

Student & Employer Handbook

RTO 52361
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Legal Name: The Trustee for AUSQ Unit Trust
Trading Name: AusQ Training
RTO Number: 52361
Established: 2011

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Director's Message

Tegan Studsor



Thank you for choosing AusQ Training.

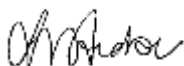
AusQ Training specialises in traffic management training across Western Australia. AusQ Training is a registered training organisation (RTO 52361) accredited by the Training Accreditation Council (TAC) to provide a range of nationally recognised training and assessment solutions.

Established in 2011, AusQ Training has become a leading provider for traffic management training.

All courses are practical, flexible and provide you with the skills you need. Courses are designed to assist individuals in the development of their jobs, career entry or employment opportunities. Our training courses are supported with our qualified trainers and assessors that have extensive industry experience. AusQ Training has a unique situation that allows it to work closely with its sister company Traffic Force, a leading traffic management organisation within WA. AusQ Training is very focused on playing a vital role in building the traffic management industry's future workforce and leaders.

Our training courses continue to diversify in order to address skills shortages, and we work closely with the industry and the local communities, to ensure participants have the necessary skills and knowledge for their chosen field. Modern training facilities, combined with a team of highly qualified, industry experienced staff guarantee our students to receive innovative and high quality vocational education and training.

As an AusQ Training student, you can be assured that the training you receive is easily accessible, industry relevant and tailored to meet your needs. I invite you to browse www.ausqtraining.com.au and to contact us at 08 6118 4558 (AUSQ) should you require any further information. I wish you every success during your time at AusQ Training for your future training and chosen career.



Tegan Studsor
Director

About This Handbook

This handbook provides details of policies and procedures relevant to your training with AusQ Training. As a student of AusQ Training, you are expected to comply with the policies and procedures detailed in this manual. If you are unclear about any matters contained in the manual, please contact our office prior to enrolling.

AusQ Training reserves the right to modify, revise or supplement policies and procedures in this manual at its sole discretion. Students will be provided with updates for significant changes to policies or procedures during their studies. The latest version of our Student Handbook can be accessed by all

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students from the 'Student Information' section on our [website](#). If you are unable to access and download a copy, a hard copy can be supplied at our office or posted by request.

RTO Obligations

AusQ Training is committed to its students and it is our responsibility to:

- Ensure that you, as the learner, are adequately informed about the services you are to receive, your rights and obligations, and our responsibilities are the Standards for RTOs
- Provide and make readily available to you information that outlines the services that we will provide to you
- Provide you with information prior to commencement of services including any third-party arrangements affecting the delivery of training and/or assessment
- Ensure the quality of training and assessment services we provide to you, or that are provided to you by a third party on our behalf
- Make available to you information describing any impact your enrolment may have on your entitlement and/or subsidy arrangements
- Design and deliver all training and assessment services in line with the Standards for RTOs 2025
- Our courses are developed using current industry consultation, ensuring they reflect the latest workplace practices and legislative requirements.
- Issue AQF certification documentation to you as relevant to your enrolment and outcome(s) received Provide training services ensuring both training and licencing requirements are met
- Provide training services that are industry based and delivered by qualified trainers with the necessary training, professional and practical skills and experience
- Ensure that various learning levels are recognised and catered for throughout training courses
- Continually monitor and review our training courses and ensure they are based on relevant changes within the industry
- Maintain an effective learning environment. This includes following all Equal Employment Opportunity and Anti-Discrimination principles and legislation, making provision for those with learning difficulties with language, literacy and numeracy

Learner Rights, Supports and Responsibilities

AusQ Training is committed to providing a culturally safe, inclusive and supportive learning environment for all learners. We pride ourselves on professionalism, quality of service, and a genuine passion for the industry. Our Trainers and Assessors are dedicated to helping every student complete their training with a strong sense of achievement and the skills and knowledge required to succeed. Learner obligations are to:

