



Australian
Society for
Quality®

Student Handbook

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Quality Matters™

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THANK YOU FOR YOUR INTEREST IN OUR COURSE

This student handbook is designed to provide students with an overview of the services, support and policies and procedures that are related to your course with Australian Society for Quality. **We hope you find this information useful and informative.**

Selecting a training provider is an important decision.

- You need to be sure that you will be engaged by the industry's leading trainers, who are experienced and qualified in their field of expertise.
- You need to be sure that you will receive the very best service and support, not just at enrolment, but throughout your course and beyond.
- You need to be sure that your qualifications well regarded by industry.
- You need to be sure that your individual learning needs will be catered for in a supportive and professional manner.
- You need to be sure that the skills and knowledge you develop are at the highest standard.

.....You can be sure when you choose the Australian Society for Quality.

Studying with AuSQ

AuSQ is a dedicated training organisation specialised in workplace training programs across the range or organisations where competitive systems and practices are relevant. We achieve results by ensuring that our training programs are:

- Interesting and engaging
- Driven by workplace improvements and outcomes
- Relevant and work-based
- Flexible and innovative and, most importantly,
- A partnership between student, trainer and employer

Nationally Recognised Qualifications delivered by Australian Society for Quality

- Certificate II in Competitive Systems & Practices
- Certificate III in Competitive Systems & Practices
- Certificate IV in Competitive Systems & Practices

Non-accredited training courses offered by Australian Society for Quality

- Lean Fundamentals
- Lean Practitioner
- Lean Six Sigma Yellow Belt
- Lean Six Sigma Green Belt
- Lean Six Sigma Black Belt
- Lean Six Sigma Master Black Belt
- Lean Six Sigma Executive Champion
- Change Management

Delivery Model

The courses offered by AuSQ are delivered through a blended approach by combining face-to-face classroom training days with workplace training, practice and assessment. Therefore, it is a requirement of entry into all courses that students are working in a relevant role in a relevant workplace to the qualification they wish to gain.

Students will be required to complete written tasks as well as complete workplace improvements and assignments and therefore its important access to a workplace is available.

Upon entry, students will be required to have endorsement from their employer for enrolment and agreement from the workplace for one or more workplace supervisors to participate in the training and assessment program. Workplace supervisors will be required to provide written and verbal feedback to the assessor about the student's progress and workplace demonstration of skills. Additionally, each course includes a number of workplace visits to confirm demonstration of skills in the workplace environment.

Code of Practice and Customer Service Charter

Our Commitment to You

AuSQ is focused on meeting your needs. We promise to:

- a) Understand the needs of you, the client, our students, staff and the industries in which we operate or do business with.
- b) Understand the specific needs of your business and be flexible in our approach to serving you.
- c) Operate professionally and always conduct business in a sound, ethical and fair manner.
- d) Employ staff who are knowledgeable, qualified, objective, experienced and always act with integrity.
- e) Treat your information confidentially, protect your rights to privacy and ensure the accuracy and integrity of the information we hold about you.
- f) Respond to student and industry needs and remain competitive within our market.
- g) Ensure the confidentiality and accuracy of your information.

Educational Guarantee

AuSQ is committed to providing excellence in training and education. We are committed to:

- a) Providing quality training and education services to the vocational education and training sector in Australia.
- b) Meeting and striving to exceed the requirements of the Australian Quality Training Framework (AQTF) and relevant guidelines related to Vocational Education and Training legislation.
- c) Delivering training, assessment and consultancy services that are flexible to the needs of our customers.
- d) Producing professional graduates who are appropriately trained, job-ready and have the employability skills expected by industry.
- e) Developing courses and assessment processes that meet industry demands; cater for a range of learning styles; and are flexible to a diverse range of student needs.
- f) Engaging with industry by participating in and/or facilitating relevant professional associations, networks, focus groups and steering committees.
- g) Maintaining a supportive learning environment that is conducive to the success of our students, clients and staff.

Management Principles

AuSQ aims to be the best it can be. To enable this, we:

- a) Use developed and proven management principles, systems and policies to operate an efficient and effective organisation.
- b) Are committed to quality assurance and continuous improvement and incorporate these principles into all aspects of the business.
- c) Regularly collect feedback and continuously use it to improve and enhance our training and assessment services, client services and management systems.
- d) Ensure that decision making of senior management is informed by the experiences of our trainers and assessors.

Marketing

AuSQ will market and advertise all qualifications, courses and other services with integrity, accuracy and professionalism avoiding vague and ambiguous statements. Students will be recruited in an ethical and responsible manner and no false or misleading comparisons will be drawn with any other provider or course.

Students will receive clear, accurate and appropriate information to make an informed decision about enrolment into a course prior to enrolment.

Recognition of Qualifications

AuSQ recognises Australian Qualifications Framework (AQF) qualifications and statements of attainment issued by other Registered Training Organisations in Australia.

Access & Equity

AuSQ will treat all people fairly and equitably and fosters an environment free from discrimination and harassment. AuSQ applies access and equity principles through all of its policies and procedures to promote full and equal participation of all people.

