



# STUDENT INFORMATION KIT

## Contents

|  |    |
|--|----|
| <i>Welcome to Qualify</i> .....                        | 3  |
| <b>INFORMATION PACK</b> .....                          | 3  |
| <i>Purpose</i> .....                                   | 4  |
| <i>Online e-learning platform</i> .....                | 4  |
| <i>Unique Student Identifier (USI)</i> .....           | 6  |
| <i>Language, Literacy and Numeracy (LLN)</i> .....     | 7  |
| <i>Pre-training review (PTR)</i> .....                 | 7  |
| <i>Unit release</i> .....                              | 7  |
| <i>Course suitability</i> .....                        | 7  |
| <i>Course access</i> .....                             | 7  |
| <i>Funded South Australian Students</i> .....          | 7  |
| <i>Credit Transfer</i> .....                           | 9  |
| <i>Recognition of prior learning</i> .....             | 9  |
| <i>Individual learning needs</i> .....                 | 10 |
| <i>Training Guarantee</i> .....                        | 10 |
| <i>Changes to course</i> .....                         | 10 |
| <i>Delivery modes</i> .....                            | 11 |
| <i>Self-paced study</i> .....                          | 11 |
| <i>Support</i> .....                                   | 11 |
| <i>Submitting your assessments</i> .....               | 12 |
| <i>Assessment policy</i> .....                         | 12 |
| <i>Resulting Codes</i> .....                           | 13 |
| <i>Fees and charges</i> .....                          | 13 |
| <i>Refund policy</i> .....                             | 14 |
| <i>Misconduct</i> .....                                | 15 |
| <i>Plagiarism and use of AI</i> .....                  | 16 |
| <i>Use of Artificial Intelligence (AI) tools</i> ..... | 16 |
| <i>Results</i> .....                                   | 17 |
| <i>Complaints</i> .....                                | 17 |
| <i>Appeals</i> .....                                   | 20 |
| <i>Withdrawals</i> .....                               | 20 |
| <i>Privacy</i> .....                                   | 21 |
| <i>Privacy act</i> .....                               | 22 |
| <i>Anti-discrimination policy</i> .....                | 23 |
| <i>Access and equity policy</i> .....                  | 23 |
| <i>Student records</i> .....                           | 24 |
| <i>Evaluation</i> .....                                | 24 |
| <i>Safety online</i> .....                             | 25 |
| <i>eSafety</i> .....                                   | 25 |

## Welcome to Qualify

# INFORMATION PACK

This guide is provided to students who are completing training with Qualify. This guide provides you with an overview of how your training will progress through different stages of your learning. The process changes depending on what you are enrolling into.

### Qualifications

The first step of your training begins with an enrolment. Prior to enrolling if you have any questions, the office team is always there to assist you. Once you decide to enrol, you will complete the online registration via our website. Once completed, your enrolment will be reviewed, this includes a review of your language, literacy, numeracy and digital (LLND) skills as well as your pre-training review. This is done to ensure the course is right for you.

We will also ensure that we have all your correct contact details and USI.

Once your enrolment has been approved, you will be notified via email and granted access to your online learning. You will need to follow the prompts to create your online e-learning profile.

From here, you have access to our student support team as well as your experienced trainer / assessor that are there to assist you throughout your entire training journey.

## Short courses

To enrol into one of Qualify's short courses you will complete an online registration. Upon completion of your enrolment, it will be checked for any missing details and your USI.

If you have enrolled into a course that is having a face-to-face training session, you will be sent a SMS the day before the training outlining the details.

If you have enrolled into an online course, you will receive an email prompting you to access your online learning where you will need to follow the instructions to create your online e-learning profile.

## Purpose

The Student Information Kit contains essential information about our policies and procedures regarding training and assessment, information about Qualify, our program system and structure and the student role, rights and responsibilities. It is designed to assist prospective and current students throughout their training experience.

## Online e-learning platform

If your course requires you to access online resources, you will receive an email with an invitation to our interactive online e-learning platform. This is where you will access all your training materials including learning resources and assessment tasks. From here you can also access your calendar and trainer session bookings as well as a direct messaging system directly to your trainer.

Once you have a log in, you will have 24-hour access to your training so that you are able to learn at your own pace. At Qualify, we offer nationally recognised qualifications and accredited courses that are tailored to support the individual goals and learning style preferences of our students. We work closely with industry and stakeholders to develop and deliver quality programs that are relevant to industry and link to employment opportunities.

