

# MACKAY NORTHERN BEACHES STATE HIGH SCHOOL

RTO 41353



## **Vocational Education and Training (VET)**

### **Student Information Handbook**

Name:

Contact: Mackay Northern Beaches State High School  
30 Rosewood Drive, Rural View QLD 4740  
P 07 48421333  
E [macknorthbeachesshs@eq.edu.au](mailto:macknorthbeachesshs@eq.edu.au)  
W [www.macknorthbeachesshs.eq.edu.au](http://www.macknorthbeachesshs.eq.edu.au)  
PO Box 430, Rural View QLD 4740

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## 1. Introduction

Welcome to Mackay Northern Beaches State High School and congratulations on your decision to complete a nationally recognised vocational course.

Mackay Northern Beaches State High School is committed to developing comprehensive and inclusive outcomes for all students. The Senior Schooling program provides opportunities for students to participate in Vocational Education and Training (VET). The qualifications that successful students receive are recognised by the Queensland Curriculum and Assessment Authority, Training Providers including TAFE and Industry. As a Registered Training Organisation (RTO), Mackay Northern Beaches SHS agrees to operate under the VQF - VET Quality Framework which includes a commitment to recognise training qualifications issued by other RTOs.

The School is registered to deliver a range of VET qualifications under the direction of Queensland Curriculum and Assessment Authority (QCAA) and the Australian Skills Quality Authority (ASQA) – where applicable. The mission of the School as an RTO is to deliver quality training and assessment across a range of selected industry areas in accordance with national training packages. Any amendments to the Mackay Northern Beaches SHS VET program will be in accordance with legislation governing Registered Training Organisations RTOs).

Mackay Northern Beaches State High School will meet all legislative requirements of State and Federal Government. In particular, Workplace Health and Safety, Workplace Relations and Vocational Placement standards will be met at all times. If students require any further information about VET programs at Mackay Northern Beaches SHS, please see the Head of Department for VET, the Guidance/Careers Officers or the Senior School Deputy Principal.

### 1.1 Purpose of this handbook

This handbook has been written to provide VET students with important information about the VET program offered by this school as well as about your rights and responsibilities as a VET student. You will be asked to sign a document (last page of this booklet) indicating that you have read and understood this handbook. So please take the time to study it carefully and to ask your VET teachers about anything of which you are unsure. You should keep this handbook for reference throughout your enrolment.

You should also know that the contents of this handbook in many instances represent the key points of various VET Policies and Procedures developed by this school in conjunction with the Australian Qualifications Framework (AQF) and the QCAA. You can access full copies of all policies and procedures by approaching the Head of Department for VET.

### 1.2 The Australian Qualifications Framework (AQF)

The VET programs offered by this school can lead to nationally recognised qualifications – a certificate if you complete all of the requirements of the qualification, or a statement of attainment for units successfully completed (if you do not complete the full qualification). This certificate/statement of attainment will be recognised in all eight States/Territories in Australia.

In Australia we have a national qualifications framework called the Australian Qualifications Framework (AQF). The AQF has ten levels – each with defined criteria based on learning outcomes. They are shown in the diagram on the following page:



*Source: Australian Qualifications Framework Second Edition January 2013*

Your VET Teacher (Trainer and Assessor) will provide you with full information about the VET qualification/s you are aiming for at this school, including an overview of the specific units of competency in each, assessment requirements, vocational outcomes, etc.

### 1.3 Legislative requirements

The RTO will observe all Australian, state and territory laws governing Vocational Education and Training. The RTO will also meet all legislative requirements of the:

- Education (General Provisions) Act 2006
- National Vocational Education and Training Regulator Act 2011
- Copyright Act 1968(2006)
- Education (Work Experience) Act 1996
- Child Protection Act 1999
- Work Health and Safety Act 2011
- Anti-discrimination Act 1991
- Privacy Act 1988 (2014)
- Information Privacy Act 2009

If students require any further information, please see the RTO Manager.