Student Selection

AuSQ ensures that clear and accurate processes for application and selection are outlined and publicised. Entry requirements for each course are clearly outlined in the relevant Course Outline and students wishing to participate in a course or unit of study must meet these requirements.

Financial Standards

AuSQ:

- a) Adopts sound business and financial planning systems.
- b) Has fair, equitable and transparent fees, charges and refund policies which are made available to the public and to all students prior to enrolment.
- c) Will have its accounts certified by a qualified Accountant to Australian Accounting Standards at least annually.
- d) Will provide a certificate of accounts to its registering body upon request.
- e) Upon request from its registering body, AuSQ will provide a full audit report on AuSQ's financial accounts from a qualified and independent accountant.

Legal Obligations

AuSQ

- a) Maintains adequate, current and appropriate insurance and registration.
- b) Complies with all laws relevant to operation of its business. AuSQ maintains a register of all applicable laws and legislation.
- c) Allows government departments or their agents' access to training records, delivery locations and staff for auditing purposes when required, in line with privacy and confidentiality principles.
- d) Will keep records of competency completion for a period of at least thirty (30) years.
- e) Will manage the transition from superseded Training Packages within twelve (12) months of their publication on the National Training Information Service in line with the requirements of the AQTF. AuSQ will appropriately manage the transition from superseded accredited courses so that it delivers only currently accredited courses.

Student Code of Conduct

Students' Rights

All students, throughout their training and involvement with the AuSQ (AuSQ), have the right to:

1. Learn in a supportive and safe environment which is free from harassment, discrimination & victimization.
2. Receive training, assessment and support services that meet their individual needs.
3. Have their personal details and records kept private and secure according to our Privacy & Personal Information Policy.

4. Have any complaints or appeals dealt with fairly, promptly, confidentially and without retribution.
5. Be given clear and accurate information about their course, training and assessment arrangements and their progress.

Students' Responsibilities

All students, throughout their training with the AuSQ (AuSQ), are expected to:

1. Treat all people with fairness & respect and not do anything that could offend, embarrass or threaten others.
2. Participate and contribute to the learning environment.
3. Set high standards of themselves.
4. Complete all required assessment tasks & learning activities
5. Notify their employer and or AuSQ if any difficulties arise with their involvement in the program.

Quality Assurance & Continuous Improvement Policy (BQ2)

AuSQ has an evidence-based and outcomes-focused approach to maintaining quality practices within its business.

Quality is assured in all aspects of the business, in particular training and assessment services, client services and the management of AuSQ 's own operations.

Feedback from internal and external stakeholders is systematically and regularly collected, collated and analysed and the outcomes are used to monitor and improve business operations.

AuSQ uses the following business occurrences to collect invaluable feedback from clients, staff and/or stakeholders:

- a) course, client and class evaluation surveys/ questionnaires;
- b) learner engagement and employer satisfaction surveys;
- c) interviews, focus groups and consultations with students, employers, industry organisations and licensing bodies;
- d) face to face contact between trainers/assessors and students;
- e) complaints and appeals;
- f) internal audit reports and organisational self-assessments;
- g) staff performance appraisal and self-assessment reports;
- h) internal staff meetings;
- i) moderation and validation exercises; and
- j) other interactions with stakeholders.

Students, prospective students and other clients are invited to provide their feedback on any aspect of our services at any time. Feedback can be provided in person, over the phone or in writing. All feedback received will be used in AuSQ's feedback and continuous improvement cycle.

AuSQ considers all experiences an opportunity to learn, reflect and improve. Self reflection and evaluation plays a key role in the organisation's continuous improvement and all managers and staff are actively encouraged to participate in continuous improvement processes.

In line with the requirements of the Australian Quality Training Framework (AQTF), AuSQ collects and uses data on the three Quality Indicators endorsed by the National Quality Council to gauge its own performance. The three endorsed indicators are:

- a) Learner Engagement
- b) Employer Satisfaction
- c) Competency Completion

Reports from the Quality Indicator feedback collection tools will be used by AuSQ to monitor and benchmark its performance at regular intervals. This allows identification of:

- a) Areas that need improvement;
- b) Areas where performance is getting weaker;
- c) Improvement targets; and
- d) Whether the improvement plan is working.

Students and their employers (where appropriate) are asked to participate in this process by completing the learner engagement or employer satisfaction surveys when they are circulated. These will be sent to you by mail or email. Your completion of this survey helps us to monitor our performance, better understand your needs as well as provide a report to the Australian government on how well we're doing as a registered training organisation.

Credit Transfers (TA19)

AuSQ recognises all nationally recognised qualifications and units of competency issued by Registered Training Organisations in Australia.

Credit Transfers will be granted for any units that have been previously attained at any other Registered Training Organisation in Australia and are matched to a unit within a student's current enrolment; or where units from a preceding training package are seen to be equivalent as documented by the Training Package guidelines.

Units that are not able to be directly matched will be reviewed to determine whether the content from units previously attained aligns with content within the remaining units of the student's course.

Students must provide certified copies, or bring in their originals, of relevant testamurs and statements of attainment listing previously attained units, in order to receive a Credit Transfer.

