



# Maleny State High School

RTO number 30395

## VET Student Handbook 2019

Name: \_\_\_\_\_

VET Subjects Studied

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***The following school publications also contain important information on school procedures. It is your responsibility to read the parts which apply to your role as a student of Maleny State High School and to your chosen subjects.***

- Student Diary
- [Senior Subject Selection Booklet](#)
- [Year 11/12 Stationery List](#)
- [Maleny State High School Positive Behaviour Plan](#)
- [Maleny State High School Prospectus](#)

# 1 INTRODUCTION

This handbook has been written to provide VET students with important information about the certificate programs offered by Maleny State High School as a Registered Training Organisation. In addition it tells you about your rights and responsibilities as a VET student. Please take the time to read it carefully and to ask your VET trainers about anything you do not understand. You should refer to this handbook for reference throughout your enrolment.

## The Australian Qualifications Framework

All of the VET programs offered by this school can lead to a nationally recognised qualification (Certificate) if you successfully complete all the requirements of the qualification, or a Statement of Attainment for those parts that you do successfully complete (if you do not complete the full qualification). This Certificate/Statement of Attainment will be recognised in all eight States/Territories in Australia. This is because in Australia we now have a national qualifications framework called the Australian Qualifications Framework (AQF). There are 12 different types of qualifications you can obtain. They are shown in the diagram below. Those that are bolded are the ones that you have the opportunity to fully or partially complete through the VET programs you are undertaking at Maleny State High School.

AQF Qualifications by Educational Sector Schools Sector	Vocational Education and Training Sector	Higher Education Sector
<b>Queensland Certificate of Education (QCE)</b>	Advanced Diploma Diploma <b>Certificate IV</b> <b>Certificate III</b> <b>Certificate II</b> <b>Certificate I</b>	Doctoral Degree Masters Degree Graduate Diploma Graduate Certificate Bachelor Degree Advanced Diploma Diploma

## 2 PURPOSE OF THIS HANDBOOK

Many of the VET programs offered by this School can lead to nationally recognised qualifications. These qualifications are recognised in all eight States/Territories in Australia. This happens because, in Australia, we now have a national qualifications framework called the Australian Qualifications Framework (AQF).

### 3 STUDENT SELECTION, ENROLMENT AND INDUCTION PROCEDURES

Students enrolled in VET subjects at this School participate in the same enrolment and selection processes as other students at the School. (Year 9 Subject Selection and Year 10 SET Plan and Subject Selection) Maleny State High School is committed to non-discrimination in any form when processing subject selection and at all times complies with equal opportunity and anti-discrimination legislation. Where class numbers are limited for VET subjects, selection may be made on the basis of an interview with the relevant HOD.

When enrolling in Year 10,11 & 12 for the first time at Maleny State High School, you or the school will generate the following:

- A SDCS number
- A Learner Unique Identifier (LUI); a 10-digit number that the QCAA uses to identify you — and a password, so you can access your learning account.
- A Unique Student Identifier (USI); an USI is a reference number made up of numbers and letters that enables a learner to track their VET qualifications nationally.

## 4 COURSE INFORMATION, INCLUDING CONTENT AND VOCATIONAL OUTCOMES

Students are able to participate in a subject selection night and a SET Plan interview before Subject selection is occurs in Years 10, 11 & 12. During this time students should obtain a Subject Selection booklet and a VET Student Handbook. This allows students to receive the following information prior to enrolment:

- Student selection, enrolment and induction/orientation procedures;
- Course information, including content and vocational outcomes;
- Fees and charges, including refund policy and exemptions (where applicable);
- Provision for language, literacy and numeracy assessment;
- Student services, welfare and guidance;
- Flexible learning and assessment procedures;
- Complaints and appeals procedures;
- Disciplinary procedures;
- Recognition of Prior Learning;
- Credit Transfers
- Human and Physical Resources;
- Issuing of Certificates
- Any other information specific to their course.

