



Student Handbook

2017

This handbook contains the Code of Practice and Privacy Policy.

We hope that your training will be enjoyable and productive. Please let us know if you experience any difficulties during your course, so that we can take action to assist you. Our aim is for you to achieve high levels of competency and we will assist you flexibly and fairly to achieve your goals.

Please read this Student Handbook and the Course Information for your course carefully.

If you have any questions after reading this Student Handbook and the Course Information, please consult your trainer.

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Code of Practice

Educational Standards

The organisation will maintain high standards in the provision of vocational education and training and other client services. The organisation has policies and management practices to maintain high professional standards in the marketing and delivery of our services and which safeguard the interests and welfare of clients.

The organisation maintains a learning environment that supports the success of students. We have the capacity to deliver the nominated course(s), provide adequate facilities and use appropriate methods and materials. The organisation ensures that the following are the minimum elements of our Code of Practice (*Click for details*):

[Sanction](#)

[Legislative Requirements](#)

[Quality Management Focus](#)

[Language, Literacy and Numeracy Support](#)

[Marketing and Advertising](#)

[Access and Equity](#)

[Training and Assessment Standards](#)

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[Recognised Prior Learning \[RPL\]](#)

[Credit Transfer](#)

[Assessment Criteria](#)

[Issue of Certification](#)

[Student Services, Welfare and Guidance](#)

[Privacy Policy](#)

Sanction

The organisation recognises that registration as a Registered Training Organisation may be withdrawn if it does not honour the obligations of the Code of Practice.

Quality Management Focus

The organisation is committed to providing a quality service with a focus on a continuous improvement. The organisation values feedback from students, tutors, and industry representatives. Where possible, the organisation designs diagnostic assessment instruments specific to student needs.

Marketing and Advertising

The organisation will market our training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. The information provided to clients will have no false or misleading comparisons with other providers or courses. The organisation's marketing strategies will not contravene legislation.

Cease trading as an RTO

Where Calibre Training & Development or a third party approved to deliver training and/or assessment services on behalf of Calibre Training & Development ceases to trade or closes its operation, Calibre Training & Development will endeavour to inform all students in writing and provide alternative options and provider details to ensure opportunity is provided to all students to continue their training. Calibre Training & Development will provide all current and up-to-date training records to ASQA within 7 days of ceasing trade as an RTO.

Admissions/Enrolment

Client Selection & Recruitment

Recruitment will be responsible, ethical and consistent with any training package requirements at all times. The organisation is committed to non-discrimination in any form and at all times complies with equal opportunity and anti-discrimination legislation.

There may be prerequisites before commencing a program due to health and safety or language requirements or the nature of the program. Appropriately qualified persons will assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course, based on the applicant's qualifications and proficiencies. Participation in training is subject to payment of all fees and charges.

Enrolment Procedure

An enrolment form may be posted, emailed or completed in person. A completed enrolment form is to advise all details necessary to register a student. All questions within Section A should be answered and the student's signature should appear under the certification section.

As of 1 January 2015 all students are required to have a Unique Student Identifier (USI). If the student being enrolled does not have a USI they can request for Calibre Training & Development to obtain a USI on the student's behalf. Section A and Section B of the enrolment form will need to be completed and signed before this can occur.

The student will be issued with their USI for their records and the USI recorded on the student's enrolment form. This USI is required for any certificates to be issued on completion of the course and compliance data reporting. Please note a USI is not required for "single day courses".

The enrolment form is signed and dated by the enrolling officer to confirm that all required information has been obtained from the student.

The enrolling officer opens a confidential student record file. The student is advised that this is a confidential file and will only be accessed by the student personally or the trainers connected with their course.

The receipt for any deposit paid prior to commencement of the course is given to the student at the time of payment. A copy of the Student Handbook and Course Information Sheet are provided prior to commencement. The student is advised to read the policies prior to commencement. The student is also advised about graduate certification procedures, assessment procedures, complaint and appeal procedures, facilities and equipment and trainee support services.

Induction/Orientation

On the first day of the course, students are to receive induction and/or orientation appropriate to their course, and which ensures they:

- understand the information contained in the Student Handbook and Course Information Booklet;
- understand the Rules and Regulations;
- are familiar with facilities and resources;
- have identified the key training, administration and support people;
- have necessary course materials; and know their timetables;
- know where to access more information.