## CONTACT DETAILS

### Qualify Head Office Echuca

|                 |  |
|-----------------|--|
| Phone number:   | 03 5482 5885   |
| Email:          | <a href="mailto:echuca@qualify.edu.au">echuca@qualify.edu.au</a> |
| Address:        | 8-18/33 Nish Street, Echuca VIC 3564                             |
| Postal address: | PO Box 686, Echuca VIC 3564                                      |
| Business hours: | Monday to Friday 9am to 5pm                                      |

### Qualify Ballarat

|               |  |
|---------------|--|
| Phone number: | 03 5332 4792   |
| Email:        | <a href="mailto:ballarat@qualify.edu.au">ballarat@qualify.edu.au</a> |
| Address:      | 19 Albert Street, Ballarat VIC 3564                                  |

### Qualify Wodonga

|               |  |
|---------------|--|
| Phone number: | 02 6056 3141   |
| Email:        | <a href="mailto:wodonga@qualify.edu.au">wodonga@qualify.edu.au</a> |
| Address:      | 3+4/22 Stanley Street, Wodonga VIC 3690                            |

### Qualify Warrnambool

|               |  |
|---------------|--|
| Phone number: | 04 8467 4342   |
| Email:        | <a href="mailto:warrnambool@qualify.edu.au">warrnambool@qualify.edu.au</a> |
| Address:      | 8 Grace Avenue, Warrnambool, VIC 3280                                      |

### Qualify Traralgon

|               |  |
|---------------|--|
| Phone number: | 03 4138 8080   |
| Email:        | <a href="mailto:traralgon@qualify.edu.au">traralgon@qualify.edu.au</a> |
| Address:      | 44 Kay Street, Traralgon VIC 3844                                      |

### Qualify Shepparton

|               |  |
|---------------|--|
| Phone number: | 02 6065 3141   |
| Email:        | <a href="mailto:shepparton@qualify.edu.au">shepparton@qualify.edu.au</a> |
| Address:      | 1/475 Wyndham Street, Shepparton VIC 3630                                |

### Qualify Geelong

|               |  |
|---------------|--|
| Phone number: | 0457 580 976   |
| Email:        | <a href="mailto:geelong@qualify.edu.au">geelong@qualify.edu.au</a> |
| Address:      | 10-24 Moorabool Street, Geelong VIC 3220                           |

### Qualify Swan Hill

|               |  |
|---------------|--|
| Phone number: | 02 6056 3141   |
| Email:        | <a href="mailto:mallee@qualify.edu.au">mallee@qualify.edu.au</a> |
| Address:      | 118 Curlewis Street, Swan Hill, VIC 3585                         |

## Unique Student Identifier (USI)

All students are required to provide a Unique Student Identifier (USI) during the enrolment process. Qualify is unable to accept an enrolment without a verified USI.

The USI Transcript Service was activated on 22 May 2017. USI account holders can now use their USI to access their national training record online in the form of a USI Transcript. Qualify cannot access your transcript without your permission. To permit Qualify to access your transcript, please email administration. You can allow training providers to view your transcript online by logging into your USI account. This allows us to see your accredited learning since 2015 and may assist in the process of RPL or CT.

If students have previously completed any qualification or a single unit of competency since 2015, then a USI should already exist. To locate your USI, use this link. <https://www.usi.gov.au/training-organisations/using-usi-registry-system/existing-usi-search-locate-usi>

If you need to create a USI, you can do so using this link. <https://www.usi.gov.au/your-usi/create-usi>

You will need your identification to create a USI, so please make sure you have one form of identification (ID) from the list below.

- Driver's Licence
- Medicare Card
- Australian Passport
- Visa (with Non-Australian Passport) for international students
- Birth Certificate (Australian) \*please note a Birth Certificate extract is not sufficient
- Certificate of Registration by descent
- Citizenship Certificate
- ImmiCard

## Language, Literacy and Numeracy (LLN)

When completing your enrolment process, you must complete our language literacy, numeracy, and digital skills tool. This will assist in identifying any learner needs and support that Qualify should offer. Please note there may be a delay in releasing a unit/module upon review of your LLND. If you are enrolling in South Australia and can provide us with a certified copy of a Diploma or higher that has been completed in the last three years, you will not have to complete the LLND assessment.

## Pre-training review (PTR)

Students must also undertake a pre-training review during the enrolment process. This helps Qualify ensure that the student is enrolling in the correct course to suit their learning needs.

## Unit release

Once their enrolment has been reviewed, students can access their online e-learning system. This includes completing a welcome call, reviewing their LLND, obtaining USI, and completing other enrolment factors.

## Course suitability

Qualify ensures that their training is relevant and will suit the student's goals. Qualify will not recommend a qualification that does not suit an individual's needs.

Qualify provides course guides to determine whether a course is suitable for a student. The student also undertakes a pre-training review to ensure that they understand the course information. The student is asked to acknowledge that they understand the information that has been given to them.

## Course access

The student is the only person who can access and complete tasks, including assessment and submission, regardless of who has paid for the course. If a third party has paid for the course, they will be allocated a third-party log-in. This means they can view recent activity and course content but do not have access to answer questions or submit assessments.