## 2. Student Selection, Enrolment, and Induction/Orientation Procedures

Students enrolled in VET subjects at this school participate in the same enrolment and selection processes as other students at the school. Where numbers are limited for VET subjects, selection will be made on the basis of interview and/or on the order in which enrolments were received. During your SET plan interview you had the opportunity to discuss VET options with your teachers. Mackay Northern Beaches SHS is a Registered Training Organisation (RTO) in its own right and, as such, is able to offer courses as per the school's scope of registration. Current courses are advertised and marketed in the Senior Subject Selection Handbook.

Mackay Northern Beaches SHS also offer several other courses in conjunction with external RTOs, information on these courses can also be found in the Senior Subject Selection Handbook.

At the commencement of all VET subjects, VET teachers induct students on workplace health and safety (WH&S) issues and will continue to incorporate WH&S throughout VET delivery/assessment. Prior to participation in structured work placement, all students are required to undergo an induction program relevant to the course they are undertaking. The Head of Department for VET and other associated Trainers and Assessors induct all VET students with this Handbook. Upon completion of the induction, students will complete a digital form acknowledging their understanding of the policies and procedures outlined in the VET Student Handbook. A hard copy of the VET Enrolment Acknowledgement form will be signed at the SET Plan meeting or late enrolment interview.

All students who undertake studies in VET must create a Unique Student Identifier (USI). Mackay Northern Beaches SHS, as a Registered Training Organisation requires students to supply a USI. Students who do not submit a USI will not be issued with statements or certificates on completion of their course.

Creating a USI is quick and easy. Students are required to apply for a USI as part of their Pathways subject in Year 10. Students will require a form of identification such as a Medicare Card, Australian Birth Certificate or Passport. See the USI website for more details and information. For support on creating or retrieving a USI, please see your Pathways teacher or the VET Officer. At times, we are required to supply your USI Number to other parties.

## 3. Attendance

Regular attendance during the course is essential if you wish to succeed. Punctuality is not only important for your learning it is a skill for work. If you are legitimately going to be late, it is better to arrive late than not to arrive at all. If late to school, you follow normal school routines for signing in. If you are absent or late to work placement or a training program provided offsite, it is your responsibility to notify the workplace provider and the office staff at Mackay Northern Beaches SHS using the absence line 48421333.

## 4. Course Information

At the commencement of a VET course, students are required to undertake a course induction. This induction outlines industry/VET specific information relevant to the particular course, including:

- Qualification or VET accredited course code and title
- Packaging rule information as per the specified Training Package or VET Accredited course
- Units of competency (code and title) to be delivered
- Entry Requirements
- Fees and Charges
- Course outcomes and Pathways
- Work experience requirements (where applicable)
- Licensing requirements (where applicable)
- Third party or off-campus arrangements (if required)

## 5. Marketing and advertising of course information

Mackay Northern Beaches State High School as a registered training organisation ensures that marketing and advertising of the AQF qualifications to prospective students is accurate and consistent with the scope of registration.

Mackay Northern Beaches State High School is responsible for managing appropriate human and physical resources to deliver and assess any course currently on the RTO's scope of registration. If the RTO loses access to these resources, the RTO will provide students with alternative opportunities to complete the course and the related qualification.

## 6. Legislative Requirements

Mackay Northern Beaches State High School will observe all Australian, state and territory laws governing Vocational Education and Training. The school will also meet all legislative requirements of the:

- [Education \(General Provisions\) Act 2006](#)
- [National Vocational Education and Training Regulator Act 2011](#)
- [Copyright Act 1968 \(2006\)](#)
- [Education \(Work Experience\) Act 1996](#)
- [Child Protection Act 1999](#)
- [Work Health and Safety Act 2011](#)
- [Anti-discrimination Act 1991](#)
- [Privacy Act 1988 \(2014\)](#)
- [Information Privacy Act 2009](#)

If students require any further information, please see the RTO Manager.

