

# RTO ADMINISTRATIVE PROCEDURES AND POLICIES

PROCEDURE/POLICY	DESCRIPTION
<b>Entry requirements</b>	There are no formal qualification entry requirements for students enrolling in any VET course at Stanthorpe State High School.
<b>RTO's obligation to the learner</b>	Stanthorpe State High School is responsible to ensure the quality of the training and assessment provided to you is in compliance with the Standards for Registered Training Organisations (RTO's) 2015.
<b>Changes in agreed service</b>	Should there be a change to the agreed services offered to you by Stanthorpe State High School, you (the learner) will be advised as soon as practicable. This notification extends to any new third party arrangements or a change in ownership or changes to existing third party arrangements.
<b>Early Termination of program</b>	<p>In the event that Stanthorpe State High loses suitably qualified trainers and assessors and is unable to deliver the course;</p> <ul style="list-style-type: none"> <li>students will be issued with a statement of attainment for any successfully completed units of competency</li> <li>Any fees paid toward the program will be refunded on a pro rata basis.</li> </ul> <p><i>N.B. Courses offered by Stanthorpe State High School are delivered subject to meeting registration, human and physical requirements of each certificate.</i></p>
<b>Complaints and Appeals</b>	<p>A learner at Stanthorpe State High School has the right to access the schools Complaints and Appeals policy. This policy has been developed to ensure the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeals process. It is the commitment of Stanthorpe State High school to resolve any complaint or appeal issues as quickly as possible.</p> <p>Complaints refers to allegations involving the conduct of;</p> <ul style="list-style-type: none"> <li>The school RTO, its trainers assessors or other school RTO staff</li> <li>Students</li> <li>Third parties providing services on behalf of the school RTO (if relevant)</li> </ul> <p>Appeals refers to the request for a review of decisions, including assessment decisions made by the school RTO or a third part providing services on the school RTO's behalf.</p> <p>If you are unhappy about an aspect or result of your course you can access the school's complaints and appeals policy.</p> <p><b>STEP ONE</b></p> <p>Bring your concern to the attention of your teacher. Your teacher will record your concerns and the outcome.</p> <p><b>STEP TWO</b></p> <p>If you are unable to resolve your concerns with your teacher you will be referred to the Head of Department. The Head of Department will record your concerns and the outcome.</p> <p><b>STEP THREE</b></p> <p>If you are unable to resolve your concern with the Head of Department a formal complaints form is available at:</p> <p style="text-align: center;"><i>Common drive/VET/Complaints &amp; Appeals/Complains form</i></p> <p>You should complete and submit this form outlining your complaint or appeal in writing to the Deputy Principal responsible for Vocational Education and Training. The Deputy Principal will acknowledge your concern in writing and work with you to obtain a satisfactory resolution.</p> <p><b>STEP FOUR</b></p> <p>In the event that the matter still remains unresolved Stanthorpe State High School will request review by a party independent of the RTO.</p>

<b>Refund policy</b>	<p><b>Finances.</b></p> <p>All fees and charges that pertain to a course are outlined in the Schedule of Fees distributed at the subject selection evening. If a student exits before the completion of a course, school policy outlines that fees are refunded on a pro-rata basis.</p> <p><b>Determining level of refund:</b></p> <p>For a two year program;</p> <ul style="list-style-type: none"> <li>• Leave or change subject any time during Semester 1 – 75% refund</li> <li>• Leave or change subject any time during Semester 2 – 50% refund</li> <li>• Leave or change subject any time during Semester 3 – 25% refund</li> <li>• Leave or change subject any time during Semester 4 – no refund</li> </ul> <p><b>Process:</b></p> <ol style="list-style-type: none"> <li>1. Obtain 'Request for Refund' form from the Student Resource Scheme Office</li> <li>2. Complete details, with parent/guardian signature and signature of relevant staff member</li> <li>3. Submit to Student Resource Scheme Office</li> </ol> <p><b>Method of Refund:</b></p> <ol style="list-style-type: none"> <li>a) If amount is less than \$10 the refund will be in cash after a 'Request for Refund' form is completed and signed by parent/guardian and verified by relevant staff member.</li> <li>b) If amount is greater than \$10 refund will be a cheque or EFT after 'Request for Refund' form completed and signed by parent / guardian and verified by relevant staff member.</li> </ol>
<b>Mode of delivery</b>	<p>All courses offered at Stanthorpe State High School will occur face-to-face. All sites utilised for training will be equipped with relevant tooling, equipment and consider all relevant aspects of Workplace Health and Safety. A range of teaching and learning strategies will be used to deliver the competencies including, practical tasks, group work and activities involving simulated events. Complete risk assessments and management will be implemented prior to every activity. Relevant equipment includes appropriate workspaces and, respective equipment relevant to the course.</p>
<b>Delivery location</b>	<p>Most of the courses offered through Stanthorpe State High School are delivered on site. Any alterations to this are identified in the individual course outlines.</p>
<b>Program duration</b>	<p>Refer to the individual course outlines for course specific program durations.</p>
<b>Learning resources</b>	<p>Stanthorpe State High School offers sufficient learning resources, equipment and facilities to:</p> <ul style="list-style-type: none"> <li>• Enable students to meet the requirements for each unit of competency</li> <li>• Support the number of students undertaking the training and assessment.</li> </ul>
<b>Assessment resources</b>	<p>Across the courses offered at Stanthorpe State High School, assessments will be formative and conducted 'on the job', where skills, knowledge and understanding may be demonstrated in a real or simulated workplace environment.</p> <p>Projects/tasks and work evidence will be progressively gathered by the assessor for units of competency until sufficient valid evidence is gathered to make assessment decisions on competency. Submission of written work is based on the requirements of the units of competency. Evidence of skills and knowledge will be gathered simultaneously.</p>