## Funded South Australian Students

If you are a funded student from South Australia, you are required to undertake the Upfront Assessment of Needs. This includes an interview (similar to the pre-training review) and the completion of the Snapshot Reading and Numeracy Indicator (SRNI). This will help us to determine your LLN requirements. If your assessment shows that you have an ACSF level below exit level 2, you must complete the Core Skills Profile for Adults (CSPA). This is a more in-depth LLN review. Once you have completed the

CSPA, if your ACSF level is below exit 2, you will be offered extra support to complete your studies.

You will be referred to our Learning Support Service (LSS) to get extra support. Our LSS is offered through MADEC in Christies Beach, SA. Contact details are:

Kate Anderson – LSS – MADEC

[kanderson@madec.edu.au](mailto:kanderson@madec.edu.au)

You can self-refer to the LSS, or you can be referred by Qualify. You can access help through the LSS at any time during your course. This is especially so if your circumstances change whilst undertaking your studies. The LSS can also help you with any problems you may have for up to twelve weeks after completing your course.

The LSS can help you with any complex learning needs that you may have. This can include:

- Time management
- Study skills support – including class attendance, meeting the expectations of the course and lecturer/student relationships
- Transitioning from school to VET programs
- Emotional and practical support for personal, social and family issues
- Referral and liaison with career management and development services
- Support during vocational placements and during the 12-week transition period post-course with understanding employer expectations, managing own behaviour, interacting with others and effective communication with employers

If you wish to be referred to the LSS, you can self-refer or contact your trainer, who will help you with a referral. To self-refer, contact the LSS using the details above, stating your name, the RTO you are studying with (Qualify), and the course you are doing.

If you have English as a second language and it is apparent to the person completing the UAN with you that you struggle to speak or understand English, you will not be asked to complete the CSPA; instead, you will be referred to an English proficiency course in your local area.



## Credit Transfer

Credit transfer is a process that provides students with agreed and consistent credit outcomes for qualification components based on identified equivalence in content and learning outcomes between matched qualifications.

Credit transfer is considered when you provide a Statement of Attainment that includes the completed units where you received a competent marking. To apply for a credit transfer, you must provide Qualify with the Statement of Attainment or your USI transcript listing the completed units.

Qualify holds the right to verify the authenticity of the Statements of Attainment provided by contacting the RTO that issued the statement. Upon reviewing your request, you will then receive an altered training plan if any credit transfer has been approved. You will not be charged for credit transfers.

If you wish to apply for credit transfer, please mention this at the beginning of your enrolment and email supporting documents outlining your request to [programs@qualify.edu.au](mailto:programs@qualify.edu.au)

## Recognition of prior learning

Recognition of prior learning or RPL is assessing a student's knowledge, experiences, and skills acquired through other learning experiences such as work experience or formal and informal training.

If you wish to request a review of your recognition of prior learning, please mention this at the beginning of your enrolment and email supporting evidence to [programs@qualify.edu.au](mailto:programs@qualify.edu.au) outlining your request. You will be charged a fee for the RPL process.

## Individual learning needs

If you have a learning, physical or mental disability or learn best using a particular method, please discuss with your trainer how they can best accommodate your learning needs. Qualify is committed to creating an effective learning environment for all learning styles. However, your trainer can only do this successfully if you discuss your needs with Qualify before the classes and assessments. Your trainer will maintain the confidentiality of your learning needs. If appropriate, you should contact Disability Services to get more information on accommodating disabilities.

Qualify ensures students' foundation skills are at the ACSF level required for the training course. Students participate in the LLND assessment when they enrol. The trainer will use this to assess whether the qualification level suits the student.

Qualify will provide access to specialist support services for students with specific language, literacy, numeracy, or digital skills needs where appropriate. Procedures are followed to provide appropriate assistance to students with additional needs.

## Training Guarantee

If, for whatever reason, your training is stopped due to training failure or business interruption, Qualify ensures that we will issue you with a Statement of Attainment for the training successfully completed.

Refunds will be reviewed on a student-by-student basis.

## Changes to course

If your course, units, trainer, or any other changes directly relating to your training are changed, Qualify will email you to notify you.

Modules and/or units may change the order in which they are released without notice.

## Delivery modes

Qualify delivers most training as blended learning. This means combining online e-learning with regular workplace or virtual practical workshops. Full trainer support and on-the-job application of learning ensure high-quality training.

Students will undertake their learning on our custom-built e-learning platform. We use cutting-edge learning and assessment technology to make the experience engaging, interactive and enjoyable.

## Self-paced study

You can work through your training at your own pace because you access your training through our custom-built online e-learning platform. Your progress will be monitored, and support will be offered where needed, but your learning is primarily self-paced. This means you can take the time you need to complete an activity or assessment.

You can use your training plan to guide how you should progress through your course.

## Support

As a Qualify student, you have access to our entire team. This includes the dedicated student support team to assist you with your training needs. Your trainer/assessor is there to answer any specific questions you have about your resources and any assessments. Our entire team works behind the scenes to ensure your training is as efficient and of high quality as possible.

