



HELENSVALE
STATE HIGH SCHOOL



VET Policies &
Procedures

STUDENT HANDBOOK
2023

We **ASPIRE** for each and every student to succeed.
We **BELIEVE** in One Student, One Community, Many Futures.
We **VALUE** respect, responsibility, resilience.

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Our Mission: One Student, One Community, Many Futures

All great schools create and communicate a clear and compelling purpose for why they exist. Our goal is to create a school for each and every student which is exemplified in our 'One Student, One Community, Many Futures' mission.

One student is about:

- Creating a 'school for one' by catering for the learning needs, interests and aspirations of each and every student
- Prioritising and supporting the connection between well-being and learning to provide for the psychological, emotional and social needs of our students
- Every student engaging meaningfully and personally through our 'four pillars of opportunity' – learning, sport, the arts and community to reach their full potential
- Preparing our students for the future by creating literate, numerate, motivated, creative, sceptical, respectful, responsible, ethical, healthy and resilient learners

One community is about:

- Our school as an innovative learning community with an unrelenting focus on, and a commitment to, the learning of each student.
- Very high expectations for learning, presentation and behaviour and this is regaled within our community
- Our school as a hub of learning in our community and our parents and carers feel welcome, supported, connected and frequently engage as partners to improve student wellbeing and learning
- Creating an overwhelming sense of positivity, optimism and future orientation within our students and school

Many futures is about:

- Ensuring every student transitions from our school with a viable pathway to the future because together we delivered on our 'qualification guarantee'.
- Our students learning 'anytime, anywhere' through a blend of face to face, flexible and virtual learning and our range of subjects catering for the diversity of student learning styles and aspirations.
- Maintaining and growing diverse, deep and productive industry and community links with our students being sought after by employers at a state and national level
- Fostering strong and productive partnerships to deliver exceptional and guaranteed tertiary learning opportunities

Our students consistently producing learning outcomes that are on par with the best schools in Queensland.

Our Values: Respect, Responsibility, Resilience

All students at Helensvale have the right to be safe and happy while they learn. With these rights come responsibilities. It is the responsibility of the school community to uphold the Vision of the school by adhering to the following values:

At Helensvale we believe that this excellence is created through the following values:

1. Respectful Learner: Treat others how you want to be treated
2. Responsible Learner: Follow directions without debate (as it is about time and place)
3. Resilient Learner: To never, ever give up the will to learn

Purpose of the Student Information Handbook

This handbook provides you with the information you will need during your Vocational Education and Training course of study. Please make sure you have ongoing access to this book as you will need to refer to it throughout your course.

The booklet is divided into sections – General Information and Course Information. It is important to know your rights as a student, and be familiar with the competencies to be attained for each qualification you study. A process of RPL (recognition of prior learning) can be applied to avoid duplication of learning and training. Appeals procedures exist for students who might disagree with competencies awarded.

To ensure this handbook meets our systems for quality service, consider providing feedback to the HOD – Senior Schooling and VET.

Helensvale State High School offers a variety of VET subjects which are stand-alone subjects. The following table indicates the current offerings at our school.

Department	Subject Name	VET Qualification
Design	Cookery	SIT20421 – Certificate II in Cookery
	Tourism	SIT20116 – Certificate II in Tourism
Science	Information Technology	ICT20120 - Certificate II in Applied Digital Technologies
	Multimedia	CUA31020 - Certificate III in Screen and Media
	Horticulture	AHC20416 - Certificate II in Horticulture AHC10316 – Certificate I in Horticulture
Performing & Visual Arts	Theatre	CUA20220 - Certificate II in Creative Industries
	Dance	CUA30120 - Certificate III in Dance
	Photography	CUA31120 – Certificate III in Visual Arts

Each department will issue individual learning and assessment plans informing you of the requirements of each subject.

Code of Practice

As a Registered Training Organisation (RTO), Helensvale State High School has agreed to operate within the Standards for Registered Training Organisations. This includes a commitment to recognise the training qualifications issued by other Registered Training Organisations. The school is registered to deliver a range of VET programmes under the direction of QCAA as delegate for Australian Skills Quality Authority (ASQA). The mission of the school as an RTO is to deliver quality training and assessment across a range of selected industry areas in accordance with the National Training Packages. Helensvale State High School reserves the right to amend the **code of practice** to suit the needs of training organisations as required. All amendments will be in accordance with legislation governing RTOs.