- Read, understand and accept all policies as published on our [website](#)
- Follow our procedures in relation to your enrolment
- Report any hazards or incidents to one of our staff members as per your duty of care as a learner
- Provide us with complete and accurate information about you
- Disclose before or at enrolment stage any disabilities, conditions or circumstances which may affect your participation in any of our training products
- Satisfy any pre-requisite criteria and provide adequate evidence to support your participation
- All course pre-requisite criteria are outlined on our [website](#)
- Refunds are not available after enrolled or during training if student realises they do not meet course pre-requisites
- Meet all requirements in relation to any equipment or materials you are required to provide (as set out in the relevant course outline or pre enrolment evidence form)
- Make any and all enquiries to satisfy that our RTO and the training product is appropriate for your needs, goals and objectives
- Arrive for training at the scheduled start time to ensure training commences on time
- Actively participate in learning
- Apply the right amount of commitment to achieving the assessment goals and desired outcomes
- Ask questions, as required, to ensure you understand and are on the right track

Advise your Trainer and Assessor of any grievances or issues immediately

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Contact Us

Please feel free to contact us for further information.

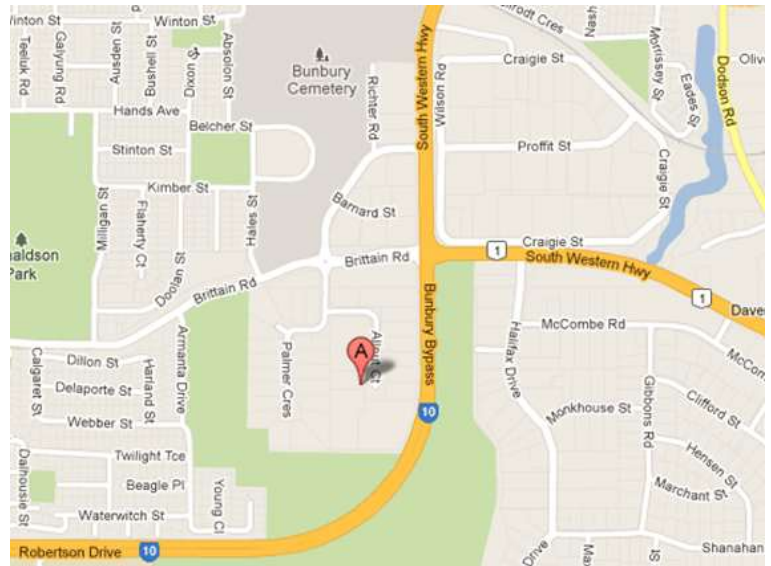
10 Allnut Court, Bunbury WA 6230

128 Farrington Rd, North Lake WA 6163

Postal Address:
PO Box 5355, Bunbury WA 6230

T 08 6118 4558 (AUSQ)
E enrol@ausqtraining.com.au
W www.ausqtraining.com.au

Office Hours:
7.30am to 4.00pm, Monday to Friday



Duty of Care

Under work health and safety legislation, students have a duty of care to maintain a safe environment for both themselves and their fellow students. Should you be involved in an accident which results in personal injury and/or damage to equipment of facilities, please notify your Trainer and Assessor immediately. If you have a personal health condition which may become critical whilst attending training, please advise us before commencing the course. All information will be treated in strict confidence and is only needed so AusQ Training can provide support or treatment should an emergency arise. All students have a duty of care for work health and safety such as:

- To protect their own health and safety and to avoid adversely affecting the health and safety of any other person
- To not willfully nor recklessly interfere with or misuse anything provided by AusQ Training in the interests of health, safety and welfare
- To cooperate with health and safety instructions given by AusQ Training staff including following emergency procedures and exit plans
- To ensure, they are not affected by the consumption of, or be under the influence of illicit substances or alcohol

Student Attendance

Student attendance is noted each day by signing onto our attendance lists. These records are required for both learning and safety purposes. Student attendance to training is paramount to successful completion of learning and assessment outcomes. Students are expected to be in attendance for all training sessions. You are required to arrive on time and stay for the full duration of the training. Should it be necessary to leave training early – you must make arrangements in advance and notify your Trainer

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and Assessor before the class. If you are absent from training, it is your responsibility to catch up on work missed and additional fees may be incurred.