Access, Equity, and Anti-Discrimination (BQ4)

AuSQ is committed to ensuring that:

- Access and equity principles are applied to all aspects of its operations, promoting full and equal opportunities for all students, prospective students and other clients.
- No person is discriminated against, harassed or treated unfairly in their dealings with AuSQ .
- Each student has access to the level of support required to enable them to reach their full potential without it causing unjustifiable hardship to the organisation or the student.
- It complies with relevant Equal Opportunity legislation and Anti-Discrimination Acts.

AuSQ recognises and values the individual differences of its students and the community and recognises that students come into its programs with a wealth of personal knowledge and life experiences.

AuSQ promotes an inclusive training environment and recognises that diversity is an opportunity to enrich and extend opportunities for all.

AuSQ creates an inclusive environment for all people regardless of their background by:

- Providing a welcoming and supportive training community.
- Offering flexibility in training and assessment.
- Providing reasonable adjustments to training and assessment activities.
- Having open recruitment and selection procedures.
- Determining the needs of all individuals upon engagement with the organisation.
- Providing students and client's access to a range of support services.

In accordance with legislation, no person or organisation will be treated unfairly or discriminated against on the basis of age, colour, race, gender, religious or political conviction, sexuality, ability or disability, location, family responsibilities, membership or non-membership of an association or for any other stereotypical or illegal reason.

AuSQ is committed to providing all people with an environment free from all forms of harassment. AuSQ will not tolerate any behaviour that harms, intimidates, threatens, victimises, offends, degrades or humiliates another person.

The principles and practices adopted by AuSQ aim to ensure, that current and prospective students, clients and other stakeholders are treated fairly and equitably in their dealings with AuSQ.

All people will be treated courteously and expeditiously throughout the process of enquiry, selection and enrolment and throughout their participation in a course.

AuSQ provides equity in access to the level of training and support required by each student. All students are supported in a manner that enables them to achieve their full potential and success in their training outcomes. All students are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training.

AuSQ provides equitable access to training and education services by:

- Offering culturally appropriate teaching resources that are relevant to participant needs and circumstances.
- Referring students to support and counselling services where needed.
- Offering a range of course and learning options, if needed.
- Assisting students to arrange additional services if required such as interpreters or trained note takers.

Student Support Policy (SM15)

Support Philosophy

AuSQ is committed to ensuring that all students receive adequate learning support to ensure their full potential is reached. Therefore, AuSQ ensures that:

- a) The learning and support needs of all students is assessed upon entry into a program.

- b) All students are aware of how to access the services they require to successfully complete their training and assessment program.
- c) Feedback is collected about AuSQ's provision of support services and the feedback is systematically collated, analysed and used to improve training services.

Needs Identification

Students' needs are identified upon entry into their course of study. Information to make this assessment is gathered through:

- a) Information provided by the student on the enrolment forms.
- b) Assessment of the formal language, literacy and numeracy skills test which is given to each student upon commencement of the course.
- c) Discussion with the student during their induction to the program.

Learning Support

All students are provided with a range of learning support options and resources to help them achieve competency. This includes:

- a) Mentoring from appropriately qualified trainers including their phone and email contact details.
- b) A range of short course training programs that may be complementary to full qualification courses.
- c) Online support and exercises for some courses.
- d) Computer and technology support.
- e) Referral to external support services.

Additional Support Services

AuSQ recognises that all people learn differently and acknowledge that some students may require additional support. Additional support will be provided for any students experiencing:

- a) disability and access issues;
- b) language barriers;
- c) language, literacy and numeracy issues;
- d) employment issues; and/or
- e) any other issues that may affect their ability to achieve their training goals.

Provision of additional support services will be provided where necessary to enable students to participate in the same way as any other person regardless of whether support services have been required.

Where there is perceived difficulty in achieving learning goals, the trainer will discuss these issues with the student. The student will be provided with information about possible alternative pathways, additional tools and resources available, and options and choices for accessing a supportive network. The information provided will vary depending on the individual needs of the student.

Should you require additional support during the term of your course, please advise your Trainer / Assessor who will endeavour to refer you to an appropriate support service.

The AuSQ policy is to offer a free training support service available all students who have any questions or difficulties regarding their current training or employment as well as their future career development. The service aims to provide students with the information they need to help their own academic and career path. Our staff can assist you with questions regarding training and career pathways and opportunities, personal development opportunities, work placement and/or any other training / industry related questions.

We will respect your right to privacy. Any information disclosed will remain strictly confidential.

For our Training Support Service call 1800 884 288 during office hours from Mon-Fri 9am-5pm.

External Support Services

Reading and Writing Hotline

Telephone: 1300 655 506 Website: <http://www.literacyline.edu.au/index.html>

For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

Centrelink

Telephone: 131021 Website: www.centrelink.gov.au

You may be eligible for funding assistance if you receive one of the following:

- Pensioner Supplement Allowance
- ABSTUDY *course dependent
- AUSTUDY
- Youth Allowance

Australian Apprenticeship Centres (AAC)

Telephone: 1800 639 629 Website: <http://australianapprenticeships.gov.au>

Australian Apprenticeship Centres handle all matters related to traineeships and apprenticeships. If you are a trainee or apprentice, some language, literacy and numeracy courses attract government subsidies. Talk to your AAC about this now.