LEGISLATIVE REQUIREMENTS

Helensvale State High School will meet all legislative requirements of State and Federal Government, in particular, Work, Health and Safety Act 2011, Workplace Relations and Vocational Education, Training and Employment Act (2000) at all times.

ACCESS AND EQUITY

All students will be informed of the requirements of curriculum or National Training Packages. Our Access and Equity Policy ensures that student selection decisions comply with equal opportunity legislation. The policy states that:

- a. Prospective clients will be assessed to determine the likelihood or otherwise of their achieving success in the proposed course. This assessment could take place in the form of examining a student's previous academic record and attendance records or having the student undertake a recognised test. Student Education and Training Plans (SETP) will also show a student's aptitude and career pathway to inform the appropriateness of selected course of study.
- b. Applicants will have the right to appeal any assessment decisions in accordance with the Appeals Policy.
- c. In the event of a student requiring a special assistance with practical aspects of a course, the student will be:
 - Show proof of special requirements eg. Medical certificate, IEP
 - If necessary be referred to the Guidance Officer for assistance.The HOD – Industry Pathways, in consultation with other stakeholders will advise the student's teachers of special provisions.
- d. Furniture in general classrooms shall be arranged to enable access to people with disabilities.
- e. Where furniture and fixtures need modifications in order to meet the needs of a student with disabilities, the teacher should arrange this in consultation with the Principal and the Business Services Manager (BSM).
- f. Helensvale State High School is a public school committed to the provision of educational services to the broader community.
- g. Fees payable for courses should be kept at the minimum required to cover delivery costs.

QUALITY MANAGEMENT FOCUS

Helensvale State High School has a commitment to providing a quality service and a focus on continuous improvement. We value feedback from students, staff and industry

representatives for incorporation into future programs. Student feedback forms are used to gather information relevant to each VQF course.

Quality Indicator surveys are conducted in November each year with Quality Indicator Reports being submitted to QSA in June annually.

CLIENT SERVICE

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

Our quality focus includes a Recognition of Prior Learning Policy, a fair and equitable Refund Policy, Complaints and Appeal Policy, an Access and Equity policy and student 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.

MANAGEMENT AND ADMINISTRATION

Helensvale State High School has policies and management strategies, which ensure sound financial and administrative practices. Management guarantees the organisation's sound financial position. We have a Refund Policy, which is fair and equitable. Student records are managed securely and confidently and are available for student perusal on request. Helensvale State High School has adequate insurance policies.

MARKETING AND ADVERTISING

Helensvale State High School markets vocational education and training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons are drawn with any other training organization or training product.

INTERNATIONAL STUDENTS

Helensvale State High School will be bound to the Educational Services for Overseas Students Act 2000.

SANCTIONS

Helensvale State High School 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.

WHAT IS COMPETENCY BASED TRAINING (CBT)

Each certificate course contains units of competency based on Competency Based Training (CBT), meaning it measures your ability to perform a specific task to a precise standard under specific conditions. These standards have been set by industry, and are set out in the VET Quality Framework (VQF).

INTERNAL REVIEW

In compliance with the Standards of Registered Training Organisations (RTO) at Helensvale State High School each Head of Department in partnership with the Head of Department – Industry Pathways and Deputy Principal - VET will facilitate a system of internal review annually. For this process students will be asked to provide feedback on the subject to date. Meetings and consultation will be held with representatives from the relevant industry areas, students, staff, parents and administration prior to the Internal Review process. Reports are tabled and feedback documented and acted upon. The internal review process assists in the development of quality training and assessment.

EXTERNAL REVIEW

Helensvale State High School has agreed to participate in external monitoring and audit processes required by the ASQA. This covers random quality audits, audit following complaint and audit for the purposes of re-registration.

HOW DO THE COURSES RUN

Each course will contain a variety of learning activities giving you the opportunity to progress according to your individual learning style. Some of the courses are self-paced. This is a different way of learning and takes some getting used to. However, it is hoped that you will become involved, therefore, making your learning experiences fun and valuable, **it's up to you!**

TRAINING AND ASSESSMENT STANDARDS

Helensvale State High School has personnel with appropriate qualifications and experience to deliver the training and facilitate the assessment relevant to the training products offered. Staff, facilities, equipment and training and assessment materials used by Helensvale SHS are consistent with the requirements of the Training Package or VET accredited course and are developed through effective consultation with industry.