## 7. Student Support, Wellbeing and Guidance Services

Students have access to a wide range of support, welfare and guidance services at Mackay Northern Beaches SHS, including:

- Principal
- Deputy Principal / RTO Manager
- Head of Department
- Trainers and Assessors
- Career Counsellor/Guidance Officer
- Learning Support Teachers

### 7.1 Guidance and Youth Support Services

Mackay Northern Beaches State High School has a Guidance/Careers Officer on staff every day to assist students with: SET plans; subject selection; future career pathways; further education; welfare and guidance counselling. We also have two Youth Support Officers to assist students with: welfare and counselling.

### 7.2 Learning Support/Special Education Unit

Mackay Northern Beaches SHS has an excellent Special Education Unit that works with students with learning difficulties and those associated with Intellectual Impairment, Speech Language Impairment and Autistic Spectrum Disorder.

### 7.3 School Nurse

Mackay Northern Beaches State High School has a school nurse based at the school, in I Block, please check with the school for Nurse availability as this is subject to change.

#### 7.4 Aboriginal and Torres Strait Islander Support

Mackay Northern Beaches State High School an Aboriginal and Torres Strait Islander Community Education Counsellor (CEC) The CEC room is located in the Student Support Services Centre in GL Block. Please check with the school for CEC Officer availability.

#### 7.5 IT Support

Mackay Northern Beaches State High School has full time IT support available in N Block. Students are able to access support for Logon, connection issues and other general services before school and during lunch breaks.

#### 7.6 Teacher Aides

Mackay Northern Beaches State High School has teacher Aides available to support students with learning needs. Teacher Aides are assigned to classes as required.

### 8. Provision for Literacy and Numeracy Support

If you are undertaking a VET subject which has embedded units of competency from a Training Package, you will find that basic literacy/numeracy elements have been incorporated. This should help you learn these basic literacy/numeracy components more readily, as they are being delivered/assessed in the context of an industry/vocational area of your liking/choice. If you still feel you need additional language, literacy or numeracy support, please approach one of your VET teachers or the Head of Department VET. Any support given is provided in accordance with relevant state and federal training requirements.

### 9. General Student Information

#### 9.1 Communication

The following means of communication are used to deliver information to Vocational Education and Training Students.

- Care Class – notices are communicated daily during Care. Please read daily notices as they may include information relevant to VET.
- School Website - <https://macknorthbeachesshs.eq.edu.au/> contains relevant VET information and documents
- Email – teachers and Heads of Department will often send important messages through student school emails. It is your responsibility to check your school email regularly to stay abreast of important information.
- Learning Management Systems – Teachers will be providing learning content, assessment and feedback on Teams or QLearn. Your trainer will indicate to you during lessons as to which platform they are using in delivery of their program of instruction.
- Facebook – relevant information can also be relayed via Facebook.

#### 9.2 Resource Centre

The Resource Centre at Mackay Northern Beaches State High School provides access to the necessary resources for your study. Students are encouraged to use the Resource Centre both before school and at lunchtime. The Resource Centre is also open until 3.15pm after school. Homework Club operates out of the Resource Centre on Thursday afternoons from 3-4pm.

The following rules apply in the Resource Centre:

Borrowing: You will not be allowed to borrow if you have any resource overdue. If you lose a book or any other resource you will have to pay the replacement cost of that resource before you are allowed to borrow any other resource.



### 9.3 BYOD Laptop Program

All students at Mackay Northern Beaches SHS are required to participate in the BYOD laptop program. Details regarding this program are outlined upon enrolment at the school. All students receive a log-on name and password to allow access to the school curriculum network including space on the hard drive, to save your school work, and an e-mail address.

### 9.4 School Uniform Policy

Mackay Northern Beaches State High School expects high standards with regards to dress, and the school emphasises the importance of personal pride. Students are to wear their full uniform every day. When representing the school at work placement or when participating in vocational activities; students are required to maintain the high standards of dress expected at school. A note signed by a parent/caregiver is required to explain any deviation from uniform requirements. At all times whilst on work placement / experience students are reminded that their conduct and behaviour (including dress) is in accordance with school policy.