Course/program information, content, assessment requirements, and vocational outcomes are supplied in the Subject Selection Booklet for associated year levels. These are available on the [Maleny State High School Website](#). The VET Student Handbook contains the remainder of the information above. This is also found on the [Maleny State High School Website](#). The VET student Handbook is also available on the common drive for students.

At the commencement of all VET subjects, trainers will induct students on VET elements identified within both Subject Selection and VET Student Handbooks and will continue to incorporate these throughout the delivery and assessment of the course.

### 4.1 VOLUME OF LEARNING

The AQF provides a guide to the volume of learning and describes how long a learner would take to acquire all of the required skills and knowledge at a certificate level.

Certificate 1	Certificate II	Certificate III	Certificate IV
.5 - 1 Year	.5 - 1 Year	1 - 2 Years	.5 - 2 Years
600 - 1200 hours	600 - 1200 hours	1200 - 2400	600 - 2400

All Certificate 1 Courses at Maleny State High School are 1 Year - 110 hours  
 All Certificate 2 courses at Manley State High School are 2 Years - 220 hours  
 It is expected that the remainder of the volume of learning is attached to other learning activities undertaken by the student external to the classroom activities. e.g. individual study, research, assessment activities etc.

### 4.2 LATE ENROLMENTS:

If you join a VET subject at Maleny State High School during the course of the year, you will receive or will be provided instructions to find:

- A Subject selection book for your year level

- An ***Assessment Calendar*** for the current semester
- VET Student Handbook

### 4.3 EMPLOYABILITY SKILLS

Employability Skills Summaries for Training Package qualifications are embedded in training and assessment. Information on the Employability Skills relevant to your qualification can be obtained by visiting this website and keying in the national code for the qualification: <http://employabilityskills.training.com.au>

## 5 FEES AND CHARGES, INCLUDING REFUND POLICY AND EXEMPTIONS

VET subject user fees for 2019 can be found on the subsection selection forms located on the [Maleny State High School Website](#).

### 5.1 REFUND POLICY

Once a student commences in a VET course, no refunds of fees and charges will be made for that Semester. Where fees and charges have been paid for the whole year, a pro-rata refund system will apply for Semesters which the student has not commenced, but has paid charges.

### 5.2 CASEATION OF DELIVARY

If, due to unforeseen circumstances, Maleny State High School or a third party delivering training on its behalf is unable to start or continue a commenced course after fees have been made, Maleny State High School will:

Make every attempt to place the student into an equivalent course such that:

- the new location is suitable to the learner; and
- the learner receives the full services for which they have prepaid at no additional cost to the learner; or
- give a full refund to participants who have been charged for training delivery that has not commenced.



## 6 PROVISION FOR LANGUAGE, LITERACY AND NUMERACY ASSISTANCE

You will find that basic literacy/numeracy elements have been incorporated into your VET subject. This should help you to learn these basic literacy and numeracy components more readily, as they are being delivered and assessed in the context of an industry vocational area of your liking or choice.

In addition, studying English, English Communication, Maths A or Pre-Vocational Maths should enhance your literacy and numeracy skills.

If you still feel you need additional literacy or numeracy assistance, please approach one of your VET trainers or the VET Head of Department, or talk to the Guidance Counsellor.

## 7 STUDENT SERVICES

Maleny State High School has sound management practices to ensure effective student services. It has operational standards to ensure timely issuance of training assessments, results and qualifications. All student records and documentation will be recorded, kept confidential and securely archived. Students can access records from their files such as Student Profiles, Competency Records, Report Cards through the Student Network, Student Services Desk or from the VET Head of Department. Students can access their complete or archived files by written request, allowing 14 days notice.

Maleny State High School has version control procedures for managing materials that relate to its scope of registration(s). Maleny State High School will ensure that, all fees and charges are known to students prior to enrolment. Students are advised of Course Content, Outcomes, and Assessment procedures before training commences.