The Victorian Equal Opportunity & Human Rights Commission

Telephone: (03) 9281 7100 Website: <http://www.equalopportunitycommission.vic.gov.au/home.asp>

The Commission's can resolve individual complaints about discrimination, sexual harassment and racial and religious vilification by offering a conciliation process that is confidential, impartial, free, and simple.

Legal Aid Victoria

Telephone: 1800 677 402 Website: <http://www.legalaid.vic.gov.au>

Victoria Legal Aid helps people with their legal problems and focuses on helping and protecting the rights of socially and economically disadvantaged Victorians. It can provide assistance in the areas criminal law, family law and some civil law matters. Legal representation is subject to policy guidelines and means tests in most cases. They have lawyers in offices in most major metropolitan and country regions.

Disability Rights Victoria

Telephone: 1800 462 480

Disability Rights Victoria is an advocacy organisation directed by people with a disability. They work with and on behalf of adults with a disability. They provide individual advocacy, information and support to people with a disability via our network of advocates located across Victoria. This support may include making representation on behalf of individuals with a disability, helping individuals to advocate for themselves or helping others to advocate for them.

Lifeline

Telephone: 13 11 14

Anyone can call Lifeline. The 13 11 14 service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. If you feel that you might need telephone counselling, you can call about anything that might be troubling you.

Fair Work Australia

Telephone: 1300 799 675

Website: www.fwa.gov.au/index.cfm

Fair Work Australia is the national workplace relations tribunal. It is an independent body with power to carry out a range of functions relating to minimum wages, employment conditions, termination of employment and other workplace matters.

Comcare (Work Health and Safety)

Telephone: 1300 366 979

Website: www.comcare.gov.au

Comcare works in partnership with employees and employers to reduce the human and financial costs of workplace injuries and disease in the Commonwealth jurisdiction.

Reach Out

Website: www.reachout.com.au

Reach Out is a web-based service that inspires young people to help themselves through tough times, and find ways to boost their own mental health and wellbeing. Their aim is to improve young people's mental health and wellbeing by building skills and providing information, support and referrals in ways they know work for young people.

Should you require additional support during the term of your course, please advise your Trainer / Assessor who will endeavour to refer you to an appropriate support service.

AuSQ offers a free training support service available all students who have any questions or difficulties regarding their current training or employment as well as their future career development. The service aims to provide students with the information they need to help their own academic and career path. Our staff can assist you with questions regarding training and career pathways and opportunities, personal development opportunities, work placement and/or any other training / industry related questions.

This service offers practical answers to most of the questions and challenges faced by students in relation to their training and/or career. We are here to help and will always try to source the information you need to feel supported or refer you to an appropriate internal or external service if required.

We will respect your right to privacy. Any information disclosed will remain strictly confidential.

For our Training Support Service call 1800 884 288 during office hours from Mon-Fri 9am to 6pm.

Legislation

All students are required to be aware of their responsibilities under Commonwealth and State legislation and regulations that applies due to their participation in vocational education and training with AuSQ.

The following Victorian legislation applies to you during your participation in your course. If you are unsure what obligations these place on you, please call our office or ask your trainer/assessor.

- Education and Training Reform Act 2006
- The Australian Quality Training Framework (AQTF)
- AQTF Essential Conditions and Standards for Continuing Registration
- VRQA Guidelines for VET providers
- Information Privacy Act 2000
- Anti-Discrimination Act 1991
- Charter Of Human Rights And Responsibilities Act 2006
- Disability Act 2006
- Equal Opportunity Act 1995
- Fair Trading Act 1999
- Freedom of Information Act 1982
- Occupational Health And Safety Act 2004
- Vocational Education And Training Act 1990
- Working With Children Act 2005

Quality Training Policy (TA16)

AuSQ will ensure that all training services provided are of the highest quality possible and are reflective of current industry trends and employer expectations. This is achieved by ensuring that:

- a) Training is delivered by appropriately qualified trainers who have extensive industry experience.
- b) All training products used and/or developed meet the requirements of the appropriate Training Package or Course Curriculum Guidelines.
- c) All training products used and/or developed are reviewed before use by the organisation's personnel for quality, accuracy and currency.
- d) All courses are developed in consultation with industry experts.
- e) All courses are developed in line with the organisation's Course Development Policy which ensures compliance with the Australian Quality Training Framework (AQTF).
- f) Feedback is collected about all training products and services and the feedback is systematically collated, analysed and used to improve the quality of training and education services provided.

- g) Training is delivered flexibly with a variety of options made available to students about the way they learn and the resources they use to achieve competency.
- h) The individual learning and support needs of all students are identified upon entry into a course.
- i) All trainers regularly participate in moderation and validation of the units and courses of which they deliver.
- j) All units and courses are moderated and validated and outcomes of these exercises are used to improve training services and products.
- k) All classes are delivered according to a documented session plan and supporting materials which have been reviewed and approved by the appropriate manager.

