

Keppnock State High School

RTO policy and procedures

Student Information

January 2016

This document is provided by the Queensland Curriculum and Assessment Authority for the use of Queensland schools that are RTOs. Its primary purpose is as an example and use is not mandatory. If used by a school RTO as part of the RTO management systems it must be appropriately adapted and personalised to meet current Standard requirements.

Other people or organisations who want to use QCAA materials must obtain permission as stated in the copyright notice available from: www.qcaa.qld.edu.au/copyright.html.

Policy statement

The school RTO ensures that all VET students are properly informed and protected. This policy and procedure document links closely with the *Marketing policy and procedure*.

Through the SET plan process, the school RTO ensures that all VET students have been provided with sufficient advice regarding the appropriateness for them of the qualification and/or accredited courses they would like to be enrolled in (as per Standard 5.1). The advice takes into account each student's existing skills and knowledge prior to the finalisation of Marketing Documentation to ensure that students are able to make informed decisions before undertaking training in a VET qualification or accredited course. In addition, students at our school RTO have access to support services and guidance services.

The school RTO is committed to completing the outlined training and assessment once students have started study in their chosen qualification/s or course/s from the course start date. This includes delivery by a 3rd party on the school RTO's behalf. Students who enter the course after the start date will have a negotiated package of units that will lead to a statement of attainment.

The Principal (as the chief executive officer) of the school RTO is ultimately responsible for ensuring that students (and their parents/carers) are provided with the required information prior to enrolment, including the services they are to receive, their rights and obligations and the RTO's responsibilities.

The school RTO has a separate *Complaints and Appeals policy and procedure*.

If another person or organisation is providing student information under a third party agreement with the school RTO, the *Third party arrangements policy and procedures* will be applied.

Student information procedure

The RTO Manager

The RTO Manager has responsibility and authority for the VET student information systems (under the delegation from the Principal) including:

- a. liaising with the principal and vocational training areas regarding student information documentation, as well as Marketing Documentation and course information;

- b. ensuring that Marketing Documentation forms and subject transfer forms include the following statement: 'By signing this form, I agree to all of the policies and procedures related to VET that are outlined in all school documentation pertaining to VET.'
- c. ensuring the transfer or late enrolment forms include the statement: 'I am aware late enrolment means that my training and assessment agreement is for the negotiated package of units, which will lead to a statement of attainment.'
- d. responsibility for ensuring all students have been adequately informed about the appropriateness of the qualification or accredited course and whether it meets students' needs,
- e. responsibility for ensuring all students have been advised regarding their rights and obligations and the RTO's responsibilities;
- f. responsibility for ensuring that the information is provided in print and/or electronic copy;
- g. responsibility for advising students about any changes to agreed services (including third-party arrangements).
- h. ensuring that the provision of educational services is monitored to cater for student needs. This includes reviewing 'overlaps' where students are enrolled in more than one VET qualification at the school RTO or another RTO and the corresponding adjustments to the training and assessment strategies, student enrolments and scope of registration (if required).

Deputy Principal responsible for timetabling

The Deputy Principal must ensure that:

- a. they liaise with the RTO manager regarding all VET enrolments; and
- b. all Marketing Documentation forms have been signed by both the student and the parent/carer.

Student information

Students will receive the following information prior to enrolment on the SDCS, through the documents and/or activities given in the following table. Check the school RTO quality system calendar to see the timing of these activities.

Written information (print or electronic) provided to students and their parents/carers	School RTO document (and activity where applicable) Documents are hyperlinked
1. Marketing Documentation and enrolment procedures	e.g. Marketing documentation including SET plans and school calendar
2. Qualification or accredited course information, including: <ul style="list-style-type: none"> a. code, title, currency of qualification/accredited course (as per training.gov.au) b. code and title of the units of competency to be delivered (as per training.gov.au) c. estimated duration d. training/assessment locations e. mode/s of delivery 	e.g. Marketing documentation: student handbooks, website, social media, other marketing material as well as other student handbooks Public complaints and appeals policy on website