Acceptable Standards of Behaviour

AusQ Training reserves the right to terminate, suspend or reprimand a student who does not adhere to acceptable standards of behaviour. Students acknowledge that any breach of behaviour standards of either an RTO or a workplace may result in their suspension or exclusion from a training or assessment program. Students are expected to participate in all training activities and carry out any tasks within reason that may be requested by the Trainer and Assessor. Students should complete these tasks to the best of their ability and in a timely manner. Repeated failure to complete set tasks or attend scheduled training may result in suspension of the training. All assessments must be your own work. The use of another person's work and submitting as your own will not be accepted. Trainer and Assessors will then discuss an action plan with the student to address the performance issue and provide them with opportunities to recommence training.

Consumption of, or being under the influence, of alcohol or illicit substances during training is unacceptable and will result in training being terminated or the student being asked to leave the premises (subject to site regulations).

A student's behaviour must not disrupt or threaten others. Abusive behaviour or physical violence can result in instant withdrawal from training. All students should behave in a way that reflects workplace/professional standards at all times.

Misconduct includes:

- Theft, fraud, violence/assault
- Cheating/plagiarism
- Breach of confidentiality
- Serious negligence including health and safety non-compliance
- Discrimination, harassment, intimidation or victimisation
- Being affected by illicit substances or alcohol and being unfit to participate in training

Change of Personal Details

Students must inform AusQ Training of any changes to their address or contact details as originally advised on their enrolment form. All correspondence and training documents will be issued in accordance with the details provided upon the original enrolment, unless otherwise advised.

Evaluation and Feedback

AusQ Training welcomes feedback and opportunities for improvement. AusQ Training will collect and review feedback from all stakeholders, participants, employer representatives, industry representatives, AusQ Training representatives and advisory bodies on a regular basis. All students will be asked to complete training surveys and feedback forms during and at the completion of training. AusQ Training is 100% committed to continuous improvement; however, we can only act on the things of which we are aware. General feedback can also be provided to enrol@ausqtraining.com.au at any time.

Construction Training Fund (CTF)

"The Construction Training Fund provides funding support for training of eligible workers in the construction industry. We acknowledge the support of the Construction Training Fund in reducing the costs of training for eligible workers."

The CTF continues to support the efficiency and competitiveness of the WA building and construction industry, by supporting the training of a skilled workforce. Funding is available to reduce training costs, helping businesses and employees to develop and enhance their skills that are required by a growing, contemporary industry. The CTF can meet up to 70% of the costs of a wide range of approved short training courses (and up to 80% for training delivered in regional areas). AusQ Training acknowledges the support of the CTF in reducing the costs of training for eligible workers.

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Eligible companies/individuals include:

- Currently, directly and actively employed in the building and construction industry in WA
- Construction companies undertaking building and construction projects in WA
- Self-employed and undertaking work which is directly involved in the construction process
- If an individual is unemployed, they must be able to demonstrate that they were directly employed in the construction industry in WA for six months, within 6 months prior to the date of course commencement; or
- If no recent work experience is involved, have written evidence of an employment offer from a construction company or contractor in WA's construction industry

Note: Where eligibility of an applicant is in question, additional evidence of eligibility will be requested via recent work history form.

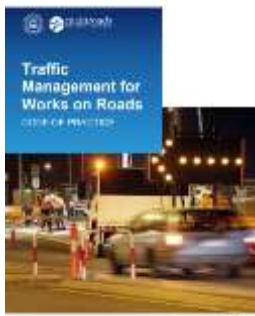
Ineligible companies/individuals include:

- Government departments, agencies or government employees
- Mining, oil, gas or mineral exploration companies
- Companies that manufacture supply and/or deliver building products
- Companies that provide maintenance or repairs of a minor nature after the construction phase



View [CTF Eligibility Guide](#) The CTF reserves the right to the final determination of eligibility. CTF subsidy rates and eligibility criteria are subject to change. For more details visit the [Construction Training Fund](#) website.