Assessment including Recognition of Prior Learning (RPL):

- (a) meets the requirements of the relevant Training Package or VQF accredited course; and
- (b) is conducted in accordance with the principles of assessment and the rules of evidence; and
- (c) meets workplace and, where relevant, regulatory requirements; and
- (d) is systematically validated.

ASSESSMENT

This school utilises a system of continuous assessment. After each assessment item has been administered the teacher records results on an individual profile sheet.

Assessment is an integral part of the school curriculum. Its nature varies from subject to subject. Assessment can take the form of assignments, projects, oral presentations, examinations, experiments, practical demonstrations and performances. Students are able to attempt units of competency more than once, in order to achieve success. Should students still not meet the competency, they should discuss any future attempts with their teacher, on an individual basis.

Students should refer to the *Helensvale State High School Assessment Policy 2020* for information regarding the non-submission or late submission of assessment items

Assessment may be either formative or summative. Formative assessment provides feedback to students on their achievement with a view to assisting students to improve and become competent. Summative assessment will be issued with an assessment cover sheet detailing:

- task requirements
- elements of competency that will be assessed
- advice about assessment methods/procedures
- due dates
- criteria that will be used to make judgements about student performance
- space for comments and feedback

Each teacher will maintain a student profile for each student which students will have access to. The profile will illustrate overall student achievement and should be updated each term.

Units of competency will be assessed and recorded once the teacher is satisfied that a student has demonstrated consistent competency in the unit of competency. Students may also receive assessment if students apply for and meet the requirements for Recognition of Prior Learning (RPL). A master record detailing students' achievements of the units of competency is maintained at the school. Students may also be issued with a Student Record Book if they participate in work experience as part of the course. This will record all elements and units of competency covered by the work placement and will be held by the school once the work experience placement is completed.

Reasonable adjustment may be made to the assessment items eg the assessment may take a different format or have extra time. However, they will still be required to perform to industry standard. It is the student's responsibility to inform their teacher in advance should reasonable adjustment needs to be made to assessment instruments.

Teachers will give each student feedback regarding performance and methods of improvement. It is the student's responsibility as a learner to ask if they do not understand.

ATTENDANCE POLICY

Students should refer to *The Vale Way – Positive Behaviour for Learning* for information regarding attendance. **It is not OK to be away.**

RECOGNITION OF PRIOR LEARNING (RPL) PROCESS

All students at Helensvale State High School will be offered Recognition of Prior Learning (RPL).

RPL – means an assessment process that assesses the competency/s of an individual that may have been acquired through formal, non-formal and informal learning to determine the extent to which that individual meets the requirements specified in the training package or VET accredited courses.

In the first VET class of the year, the teacher will be responsible to ensure that the students are informed of the Recognition of Prior Learning procedure. Teachers will remind students at the beginning of each new term.

RPL can only be granted for the units of competency which each course covers. Students may have developed knowledge and skills suitable for RPL from other subjects, work experience, industry placement, part time job or unpaid work, activities outside school etc.

If students wish to apply for RPL they must:

- ask their teacher for specific information about the elements of competency that relate to this subject
- see their teacher for an RPL Application Form (see attached), complete this in detail and attach all relevant evidence for assessment. The types of evidence that can be used to support their application include: a work report form an employer, work experience records, products of your work or other forms of commendation.

The VET teacher and Head of Department will review student applications and decide the outcome. Students will be notified of the result in writing. If they disagree with the outcomes they may appeal it.

MUTUAL RECOGNITION PROCEDURES

Helensvale State High School will recognise all qualifications issued by any other RTO. Helensvale State High School will seek verification of the certification from the relevant RTO where there is some ambiguity.

Procedure:

- In the first VET class of the year, the teacher shall make students aware that the school will recognise any existing qualification they possess.
- If a student presents a qualification or statement of attainment to the teacher, the teacher will take a copy and bring it to the attention of the Head of Department – Industry Pathways.
- The HOD – Industry Pathways will verify the authenticity of the qualification. The verified copy of the qualification is placed in the student's file.
- Once the qualification is verified, the teacher will give the student exemption for the units of competency identified in the qualification and update the student's records to reflect this information.
- Only then will the qualification or units of competency be added to the Student Data Capture System for senior certification.

COMPLAINTS PROCEDURES

For students undertaking VET courses, 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.

In the first instance, if the student feels comfortable, they are encouraged to first speak to their VET teacher or HOD of Industry Pathways to discuss potential solutions.