A copy of the *Uniform Policy* can be located on the school web page. A copy of the *Student Code of Conduct* is also located within the document section of the webpage. Printed copies of the *Uniform Policy* and *Code of Conduct* are also available from the main office on request.

Students must comply with the school dress code for footwear. This is also particularly important in some industries. Workplace Health and Safety Regulations require the appropriate footwear to be worn at all times in Manual Arts, Art, Science and Hospitality. For further details of the Uniform Policy please refer to your Student Diary.

## 10. Assessment

### 10.1 Training and Assessment Procedures

The following represent the basic VET assessment principles of this school. They are designed to promote fairness and equity in assessment.

- All VET students at this school are informed of the VET assessment procedures and requirements and will have the right to appeal if they feel they have been unjustly treated.
- Information given to students, on each assessment instrument, will include:
  - The required knowledge and skill against which they will be assessed
  - Assessment procedures/instructions
  - The name of the Unit/s of competency and individual performance criteria listed
  - Space for teacher comments and feedback
- Students need to self-monitor their progress through each unit of competency. They need to know the requirements of each learning outcome (and their progress to date) that contribute towards unit of competency.
- Students are able to sight their profile of results in each VET subject at any time throughout the duration of the course.
- The assessment approach chosen will cater for the language, literacy and numeracy needs of students and reflect industry/qualification requirements.
- Reasonable adjustments are made to the assessment strategy to ensure equity for all students, while maintaining the integrity of the assessment outcomes.
- Opportunities for feedback and review of all aspects of assessment will be provided to students.
- A clearly documented mechanism for appeal against assessment processes and decisions is available to students and is publicly available in this handbook which is stored on the school website.



## 10.2 Competency Based Assessment

Competencies studied at Mackay Northern Beaches State High School are part of accredited courses and National Training Packages. In order to be successful in gaining competency, students must demonstrate they have the necessary underpinning knowledge and can apply this in a practical way in a workplace setting to industry standard.

In most subjects assessment tasks are completed a number of times throughout the year. Results for each assessment item will be marked on a student profile sheet (or similar document) using terms such as Satisfactory or Unsatisfactory, or working towards competence. This assists students to become competent as their skills improve.

Final records of assessment of competencies will be awarded as either:

- **C** for Competent
- **NC** for Not Competent

On student report cards, the following results will be awarded for VET subjects reflecting overall performance:

- **CA** Competency Achieved
- **WTC** Working Towards Competency
- **CNA** Competency Not Achieved
- **WD** Withdrawn

VET Students at Mackay Northern Beaches SHS are also eligible for the following award each term, providing that they meet the required criteria:

### **Academic Performer Award**

Achieved on their report 4 As, 2 Bs

### ***Students on 5 subjects:***

4 As and 1B

### ***VET students are an A equivalent if:***

All work is up to date

Work is completed without the need for resubmission (no unsatisfactory is awarded)

## 10.3 Assessment Methods

Each Trainer and Assessor will maintain a student profile (or similar document) for each student and on completion of the program of study an exit level will be awarded, based on the principles of assessment and rules of evidence.

Elements of competency will be assessed and recorded once the Trainer and Assessor is satisfied that a student has demonstrated consistent competency in an element or unit of competency. Students may also receive assessment if they apply for and meet the requirements for, RPL.

A master record detailing students' achievements of the units of competency is maintained at the RTO on the Student Management System. This will record all units of competency achieved. This information will be held by the RTO and a Certificate or Statement of Attainment will be issued to the student once they complete the program of study or upon exit (in line with the QCAA timelines).

## 10.4 Work Experience, Training Days and Assessment

The assessment policy of the school (as directed by QCAA) indicates that all students must sit the assessment on the calendar day and time outlined on the assessment calendar of the school. The only exception to this are if a student is ill and has a medical certificate or has an Access Arrangement for Reasonable Adjustment (AARA) in place. **Assessment must take precedent over all work placements and training days.**

## 10.5 Academic Integrity and Digital Signatures

Upholding academic integrity requires students to approach assessment in an honest, moral and ethical way. It is important that students genuinely demonstrate their learning and achieve results based on their own work and effort. Any ideas and comments made by other people need to be acknowledged as references within the assessment.