Main Roads WA (MRWA)



Upon successful completion of traffic management training courses, student details are entered into a graduate database available to view via Main Roads WA. The following graduate search link has been provided to enable employers, government instrumentalities and others to check and verify that a person holds a valid Main Roads WA Traffic Management accreditation. The database is updated within 5-working days of a person being issued with a Main Roads Traffic Management and is the only official register. Those that are not listed have either not been issued with a Main Roads Traffic Management accreditation or their accreditation has expired or been withdrawn. [Graduate Search Link](#)

Course Prerequisites

Most Main Roads WA training courses require the following as minimum pre-requisites:

- Hold or have held an Australian Driver's Licence or overseas licence from a country that is recognised by the WA Department of Transport
- Hold a valid Construction Induction Training Card also referred to as (Blue/White) Card. Please note the definition of valid is as follows:

- If the individual has completed the training more than 2 years previously — the worker has carried out construction work in the preceding 2 years.*
- If the individual has applied for but has not yet been issued with a general construction induction training card, they hold a general construction induction training certification, issued within the preceding 60 days*



Each student is required to supply their Unique Student Identifier (USI) and course prerequisites prior to enrolment. Refer to the information below. For a full list of course, pre-requisites visit our [website](#) and select your preferred course.

Unique Student Identifier

From 1 January 2015, all students undertaking Nationally Recognised Training delivered by a Registered Training Organisation (RTO) within Australia, will need to have a Unique Student Identifier (USI). A USI

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will be made up of 10 letters and numbers and will look similar to this example 3AW88YH9U5. This USI will give you access to your online USI account, where your nationally recognised training records and results from 1 January 2015 will be recorded. Your results will be available quarterly. For example, results for training completed in December 2015 will be available in your USI account from March 2016.

When applying for a job or enrolling in further study, you will often need to provide your training records and results. One of the main benefits of the USI is that you will have easy access to your training records and results throughout your life.

You can access your USI online from a computer, tablet or smartphone anywhere and anytime.

[USI Website](#)

[Student USI Video](#)

[Create My USI Link](#)

[How to View & Download my USI Transcript Video](#)

[USI Lookup – Find my USI](#)

Note: It is a requirement to provide a USI upon enrolment. If this information is not provided, we will be unable to process or issue any statement of attainments.

Enrolment Procedures

To enrol in our training courses, simply visit our [website](#) and enrol online. It is very important enrolments are completed with all the required details, including LLND assessment, prerequisite and payment information. Incomplete enrolments will not be accepted and will delay the enrolment process. All students have the responsibility to check and ensure they meet all pre-requisites prior to enrolment. All course pre-requisite criteria are outlined on our website. Missing pre-requisite criteria will result in delay in certification processing.

Before you enrol in any course, AusQ Training provides clear information to help you make an informed decision. This includes:

- Course entry requirements and prerequisites
- Course fees, refund and cancellation policies
- Delivery format and location of training
- Expected duration and learning workload
- Support services available to learners
- Details of any third parties involved in any delivery or assessment
- Your right and obligations as a learner

We encourage you to review all course information and contact our team with any questions before enrolling to ensure the training is right for your needs.



Source: Adapted from TAC WA Fact Sheet – VET Student Support: Information, Enrolment and Suitability of the Training Product.

Confirmation of Enrolments

Once your online enrolment form has been received and processed, you will receive a written confirmation letter via email within two (2) working days. In the event you do not have an email, a copy

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will be sent via post. This confirmation letter will confirm your enrolment acceptance and will outline details relevant to the particular course, venue, date(s) and course duration. Enrolments will not be confirmed, or spaces secured until enrolment form(s), eligibility checked and payment details have been received. All learners are required to meet the entry and prerequisite requirements outlined on the AusQ Training course webpages. Completion of the Language, Literacy, Numeracy and Digital (LLND) assessment is mandatory to confirm suitability for the course and ensure appropriate learner support. Enrolment cannot be confirmed until these requirements have been met.