A formal complaint may be lodged with referral to the school's VET Complaints and Appeals Policy (available on the school's website and appendix 3).

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 formal complaints and appeals will be heard and decided on within 60 calendar days of receiving the written 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 (2184_Admin@eq.edu.au) as CEO of the school RTO.

The school is committed to dealing positively with student concerns and evolve our processes to deliver better training.

EXPECTATIONS:

TEACHER/TRAINER/ASSESSOR EXPECTATIONS

The teacher/trainer will:

- Provide all details as requested for the Staffing Matrix
- Maintain minimum professional development and current industry experience required to be a registered trainer
- Ensure the currency of all materials in relation to the delivery of Training Packages
- Ensure that training, delivery and assessment is competency based
- Ensure all clients are offered RPL
- Ensure that relevant legislation is implemented eg. Workplace Health and Safety, anti-discrimination and access and equity
- Maintain accurate student records and securely store records, relating to student enrolments, progress, fees paid and certificates and statements of attainment
- Monitor students' performance and progress within the VET course
- Communicate effectively, providing feedback to students in written and oral form
- Provide opportunity for negotiation, self assessed work, varied learning/assessment, equity
- Offer students who are work-ready the opportunity to undertake vocational placements
- Advise students regularly about opportunities such as credit transfer, mutual recognition, School-based New Apprenticeships and pathways following from vocational education
- Attend vocational teachers' meetings at the school which are held at least once a term
- Provide clear instruction, support and opportunity for feedback.
- Mark work within a reasonable time frame
- Support the school in maintaining its Registered Training Organisation status

STUDENT EXPECTATIONS

The student will agree to:

- Allow others to learn
- Be on time to class and school activities
- Complete their work to the best of their ability
- Bring the right equipment to every lesson
- Be in the right place at the right time
- Keep their belongings safe, as well as those of others
- Make the school safe by not threatening, bullying or hurting anyone in any way
- Make the classroom safe by following teacher instructions and safety directions especially in practical lessons
- Follow the Responsible Behaviour Plan for Students 2013.
- Take responsibility for own learning
- Ask when something is not clear
- Develop constructive strategies for dealing with problems

Queensland Certificate of Education (QCE)

When students have successfully demonstrated competency in all VET course requirements they will be entitled to have the relevant Certificate recorded on their QCE and gain the relevant QCE points for the completed course. They will also receive a separate AQF certificate for their course that lists all units in which they have been assessed as competent.

If a course has not been completed, only those units of competency that have been successfully achieved will be recorded. Students will also receive a Statement of Attainment recording successful units of competency. Students will gain QCE points for partial completion (25, 50 or 75%) of Certificate II or higher level qualifications.

If a student leaves school before course completion, they will be issued a Statement of Attainment detailing units of competency achieved to date.

Unique Student Identifier (USI), Issuance of Certificates and Statements of Attainment

A USI is a reference number made up of numbers and letters, unique to each student. It allows the students to link their previous and futures VET qualifications into a single authenticated transcript, through the National Vocational Education and Training Data Collection, and prevents them from losing their record. It allows students to see all their training results, from all their previous providers. The USI number stays with the student for life and must be recorded with any nationally recognised VET course they undertake.

Students need to register for a USI online at NO COST. A letter is given to students on enrolment of the course regarding instructions of how a USI can be created. A USI is created via the following process:

1. Log on to <http://portal.usi.gov.au/student>
 - When applying for a USI, students will be required to supply one of the following valid forms of ID:
 - Drivers License
 - Medicare Card
 - Australian Passport

- Visa (with Non-Australian Passport)
 - Australian Birth Certificate
 - Certificate of Registration by Descent
 - Citizenship Certificate
 - ImmiCard
2. Click on 'Create your USI'
 3. Follow the prompts to create your USI account.
 4. Return USI number to your VET teacher or HOD of Senior School to have the number verified.

RTOs are prohibited from issuing a Statement of Attainment or Certificate to students if they do not have a verified USI.

Helensvale SHS will issue Qualifications and Statements of Attainment within 30 calendar days of a student completing or withdrawing from a qualification or unit of competency. Where this is the final semester of the year, qualifications will be issued to students with their final school report. In the case of Year 12 students, certificates achieved during Year 12 will be presented to students at the end of year Graduation Ceremony.

If students change subject they are also entitled to their Certificate or Statement of Attainment.