Training Philosophy

The training philosophy held by AuSQ is that students learn best by doing and gaining practical experience in real situations. Therefore, where possible, training practices will reflect and incorporate the real work experiences and examples of students and trainers, as well as the workplace environment that students can expect for the industry in which they are learning about.

In workplace based courses, learning tasks will be centered on tasks that would normally be required within the workplace. Where possible and practical, training will include scenarios, case studies or workplace practice that reflect the actual work environment and job-role requirements of the relative industry.

Training Processes

In general terms, training will be provided through:

- a) Classes, tutorials and workshops – these are a compulsory requirement of AuSQ 's courses.
- b) Online virtual delivery if required due to circumstances precluding workplace delivery.
- c) One-on-one mentoring by a qualified trainer – this may be either over the phone, at classes or in the workplace.
- d) Workplace practice, experience and projects.
- e) Completion of exercises, case studies, homework and reading materials

Workplace Engagement

AuSQ will ensure that where possible, personnel from industry workplaces are engaged in the training and assessment processes of students from its workplace. This applies to all of AuSQ's students as they will be participating in on-the-job training and assessment in their workplace.

Currently, all courses currently offered by AuSQ require that students are working in a relevant workplace so that the student has an opportunity to practice their skills and knowledge in a real workplace environment. The student will be required to learn in the workplace and participate or instigate workplace projects and initiatives.

AuSQ will ensure that each student receives adequate support from all parties by requiring workplace personnel to:

- Participate in the delivery and monitoring of training and assessment.

- Provide feedback to the trainer/assessor about workplace participation and performance.

When and if there are any units that are to be delivered or assessed in the workplace through a practical placement (for students not employed), AuSQ will ensure it has agreements with the appropriate number of workplaces who can provide hours of work that matches or exceeds the required hours of workplace delivery and assessment for the intended number of students undertaking work based training.

Reasonable Adjustment

Wherever possible, trainers/assessors will make reasonable adjustments to training and assessment processes to ensure that all people are treated equally in the training and assessment process. For more information please refer to the Assessment Policy.

Student Welfare

In order to protect the welfare of students and to ensure students have positive living, studying and working experiences, AuSQ:

- a) Does not permit or require students to attend scheduled classes (including time allocated for self paced or online studies) for more than eight (8) hours in any one day, unless there is a reasonable course-related reason to do so and the registering body has given specific written exemption which specifies the differing maximum hours for the course. Students will be notified where exemptions have been provided.
- b) Does not permit or require full time students to attend scheduled classes prior to 8.00am and/or after 10.00pm (including time allocated for self paced or online studies), unless there is a reasonable course-related reason to do so and the registering body has given specific written exemption which approves a different schedule. Students will be notified and asked to sign an agreement to this arrangement in writing.

Feedback on Training

AuSQ collects formal and informal feedback from students about the training processes used throughout its qualifications, courses and units of competency.

The feedback collected will be used to bring about improvements to the course delivery methods, tools, and processes used by AuSQ.

Assessment Policy (TA17)

Ensuring Competency

AuSQ ensures that only students who hold the requisite skills and knowledge, as set out in the unit of competency, are marked as Competent. AuSQ does this by:

- a) Ensuring that its assessment processes meet the requirements of the Training Package or Accredited Course Guidelines.
- b) Ensuring its assessment processes is valid, fair, flexible, and reliable.
- c) Ensuring assessment processes are carried out in a way that is consistent with the Training and Assessment Strategy documented during course development and regularly updated.
- d) Providing comprehensive assessment tools and clear information to Trainers and Assessors.

- e) Ensuring its assessment processes effectively cover all dimensions of competency as outlined in the competency standards and assessment guidelines of each unit.
- f) Continually reviewing and improving assessment processes, tools and records.
- g) Moderation and validation activities that ensure units are moderated and validated on an ongoing basis.
- h) Ensuring that assessors follow the rules of assessment and sight current, sufficient, authentic and valid evidence when forming their assessment decision.
- i) Implementing a Student Code of Conduct and a Student Plagiarism and Academic Collusion Policy with which all students must comply.

Qualifications of Trainers and Assessors

AuSQ ensures that all trainers and assessors hold the required qualifications and experience to deliver the qualifications, units of competency and courses with which they are involved. All trainers and assessors employed by the organisation will:

- a) Have the required training and assessment competencies as determined by the National Quality Council or its successors; and
- b) Hold the relevant vocational competencies or demonstrated equivalence to the competencies at least to the level they deliver and/or assess; and
- c) Maintain currency in industry skills directly related to the training and assessment they undertake; and
- d) Continue to develop their Vocational Education and Training (VET) sector knowledge and skills as well as their industry and trainer/assessor competence.

Role of Assessors

The role of an Assessor in assessing student work is to objectively assess a student's evidence and performance against the prescribed set of standards. In order to do this effectively, the assessor will be s

killed in and have a sound knowledge of the industry area they are assessing.

The assessor will be a qualified and skilled assessor and will:

- a) Ensure student work meets the requirements of the competency standards.
- b) Ensure that evidence is valid, reliable, sufficient, authentic, current and consistent.
- c) Use their expertise to make a fair and object assessment decision.
- d) Provide constructive feedback to the student.