Maleny State High School quality focus includes – access and equity, recognition of prior learning, fair and equitable refund policy, appeal policy and complaint procedure. For any matter outside of Maleny State High School's expertise or control, every attempt will be made to refer the student to the relevant agency or expert.

### 7.1 PROCEDURE FOR STUDENT SUPPORT/COUNSELLING

Students have access to a wide range of support, welfare and guidance services at this school, including, for example:

- VET HOD: Mr W Jacobsen (C Block Staffroom)
- Guidance Officer: Miss Lyn Stevens (Student Support Team)
- Resource Centre Coordinator, Mr Brad Owens (Resource Centre or ask Ms Des Newsham, the Library Aide)
- Diverse Learning Staff: Mr Gavin Savage (SEU staffroom)
- Chaplain: Leisha (Student Support Team)
- School Nurse: Jenny Morris (Ask at Office)

Maleny State High School is at all times concerned with the welfare of our students. The staff are required to respond to and attempt to alleviate any signs of distress or discomfort by students. The staff at all times will practise active listening with a student showing signs of distress or discomfort. If the staff member is unaware or unsure of the reason for the distress then the staff member is to make a concerned enquiry as to the student's signs of distress or discomfort, or seek additional information from the House Leader, Guidance Officer or Deputy Principal.

If the staff member feels unable to give the student assistance then the staff member can request the assistance of another staff member who may have a background, which enables them to be of assistance to the student with advice or assistance to alleviate the student's feelings of distress or discomfort.

If the student has advised the staff member of a problem, which requires professional assistance, then the staff member is to assist the student to contact the Year Level Coordinator, Deputy Principal and Guidance Officer and proceed as directed under Code of Conduct and Student Protection Standards.

## 8 FLEXIBLE LEARNING AND ASSESSMENT PROCEDURES

The assessment policy and procedures for each course applies the principles of validity, reliability, fairness and flexibility to all assessments. All VET students at this School will be fully informed of the VET assessment process and requirements and will have the right to complaint and appeal. (See section 9)

There is more than one way to demonstrate competence. If you feel that a planned assessment delivery disadvantages you, talk to your trainer. Also, you will be allowed more than one opportunity to demonstrate competence.

Your trainer will provide you with an overview of the assessment requirements for each particular VET subject. You will also find this information in the [Assessment Calendar](#). The following information, however, represents some general information about the VET assessment process adopted at this School.

### 8.1 COMPETENCY – BASED ASSESSMENT (CBA)

Assessment for every VET certificate course at Maleny State High School is competency-based. Assessment of competencies will be graded as either:

- WTC – working towards competency,
- CA – Competency achieved or
- CNA – Competency not achieved.

The framework for assessment gives students several attempts to demonstrate competency.

- The due date for submission of assignments will be clearly set out in the school Assessment Calendar as well as on the Assessment Cover Sheet.
- Students who submit assignments by this due date, but who are unsuccessful in demonstrating competency, will receive appropriate feedback and support before reassessment.
- Students who complete examinations and practical assessments on the scheduled date, but who are unsuccessful in demonstrating competency, will receive appropriate feedback and support before being given a reassessment opportunity to demonstrate competency.
- A reassessment task need not be the same as the first assessment task but will assess the same element/s of competency.
- Reassessment may be one and/or more of the following:
  - oral assessment
  - observation of practical task
  - written test/assignment
  - other by negotiation with your VET teacher.

#### **What does it mean to be competent?**

People are considered to be competent when they are able to apply their knowledge and skills to successfully and consistently complete work activities in a range of situations and environments, in accordance with the standard of performance expected in the workplace. You can have more than one opportunity to gain competency.

## 9 APPEALS AND COMPLAINTS PROCEDURES

Maleny State High School has a fair and equitable process for dealing with student complaints and appeals. Maleny State High School strives to ensure that students are satisfied with their training product and its outcomes. 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.