You may be eligible for reasonable adjustment. This is when we can change how you are taught or assessed based on any disability you may have. An adjustment is considered reasonable if it achieves this purpose while considering the student's learning needs and balancing the interests of all parties affected, including those of the student with a disability, the education provider, staff, and other students.

The Disability Discrimination Act (DDA), through the Disability Standards for Education, requires institutions to take reasonable steps to enable students with disabilities to participate in education on the same basis as students without disabilities. An adjustment is reasonable if it balances the interests of all parties affected.

You can schedule one-on-one sessions with your trainer/assessor at no additional cost. You can also email or message your trainer directly through your online system.

Use the contact details provided at the beginning of this guide to chat with our team.

## Submitting your assessments

Once you have reviewed your work, you must submit it to be assessed by a trainer/assessor. Your assessment could include several items, such as question-and-answer, case studies, video submissions, and role-play.

Some assessments require you to act out a scenario with your trainer. In this instance, you are to use the session times available on your calendar within your online e-learning system. Alternatively, you can call our office between the hours of 9 am to 5 pm. If you must submit a performance task using the video feature, you are to do this via your online learning system. Be mindful of the file size and follow the instructions in your task outlining the length of your video.

You have 3 submissions for each unit/module. If you are looking for feedback on your unit, you can submit a partially complete unit/module for assessment while continuing to work on the remainder of the unit. If you require additional submission attempts, an appointment will be made with the trainer/assessor for extra support and feedback.

## Assessment policy

All students are assessed against the unit requirements, which means your assessment is competency-based. Your results will be stored within your online e-learning system and, upon completion, listed in a Statement of Attainment and record of results.

Qualify has developed a variety of assessment activities to address the skills and knowledge required to successfully complete your qualification or short course against each unit of competency.

At the commencement of each Unit of Competency, the trainer/assessor will identify what assessment(s) must be completed. All online assessments will be submitted through the Qualify online learning system.

- Assessments may consist of any and all of the following:
- Workbook Activities
- Theoretical tests, including quizzes, multiple choice and short answer formats

- Written assignments
- Research and projects
- Roleplays
- Practical demonstration either on-site, in a simulated environment or video

## Resulting Codes

Students will receive one of the results below for each unit of competency/module.

|                               |     |                     |     |
|-------------------------------|-----|---------------------|-----|
| Recognition of Prior Learning | RPL | Competency Achieved | CA  |
| Credit Transfer               | CT  | Not Yet Competent   | NYC |

Where a student's assessment is deemed as Not Yet Competent (NYC), the trainer/assessor will liaise with the learner to explain the reason for the result and offer advice on where the student can target further training or study. The student may be required to re-enrol in the unit to repeat the learning activities. This may incur a fee. You can submit the same assessment up to three times before re-enrolment.

## Fees and charges

The student is informed before enrolment of the fees charged by Qualify. The cost will depend on the Qualification or Unit of Competency being undertaken, any government incentives available (if applicable) and the student's eligibility for funding. Qualify will determine the student's eligibility for funding in accordance with the appropriate funding contract where applicable.

If a student would like to enter into a payment plan agreement, they must request it from the Finance and Administration Manager and, upon agreement, complete the Payment Plan Agreement Form (RTO F21 Payment Plan Agreement). Once an agreement has been reached, this form will be emailed.

The Finance and Administration Manager is to ensure all appropriate fees are applied when and where applicable. Where students are eligible for funding, training will commence within three (3) months from enrolling into the training program. A Fee for Service and/or Concession rate will apply for all enrolments not funded.

Qualify has set the following fees and charges. Qualify will not charge more than \$1,500 upfront from any student. Course fees apply to each Qualify program and consist of the following components:

- Administration and materials
- Tuition
- Electronic statement of results and certificate

Ancillary Fees, such as excursion costs, are payable for some courses. A fee of \$27.50 (including GST) is charged to students who apply for an initial printed Certificate or Statement of Attainment. A fee of \$27 (including GST) is charged to students who apply for a printed replacement Certificate or Statement of Attainment. Fees are clearly documented on the website.

The student will be invoiced upon enrolment in the program on 7-day payment terms. Students have various options for paying their fees, including bank cheque, credit card, or direct deposit. Details are on the invoice. Where applicable, the employer or Referring Agency will be invoiced instead of the student. Refer to the Fees and Refund policy on the website.

## Refund policy

If the student applies for a refund within 10 days of enrolment, it will be approved. All approved refunds will be charged a \$75.00 administration charge from the ancillary fee; then, the balance will be refunded. Note: No course fee will be refunded if the course fee is less than \$75.00.

A pro-rata refund will be calculated based on the number of units completed or the duration of the training, depending on the amount of training delivered to the student, if applicable.

Written notification of intention to withdraw is required by email to [finance@qualify.edu.au](mailto:finance@qualify.edu.au)

Any ancillary fees paid will not be refunded if notification to withdraw is received after 10 days from the enrolment date. If Qualify cancels a course, payment received for the training course will be fully refunded.

Refer to the Fees and Refund policy on the website.