If students change schools they should ensure they complete the appropriate Leaving Forms. Helensvale SHS will send a S1 form to the new school outlining your studies in both VET and non-VET subjects for which Helensvale SHS is the course providers.

Students should ensure they leave a forwarding address with the HOD Senior School so certificates issued by both the school and the providers with which the school has Memorandum of Understanding can be posted to the new address.

Replacement certificates and/or statement of attainments are available to students for a fee of \$10.

FEES

Some of the VET subjects attract a fee to cover costs of materials such as consumables. The student resources scheme indicates the fees for each subject and is available in the Student Subject Selection Handbook.

Please note – AQF certification documentation is only issued to students where the students have paid the agreed upon fees (In line with the Standards for RTOs standard 3.3).

For VET courses delivered at Helensvale SHS by external RTOs, the fees for service are payable to the external RTO.

REFUND POLICY

The school does not charge students fees for VET services. Fees are only collected for consumable costs.

The school will refund on a pro-rata basis any fees collected for consumable costs to students who leave before completion of the VET service. Refunds need to be discussed with the BSM or Finance Department.

RECOGNITION OF PRIOR LEARNING (RPL) APPLICATION FORM

Student name: _____

ID: _____

FTS: _____

Subject: _____		Course Code: _____	Course Title: _____		
Units of Competency		Details of relevant previous experience <i>including formal training, work experience and life experience (interests, skills etc.)</i> <i>Attach copies of relevant evidence</i>	FOR OFFICE USE		
Code	Name		Assessor's comments and recommendations	Comp.	NYC

Student signature : _____

Date: _____

This application must be submitted (with copies of relevant evidence) to your VET course teacher. You will be notified of the status of your application. If you are not satisfied with the result you may follow complaints procedures to appeal the decision.

VET Student Acknowledgement Form

Student Name:**PEP:**.....

Teacher/Trainer Name:

VET Subjects studied:	
Course Code	Course Title
Eg. SIT10207	Certificate I in Hospitality

Student to answer questions, by ticking the appropriate box

- | | Yes | No |
|---|--------------------------|--------------------------|
| I have read the Student Information Manual | <input type="checkbox"/> | <input type="checkbox"/> |
| I have received copies of the training and assessment plan (or equivalent) for this VET area | <input type="checkbox"/> | <input type="checkbox"/> |
| I am aware of the recognition of prior learning process I may apply for ie RPL process | <input type="checkbox"/> | <input type="checkbox"/> |
| The purpose and consequences of assessment has been explained | <input type="checkbox"/> | <input type="checkbox"/> |
| I understand what will be required as evidence to demonstrate competence | <input type="checkbox"/> | <input type="checkbox"/> |
| My rights and the appeal system have been fully explained | <input type="checkbox"/> | <input type="checkbox"/> |
| I have advised my teacher/assessor of any special needs I may have in relation to assessment | <input type="checkbox"/> | <input type="checkbox"/> |
| I understand that if I have any difficulty in this subject I will contact my teacher | <input type="checkbox"/> | <input type="checkbox"/> |
| I understand that I need a verified USI number and my fees paid in full to receive my certificate or statement of attainment for this course. | <input type="checkbox"/> | <input type="checkbox"/> |

Student's signature: Date:

Appendix C - **Complaints and Appeals**

Updated - December 2017

POLICY STATEMENT

To be compliant with Standard 6 of the *Standards for Registered Training Organisations (RTOs) 2015* the school RTO must have a publically available complaints and appeals policy.

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 formal complaints and appeals will be heard and decided on within 60 calendar days of receiving the written 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.

The designated person will maintain a secure Complaints and Appeals Register, which documents all formal complaints, appeals and their outcomes.

Any substantiated complaints, as well as the complaints and appeals policy, will be reviewed as part of the continuous improvement processes and appropriate corrective action taken to eliminate or mitigate the likelihood of reoccurrence.

The Principal (as the chief executive officer) of the school RTO is ultimately responsible for ensuring that the school RTO complies with the VQF. This includes the complaints and appeals policy and procedures.