Moderation and Validation of Assessment

AuSQ ensures its trainers and assessors participate in regular moderation, validation and benchmarking activities to ensure their training practices and assessment decisions:

- a) Are consistent between assessors;
- b) Are valid, flexible, reliable and fair;
- c) Are based on evidence that is sufficient, authentic, valid and current; and

The assessment processes used by AuSQ includes the collection of a broad range of evidence for the assessor to base their decision on. In general terms, assessment tasks may require students to:

- a) Respond to oral questioning;
- b) Provide written responses to questions, scenarios and case studies - students may be given a range of options about the method in which they wish to provide the responses;
- c) Be observed in the workplace, or in a simulated workplace environment where appropriate;
- d) Gather a folio of evidence;
- e) Prepare a presentation, essay, resource folder, research a topic and/or provide a report;
- f) Complete a workplace logbook;
- g) Collect, analyse and/or prepare workplace documents; and/or
- h) Seek a third party, from the workplace or other such organisation, to verify their skills (where appropriate).

AuSQ provides clear instructions to assessors on the processes of assessment used by AuSQ in its Assessment Procedures and its Staff Handbook.

Workplace Assessment

Currently, all courses currently offered by AuSQ require that students are currently working in a relevant workplace so assessment can occur in the workplace through onsite assessment and third-party sign off from the workplace.

Assessments can also be conducted online via virtual platforms if the need and circumstances require.

When and if there are any units that are to be delivered or assessed in the workplace through a practical placement (for students not employed), AuSQ will ensure it has agreements with the appropriate number of workplaces who can provide hours of work that matches or exceeds the required hours of workplace delivery and assessment for the intended number of students undertaking work based training.

Reasonable Adjustment

Wherever possible, assessors will make reasonable adjustments to training and assessment processes to ensure that all people are treated equally in the assessment process and that no person is disadvantaged due to a disability.

Assessment processes may be reasonably adjusted to accommodate the following, but not limited to these, groups:

- a) Students with English as a second language.
- b) Students with literacy or numeracy difficulties.
- c) Indigenous students.
- d) Students with sensory impairments.
- e) Students with physical or intellectual disabilities.

Reasonable adjustment may mean:

- a) Making training resources and methods accessible.
- b) Adapting physical facilities, environment and/or equipment.
- c) Making changes to the assessment arrangements.
- d) Making changes to the way evidence for assessment is gathered.

AuSQ will not disadvantage or discriminate against any person or organisation on any basis. To ensure this, AuSQ has developed, for all courses:

- a) Clearly set out instructions about the requirements of assessment for students;
- b) Clearly defined assessment criteria;
- c) Documented answer benchmarking guides;
- d) Clear and easy to follow assessment recording tools;
- e) A defined format to be used by students to submit their assessment tasks;
- f) A defined format to be used to provide students with feedback about their assessments;
and
- g) Effective dispute resolution and assessment appeals processes which will be used to examine and investigate any issue of unfairness or disadvantage that is identified.

AuSQ takes preventative and corrective action to detect plagiarism, cheating and academic collusion as outlined in its Student Plagiarism, Cheating and Collusion Policy.

Information about Assessment

To ensure students can prepare appropriately for all assessments, students will be appropriately informed of the assessment arrangements for each unit of competency or cluster of units. Information about each unit's assessment requirements is provided in the learning guides and assessment booklets. Students will be:

- a) Informed of the arrangements, context and purpose of all assessment tasks at the commencement of the unit or cluster of units;
- b) Informed of the performance criteria against which they are being assessed; and

Feedback

Students will be given feedback from their assessor on the outcomes of assessment and on opportunities for further development whenever it is identified.

AuSQ collects formal and informal feedback from students about the assessment processes used throughout its qualifications, courses and units of competency. The feedback collected will be used to bring about improvements to the course delivery methods, tools, and processes used by AuSQ.

Re-Assessment

Students may be required to be re-assessed on their work up before a unit of competency will be assessed as 'Competent'. Students who believe that the assessment decision of their work has been incorrectly determined may make an appeal about the assessment decision by following the Complaints and Appeals Policy and Procedure.

Assessment Appeals

Students can appeal an assessment decision up to twenty-one (21) days after the decision has been made. Assessment appeals can be made using the Complaints and Appeals Policy and Procedure.

Recognition of Prior Learning

Where requested, students will be provided with information on RPL prior to enrolment and offered the opportunity to take up this option during the enrolment process.

RPL can occur at any time during a course; however, it is best to commence the process at the start of a course to ensure appropriate arrangements are made for any training that may be required. Once training has commenced on a particular unit however, RPL is no longer available.

The RPL processes used by AuSQ are designed to minimize the amount of paper-based evidence required and incorporate 'competency conversations' and verification from third parties to form the basis of the evidence used in the RPL process. This ensures the RPL process is an accessible option for candidates who are appropriately skilled and experienced.

Contextualisation of Assessment

AuSQ recognises the need for assessment processes, tools and methods to be contextualised from time to time to reflect the local outcomes required. When **contextualisation** is required, AuSQ will make the changes in line with the guidelines on contextualisation as set out in the relevant Training Package or Accredited Course Guidelines.