## Student code of conduct

At Qualify, all students have the right to be respected and treated fairly during their studies. The following rights will be adhered to at all times:

- Students will be treated with respect, treated fairly and treated without discrimination, regardless of racial, cultural, religious or sexual differences.
- Students will not be treated differently based on their age, disabilities or socioeconomic status.
- Students will be free from all forms of intimidation.
- Students will be free to express and share ideas and ask questions.

- Students will be treated with politeness and courteousness at all times.
- Students will have any disputes settled fairly and rationally.
- Students are to respect the trainer/assessor decisions. If there is a query, it should be phrased using respectful communication and language.
- If there is an ongoing conflict between yourself and another student, please advise your trainer/assessor. Don't hesitate to contact the administration team if it cannot be resolved.
- Behave responsibly and respect staff, trainer/assessors, fellow students, facilities and equipment.
- Bad language and discriminatory remarks will not be tolerated.
- Do not attend class while under the influence of alcohol or illegal substances.
- Personal information gained from class discussions should remain confidential.

If you are sick, please do not come to class.

- Students will respect others and treat those involved in training and assessment fairly and without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socioeconomic status.
- Students will not engage in any acts or behaviour that intimidates others involved in the training and assessment process, whether such intimidation is intentional or unintentional.
- Students will respect the personal property of others and the property of Qualify from damage or misuse.
- Students will follow the reasonable directions of Qualify staff concerning all aspects of their training and assessment.

If there are any complaints or disputes that need to be discussed, you can either call us on 1800 365 599 or email [programs@qualify.edu.au](mailto:programs@qualify.edu.au)

## Misconduct

Misconduct within your training includes any practice in which an unfair advantage is obtained. This will not be tolerated in any circumstances, including but not limited to any of the following:

- Theft
- Fraud
- Violence/Assault
- Discrimination, harassment, intimidation or victimisation on all Equal Employment Opportunity (EEO) and non-EEO grounds
- Serious negligence, including OH&S non-compliance
- Breaches of policy on staff/service user's relationships

- A serious breach of confidentiality
- Refusing to carry out lawful and reasonable instructions
- Wilful disobedience
- Being affected by alcohol or drugs (both illegal and prescription) and so impaired that you are unfit to participate in activities

## Plagiarism and use of AI

Plagiarism and collusion (or cheating) in any form are unacceptable and are treated seriously by Qualify.

Some examples of plagiarism and collusion are below:

- Not acknowledging reference materials used
- Collaborating on assignments where this is not a requirement of the assessment
- Copying all or part of assessments from another student
- Asking someone else to complete your coursework
- Submitting the same work for multiple courses
- Submitting the work of others or a version of the work of others from previous courses
- Stealing work from a Trainer/Assessor, computer, other students etc

## Use of Artificial Intelligence (AI) tools

Students may use AI as a research tool. However, they may not use AI to write an assessment answer.

### Guidelines for Using AI:

1. **Use AI as a Supplement, Not a Substitute:** AI tools can help you understand complex topics and provide additional practice, but they should not replace your own effort and understanding.
2. **Original Work:** Ensure that all assessments and assignments submitted are your original work. While AI can assist you in learning, all work submitted must reflect your own understanding and efforts.
3. **Cite AI Sources:** If you use AI tools to generate ideas, content, or solutions, properly cite these sources in your work. Transparency is crucial in maintaining academic honesty.
4. **Avoid Plagiarism:** Do not use AI-generated content as your own. Plagiarism, even with AI assistance, is a serious offence and can lead to disciplinary action.



5. **Seek Help When Needed:** Use AI tools to clarify doubts and enhance your learning. However, do not rely solely on AI. Seek help from your instructors and peers to deepen your understanding.

You must answer all questions in your own words. Your work should not contain over 20% of someone else's work.

If you use someone else's work to help with your assessments, you must reference that work. At Qualify, we use the Harvard Referencing System. Below is a link to a Harvard Reference Generator.

<https://www.mybib.com/tools/harvard-referencing-generator>

## Results

A Statement of Attainment is issued when a unit is completed satisfactorily. You will receive a Statement of Attainment with a record of results once you have completed all of the units/modules.

You will only receive a Statement of Attainment for marked competent units. If you only partially complete your qualification, you will receive a Statement of Attainment listing the units you completed to a satisfactory standard.

To complete the qualification/short course in which you have enrolled, you must have:

- Successfully completed and submitted all assessments and achieved competency
- Paid any outstanding course fees
- Provided a valid USI

Please note that there are fees for replacement certificates. Current fees are published on the Fees Schedule available at [www.qualify.edu.au](http://www.qualify.edu.au)

## Complaints

Qualify has a defined and transparent Complaints and Appeals process that is sufficiently broad to cover its activities. Qualify will ensure students' Complaints and Appeals are recorded, acknowledged, and dealt with fairly. The procedure provides the mechanisms for students to address their Complaints and Appeals efficiently, effectively, and by an independent party if necessary.