### 9.1 WHEN WOULD I CONSIDER LODGING A COMPLAINT OR APPEAL?

If you are unhappy about:

- The RTO, its trainers, assessor or other staff
- the results of an assessment task or the way the assessment was undertaken.
- A third party providing services on the RTO's behalf, its trainers, assessors or other staff
- a person outside the School (e.g. a person at your work placement or traineeship workplace)
- A learner or Maleny State High School

### 9.2 PERSONS WITH A COMPLAINT ABOUT MALENY STATE HIGH SCHOOL AS AN RTO, HAVE ACCESS TO THE FOLLOWING PROCEDURE:

- On receipt of a verbal complaint:
  - Resolve the complaint if possible, documenting the complaint, its cause, actions taken and decisions made in the secure Complaints and Appeals Register.
  - If the complaint cannot be promptly and simply resolved, advise that an appropriate staff member will deal with the complaint, but a written record of the complaint is required.
- To put a complaint/appeal in writing, advise the complainant/appellant that:
  - they may use the support of a third party in progressing the complaint/appeal
  - they can either put the complaint/appeal in writing themselves using the form available at <G:\Coredata\Curriculum\Dept - Vocational Education\Vocation Education and Training Administration\Standard 6 Complaints and appeals\Complaints and Appeals> or
  - The school can make a written record for them to sign. In this case
    - note whether the complainant/appellant wants the support of a third party
    - ensure the complainant signs and dates the form
    - identify yourself, and your role within the school RTO
    - sign and date the form yourself.
- On receipt of a written complaint:
  - if the complaint/appeal is not in relation to the RTO Manager
    - forward it to the RTO Manager
    - enter it into the secure Complaints and Appeals Register.
  - if the complaint is in relation to the RTO Manager
    - forward it to the Deputy Principal responsible for the Senior School

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

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

All formal complaints must be in writing and addressed to the principal, 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, and 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](http://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 appropriate corrective action will be instigated to eliminate or mitigate the likelihood of reoccurrence.

## 9.5 COMPLAINT AND APPEAL TIMING AND RECORD KEEPING

All records of appeals will be kept on file in the VET coordinators office. Based on the timelines above Maleny State High School Maintains that all complaints and appeals will be resolved within 60 days of the initial complaint or appeal

## 10 ACCESS AND EQUITY

**What is discrimination?** Discrimination occurs if a person treats someone differently on the basis of an attribute or characteristic such as gender, sexuality, race, pregnancy, physical or intellectual impairment, age. Maleny State High School strives to meet the needs of each student through incorporating access and equity principles and practices which acknowledge the right of all students to equality of opportunity **without discrimination**.

With regard to this, the following principles apply:

- In order to ensure high quality outcomes, VET curriculum areas will be adequately resourced with trainers who meet the human resource requirement.
- VET training and assessment will occur in line with relevant Training Packages and industry standards to ensure quality outcomes for students. As well, a variety of training/assessment methods will be used to cater for the different ways in which students learn.
- All students will be actively encouraged to participate in VET programs ,irrespective of ability/background/cultural differences.
- Required literacy and numeracy skills are integrated throughout all VET programs.
- This School will openly value all students, irrespective of background / culture / other differences and all students will be made to feel valued through the delivery of appropriate training/assessment methods and use of student support structures
- Any complaints in relation to discrimination, bullying and/or harassment will be treated seriously, in line with the School's Anti Bullying Policy and Positive Behaviour Policy.

## 11 RECOGNITION OF PRIOR LEARNING (RPL)

Recognition of Prior Learning (RPL) recognises that people who have the knowledge and skills required for competency in various units or modules of an accredited training course should not be required to re-learn what they already know.

RPL takes into account that various competencies can be acquired through:

- Formal or informal training and education;
- Work experience;
- General life experience, and/or;
- Any combination of the above.

The main focus of RPL is on the performance criteria in the various units of the course, not how, when or where the learning occurred. When you commence a VET course, you may think that you are already competent in some aspects of the work you are doing, this may make you eligible for RPL.