Course Information, Content & Vocational Outcomes

Course/Program Information

Students should receive the following information prior to enrolment:

- course information, including content and vocational outcomes;
- competencies to be achieved by trainees;
- certification to be issued to the trainee on completion or partial completion of the course;
- assessment procedures;
- arrangements for the recognition of prior learning;
- facilities and equipment;
- A quote for fees and charges, including refund policy and exemptions (where applicable);
- provision for language, literacy and numeracy assessment;
- client support, including any external support for clients;
- flexible learning and assessment procedures;
- welfare and guidance services;
- complaints and appeals procedures;
- disciplinary procedures;
- any other information specific to their course.

Course/program information, content, assessment requirements, and vocational outcomes are supplied in the Course Information Booklet for each course. Consult the Program Information Sheet for further details.

Vocational Outcomes

When graduates have completed their studies with the organisation, a register of the skills of the graduate will be maintained for future vocational reference indefinitely.

No Guarantee

We do not guarantee that you will complete your program and be issued with a qualification. This will be dependant on your attendance, submission of assessments deemed competent and verification from your employer and/or trainer. Failure to submit assessments, attend training, progress through your program or being un-contactable for a long period of time may result in Calibre Training & Development withdrawing you from your program.

If you complete your training/program/course please note this will not guarantee you employment if you were unemployed prior to enrolling with Calibre Training & Development.

Fees and Charges, Refund Policy & Exemptions

Fees & Charges

Details of fees are supplied in the course information for each course. Please consult the Course Information Booklet or the course adviser or visit www.calibretd.com.au.

Additional information of specific fees and charges related to the Certificate 3 Guarantee Program and User Choice are contained in Appendix 1 of this Student Handbook.

Refund Policy

Should Calibre Training & Development cancel any course, participants are entitled to a full refund or transfer of funds into a future course.

No refund is available to participants who leave before finalising the course unless they can provide a medical certificate or show extreme personal hardship. In that case, fees may be refunded on a pro-rata basis.

Calibre Training & Development will only accept a maximum payment of up to \$1500 from each individual student prior to the commencement of the course. Any additional payments following course commencement will be discussed and agreed before enrolment. This section only applies to individual fee paying students and does not apply to companies or organisations paying fees on behalf of a student.

Calibre Training & Development will provide information regarding this policy to students prior to the commencement of training. This policy will be made available on our website and within the Student Handbook.

Any students, employers or third parties who have paid Student Contribution Fees will receive a full refund for any Student Contribution Fees charged for training delivery that has not commenced at the time of the cancellation of enrolment. For students who withdraw from a Unit of Competency once training delivery has commenced, a refund will not be provided for this unit.

A request for refund must be emailed to info@calibretd.com.au within 7 days of withdrawing or cancelling from a course.

The General Manager will approve the refund request and inform the payee and Accounts to process the refund to the nominated bank account provided by the Student, Employer and/or Third Party.

Students enrolled in Certificate 3 Guarantee Programs will not be entitled to a refund of their Student Co-Contribution fee, unless they inform Calibre Training & Development of withdrawing prior to the first day of their course or commencement of their first unit of competency.

Replacement of Certificate, Statement of Attainment or Statement of Results

The appropriate award is provided free of charge on successful completion or partial completion of any nationally recognised program. A fee of \$20.00 is charged for a replacement Certificate, Statement of Attainment or Statement of Results. The fee of \$20.00 must be paid prior to a replacement being issued.

Language, Literacy & Numeracy Support

Students will be assessed at the time of enrolment in order to ascertain if their Literacy and Numeracy skills are sufficient to successfully undertake the training program. Those who require further assessment or remedial support will be offered alternative training options and/or referred to a qualified expert. Any costs incurred will be the responsibility of the student.

Student Support

Student Services, Welfare and Guidance

The organisation uses quality management practices to ensure effective student services. Operational standards ensure timely issuance of training assessments, results and qualifications, appropriate to competence achieved and issued in accordance with National guidelines. All student results and documentation is recorded, kept confidential and securely archived. Records are kept in safe custody, with access restricted to authorised staff. Students can access their files by request, with 14 days notice in writing. All relevant organisational documents carry a version number and date. Records of updated version numbers are kept on file.

