

North Bundaberg State High School

RTO Number: 30418

RTO policy and procedures

Student information

September 2016

This document is provided by the Queensland Curriculum and Assessment Authority for the use of Queensland schools that are registered training organisations (RTOs). Its primary purpose is as an example and use is not mandatory. If used by a school RTO as part of its RTO management systems, it must be appropriately adapted and personalised to meet current requirements as defined in the *Standards for Registered Training Organisations (RTOs) 2015*, hereafter 'the Standards', (www.comlaw.gov.au/Details/F2014L01377).

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

Policy statement

The school RTO North Bundaberg State High School ensures that all vocational education and training (VET) students are properly informed and protected. This policy and procedure document links closely with the RTO marketing policy (*RTO policy and procedure: Marketing*).

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

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

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

The school RTO has a separate complaints and appeals policy (*RTO policy and procedure: Complaints and appeals*).

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

All QCAA school RTO policies and procedures are available at:
www.qcaa.qld.edu.au/24389.html.

Student information procedure

The RTO Manager

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

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

The person responsible for school timetabling

The person responsible for school timetabling (usually the Deputy Principal) must ensure that:

- they liaise with the RTO Manager regarding all VET enrolments
- all subject selection forms have been signed by both the student and the parent/carer.

File location: G:\Coredata\Teachers\VQF_&_VET_@_NORTH\2016\RTO	Review date: September 2017
Version date: Management	Approved: Fay Harvey HOD VET/Home Ec
Ownership: September 2016 North Bundaberg State High School RTO Number: 30418	

Student information

Students and their parents/carers have access to the following information prior to enrolment on the SDCS, through the documents and/or activities described in the table below.

All documentation is available from our website at: www.bundnortshs.eq.edu.au

#	Documentation description	Document name and location
1	Subject selection and enrolment procedures	<ul style="list-style-type: none"> subject selection documentation including SET plans – One-school; www.bundnortshs.eq.edu.au school calendar
2	Qualification or accredited course information, including: <ul style="list-style-type: none"> code, title, currency of qualification/accredited course (as per training.gov.au) code and title of the units of competency to be delivered (as per training.gov.au) estimated duration training/assessment locations mode/s of delivery work placement arrangements (if required) obligations to the students (i.e. being responsible for the quality of the training/assessment, the issuance of certification) entry requirements or pre-requisites (if applicable) student obligations related to any materials or equipment they must provide requirements the student must meet to successfully complete (e.g. apply for a USI, service periods, travel requirements, events or out-of-school hours functions) the student's rights if the RTO (or a third party) closes or ceases to deliver any part of the training course the student is enrolled in details of the RTO's complaints and appeals process any relevant third party information (i.e. name and contact details of the third party providing the training and/or assessment, and related educational and support services) 	<ul style="list-style-type: none"> marketing documentation: www.bundnortshs.eq.edu.au student handbooks, website, social media, other marketing material as well as other student handbooks public complaints and appeals policy on website- www.bundnortshs.eq.edu.au G:\Coredata\Teachers\VQF_&_VET_@_NORTH\2016\RTO Management school RTO policies - www.bundnortshs.eq.edu.au
3	Fee information (whether collected directly or through a third party) for each qualification prior to their enrolment in SDCS specifying: <ul style="list-style-type: none"> fee information (amount, terms/conditions, deposits, refunds) student rights as a consumer, including cooling-off period (if applicable) student right to obtain a refund if the enrolment is terminated early or services not provided. 	<ul style="list-style-type: none"> marketing documentation: student handbooks, website- www.bundnortshs.eq.edu.au

File location: G:\Coredata\Teachers\VQF_&_VET_@_NORTH\2016\RTO	Review date: September 2017
Version date: Management	Approved: Fay Harvey HOD VET/Home Ec
Ownership: September 2016 North Bundaberg State High School RTO Number: 30418	

#	Documentation description	Document name and location
4	<p>How VET qualifications and courses differ from other school courses and criteria-based assessment, by including:</p> <ul style="list-style-type: none"> • work-like activities • competency-based training and assessment • competency standards, which are an industry-determined specification of performance that sets out the skills, knowledge and attitudes required to operate effectively in employment. 	<p>Student Handbook Subject Selection Book www.bundnortshs.eq.edu.au</p>
5	Student support, welfare and guidance services	<p>Student Handbook www.bundnortshs.eq.edu.au</p>
6	Recognition of prior learning (RPL) procedures	<p>Student Handbook www.bundnortshs.eq.edu.au</p>
7	Recognition of Australian Qualifications Framework (AQF) credentials, and statements of attainment issued by other RTOs	<ul style="list-style-type: none"> • marketing documentation;; student handbook • documented certification and the USI policy and procedure • student handbook www.bundnortshs.eq.edu.au
8	School RTO's obligations to the student in regard to providing quality training and assessment, and issuance of AQF certification	<ul style="list-style-type: none"> • documented certification and the USI policy and procedure • Student Handbook www.bundnortshs.eq.edu.au
9	<p>Student's rights if the school RTO or a third party delivering training on its behalf ceases to deliver any part of the qualification that a student is enrolled in.</p> <p>This document should include the following (adapted to your school's circumstances):</p> <ul style="list-style-type: none"> • The school RTO is committed to completing the outlined training and assessment once students have started study in their chosen qualifications or courses from the course start date (including delivery by a third party on the school RTO's behalf). • Students who enter the course after the start date will have a negotiated package of units that will lead to a statement of attainment. • In the event that the school RTO is unable to complete delivery of training, the school RTO will, if possible, arrange for agreed training and assessment to be completed through another RTO (fees may be incurred). Prior to the transfer to another RTO, affected students will be formally notified of the arrangements, and an agreement to those arrangements, including any refund of fees, will be obtained. If transfer is not possible, the RTO will gain a written agreement for a subject/course transfer from the student and parent. 	<ul style="list-style-type: none"> • marketing documentation; student handbooks • documented third party arrangements policy and procedure www.bundnortshs.eq.edu.au

File location: G:\Coredata\Teachers\VQF_&_VET_@_NORTH\2016\RTO **Review date:** September 2017
Version date: Management **Approved:** Fay Harvey HOD VET/Home Ec
Ownership: September 2016
 North Bundaberg State High School RTO Number: 30418