When submitting assessments, emailing or submitting electronically via a Learning Management System (including but not limited to Teams and QLearn) will constitute a digital signature declaring that the work submitted is their own and not plagiarised.

Violations of academic integrity, including but not limited to falsification of information or submitting work which is not their own, may be subject to disciplinary action as outlined in the Student Code of Conduct.

## 11. Student access to accurate records

Mackay Northern Beaches State High School is committed to regularly providing student with information regarding their participation and progress.

The Trainers and Assessors must maintain accurate and current records of each student's progress towards and achievement of competencies.

Trainer and Assessors are able to provide access to a student's own records on request by the student. Students may also be given access to "for checking" Student Management printouts. Students will also have access to information regarding any unit achieved through their own online Student Connect learning account - <https://myqce.qcaa.qld.edu.au/>.

## 12. Confidentiality

Information about a student, except as required by law or as required under the [VET Quality Framework](#), is not disclosed without the student's written permission and that of their parent or guardian if the student is less than 18 years of age. The RTO will ensure that they have consent from each student.

## 13. Recognition

Mackay Northern Beaches State High School will recognise all qualifications issued by any other Registered Training Organisation (e.g. TAFE). The student is responsible for providing verification of the certification from the relevant training organisation where the studies were undertaken. This certificate must be shown to the teacher and the VET Officer.

### 13.1 Credit Transfers

*Credit Transfer* is a process that provides students with agreed and consistent credit outcomes based on identified equivalence in content and learning outcomes between matched qualifications. All students who are entitled to credit transfer from units of competency they have achieved within the RTO (i.e. through qualifications completed in year 10 or across qualifications being undertaken at the same time) will be awarded credit transfer automatically by the RTO. These instances will be identified by the RTO Manager and the Student Management Operator/VET Officer and the student and relevant Trainer and Assessor will be informed by the RTO Manager. In order to achieve this, the RTO Manager and Student Management Operator/VET Officer will identify all units of competency across the RTO that are offered in multiple courses and where students will be awarded credit transfer.

When students transfer in from other schools that are an RTO, and the student has undertaken VET at the other school, credit transfer will only be granted upon the student providing a Statement of Attainment or Record of Results issued by the previous RTO. It is the responsibility of the student to obtain this and credit transfer will not be granted until the documented evidence has been provided. The documentation is to be provided to the VET Officer directly. A copy of the Statement of Attainment/Record of Results will be provided to the relevant VET teacher to store a copy with the student profile/portfolio as evidence. The Student Management Operator will update Student Management accordingly.

When students have undertaken qualifications through other non-school RTOs credit transfer will be granted when the student provides the VET Officer with a copy of the Statement of Attainment or Record of Results.

### 13.2 Recognition of Prior Learning (RPL)

When you commence a VET program, you may think there are some units of competency you can already do and would be competent at. You could apply for what is called 'recognition' for those specific units of competency or modules. If you do, you will need to provide evidence that you can in fact already do these particular tasks. The 'recognition' process is a very supportive one, i.e. your teacher will guide you through the process, the steps of which are outlined below:

Step 1: Read the information in the VET Student Vocational Education Handbook (this information) about 'recognition'. Your teacher/trainer will also provide you with additional information.

Step 2: Discuss the 'recognition' process with your teacher/trainer if you feel you are already competent in some parts or all of the VET program you are about to do. Ensure that you understand the full 'recognition' application process, including the appeals process.

Step 3: Complete and submit the Student Recognition of Prior Learning Application Form. Evidence can take many forms, and will usually include such things as:

- examples of work
- photographs, videos, letters and reports
- awards, certificates and qualifications
- employer references
- letters from work colleagues, etc.

Step 4: Once given the result of your application, discuss the outcome with your teacher/trainer.

Step 5: Should you wish to appeal, complete the Student Complaints and Appeals Form.