The organisation has student welfare and guidance services relevant to its training products. Where necessary, students requiring literacy and/or numeracy support are referred to relevant qualified experts. Any fees incurred are the responsibility of the student.

The organisation has access to personnel with experience in developing diagnostic assessment services for diverse client needs.

The organisation informs students of all fees and charges prior to enrolment. Students are advised of course content, outcomes, and assessment procedures before training commences.

The organisation's quality focus includes access and equity, recognition of prior learning, fair and equitable refund policy, complaint and appeal policy and procedure. For any matter outside of the organisation's expertise or control, the organisation will make every attempt to refer the student to the relevant agency or expert.

Procedure for Student Support/Counselling

The organisation is at all times concerned with the welfare of our students. Staff will counsel students as appropriate and/or refer them to qualified counsellors. The staff are required to respond to and attempt to alleviate any signs of distress or discomfort by students, and to actively render appropriate assistance.

Flexible Learning & Assessment

Training and Assessment Standards

The organisation's staff have appropriate qualifications and experience to deliver the training and assessment offered. Assessment will meet National Assessment Principles including recognition of prior learning and credit transfer.

Sufficient training materials and physical resources are utilised to achieve the learning outcomes of the training product. Appeals procedures are in place for students who are not satisfied with assessment or training. All assessment processes are valid, reliable, flexible and fair.

Students are advised of assessment requirements before training commences.

Flexible Learning

The organisation provides students with learning flexibility by taking their personal situations into consideration so as (a) to maximise learning outcomes, and (b) to optimise access to learning activities. Any flexible arrangements must at all times adhere to the course assessment standards and requirements.

Students should initially discuss possible flexible arrangements with their trainer. If the desired change is feasible, authorisation should then be obtained from the General Manager by the trainer and documented.

Assessment

The assessment policy and procedures for each course are detailed in its Course Booklet. The organisation applies the principles of validity, reliability, fairness and flexibility in all assessments. The objective of assessment is for the student to show that they have achieved the unit's competencies. Students may be assessed by one or more of the following methods:

- **Observation** – the completion of a specified task or set of procedures, normally performed under close supervision, using a detailed checklist.
- **Oral questioning** – a response is provided to a series of questions presented in order to demonstrate understanding of principles or reasoning behind the action taken.
- **Case study** – an opportunity to display problem solving and decision making skills is provided in a simulated context.
- **Multiple choice** – a question or incomplete statement followed by several options [usually 4 – 5] from which the trainee selects the appropriate answer/s.
- **Written short answer** – a written response item consisting of a question/s with answers of a single word, a few words, a sentence, or a paragraph.
- **Project** – an exercise or investigation based on a real life situation, generally requiring a significant part of the work being carried out without supervision, and involving the completion of a project report.
- **Or any other method outlined in the course information**

Students will be advised of the assessment methodology before training commences.

Changes to qualifications or units of competency

Sometimes a national Training Package, qualification or unit of competency will be upgraded whilst a student is currently enrolled in that program. In the event of training packages expiring Calibre Training & Development will be responsible for the monitoring of these occurrences.

It is the responsibility of Calibre Training & Development to plan for the transition to new / revised Training Packages as they are endorsed.

Where possible, students in existing/expiring courses/qualifications will be “transitioned” to the new versions of those qualifications.

When this is not possible, no new students will be enrolled in the expiring qualification after 12 months from the publication date of the new training package. A 1 year “teach out” for expiring qualifications is available for continuing students.

New intake of students enrolling in the qualification after the Training package publication date will be enrolled in the new Training Package qualifications.

Competency based training and assessment is participatory based and therefore students will be consulted on the transitional requirements that have been devised/recommended for their program of study should a training package be upgraded in the process of their training and assessment.

No Guarantee

We do not guarantee that you will complete your program and be issued with a qualification. This will be dependant on your attendance, submission of assessments deemed competent and verification from your employer and/or trainer. Failure to submit assessments, attend training, progress through your program or being un-contactable for a long period of time may result in Calibre Training & Development withdrawing you from your program.

If you complete your training/program/course please note this will not guarantee you employment if you were unemployed prior to enrolling with Calibre Training & Development.