Complaints arise when a client is not satisfied with any aspect of the RTO for example:

1. Procedures
2. Quality of a product or service provided by Qualify
3. Trainers/ Assessors, staff or other students

Non-formal attempts shall be made to resolve the student's complaint where possible. Qualify encourages open communication in an environment of trust. Therefore, any student with a complaint must raise the matter directly with the party concerned to resolve the issue.

To ensure a record of the informal complaint is maintained, all details of the informal complaints must be emailed to the General Manager – Operations. They will update the Complaints and Appeals Register accordingly. The General Manager – Operations will identify the potential causes of the complaint and take appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.

Any member of staff can be involved in the informal process to resolve issues, but if the student wishes to place a formal complaint, then the following procedure must be followed:

1. Any student, potential student or third party may submit a formal complaint to Qualify with the reasonable expectation that all complaints will be treated with integrity and privacy. There is no cost for the complaints process unless referred to an independent party for resolution.
2. Complaints are directed to the General Manager-Operations, who either investigates them or refers them to the relevant supervisor if there is any conflict of interest (e.g., if the complaint is about the General Manager's conduct, then the complaint is referred to the CEO).
3. A student or client who wishes to submit a formal complaint can do so by completing the 'Complaints and Appeals Form' located on the Qualify website or obtaining a copy from the Qualify office or Trainer/ Assessor.
4. Complaints are submitted in writing within 7 days of the occurrence or incident.
5. When appealing an assessment result, the application should occur 14 days after the result is given to the student.
6. Qualify will review complaints or appeals raised within these periods. If the complaint or appeal is raised outside these timeframes, it will be considered only in exceptional or compelling circumstances.
7. Qualify staff will conduct separate interviews with the person making the complaint and, where necessary, the person the complaint is about.

8. The complaint/appeal must be submitted in writing, it must not be anonymous, and it must be forwarded to the General Manager – Operations. All formal complaints submitted must contain as many details as possible:
  1. Date complaint was submitted
  2. Name of complainant
  3. Nature of complaint and brief description
  4. Date of the event which led to the complaint
  5. A description of a possible desired outcome
  6. Attachments (if applicable)
  
1. Once a complaint has been received, the details will be recorded in the Complaints and Appeals Register. This spreadsheet is monitored weekly by the General Manager – Operations. The information included for retention on the register includes:
  1. Date the complaint was submitted
  2. Name of complainant
  3. Description of complaint
  4. The resolution once agreed
  5. Date of resolution
2. After submission of the complaint, Qualify will acknowledge receipt and contact the student/client about the status of the complaint within 10 days of receiving the written complaint.
3. If required, relevant staff will be informed and allowed to address the complaint through discussion and negotiation. A written statement by staff may be submitted if required.
4. Anyone of their choice can accompany the student during the complaints or appeals process.
5. Once the General Manager—Operations logs a complaint in the Complaints and Appeals Register, the CEO is notified of it and provided with all relevant documentation related to the matter.
6. The General Manager—Operations and CEO will then refer the matter to the appropriate staff member to resolve or decide on the complaint within 10 working days.
7. Once a decision has been reached, the General Manager—Operations will notify all relevant parties involved of the outcome of the complaint in writing within fourteen (14) working days, where possible, from the date the complaint was first received. When notifying the student of the outcome, the student will be advised of their right to appeal the decision made by Qualify. Students will be referred to the appeals procedure as outlined below.
8. If necessary, independent external agencies will be consulted regarding issues raised, and necessary actions will be taken to resolve the issues.

9. The Australian Mediation Association—Commercial and Business Mediation can provide a mediator. Qualify agrees to pay the cost of one mediation session of up to two hours and advises that, should the matter require further mediation, it will be at the expense of the complainant or appellant.
10. In the event of serious breaches of policy, practice or professional conduct, either party, being Qualify or the affected student/client, may wish to seek legal advice at either party's own expense.
11. Within 30 days of receiving the complaint, Qualify will give the student a written statement on the outcome, including reasons for the outcome. If the complaint cannot be resolved within 30 days, Qualify will inform the complainant in writing and explain why the matter cannot be resolved.
12. All documents relating to the complaint will be stored electronically and on the student's records.
13. General Manager—Operations will place copies of all documentation, outcomes, and further action required on the 'Complaints and Appeals Register' and the student's file.
14. All information gathered during the complaints/appeal will be reviewed by Senior Management at the Executive Meeting to identify the potential causes of the complaint and take appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.

## Appeals

If the student is dissatisfied with the outcome of the complaints or discipline process, the complaint is referred to a Moderator. The Moderator is appointed within 10 working days from the appeal date. The complainant can consult with an independent person at their own cost. Following the consultation, the Chief Executive Officer will provide a written report to the complainant within 10 working days, advising further steps to address the complaint, including the reasons for the decision.

The report will further advise the complainant of their right to access the external appeals process if they are not satisfied with the outcome of their internal appeal.