RPL is managed by the VET HOD and VET trainers and assessors qualified in delivery of the course. RPL is available for all certificate course units. The performance criteria of each unit set the RPL benchmarks.

You can apply for what is called '**RECOGNITION OF PRIOR LEARNING**' (**RPL**) for those competencies or part thereof. If you do, you will need to provide evidence that you can in fact already do these particular tasks. Evidence might include:

- letters or testimonials from employers
- samples of work
- certificates, etc.
- demonstration of skills

### 11.1 STEPS TO APPLY FOR RPL.

**STEP 1:** Read the steps in this book and prepare any evidence.

**STEP 2:** Seek clarification or discuss this process with your trainer if you feel you are already competent in some parts or all of the VET program you are about to do. Give examples of what you can do.

**STEP 3:** Obtain an [Application for RPL form](#) and a [Student Appeal Form](#) from the VET HOD, Mr Jacobsen in C Block Staffroom. Ensure that you understand the process, including the appeals process.

**STEP 4:** Complete and submit the Student *Application for Recognition* form along with the required evidence and return to VET HOD, Mr Jacobsen in C Block Staffroom.

**STEP 5:** Once given the result of your application, discuss the outcome with your trainer.

**STEP 6:** Should you wish to appeal, complete the [Student Appeal Form](#) and return it to VET HOD, Mr Jacobsen in C Block Staffroom

**STEP 7:** Discuss the outcome of the appeal, when known, with your trainer.



## 12 RECOGNITION OF CURRENT COMPETENCY / CREDIT TRANSFER

Maleny State High school recognises the AQF qualifications and statements of attainment issued by other RTOs.

When you begin studying a VET subject at Maleny State High School, you may have already gained competency in one or more of the units of competency. This may be the result of:

- Transferring in from another school
- Previous study at a TAFE or another RTO

If this is the case, discuss this with your trainer and VET Coordinator. By providing proof of success in the particular units, your competency will be automatically recognised and you will not have to demonstrate competency for a second time. Original documents (Statement of Attainment/Certificate) and not photocopies will be required as proof of success at another RTO.

## 13 PRIVACY STATEMENT

All information collected about a student will be held in strict confidence and will only be released to a third party if prior written consent is given by the student or parent, or the release of that information is covered by relevant State or Federal Legislation.

## 14 STUDENT FEEDBACK

On completion of all qualifications, Maleny State High School invites students to take part in an AQTF Learner Questionnaire. The survey is conducted to collect feedback from learners on their views about their learning experiences. Maleny State High School uses the feedback it receives from learners as part of its continuous improvement processes to ensure it provides quality training and assessment.

Maleny State High School also provides space for feedback on assessment items. This allows trainers to collect feedback from individual assessment items to determine their Fairness, Flexibility, Validity and Reliability of the piece.

Maleny State High School must also provide a summary report of feedback from learners to its Registering Body to provide an indication of its performance. This is a condition of registration. All survey responses are private and confidential. Individual respondents will not be identified in any data or reports. Survey responses will not be linked with enrolment records. Participation in the survey is highly valued, but voluntary.

## 15 HUMAN RESOURCES

Maleny State High School is committed to a high standard of training through high quality trainers. All trainers have:

- A thorough knowledge of the content of their subjects through formal study and practical on-the-job learning;
- Extensive experience in industry in their field; and
- Qualifications in training and assessment.

Trainers keep current with industry developments through release to industry, industry exposure, professional readings, communication with industry and participation in industry training programs.

## 16 ISSUING CERTIFICATES

Upon successful completion of the course or when exiting the school, a certificate will be issued to students within 15 working days. If the student completes only one or more units of competency (not the complete course) a Statement of Attainment will be issued.

Applications for the re-issue of a Certificate or Statement must be made in writing by completing [a \*Re-issue of Qualification Form\*](#). These will be generated by the VET HOD, are printed free of charge within 15 working days.

All Certificates regardless of time of printing can be collected at the Student Services Office or the Main office