Complaints & Appeals

Complaints

Informal Procedures

Step 1: Try and resolve the issue directly with the person/s involved

Advise the person/s the substance of the problem, if possible. Example: where the matter relates to the interpersonal issues, such as harassment, tell the person their behaviour is unacceptable or offensive.

Step 2: Seek Assistance

Should the complainant feel they cannot approach the person/s involved, seek assistance. This can be from another Employee, Manager, Trainer or confidante, whom may be able to offer information on the process, approach techniques or how to conduct research to identify and explore available options.

Step 3: Facilitating a resolution

Should the concern not be resolved, assistance can be sought from the General Manager or CEO of Calibre Training & Development to assist the parties to reach a satisfactory solution. If facilitation of a resolution is unsuccessful, the person who raised the concern can request the use of formal procedures.

As a guide every effort should be made to resolve the concern raised through the informal procedures within two weeks. If a period of more than 60 days is required to process and finalise the complaint, Calibre Training & Development will inform the complainant in writing as to why more than 60 days are required and will continue to provide regular (at least weekly) updates on the progress of the matter.

Formal Procedures

Commencement of formal procedures should only take place if the workplace concern could not be resolved using the informal procedures listed above or the matter is serious, e.g. where there is a likelihood of disciplinary action.

Step 1: Notification

Complainants will be required to notify your immediate reporting officer or other responsible Grievance Receiver, orally or in writing, of the substance of the grievance and request a meeting to clarify the grievance and the outcome that is being sought.

Step 2: Holding a meeting

The Grievance Receiver is to hold a meeting within 48 hours of receipt of the grievance. When this is not possible, the Grievance Receiver must advise an alternative time and date within 24 hours. If an informal attempt to resolve the matter has not been made, such an approach may be suggested at this stage. See informal process for further information.

Step 3: Investigation

Following the clarification of the grievance at Step 1, the Grievance Receiver may contact the General Manager or CEO of Calibre Training & Development to receive advice on how to proceed.

The Grievance Officer will, with the complainant's agreement and within two weeks, fully investigate the matter and make recommendations for its resolution.

The investigation will involve:

- Informing the person/s who is the subject of the grievance of its nature.
- Providing the person/s with the opportunity to communicate their side of the story.
- Interview people who can help ascertain the facts.
- Obtain documentation that is necessary.
- Identify options for the resolution of the matter and discuss with parties involved.

If a period of more than 60 days is required to process and finalise the complaint, Calibre Training & Development will inform the complainant in writing as to why more than 60 days are required and will continue to provide regular (at least weekly) updates on the progress of the matter.

Step 4: Making recommendations

The Grievance Receiver will report the facts of the matter and recommend options for resolution to all those involved in the grievance. The preferred options for resolution will be discussed with all those involved, including a union delegate or other support person as requested. Any objection by those involved will be noted and taken into account by the Grievance Receiver in making a final decision on the matter.

Step 5: Referral

In the event you are dissatisfied with the outcome, and wish to escalate your complaint further, you may contact Australian Skills Quality Authority (ASQA):

<https://rms.asqa.gov.au/registration/newcomplaint.aspx>

Phone: 1300 701 801

Step 6: Monitoring and evaluation

Once the matter has been resolved, the relevant parties will continue to monitor the environment under which the grievance occurred for a period of time. Feedback on the process will be sought from the parties to identify where any improvements can be made.

Record Keeping

The Grievance Receiver is responsible for keeping a record of the grievance and actions taken. Such documentation will be kept on a separate file, not on an individual's personal files. This file will be held confidentially and securely by the General Manager. Computer records will be kept securely on the company server, password will be required for access.

Appeals

The organisation seeks to prevent appeals by ensuring students are satisfied with their training. Personnel are expected to be fair, courteous and helpful in all dealings with students. Any complaint about any assessment will be treated seriously, investigated thoroughly, and dealt with according to the merit of the complaint. The circumstances and results of any appeal are analysed by the General Manager, and appropriate improvements made to prevent recurrence of the problem. Appeals must be made within 21 days of receipt of assessment. All records of any appeals are kept on file.