Step 6: Discuss the outcome of the appeal, when known, with your teacher/trainer. See your VET teacher for more information and for copies of the application forms.

Note: You do not need to go through the above process if you already have a *Statement of Attainment* from another Registered Training Organisation for any units of competency. You will be awarded automatic recognition in these cases.

## 14. Certification and issuing qualifications

Mackay Northern Beaches SHS must issue to students whom it has assessed as competent in accordance with the requirements of the Training package or VET accredited course, a VET qualification Certificate or VET Statement of Attainment (as appropriate) that meets the requirements of the Standards for RTOs 2015.

The school will ensure that through the implementation of the AQF Qualifications Issuance Policy:

- Students will receive the certification documentation to which they are entitled
- AQF qualifications are correctly identified in certification documentation
- AQF qualifications are protected against fraudulent issuance
- A clear distinction can be made between AQF qualifications and non-AQF qualifications
- Certification documentation is used consistently across the school, and
- Students and parents/caregivers are confident that the qualifications they have been awarded are part of Australia's national qualifications framework – the AQF

- The school will establish anti-fraud mechanisms by including the school's own logo on each document issued to ensure there is no fraudulent reproduction or use of credentials.

## 15. Replacement of certification documentation

The RTO maintains a Register of Certification Documents Issued for 30 years from the date of issue. This allows learners to request a reissue of their documentation at a later date. The RTO ensures that this is stored in an accessible electronic format. The process for a learner, or former learner, to request a reissue of their documentation is as follows:

- All requests for a replacement qualification or statement of attainment must be in writing (email is acceptable) from the learner to the RTO Manager;
- The RTO will access the archived records/Register of Certification Documentation Issued to access the required information for the replacement document, or contact QCAA for a reissue;
- The RTO Manager will then request the Student Management Operator to print the certification documentation;
- The replacement will identify that it is a re-issued version as well as follow all requirements for printing and issuing qualifications and statements of attainment as outlined in the checklist for certification documentation; and
- The replacement will be issued within 30 working days of receipt of the written request.

## 16. Complaints and Appeals

### Policy

The school, as an RTO, has a complaints and appeals policy specific to its RTO operations.

A **complaint** can be made to the school RTO regarding the conduct of:

- the school RTO, its trainers, assessors or other school RTO staff
- students of the RTO
- any third parties providing services on behalf of the school RTO (if relevant).

Complaints may be made to any member of staff.

An **appeal** can be made to the school RTO to request a review of a decision, including assessment decisions.

Appeals should be made to the trainer/assessor in the first instance, but can also be made to Heads of Department or the RTO Manager.

The school RTO (Mackay Northern Beaches SHS) will ensure that the principles of natural justice and procedural fairness are adopted at every stage of the complaints and appeals process.

1. Any staff member can receive a complaint or appeal. Where possible, complaints are resolved immediately.
2. All complaints and appeals are heard and resolved within 60 calendar days of receipt.

If the school RTO considers that more than 60 calendar days are required to process and finalise the complaint or appeal, the complainant or appellant will be informed of the reasons for the extended timeframe in writing and will be regularly updated on the progress of the matter.

### Procedures

1. If a complaint relates to a report about harm or safety, refer to your school's appropriate Student Protection procedures.
2. 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.
3. 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 from the VET

Officer (L Block) or

- you 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.

4. On receipt of a written complaint/appeal:

- 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 / Deputy Principal responsible for the Senior School, as appropriate.

5. To resolve the complaint/appeal, the RTO Manager / 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.
6. If the complaint/appeal is not finalised within 60 calendar days of its receipt, inform the complainant/appellant of the reasons in writing and regularly update them on the progress of the matter.
7. 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.
8. 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>).
9. 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.

## 17. Access and Equity

The access and equity guidelines at Mackay Northern Beaches State High School are designed to remove any barriers so that all students have the opportunity to gain skills, knowledge and experience through access to VET subjects.

Mackay Northern Beaches SHS is inclusive of all students regardless of sex, race, impairment or any other factor. Any matter relating to access and equity will be referred to the RTO Manager.