Trainers/Assessors may identify the need for contextualisation and may contact the Training Manager to organise the changes to the assessment tools, methods and/or processes.

Safety and Security of Students and Staff (BQ6)

Australian Society for Quality Pty. Ltd. meets the requirements of the Workplace Health and Safety Act 2004 and complies with all other relevant legislation, codes of practice, advisory and best practice standards as well as organisational policies and procedures.

Most classes are delivered within the Student's Employer's workplace and AuSQ will ensure that it's trainers and assessors comply with the Employer's workplace Safety and Security guideline. If there is a need to attend AuSQ premises, AuSQ's Safety and Security guidelines will be adhered to.

Privacy and Personal Information Policy (BQ3)

In collecting personal information AuSQ will comply with the requirements set out in the Privacy Act 1988 and the Privacy Amendment (Private Sector) Act 2001. AuSQ is committed to ensuring the confidentiality, integrity and security of all information.

The information supplied by individuals will only be used to provide information about study opportunities, to enable efficient administration, and to maintain proper student and client records. If an individual chooses not to provide certain information then we may be unable to provide some services or provide appropriate information.

Personal information about students studying with AuSQ may be shared with the Australian Government and designated authorities, such as Australian Apprenticeship Centres (AACs) and the National Centre for Vocational Education Research (NCVER). This information includes personal and

contact details, course enrolment details and changes, and circumstances related to funding (if applicable).

AuSQ will not disclose an individual's personal information to another person or organisation unless:

- a) the individual concerned is reasonably likely to have been aware, or made aware, that information of that kind is usually passed to that person or organisation;
- b) the individual concerned has given written consent;
- c) AuSQ believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the individual concerned or of another person;
- d) the disclosure is required or authorised by or under law; or
- e) the disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

AuSQ will take all reasonable steps to ensure that any personal information collected is:

- a) relevant to the purpose for which it was collected;
- b) up to date;
- c) complete; and
- d) accurately recorded.

AuSQ 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.

Right to Access Records

Individuals have the right to access or obtain a copy of the personal information that AuSQ holds about them. Requests to access or obtain a copy of personal information must be made in writing and sent to: GPO Box 4288, Melbourne, VIC 3001

There is no charge for a student to access personal information that AuSQ holds about them. Individuals will be advised of how they may access or obtain a copy of their personal information within fourteen (14) days of receiving their written request.

Amendment to Records

If an individual considers the personal information that AuSQ holds about them to be incorrect, incomplete, out of date or misleading, they can request that the information be amended. Where a record is found to be inaccurate, a correction will be made.

Issuing of Qualifications and Statements (SM23)

The following is an excerpt of AuSQ's Qualification and Statement Issuing Policy. For a full copy of this policy, please visit our website or request a copy from our office.

AuSQ will issue to students whom it has assessed as competent in accordance with the requirements of a Training Package or accredited course, a qualification or statement of attainment (as appropriate) that:

- a) Meets the requirements of the Australian Qualifications Framework (AQF);

- b) Identifies AuSQ by its national provider number from the National Training Information Service;
- c) Includes the Nationally Recognised Training (NRT) logo in accordance with its current conditions of use.

All Statements of Attainment and Qualifications issued by AuSQ for nationally recognised training will be in accordance with its Scope of Registration.

AuSQ ensures the integrity of all qualifications and statements through clearly defined training, assessment and administrative processes.

Qualifications

On completion of a course and payment of final course fees (if applicable), qualifications will be issued within twenty-one (21) days. Qualifications will be accompanied by a Statement of Results showing the Units of Competency achieved in the course.

AuSQ reserves the right to with-hold the issuance of qualifications until all fees related to the course the qualification relates to have been paid, except where AuSQ is not permitted to do so by law.

Statements of Attainment

Statements of Attainment may be issued to students as they progress through their course. These statements are only issued on request from the Student or their Employer if the enrolment is part of Employer sponsored workplace program.

Where a student withdraws from a course and has completed only part of a qualification, a Statement of Attainment will be issued. Statements will be issued within twenty-one (21) days of all remaining fees being paid and formal notification of the withdrawal has been received by AuSQ.

Re-Issuing Statements and Qualifications

Records of qualifications and statements of unit achievement are kept on record for a period of at least thirty (30) years. Students can request copies of any of these statements or qualifications at any time for an additional administrative charge.

Student Plagiarism, Cheating and Collusion (SM28)

AuSQ has put in place a Student Plagiarism, Cheating and Collusion Policy to ensure that mechanisms are in place to avoid these forms of unacceptable behaviour. The policy outlines the strategies in place to detect and respond to such incidents. During the training course group work is required for some assessment tasks. Students are required to sign a declaration, so they are clear of the distinctions between group work and plagiarism and collusion.

Definitions

Cheating – seeking to obtain an unfair advantage in the assessment of any piece of work.

Plagiarism – to take and use the ideas and/or expressions and/or wording of another person or organisation and passing them off as one's own by failing to give appropriate acknowledgement. This includes material from any source such as staff, students, texts, resources and the internet, whether published or unpublished.