Appeal Procedure:

- Notify trainer within 21 days.
- Trainer and/or General Manager provide a written statement of outcome within a further 21 days.
- Seek reassessment or arbitration by a 3rd party/panel acceptable to all parties to the appeal.
- If the appeal is still unresolved, the student will be notified in writing within 14 days and advised of external organisations, eg Consumer Affairs or relevant Government Departments that may be able to assist.

Students may also seek legal redress through the usual court processes if they feel unsatisfied.

Disciplinary Procedures

Discipline Policy

Students at all times must maintain appropriate behaviour and follow the organisation's rules. Penalties for breaches of rules or unsuitable or disruptive behaviour will be imposed depending on the nature and severity of the breach. In the case of minor breaches, a warning will be given and penalties imposed for subsequent breaches. In the case of major or repeated breaches, penalties may be imposed immediately and the student may be requested to leave the course. All disciplinary matters will be handled by the General Manager.

Rules & Regulations

The following apply to all persons, staff and students:

- An individual's property is to be respected and not interfered with. The organisation accepts no responsibility for personal property lost or stolen at training sessions.
- Nobody has the right to interfere with another's ability to learn through disruption of classes or harassment of any kind.
- No aggressive physical contact or verbal abuse is to occur between any persons.
- Smoking is not permitted inside training facilities.
- Drinking alcohol is not permitted at any training facility.
- Eating or drinking is not permitted in any space other than the designated areas.
- Clothing and behaviour should be appropriate and not cause offence to anyone.
- Mobile phones are to be turned off during classes and in study areas.
- All PPE must be utilised and worn in the correct manner when necessary or when instructed to do so by the trainer.

Access and Equity

Access and Equity Principles

The organisation will meet the needs of individuals and the community through the implementation of access and equity principles to ensure the fair allocation of resources and the right to equality of opportunity without discrimination. The organisation increases opportunities for people to participate in the vocational education and training system, and in associated decisions, which affect their lives.

The organisation prohibits discrimination towards any group or individuals in any form, including:

- Gender
- Pregnancy
- Race, colour, nationality, ethnic or ethno-religious background
- Marital status
- Sexuality
- Age (in relation to compulsory retirement)

Staff Responsibilities for Access and Equity

The organisation applies access and equity principles to all programs and provides timely information and suitable support to assist students to identify and achieve their desired outcomes. Access and equity issues are considered during training product development, and in training delivery and assessment.

Recognition of Prior Learning (RPL)

Recognition of Other Qualifications / Credit Transfer

The organisation recognises Australian Qualification Framework qualifications and Statements of Attainment which are issued by any other Registered Training Organisation.

Students may be entitled to a credit transfer in the following circumstances:

- Completed units of competency from a relevant National Training Package.
- Approved units of competency from a National Training Product.
- Successful RPL application from a previous organisation who has provided an outcome as RPL instead of competent.

Recognised Prior Learning (RPL) & Recognised Current Competence

Learners who have completed appropriate training or who through prior learning and experience have gained the required skills/competencies stipulated for the modules of the course may be granted credit upon substantiation of that claim. Students may make an application on request.

The organisation advises all applicants of RPL opportunities and procedures on enrolment. The performance criteria of the course module sets the RPL benchmarks.

Evidence for credit of prior learning may include:

- evidence of current competence;
- performance, demonstration, or skills test;
- workplace or other pertinent observation;
- oral presentation;
- portfolio, logbook, task book, projects or assignments;
- written presentation;
- interview;
- simulations.

There are a number of stages in an RPL claim.

1. Information stage;
2. Initial support & counselling stage;
3. Application stage;
4. Assessment stage;
5. Post-assessment guidance stage;
6. Certification stage.
7. A candidate may appeal an unsuccessful claim. (See *Complaints*.)

RPL is managed by qualified staff. A candidate may receive recognition for all competencies required for the course module or recognition of high standing. The benchmarks for RPL are the learning outcomes of the unit of competency.

Candidates are charged a fee for RPL assessment. These fees will be discussed before the process commences.

Evidence considered for assessment is the Application Form plus a wide range of supporting evidence. Initial assessments are conducted with candidates self assessing against the learning outcomes of the units. Assessments are evaluated by the General Manager or a panel consisting of a course/subject expert and the General Manager.

