicated to all parties in writing within 60 days.

If the processes fail to resolve the appeal, the individual making the appeal will have the outcome reviewed by an appropriate party independent of the RTO.

If the appellant is still not satisfied, the RTO Manager/delegated representative will refer them to the VET Regulator website for further information about making complaints (www.QCAA.qld.edu.au/3141.html).
The root cause of any appeal will be included in the systematic monitoring and evaluation processes of the RTO so that appropriate corrective action can be instigated to eliminate or mitigate the likelihood of reoccurrence.

The College will include the following information on its public website.

- The school, as an RTO, has a complaints and appeals policy specific to its RTO operations.
- A complaint can be made to the school RTO regarding the conduct of:
  - The school RTO, its trainers, assessors or other school RTO staff
  - Students of the RTO
  - Any third parties providing services on behalf of the school RTO (if relevant).
- An appeal can be made to the school RTO to request a review of a decision, including assessment decisions.

- The school RTO will ensure that the principles of natural justice and procedural fairness are adopted at every stage of the complaints and appeals process. All complaints and appeals will be heard and decided on within 60 calendar days of receiving the complaint or appeal.
- If the school RTO considers more than 60 calendar days are required to process and finalise the complaint or appeal, the complainant or appellant will be informed of the reasons in writing and will be regularly updated on the progress of the matter.
- If the processes fail to resolve the complaint or appeal, a review by an independent party will be provided if requested.
- Complaints or appeals should be directed to the Principal as CEO of the school RTO

Glossary

AQF qualification	AQF qualification type endorsed in a training package or accredited in a VET accredited course
ASQA	Australian Skills Quality Authority
Assessment	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
Australian Qualification Framework (AQF)	the framework for regulated qualifications in the Australian education and training system, as agreed by the Commonwealth, State and Territory ministerial council with responsibility for higher education.
Code	the unique identifier for units of competency, skill sets, VET accredited courses, modules, AQF qualifications or training packages as required by the Standards for Training Packages and Standards for VET Accredited Courses
Competency	the consistent application of knowledge and skill to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments
National Register	the register maintained by the Commonwealth Department responsible for VET and referred to in section 216 of the National Vocational Education and Training Regulator Act 2011.
RTO	Registered Training Organisation
RTO code	the registration identifier given to the RTO on the National Register.
Scope of Registration	the training products for which an RTO is registered to issue AQF certification documentation. It allows the RTO to: - Both provide training delivery and assessment resulting in the issuance of AQF certification documentation by the RTO; or - Provide assessment resulting in the issuance of AQF certification documentation by the RTO.
Student/learner	a person being trained and/or assessed by the RTO for the purpose of issuing AQF certification documentation.
Standards	2025 Standards for Registered Training Organisations (RTOs), made up of the Outcome Standards, the Compliance Standards (including the Fit and Proper Person Requirements) and the Credential Policy, in effect from 1 July 2025
Statement of attainment	a statement issued to a person confirming that the person has satisfied the requirements of the unit/s of competency or accredited short course specified in the statement.
Training Product	an AQF qualification, skill set, unit of competency, accredited short course and module
Unit of Competency	means the specification of the standards of performance required in the workplace as defined in a training package
VET	Vocational education and training
VET Regulator	ASQA is the regulatory body for RTOs in the Australian Capital Territory, New South Wales, the Northern Territory, Queensland, South Australia and Tasmania. The Queensland Curriculum and Assessment Authority (QCAA) acts as delegate for the Australian Skills Quality Authority for Qld Schools.