For further information, please see the Complaints and Appeals policy on our website.

## Withdrawals

Withdrawals can be Qualified-initiated or student-initiated. If Qualify cancels a course after students have enrolled, the administration team will inform the students concerned about Qualify's decision as soon as possible. This communication must be timely to minimise the impact on the student. Notification will be sent via

SMS or phone call. Students who cannot wait for another course will be offered a full refund of all fees.

If a student becomes inactive in a course, the administration team will contact them after 2 weeks of inactivity to discuss the student's intentions for moving forward with the course. If the student is still not participating in the course, they will be contacted at weeks 4 and 6. This is in addition to Qualify's normal student contact routine.

If the student fails to inform Qualify of their intentions by week 6 or resume their study, they will be given an additional 7 days to contact Qualify via telephone to advise them of their intentions. If Qualify has not received a response from the student after this period, the student will be withdrawn from their course. Provided they have been deemed competent in any units, students are entitled, at no extra cost, to a formal Statement of Attainment on withdrawal, cancellation or transfer, before completing the qualification, provided the student has paid in full for the tuition related to the units of competency to be shown on the Statement of Attainment.

### **Approved reasons for non-attendance**

Approved reasons for non-participation in a course due to exceptional circumstances:

- Illness or disability
- Death of a close family member
- Financial hardship

### **Student-initiated withdrawal**

A student must request a *withdrawal form* from the administration team. The student completes the withdrawal form and returns it to the Qualify administration team.

## **Privacy**

Qualify always complies with the Privacy Amendment (Enhancing Privacy Protection) Act 2012. The Privacy Amendment prevents Qualify from providing student details to anyone other than the student.

Students are to note Qualify's obligations to provide students' private information as required under the relevant state and federal law.

Qualify is required to obtain many personal details to ensure we are following all requirements in providing your training. Qualify will never use your details in any way that does not directly involve your training.

All matters related to course enrolment, assessment results, course fees, or any other issue can only be discussed with the student unless the course enrolment form is signed by a third party (such as a parent or guardian for students under the age of 18) or a letter of permission allowing access to the student's information is provided by the student for their file.

Requests to view your student file are made in writing, detailing the specific information required. Requests are submitted to Qualify via, [programs@qualify.edu.au](mailto:programs@qualify.edu.au)

All personal and company details provided to Qualify by students remain confidential. Records containing personal and company details are stored securely with limited access to approved personnel. Qualify and relevant authorities may use student records for statistical analysis.

Qualify keep complete and accurate records of its students' admission, academic progress and graduation.

Financial records will reflect all payments, charges, and the balance due, and copies are provided to students upon request.

## Privacy act

Students should be familiar with the Privacy Act Legislation. This legislation is detailed on the website [www.oaic.gov.au](http://www.oaic.gov.au)

Personal information is collected solely to operate as a Registered Training Organisation. The requirements of the registering authority may require the release of your personal information for audit. Under the National Privacy Principles, you can access personal information held on you and request corrections to incorrect or outdated information. Under the Data Provision Requirements 2012, Qualify must collect personal information about you and disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

This means that Qualify could use your personal information (including the personal information contained on your enrolment form and your training activity data) for statistical, regulatory, and research purposes.

- Personal information disclosed to NCVER may be used or disclosed for the following purpose:

- Issuing statements of attainment or qualifications and populating authenticated VET transcripts
- Facilitating statistics and research relating to education, including surveys
- Understanding how the VET market operates for policy, workforce planning and consumer information
- Administering VET, including program administration, regulation, monitoring and evaluation

## Anti-discrimination policy

Qualify complies with the Anti-Discrimination Act 1991 and recognises that discrimination is prohibited on the following grounds:

- Age
- Disability / Impairment
- Gender
- Gender identity
- Pregnancy/breastfeeding
- Race
- Religious belief
- Political belief
- Sexuality
- Personal association

Each student has the right to be treated with dignity and respect. If a student feels unfairly treated, we wish to be notified immediately.

## Access and equity policy

Students will not be discriminated against based on certain attributes as described by the Equal Opportunity Act 2010.

Students should never feel they cannot complete their training for any reason. Access and Equity are the responsibility of all staff members at Qualify. However, students who feel they have been mistreated should contact us immediately. Qualify's policy reflects the following:

- Fair and reasonable opportunity for all students and staff, regardless of race, colour, religion, gender or physical disability, regardless of the prevailing community values.
- Equity for all people through the fair and appropriate allocation of resources and involvement in vocational education and training.
- Equality of outcome within vocational education and training for all people, without discrimination.
- Access for all people to appropriate quality vocational education, training programs, and services.

|   |                         |         |                                 |          |             |
|---|-------------------------|---------|---------------------------------|----------|-------------|
| Document Name:  | Student Information Kit |         |                                 | Refer:   | SNR 1, 5, 7 |
| Date:   | 16/07/2024              | Review: | Jan 2025 or earlier if required | Version: | 2023.2      |
| Uncontrolled document when printed  |                         |         |                                 |          |             |
| TOID: 41114   Phone: 1800 365 599   Email: <a href="mailto:programs@qualify.edu.au">programs@qualify.edu.au</a> |                         |         |                                 |          |             |



Qualify intends that all students have an equal opportunity to successfully gain skills, knowledge, and experience through its training and assessment services.