Fees, Charges, Refund & Cancellation Policy

All cancellations, transfers or changes of training course enrolments/bookings must be received in writing. If you advise us in writing more than 5 working days prior to course commencement, we will provide you with a full refund or transfer to another course date(s) without additional cost. If you cancel within 5 working days prior to course commencement no refund will be paid. Refunds are not available after enrolled or during training if student realises, they do not have course pre-requisites. There will be no refund for non-attendance at a course, however, an alternate person may be substituted prior to the commencement of the course at no additional cost. If you are not deemed competent, or if you withdraw after training has commenced no refund is payable.

AusQ Training reserves the right to cancel any course. Should this occur, a full refund will be given or the participant will be re-scheduled to attend a future course at no additional charge. AusQ Training will not be liable for any claims arising from course cancellation. Refer to our [website](#) for more details.

VET Fee Help is not available at AusQ Training.

Payments

Payments can be made online using Pin Payments or direct deposit. Please note Pin Payments accepts Visa or MasterCard but does not accept American Express or Diners Cards. Invoicing is only available to companies that have completed a Credit Application, which has been approved in advance. Invoices will be issued upon receiving an enrolment form and payable within the agreed terms, as per the signed credit application form. Credit Application forms are available via our [website](#) or telephone 08 6118 4558 (AUSQ) and one can be posted to your nominated address. Credit Application forms can be returned to enrol@ausqtraining.com.au. Please allow ten (10) days for processing.

Recognition of Prior Learning (RPL)

Students who consider they already possess the competencies identified in all or part of any course/qualification offered by AusQ Training may seek recognition of prior learning. RPL is a method of assessing if you have evidence of competency for a particular unit of competency you are enrolled in. It is important to remember that RPL is an assessment process not an assumption of competence. RPL is the determination, on an individual basis, of the competencies obtained by a client through:

- Previous formal training
- Work experience and/or
- Life experience

RPL therefore determines the consequent advance standing to which the client is entitled in relation to a course/qualification. The main focus of RPL is what has been learned rather than how, where or when it was learned. RPL focuses on both the demonstration of competence and the currency of that competence to industry standards.

Students wishing to undertake RPL should contact our office to obtain an Application Guide & Form.

Credit Transfer

AusQ Training is committed to recognising the AQF qualifications and Statement of Attainments issued by other Registered Training Organisation's (RTOs). This is commonly referred to as Credit Transfer or Mutual Recognition. Credit Transfer comes into effective when a Statement of Attainment or qualification provided by a student has the same national competency codes as those that form part of the training

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and assessment program with when the student is enrolled or is intending to enrol. Students are required to formally apply for Credit Transfer. If Credit Transfer is successful, the student does not need to undertake learning in that competency(ies) again, the student is exempt.

Re-assessment Process

Should a student be deemed not yet competent they will be given a further opportunity to complete the assessment. Any further re-assessment requirements will be charged at an additional cost to the student.

Training Day Attire

All students are required to wear appropriate work attire, such as;

- Neat and comfortable clothing
- Long sleeve hi visibility shirt or vest
- Steel capped safety boots
- Hat and sun protection
- Gloves
- Wet weather clothing (when applicable)

The applicable PPE per course you are undertaking will be advertised via our website and also included in your course confirmation letter as a reminder. Please ensure you refer to this information as PPE requirements for certain courses do differ and require additional items.



It is essential students arrive in the correct attire as many of the training courses involve practical field training and assessments. In the event PPE items are not available to a student prior to the course, please contact our office as we may be able to organise additional PPE items to use during training, by arrangement in advance only.

Wet Weather

Students must be prepared for wet weather conditions. Training will continue in wet weather conditions unless deemed unsafe for participants. In any event that there are severe weather conditions that prevent practical training and assessment to be completed as required, the training will be adjusted where possible, postponed until later in the day or rescheduled to another proposed date.

Training Day

Participants are required to arrive at least 15 minutes prior to the scheduled course start time. All participants are required to bring their photographic identification, driver's licence, construction induction training card also referred to as (Blue/White) card and any previous accreditation details.

Punctuality

As a courtesy to other students and the Trainer and Assessor, all students must be punctual both at the start of the day by arriving at least 15 minutes prior to the specified start time and when returning from breaks. Punctuality is essential to avoid disruption to other students and the Trainer and Assessor. If a student fails to arrive at the required start time and is late, they may not be permitted to enter the training course and required to re-enrol for a future date course.