Mackay Northern Beaches State High School has a student support referral process and all staff are aware of this. Staff and students may contact the RTO Manager, for information and/or support about the referral process. Parents can meet with the trainer and/or RTO Manager to request support

Access and equity guidelines will be implemented through the following strategies:

- The curriculum, while limited by the available human and physical resources, will provide for a choice of VET subject/s for all students
- Links with other providers, such as other RTOs will be considered where additional resources are required.
- Access to school-based apprenticeships and traineeships may be available to students
- Where possible, students will be provided with the opportunity to gain a full Certificate at AQF levels I, or II or III (where applicable)
- Access to industry specific VET programs will be available to all students regardless of sex, gender or race.
- If the RTO loses access to either physical and or human resources, the RTO will provide students with alternative opportunities to complete the course and the related qualification.

**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, etc.

This RTO 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.

For example, the following principles apply:

1. VET curriculum areas will be adequately resourced, with teachers with the appropriate qualifications, in order to ensure students have quality outcomes.
2. VET training and assessment will be in line with industry standards to ensure quality outcomes for students. As well, a variety of training/assessment methods will be used to cater for the ways in which students learn. Students with learning difficulties or impairment will participate with an initial and annual panel meeting with their parent/guardian and relevant RTO staff to ensure that the training and assessment provided meets their needs.
3. All students will be actively encouraged to participate in VET qualifications, irrespective of background/cultural differences.
4. Prior to participating in structured work placement, students will be provided with an induction program that will equip them with the knowledge to recognise harassment/discrimination should it occur and to ensure they have the strategies to deal with anything like this. Appropriate support will be provided to ensure students are successful in their work placement.

Literacy/numeracy is integrated throughout all VET qualifications, as well as being delivered separately through your English/literacy and Maths/numeracy program.

## 18. Workplace Health and Safety

The safety and wellbeing of the staff and students of this school is one of our greatest responsibilities. All of us, including you, have responsibilities to ensure a safe environment. You are required to:

- a. Use and take reasonable care of protective equipment provided
- b. Obey any reasonable instructions in relation to health and safety
- c. Not interfere with or remove any safety devices from machinery
- d. Ensure that you do not endanger your own or others' safety by the consumption of alcohol or drugs
- e. Report unsafe acts or equipment to a teacher/trainers and observe good housekeeping practices
- f. Report all injuries or near misses to a teacher/trainer
- g. Ensure that your conduct does not interfere with:
  - i. school property
  - ii. school staff safety or welfare, or with their ability to perform their duties
  - iii. student safety or welfare, or their ability to participate in and benefit from instruction

First Aid - First Aid kits are available at a number of locations through the school. A member of staff trained in First Aid should be sought to carry out any treatment necessary.

If a student is deemed to be unsafe in a practical workspace, they will be removed immediately.

If there is a safety incident/s whereby the student has acted:

- a. Irresponsibly
- b. Without due care and attention and there is an :
  - i. Injury to another student; or
  - ii. they have injured themselves

A meeting will be held with the student, their parent, their trainer and the RTO Manager to determine if they should continue in the course. Repeated safety breaches from a student cannot and will not be accepted in a high risk environment.

## 19. Written Feedback and Continuous Improvement

To assist the school in continuous improvement of our services, products and operation, we welcome comments and suggestions. These comments can be passed on at any time directly to the RTO Manager / Deputy Principal – Senior Schooling.

Written feedback will be sought from all Vocational Education and Training students and Teachers annually in the form of surveys. This data will be used to focus on the continuous improvement of the Vocational Education and training programs within the school. Students are encouraged to provide feedback to their teachers and the RTO Manager throughout their course to assist the school with continual improvement.

## 20. Access to Records

Mackay Northern Beaches State High School is committed to regularly providing students with information regarding their participation and progress.

The Trainers and Assessors must maintain accurate and current records of each student's progress towards and achievement of competencies.