<b>Evidence-gathering conditions</b>	<p>Evidence of Competency will be assessed under the following conditions;</p> <ul style="list-style-type: none"> <li>• Will be progressively gathered for groups of units simultaneously.</li> <li>• Methods will confirm consistency of performance over time and in a range of workplace-relevant contexts, rather than a single assessment event.</li> <li>• Will be by observation of relevant tasks with questioning on underpinning knowledge and, where applicable, training journals and reviews of work products/folios and third party reports.</li> <li>• Will be done under the specific assessment conditions required by the units.</li> </ul>
<b>Work placement arrangements for students</b>	<p><i>Refer to the individual course outlines for work placement requirements for each course.</i></p>
<b>Third party arrangements</b>	<p><i>Refer to the individual course outlines for work placement requirements for each course.</i></p>
<b>Educational and support services</b>	<p>Learners engaging in Vocational Education and Training courses at Stanthorpe State High are school students. The RTO will schedule supervised training and assessment sessions based on the schools timetable structure. Students and trainers may negotiate support in addition to scheduled hours, to develop the required skills and knowledge.</p>
<b>Recognition of prior learning (RPL) arrangements</b>	<p>Students may request recognition of prior learning (RPL) assessment.</p> <p>RPL recognises your current skills and knowledge obtained through:</p> <ul style="list-style-type: none"> <li>• Other subjects</li> <li>• Previous training</li> <li>• Prior learning</li> <li>• Work experiences or industry placement</li> <li>• Your part-time job</li> </ul> <p>These previous experiences may allow students to provide verifiable details of prior learning.</p> <p>The evidence will be assessed for currency and against requirements of the units of competency, and an amended program strategy will be prepared, taking into account the student's prior learning.</p> <p><b>What happens?</b></p> <p>To apply for RPL students need to complete the RPL form (found on the student intranet under student/common/vocational/rpl) giving details of skills or knowledge that you already have. It is your responsibility to provide enough information in the application to support your case.</p> <p>You can apply for RPL at any time during your course. Discuss this with your trainer.</p>
<b>Certificates and Statements of Attainment</b>	<p>If a student is assessed as meeting the requirements of the qualification, then within 30 calendar days of all conditions being met:</p> <ul style="list-style-type: none"> <li>• <b>AQF documentation</b> is issued to the learner</li> <li>• A <b>statement of attainment</b> will be issued if the qualification in which the learner is enrolled is partially complete</li> </ul> <p>AQF documentation could be withheld from the learner if all agreed fees owed by the learner to the RTO have not been paid.</p>

<p><b>Reissuing of Certificates and Statements of Attainment</b></p>	<p>Stanthorpe State High School maintains an auditable-quality register of all AQF qualifications (through Queensland Curriculum and Assessment Authority) issued. The register contains sufficient information to identify correctly the holder of the qualification, the AQF qualification by its full title, and date of issue/award/conferral.</p> <p>Stanthorpe State High School has a policy that permits the replacement of certification documentation, and maintains responsibility for authentication and verification of any replacement certification documentation.</p> <p>Reprint Policy</p> <ul style="list-style-type: none"> <li>• If the qualification or statements of attainment have been printed by the school, a request for a reprint is required.</li> <li>• If the qualification or statements of attainment have been printed by QCAA, the request for a reprint must be made in writing to the school administration and charges may apply.</li> <li>• All requests for reprints are directed to the school administration office.</li> </ul>
<p><b>Unique Student Identifier (USI)</b></p>	<p>The school RTO will not issue an AQF certificate, record of results or statement of attainment to a student without having a verified Unique Student Identifier (USI) for that individual.</p> <p>A student may access their training records and results by accessing their USI account online.</p> <p>For more information on obtaining a USI or accesses training records proceed to the link below: <a href="http://usi.gov.au">http://usi.gov.au</a></p>

**REPORTING**

<p><b>Recording results</b></p>	<ul style="list-style-type: none"> <li>• Evidence-gathering instruments are used to verify a student's progress toward competency.</li> <li>• The interim outcome descriptors of 'Satisfactory' or 'Unsatisfactory' will be used on students' projects and evidence documents.</li> <li>• Students may continue to submit evidence until they exit the program.</li> <li>• Assessor may determine final outcomes for units of competency at any time, but only after sufficient valid evidence has been gathered and assessed and any pre-requisite units have been successfully completed.</li> <li>• RTO management will record final outcomes (usually using the descriptors Competent, Not Competent, Credit Transfer or Withdrawn).</li> <li>• All final outcomes must be entered before the end of the last term of the VET program or immediately after a student exits the program.</li> <li>• RTO management reports student enrolment data to QCAA within the first term of the student's commencement of the VET program.</li> </ul>
<p><b>Student profiles</b></p>	<ul style="list-style-type: none"> <li>• Student profiles are updated by the assessor and are accessible to students on request.</li> </ul>