## Student records

Qualify must have up-to-date information from the student. Students should promptly notify Qualify of any name or contact details changes. This is very important for issuance of certificates and statements of attainment.

If you need to change any of your details, you can contact our student support team on 1800 365 599 or email [programs@qualify.edu.au](mailto:programs@qualify.edu.au)

## Evaluation

At Qualify, we strive to improve our courses continuously, therefore, we periodically ask you to provide feedback on all aspects of your training experience. This will include:

- Feedback on your Trainers/Assessors
- Course content
- Assessment Tools
- Facilities
- The Qualify administration team

Feedback received forms part of the continuous improvement process to ensure Qualify provides quality training and assessment.

You will be asked to complete the NCVET Engagement survey towards the end of your training. While not compulsory, this information helps to improve future courses.

As a condition of registration, Qualify provides a summary report on the feedback received by our registering body to indicate our performance.

|   |                         |         |                                 |          |             |
|---|-------------------------|---------|---------------------------------|----------|-------------|
| Document Name:  | Student Information Kit |         |                                 | Refer:   | SNR 1, 5, 7 |
| Date:   | 16/07/2024              | Review: | Jan 2025 or earlier if required | Version: | 2023.2      |
| Page 24 of 26   |                         |         |                                 |          |             |
| Uncontrolled document when printed  |                         |         |                                 |          |             |
| TOID: 41114   Phone: 1800 365 599   Email: <a href="mailto:programs@qualify.edu.au">programs@qualify.edu.au</a> |                         |         |                                 |          |             |





## Safety online

Qualify expects our learners to accept shared responsibility to conduct themselves in a manner consistent with Qualify’s values and guiding principles to maintain a safe harmonious environment (see Qualify Student Code of Conduct found on the Qualify website). Qualify management will take all reasonable steps to ensure a safe online learning environment for learners. Qualify students should ensure they take reasonable steps to protect themselves while studying online.

Qualify students should ensure they know how to stay safe when studying online, undertaking internet research, and accessing and participating in online study activities by ensuring they follow the following practices:

- Being aware of websites accessed
- Blocking cyberbullies
- Logging out of sessions, especially on public computers
- To not share personal information over the internet, including login details and passwords
- Creating a strong password for access
- Always downloading from a trusted source.

Students are cautioned to remain aware that all social media sites can be used for abuse and harassment.

## eSafety

The Australian Government’s eSafety commissioner has created an online safety resource at [www.esafety.gov.au/young-people](http://www.esafety.gov.au/young-people). This resource is relevant to all students regardless of age. It covers many topics from banter vs bullying to violent or inappropriate content. The eSafety guide introduces commonly used games, apps and social media sites and lets you know how to find the privacy settings, how to change them and where to report inappropriate content.

When on social media, only reveal details about yourself that are not harmful if they become public. Ask yourself before posting anything - would tell this to your grandmother? If the answer is no, then it is probably better not to post it. Following is a link to the eSafety website. [Know the warning signs of technology-facilitated abuse and stalking](#)

Please learn to call out bad online behaviour and support your Qualify peers if they experience it in our online workshops or discussion forums.

|   |                         |         |                                 |          |             |
|---|-------------------------|---------|---------------------------------|----------|-------------|
| Document Name:  | Student Information Kit |         |                                 | Refer:   | SNR 1, 5, 7 |
| Date:   | 16/07/2024              | Review: | Jan 2025 or earlier if required | Version: | 2023.2      |
| Uncontrolled document when printed  |                         |         |                                 |          |             |
| TOID: 41114   Phone: 1800 365 599   Email: <a href="mailto:programs@qualify.edu.au">programs@qualify.edu.au</a> |                         |         |                                 |          |             |



Students concerned about their safety online during their studies should contact the Qualify Student Support Service:

- Phone: 1800 365 599
- Email: [studentsupport@qualify.edu.au](mailto:studentsupport@qualify.edu.au)

|   |                         |         |                                 |          |             |
|---|-------------------------|---------|---------------------------------|----------|-------------|
| Document Name:  | Student Information Kit |         |                                 | Refer:   | SNR 1, 5, 7 |
| Date:   | 16/07/2024              | Review: | Jan 2025 or earlier if required | Version: | 2023.2      |
| Page 26 of 26   |                         |         |                                 |          |             |
| Uncontrolled document when printed  |                         |         |                                 |          |             |
| TOID: 41114   Phone: 1800 365 599   Email: <a href="mailto:programs@qualify.edu.au">programs@qualify.edu.au</a> |                         |         |                                 |          |             |