Trainer and Assessors will provide access to a student's own records on request by the student. Students may also be given access to, "for checking", Student Management printouts. Students will also have access to information regarding any unit achieved through their own online learning account <https://myqce.qcaa.qld.edu.au/>. If you require logon information please see the VET Officer.



## 21. Fees and Charges

Mackay Northern Beaches State High School does not charge students fees for Internal VET subjects. Levies are only collected for consumable costs or other additional services such as the acquisition of other qualifications to support the course eg First Aid or White Card Courses. Any fees and charges that do occur for additional services will be made known to students prior to enrolment.

Courses offered by external RTO's and delivered at Mackay Northern Beaches State High School may incur fees, these fees will be charged as per the third party arrangements with that provider, these will be advised at time of SET Plan Interviews and external VET enrolment meetings. Payment or an existing payment plan must be in place for all External courses before the 31<sup>st</sup> March each year (Census Date), students may be removed from the course if payment has not been organised before this date. Students leaving the course after the Census date may not be eligible for a full refund. Please contact the Finance Department if you require more information regarding these charges.

Students who enrol past the commencement of the calendar year will be charged student levies at a pro-rata basis for the duration of the year. Students who leave a VET course before completion maybe able to claim a refund for part of the course consumables (levy).

Replacement of Qualification (certificate or statement of attainment) can be arranged following the submission of an application form and payment of a \$10.00 reprinting fee. Printing will occur within 21 days.

All matters regarding payment of fees or refund of fees will be managed by the Business Services Manager in accordance with the principles contained in the general fee policy of the school (not specific to VET).

## 22. Change of Subject Policy

Subject changes are possible only at the beginning of Semester 1 unless exceptional circumstances apply. Appropriate reasons must be given for the change. The student must have shown that, despite commitment and effort, the subject has been an unsuitable choice. Students may consult the Head of Department - Senior School or Guidance Officer at any time during the process. A change of subject form can be accessed from the Head of Department - Senior School in L Block.

- Students must state clearly why they want to change subjects.
- Changes might not be possible due to timetable restrictions or unsatisfactory reasons. Students need to be aware that subject offerings may no longer be available due to restrictions on class sizes.
- Parents/Guardian must indicate support, or otherwise, of the proposal and add any relevant comments.
- The current Head of Department can refer to such matters as industry, commitment, learning experiences, assessment needs, etc. which are relevant to the proposed change.
- Results to date should be obtained from the class teacher and entered on the form. A recommendation for action should be included. The Head of Department should indicate the Semester Unit(s) students will receive credit for.
- The Head of Department of the proposed subject should explain the effects of the proposed change to the student and make a recommendation. This could include specific class placement where this is warranted. The Head of Department should also indicate the proposed Semester Unit(s) students will receive credit for.
- The Guidance Officer will explain the vocational implications of the change and provide other counselling as appropriate, as well as making a recommendation if possible.
- The Head of Department - Senior School will make the final decision after checking on the implications for the student's QCE.
- Once the VET course has commenced, no refunds of levies will be made for that particular term, however, a pro rata refund system may apply for terms in which students have not commenced based on the physical and human resources that have been used and/or issued.

## 23. Qualification and accredited course guarantee

Mackay Northern Beaches SHS gives a guarantee to the student that the school will complete the training once the student has started in their chosen qualification or accredited course. Students who enter a course after the start date have the opportunity to negotiate a package of units that will lead to a statement of attainment only. This adjustment will be reflected in the Enrolment Agreement form which will be signed by both the student and parent/guardian.

In the event of losing a specialist trainer, and the school being unable to obtain a suitable replacement, Mackay Northern Beaches SHS will arrange for agreed training and assessment to be completed through another RTO if this is possible (fees may be incurred). Every effort will be made by the school to locate a trainer.

Prior to the transfer to another RTO, affected students will be formally notified of the arrangements, and agreement to those arrangements, including any refund of fees, will be obtained.

If an external transfer is not possible, the school will gain a written agreement for a subject/course transfer within the RTO from the student and parent/guardian.

When an enrolment form is received, the form is checked to ensure it has been signed by both the student and their parent/guardian.