File location: O:\OneNote VET FACULTY\WET 2016 Standards and Forms\WET Standards management governance\WET Student Requirements 2016	Review date: Jan 2017
Version date: Jan 2016	Approved: Jan 2016
Ownership: KSHS RTO 30321	

<ul style="list-style-type: none"> f. work placement arrangements (if required); g. obligations to the students i.e. being responsible for the quality of the training/assessment, the issuance of certification; h. entry requirements or pre-requisites (if applicable) i. student obligations related to any materials or equipment they must provide; j. requirements the student must meet to successfully complete e.g. apply for a USI, service periods, travel requirements, events or out of school hours functions, k. the student's rights if the RTO (or a third party) closes or ceases to deliver any part of the training course the student is enrolled in; l. details of the RTO's complaints and appeals process; m. third party information (if relevant) i.e. name and contact details of the third party providing the training and/or assessment, and related educational and support services 	<p>Documented complaints and appeals policy and procedure</p>
<p>3. Fee information (if collected directly or through a third party) for each qualification prior to their enrolment in SDCS specifying:</p> <ul style="list-style-type: none"> a. fee information (amount, terms/conditions, deposits, refunds); b. student rights as a consumer, including cooling-off period (if applicable); c. student right to obtain a refund if the enrolment is terminated early or services not provided. 	<p>e.g. Marketing documentation: student handbooks, website, social media, other marketing material as well as other student handbooks</p> <p>Documented policy regarding student fee protection (if pre-paid fees over \$1 500)</p>
<p>4. How VET qualifications and courses differ from other school courses and criteria-based assessment, by including:</p> <ul style="list-style-type: none"> a. Work-like activities b. Competency-based training and assessment c. Competency standards, which are an industry-determined specification of performance that sets out the skills, knowledge and attitudes required to operate effectively in employment. 	<p>e.g. Marketing documentation: student handbooks, website, social media, other marketing material as well as other student handbooks</p>
<p>5. Student support, welfare and guidance services</p>	<p>e.g. Marketing documentation: student handbooks, website, social media, other marketing material as well as other student handbooks</p>
<p>6. Recognition of prior learning (RPL) procedures</p>	<p>e.g. Marketing documentation: student handbooks, website, social media, other marketing material as well as other student handbooks</p>
<p>7. Recognition of Australian Qualifications Framework (AQF) credentials, and statements of attainment issued by other RTOs</p>	<p>e.g. Marketing documentation:; student handbook;</p> <p>Documented certification and the USI policy and procedure</p>

File location: O:\OneNote VET FACULTY\ \VET 2016 Standards and Forms\VET Standards management governance\VET Student Requirements 2016

Version date: Jan 2016

Ownership: KSHS RTO 30321

Review date: Jan 2017

Approved: Jan 2016

<p>8. School RTO's obligations to the student in regard to providing quality training and assessment, and issuance of AQF certification</p>	<p>e.g. Student handbook; Documented certification and the USI policy and procedure</p>
<p>9. Student's rights if the school RTO or a 3rd party delivering training on its behalf ceases to deliver any part of the qualification that a student is enrolled in. i.e.</p> <p>a. The school RTO is committed to completing the outlined training and assessment once students have started study in their chosen qualification/s or course/s from the course start date (including delivery by a 3rd party on the school RTO's behalf).</p> <p>b. Students who enter the course after the start date will have a negotiated package of units that will lead to a statement of attainment</p> <p>c. In the event of losing the specialist trainer, and the RTO being unable to obtain a suitable replacement or 3rd party school will not be able to continue delivery, the school RTO will, if possible, arrange for agreed training and assessment to be completed through another RTO. (Fees may be incurred.) Prior to the transfer to another RTO, affected students will be formally notified of the arrangements, and an agreement to those arrangements, including any refund of fees, will be obtained. If transfer is not possible, the RTO will gain a written agreement for a subject/course transfer from the student and parent.</p>	<p>e.g. Marketing documentation; student handbooks, Documented third party arrangements policy and procedure</p>

File location: O:\OneNote VET FACULTY\ \VET 2016 Standards and Forms\VET Standards management governance\VET Student Requirements 2016

Version date: Jan 2016

Ownership: KSHS RTO 30321

Review date: Jan 2017

Approved: Jan 2016