PROCEDURES IN THIS DOCUMENT

[1. Complaints procedure](#)

[2. Appeals procedure](#)

Complaints procedure

- All formal complaints must be in writing and addressed to the Principal Karen Lindsay, as CEO of the RTO.
- On receipt of a written complaint:
 - a written acknowledgement is sent to the complainant from the Principal (via admin support)
 - the complaint is forwarded to the RTO Manager.
- 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.
- The Principal and/or the RTO Manager will either deal with the complaint or convene an independent panel to hear the complaint; this shall be the complaints and appeals committee.
- The complaints committee shall not have had previous involvement with the complaint and will include representatives of:
 - the Principal
 - the teaching staff
 - an independent person.
- The complainant 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, third party or student (as 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 complaint, the individual making the complaint will 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 (www.qcaa.qld.edu.au/3141.html).
- **The root cause of any complaint 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.**

Appeals procedure

- All formal appeals must be in writing and addressed to the Principal Karen Lindsay, as CEO of the RTO.
- On receipt of a written appeal:
 - a written acknowledgement is sent to the appellant from the Principal (via admin support)
 - the appeal is forwarded to the RTO Manager.
- 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 Principal and/or the RTO Manager will either deal with the appeal or convene an independent panel to hear the complaint; 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 Principal
 - 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 Principal will refer them to the QCAA 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.**

POLICY INFORMATION REQUIRED ON SCHOOL RTO WEBSITE

The school RTO must 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 formal complaints and appeals will be heard and decided on within 60 calendar days of receiving the written 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 Miss Karen Lindsay as CEO of the school RTO: 2184_Admin@eq.edu.au

Unique Student Identifier (USI)

All students studying nationally recognised training in Australia are required to have a Unique Student Identifier (USI). A USI is an account (or reference number) made up of numbers and letters. The USI will allow your student online access to their training records and results (transcript) through their online USI account.

A USI is required for new and continuing students undertaking nationally recognised Vocational Education and Training (VET) courses to receive their statement of attainment or qualification.

The USI is available online and at no cost to students. This USI will stay with your student for life and be recorded with any nationally recognised VET course that is undertaken from the 1 January 2015. Your students can access their USI accounts online from computers, tablets or their smart phones anytime.

The following steps explain how students can create their own Unique Student Identifier (USI):

1: The student will need to get one form of ID from the list below ready:

Driver's Licence

Medicare Card

Australian Passport

Visa (with Non-Australian Passport) for international students

Birth Certificate (Australian) *please note a Birth Certificate extract is not sufficient

Certificate of Registration By Descent

Citizenship Certificate

ImmiCard

IMPORTANT: The details a student enters when they create their USI must match exactly with those shown on their form of ID. They must use their LEGAL NAME.

2: The student will then go to 'Create your USI' on the USI website (<http://www.usi.gov.au>) and agree to the Terms and Conditions.

3: The student will then click on 'Create USI' and follow the prompts

4: Students should write down their USI somewhere safe or enter it into their phone for safe keeping.

5: Students will also receive their USI by either email, phone or by mailing address (which ever they chose as their preferred contact method when creating their USI).

Students are required to provide their USI number to Helensvale State High to be recorded on One School and the Student Management System. The school is then able to bank VET results onto the students learning account. **Students CAN NOT be enrol in their VET course with a USI number.**

If you have any question in regards to USI please email Ms Davies, Senior School Admin Officer on ldavi583@eq.edu.au

.....
Please return this section to your VET teacher by the end of week 3, 2023

Student Name: _____ USI number: _____
VET courses you are enrolled in for 2023:

- _____

Vocational Education and Training

VET Data Agreement

Privacy Notice

Under the *Data Provision Requirements 2012*, **Helensvale State High School** is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form and your training activity data) may be used or disclosed by **Helensvale State High School** for statistical, regulatory and research purposes. **Helensvale State High School** may disclose your personal information for these purposes to third parties, including:

- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- Employer – if you are enrolled in training paid by your employer;
- Commonwealth and State or Territory government departments and authorised agencies;
- NCVER;
- Organisations conducting student surveys; and
- Researchers.

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

- Issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts;
- facilitating statistics and research relating to education, including surveys;
- understanding how the VET market operates, for policy, workforce planning and consumer information;
- and
- administering VET, including program administration, regulation, monitoring and evaluation.

You may receive an NCVER student survey which may be administered by an NCVER employee, agent or third party contractor. You may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the *Privacy Act 1988* (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

Student Declaration and Consent

I declare that the information I have provided to the best of my knowledge is true and correct.

I consent to the collection, use and disclosure of my personal information in accordance with the Privacy Notice above.

STUDENT SIGNATURE [or electronic acknowledgement]

DATE

PARENT/GUARDIAN SIGNATURE [or electronic acknowledgement]*

DATE

**Parental/guardian consent is required for all students under the age of 18.*