If further evidence is required then this is negotiated with the candidate. The process may take any practical form consistent with the assessment criteria for the claimed competencies and the principles of validity, reliability, fairness and flexibility. It may include a further interview, written assignment, workplace assessment or collection of other material. Assessment must be conducted by a qualified assessor.

The RPL applicant is advised promptly of the RPL outcome. If the application is not successful, the reasons are given and unsuccessful applicants are advised of the appeal mechanisms. "Top up" learning options prior to a second assessment will be suggested. "Competent" is recorded on the student's record if recognition is granted.

Human and Physical Resources

Human Resources

The organisation is committed to a high standard of training through high quality trainers with:

- a thorough knowledge of their subjects through formal study and practical on-the-job learning;
- extensive experience in industry in their field; and
- appropriate qualifications in training and assessment.

Trainers keep current with industry developments through release to industry and participation in industry training programs. In addition they participate in an ongoing basis in training to enhance their training and assessment skills.

Physical Resources

Students have access to or provision of necessary facilities/materials/equipment. These include:

1. Training Room Facilities:
 - adequate ventilation, heating/cooling to maintain a temperature at which people can work for sustained periods;
 - provision of comfortable chairs, designed for use over a sustained period;
 - adequate lighting for normal viewing, writing and reading but avoidance of glare, brightness and competing visual stimuli;
 - tables that are suitable for writing and which do not cramp students for space;
 - clear sight and hearing from all points and to the point of presentation;
 - audio visual equipment that is not intrusive;
 - strategically placed power points;
 - clearly accessible amenities such as toilets and drink stations;
 - telephones placed away from training rooms;
 - rooms located away from external noise of any kind likely to disturb proceedings;
 - pleasing overall aesthetics; and
 - shape and size of the room(s) and the type of furniture conducive to varied layouts.

2. Reference Materials
3. Refreshment Facilities

Procedure for Issuing Certificates

The student will be issued with a certificate within 30 days on successful completion of the full qualification. If the student completes only one or more units but not a complete qualification, a Statement of Attainment will be issued within 30 days. A Statement of Attendance may also be issued where appropriate.

Before certification is issued, Calibre Training & Development verifies competency has been properly assessed, all tasks completed. Once all is in order, Calibre Training & Development issues the relevant certificate. Qualifications are sent to students on payment of all relevant fees.

When a student has completed their course and a certificate has been issued, the student's file is archived. A reference is made of the student name, student number and certificate number in the archive filing register.

Legislation

The organisation identifies and complies with relevant State or Territory laws including Commonwealth or State legislation:

- Work Health and Safety Act (Commonwealth) 2011
- Workers' Compensation and Rehabilitation Act (QLD) 2003
- Anti-Discrimination Act (QLD) 1991
- Disability Discrimination Act (Commonwealth) 1992
- Equal Employment Opportunity (Commonwealth) 1987
- Further Education and Training Act(QLD) 2014
- Health Rights Commission Act (QLD) 1991
- Building Fire and Safety Regulations (QLD) 1991
- Occupational licensing requirements
- Relevant local council regulations (e.g. physical access, hours of operation)
- National Vocational Education and Training Regulator Act (Commonwealth)

The various acts are accessible on the Internet at www.legislation.qld.gov.au or www.comlaw.gov.au or at the Australian Legal Information Institute web site: www.austlii.edu.au.

Staff and students should keep aware of the above requirements through such means as orientation, staff and student meetings, handbooks, bulletins and noticeboards.

Privacy Policy

Calibre Training & Development (CTD) recognises the importance of privacy and the security of personal information. CTD is committed to complying with the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (Privacy Act) in relation to the collection, handling, use, disclosure, management, access, correction and disposal of all personal information the organisation collects.

This policy applies to any person for whom CTD currently holds, or may in the future collect, personal information.

The purpose of this policy is to outline the reasons for information collection and maintain a system where client information is kept in a confidential manner. This policy applies to:

- student's assessments,
- information supplied by students, and
- any information collected from clients in relation to personal information (this could include contact details E.g. Persons participating in validation or quality improvement meetings).

Collection and use of personal information

CTD are required to collect personal information from students in order to process enrolments and obtain the information required to provide suitable training and assessment services. Where applicable, information may also be required to comply with AVETMISS standards as specified by government regulators.