Collusion – unauthorised collaboration between students. (authorised teamwork is not classified as collusion).

Student Integrity and Honesty

AuSQ is committed to upholding standards of student integrity and honesty in regards to the assessment of their work and places value in the declarations of authenticity made by students.

Students are expected to act with integrity at all times and only submit work that is their own, or that has been appropriately referenced and includes acknowledgements of all texts and resource materials utilized in the development of the work.

Students and staff have a duty to ensure they gain the necessary understanding of how to correctly acknowledge and cite references and resources so as to minimise the incidents of plagiarism and cheating and the allegations of such.

Unacceptable Behaviour

From time to time, there may be incidents of student plagiarism, cheating and collusion which AuSQ is required to act upon in order to uphold the value of assessment outcomes and the reputation of the nationally recognised training provided.

Student plagiarism, cheating and collusion in any form are unacceptable and will be treated seriously by AuSQ.

Avoiding and Detecting

AuSQ will take the necessary steps to detect plagiarism and cheating which may include:

- Comparison of the work with electronic reference materials, internet resources and the work of other students;
- Electronic plagiarism detection software;
- Comparison of work against various academic databases; and
- Other methods deemed appropriate by the trainer/assessor.

All staff have an obligation to identify and investigate any possibility of plagiarism, cheating or collusion.

A staff member who suspects that plagiarism, cheating or collusion may have occurred should first source evidence (through identification of the source) to support their allegation.

Responding to Incidents

A student found to have plagiarised, cheated or colluded will be given an opportunity to respond to the allegations.

Complaints and Appeals Policy (BQ7)

Complaints and Appeals Systems

AuSQ is committed to developing and maintaining an effective, timely, fair and equitable complaints and appeals handling system which is easily accessible and offered to complainants at no charge. AuSQ aims to:

- a) Develop a culture that views complaints and appeals as an opportunity to improve the organisation and how it works;
- b) Set in place a complaints and appeals handling system that is client focused and helps AuSQ to prevent these events from recurring;

- c) Ensure that any complaints and appeals are resolved promptly, objectively and with sensitivity and in complete confidentiality;
- d) Ensure that the views of each complainant and respondent are respected and that any party to a complaint or appeal is not discriminated against nor victimised;
- e) Ensure that there is a consistent response to complaints and appeals.

Resolving Issues before they become a formal complaint

Students and clients are encouraged, wherever possible, to resolve concerns or difficulties directly with the person(s) concerned to deal with the issue before it becomes a formal complaint. An AuSQ Manager and other staff members are available to assist students to resolve their issues at this level.

Lodging a Complaint

Formal complaints and appeals may be made in writing to the CEO. All parties are encouraged to approach matters with an open view and to attempt to resolve problems through discussion and conciliation. AuSQ acknowledges the need for an appropriate independent party to mediate where an appropriate outcome cannot be reached internally.

Resolution Timeframe

All formal complaints and appeals will be responded to efficiently to ensure an effective resolution within a reasonable timeframe, usually twenty-one (21) days or as soon as practicable. However in some cases, particularly if the matter is complex, the resolution may take longer.

Complaints and Appeals Register

All formal complaints and appeals and their outcomes will be recorded on the Complaints and Appeals Register. In addition, the register will be regularly reviewed by management and used as an opportunity for improvement and reflection.

Timeframe for Assessment Appeals

Students have the right to make an appeal against the academic decisions made by AuSQ.

Appeals against any decisions of a non-academic nature are to be made in writing.

Appeals against assessment decisions and other academic matters must be made within twenty-one (21) days of the original decision being made.

Student Discipline (SM26)

AuSQ provides all students with clear expectations on the standards of conduct that are expected of them during their participation in the course.

AuSQ provides information on the above in the Student Handbook which is available for students prior to, upon commencement or at any time after commencement of a course. If any student breaches the requirements or expectations of them as a student, AuSQ will be required to take disciplinary action with the student to rectify and/or manage the behaviour.

Fees, Charges and Refund Policy (SM25)

Purpose

AuSQ ensures the protection of all fees and aims to provide clear and accessible information to students about fees and charges prior to and throughout their enrolment and/or other involvement with AuSQ.

Information about Fees and Charges, Payment Arrangements, Terms and Payment Methods

All AuSQ programs are delivered as part of a Employer/Client engagement. As part of that engagement, a Memorandum of Understanding is executed between all relevant parties, being AuSQ and the Employer/Client.

The Memorandum of Understanding includes all fees and charges relating to the engagement between the parties.

The terms of the Memorandum of Understanding establish the guidelines under which students are enrolled in the relevant qualification.

Students should make enquiries to their Employer for further details in respect of fees and charges associated with the qualification enrolled in.

Issuance of Qualifications

Upon completion of a course and once all fees have been paid, the printed qualification or certificate with a statement of results will be issued to the student. When a student withdraws from a course and once all final fees have been paid, a statement of attainment will be issued to the student.

AuSQ reserves the right to withhold the issuing of qualifications and academic statements until all fees and charges have been paid.