CTD will only collect personal information by fair and lawful means which is necessary for the functions of the RTO and will collect personal information in writing from an enrolment form or directly from the person whom the information is about (where applicable information may be collected from the parent or guardian of a student under the age of 18).

The information collected on each student will include personal details such as name, address, contact phone number, date of birth, unique student identifier, details of any disability or health issue that may affect the student's ability to undertake training and / or assessment activities, employment arrangements, academic and education history, details of assessment and assessment outcomes and other information that is relevant to the training being provided or history of past training including previous experience and skills levels.

CTD will only use the personal information provided for the purposes of meeting VET requirements for the awarding of national qualifications and to comply with reporting requirements as specified by government regulators. This personal information may also be accessed for the purposes of an audit by ASQA.

Security of personal information

CTD will take all reasonable steps to ensure that any personal information collected is relevant to the purpose for which it was collected, is up to date and complete. CTD will store securely all records containing personal information and take all reasonable security measures to protect personal information collected from unauthorised access, misuse or disclosure.

Access to personal information

At any stage students may request to see the information about them kept on file. A representative from CTD may discuss the contents with them and / or give them a copy. All requests by students for access to information held about them should be lodged in writing with CTD. These requests will be responded to within a reasonable period and an appointment will be made if necessary for clarification purposes.

Correction / amendment of personal information

If a student has accessed their personal information on file and considers their personal information to be incorrect, incomplete, out of date or misleading they can request that the information be amended. Upon finding that the record is inaccurate, a correction will be made. Where a student requests that a record be amended because it is inaccurate but the record is found to be accurate, the details of the request for amendment will be noted on the record and the student advised in writing of the findings.

Disclosure of personal information

CTD will not disclose a student's personal information to another person or organisation unless:

- the student has given consent (verbal or written);
- it is authorised or required by law, or necessary for enforcement of law;
- it will protect the rights, property or personal safety of another person;
- the assets and operations of the RTO business are transferred.

At no time will CTD disclose personal information to overseas recipients unless they meet the above criteria.

CTD does not store personal information in an offshore 'cloud' facility.

Concerns

If a student has a concern about the management of personal information, they are requested to inform their trainer or the office of CTD. Upon request they can obtain a copy of the Australian Privacy Principles, which describe their rights and how information should be handled.

Ultimately, if a student wishes to lodge a formal complaint about the use of, or access to personal information, they may do so with the Office of the Federal Privacy Commissioner on 133 363 992 or GPO Box 5218, Sydney, NSW 1042.

Appendix 1 – Specific Program Course Fees

Below is a current snapshot of our fees and charges.

Please note that these charges may vary depending on location of delivery, delivery structure, elective selection and any prior learning or credit transfers.

You will be provided with the exact cost for your program prior to the commencement of your training.

Current Scope and Pricing Structure July 2017		Fee for Service	User Choice Contribution*	Certificate 3 Guarantee	
				Concessional	Non-Concessional
BSB30415	Certificate III in Business Administration	\$3,000	\$872.00	\$119.00	\$239.00
BSB42015	Certificate IV in Leadership and Management	\$3,500	N/A	N/A	N/A
FDF20111	Certificate II in Food Processing	\$3,000	\$640.00	N/A	N/A
FDF30111	Certificate III in Food Processing	\$3,000	N/A	\$119.00	\$239.00
PMA30116	Certificate III in Process Plant Operations	\$6,000	\$996.80	N/A	N/A
TLI31216	Certificate III in Driving Operations	\$3,000	\$856.00	\$119.00	\$239.00
TLI31616	Certificate III in Warehousing Operations	\$3,000	\$1,016.00	N/A	N/A
RII30815	Certificate III in Civil Construction Plant Operations	\$7,000	\$969.60	N/A	N/A
RII30915	Certificate III in Civil Construction (Pipe Laying)	\$6,000	\$1,142.40	N/A	N/A
RII30915	Certificate III in Civil Construction (Road Construction and Maintenance)	\$6,000	\$1,193.60	N/A	N/A

*User Choice contributions listed are an estimate only. Final contribution amounts will be discussed once elective selection and any concessional status has been confirmed.

**Prices listed above correct as of 21/08/2017 and subject to change.

***All the best with your learning journey...
And most importantly.....Enjoy!***