Mobile Phones

All phones must be turned off during the course, as courtesy to the Trainer and Assessor and other students. Mobile phone calls can be returned during breaks. In an emergency where you need to be contacted, please advise your Trainer and Assessor so that arrangements can be made.

Security

Do not leave handbags or other valuables unattended. Although the training room may be reasonably secure, you are ultimately responsible for your own belongings. AusQ Training accepts no responsibility for any belongings which may be stolen or go missing.

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Smoking

AusQ Training is committed to protecting and promoting the health and welfare of our students, employees and visitors. AusQ Training is a smoke-free learning environment and workplace, as such you are not allowed to smoke onsite at any of our properties.

Issuing and Re-Issuing of Certificates and Accreditation Cards

Digital certificates and accreditation cards will be issued by AusQ Training (RTO 52631) and sent out within five (5) working days of course completion. All certification documents and records will be provided directly to the student who has completed the training.

Missing prerequisites will result in a delay in certification processing. If a student requires their certification processing to be fast tracked, please let us know in advance for arrangements to be made. Please ensure the student's name is spelled correctly upon enrolment as per their Unique Student Identifier (USI). All accreditations will be issued with this spelling.

Any accreditations that require an amendment may incur a replacement fee. In the event you require a physical copy of your Statement of Attainment or accreditation card, you can email your request at enrol@ausqtraining.com.au. A processing and postage fee of \$33 per document and/or card is charged for each request. Please allow up to fifteen (15) working days for processing.

Policies & Procedures

AusQ Training is committed to operating within the principles and standards of the Australia Quality Training Framework (AQTF) and Standards for RTOs. This means that all students using the services of AusQ Training as their registered training organisation can be guaranteed a high level of service and training standards. AusQ Training has policies and procedures that govern the running of all aspects of the training that is delivered. Policies and procedures are in place to ensure that all staff conduct themselves professionally and in the best interest of the customer and student. AusQ Training is committed to access and equity principles in the delivery of its services. AusQ Training will guarantee that once a nationally accredited training course commences, training and assessment services will be available for the prescribed duration of the program.

Student Complaints

All students have the right to express a concern or problem they may be experiencing when undergoing training. In the event of a student wishing to lodge a complaint, a formal or informal approach should be made by the student to the Trainer and Assessor or any AusQ Training staff member. The student completes a Complaints Form to commence the formal process. The following is an outline of the Complaints and Appeals Policy.

Principles:

- Complaints will be treated seriously and dealt with promptly, impartially, sensitively and confidentially
- AusQ Training ensures that participants have access to a fair and equitable process for dealing with complaints concerning training or assessment issues
- Every effort is made by AusQ Training to resolve/participants' complaints in a timely manner
- AusQ Training will attempt to resolve complaints on an individual case basis, as they arise
- All participants have the right to express a concern or problem or lodge a complaint if they are dissatisfied with the training and assessment services that they have been provided while undergoing training with AusQ Training
- The complaint resolution procedure is based on the understanding that no action will be taken without consulting the complainant, using a process of discussion, cooperation and conciliation
- The rights of the complainant and respondent will be acknowledged and protected throughout the complaint resolution process
- In the interest of confidentiality, the number of people involved in the resolution process will be kept to a minimum
- AusQ Training employees involved, in an official capacity, in any aspect of the process will maintain absolute confidentiality at all times

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- All parties have the right to representation during the complaint resolution process
- The complaint resolution procedure emphasises mediation and education while acknowledging that in some instances formal procedures and disciplinary action may be required
- Victimisation of complainants, respondents or anyone one else involved in the complaint resolution process will not be tolerated
- Complainants retain the right to lodge a complaint with outside agencies at any point during the complaint resolution process

Types of Complaints

A complaint may be made against, but is not limited to, the following areas:

- Training and Assessment Materials – where training and assessment materials and/or resources are thought to be inappropriate
- Information – where information provided, be it written or verbal, is thought to be inappropriate or incorrect
- Services – where training and assessment services offered or provided are thought to be inappropriate services
- Direct Discrimination when a person(s) is treated unfairly, unequally or harassed on the basis of a characteristic or a presumed characteristic relating to person's sex; sexuality, pregnancy, marital status, race, disability or age
- Indirect discrimination when a requirement (written or unwritten rules, traditions, practices, procedures or structures) which is the same for everyone, has an unequal or disproportionate effect or result on particular groups of people
- Victimisation - if a person(s) treats another less favourably because they have:
 - lodged an informal/formal complaint of discrimination or harassment
 - provided evidence or information about a complaint
 - reasonably maintained their right or the right of another person to lodge a complaint
 - acted on their rights provided by the Equal Opportunity Act

Victimisation may constitute verbal abuse, deliberate isolation by other students or employees, denial of promotional or training opportunities or any other detriment. While the legislation provides protection against victimisation AusQ Training is responsible for acting to ensure that it does not occur.

- Privacy Breach - relating to the collection, storage, and access to the collection, use and disclosure of personal information
- Personal behaviours and conflict – where an individual's behaviour is considered to be inappropriate or causing disruption or conflict

Lodging a Complaint

In the event of a student wishing to lodge a complaint, a formal or informal approach should be made by the student to the Trainer and Assessor or any AusQ Training staff member. The student completes a Complaints Form to commence the process.

A complaint form can be accessed via our website or by contacting our team.

Appeal Procedures

AusQ Training ensures that students have access to a fair and equitable process for appeals against assessment decisions, which affects the participant's progress. An appeals and reassessment process is an integral part of all training and assessment pathways leading to a nationally recognised qualification or Statement of Attainment under the Australian Qualifications Framework (AQF).

- Participants have the right to lodge an appeal against an assessment decision if they feel they were unfairly treated or dealt with during an assessment and where they feel the assessment decision is incorrect and they have grounds for an appeal
- Every appeal will be heard by a suitably qualified independent assessor or panel from another organisation, who will be asked to make an independent assessment
- AusQ Training charges a fee for the appeals process
- Every effort is made by AusQ Training to ensure the appeal is resolved in a timely manner
- All appeals will be treated with confidentiality and will in no way be detrimental to the appellant
- All appeals must be lodged within 7 days of the date of the assessment result notification to the

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trainee

- An appeal form can be accessed via our website or by contacting our team

Grounds of appeal

Valid grounds for an appeal against an assessment decision (where the student feels the assessment decision is incorrect) could include the following:

- The judgement as to whether competency has been achieved and demonstrated was made incorrectly;
- The judgement was not made in accordance with the Assessment Plan;
- Alleged bias of the assessor;
- Alleged lack of competence of the assessor;
- Alleged wrong information from the assessor regarding the assessment process;
- Alleged inappropriate assessment process for the particular competency;
- Faulty or inappropriate equipment; and/or
- Inappropriate conditions

Appeal Outcomes

Appeal outcomes may include:

- Appeal is upheld; in this event the following options will be available
 - The original assessment shall be re-appraised
 - A new assessment shall be conducted
- Appeal is rejected

Access & Equity

AusQ Training is committed to the principles of Access and Equity in vocational education and training. We have an Access and Equity policy readily available for all customers to read. AusQ Training can assist customers who may have language, literacy and numeracy needs. Please indicate additional support may be required on your enrolment form or alternatively contact our office.

Language, Literacy, Numeracy & Digital (LLND) Support

We understand that every learner's circumstances are different. If you need help with reading, writing, numeracy, English language, using digital tools and technologies or any other learning or personal support, please let us know before or during your course.

AusQ Training provides reasonable adjustment to assessment where appropriate, ensuring that all students have fair access to demonstrate their skills and knowledge. This may include alternative formats, verbal assessments where suitable. If additional support outside our organisation is needed (e.g. literacy services, counselling), our team can refer you to trusted support providers. All support services are treated confidentially.

Prior to enrolment, students may be required to complete the LLND assessment to identify if they have adequate English language, literacy, numeracy and digital skills to undertake the course. Each course will have varying LLND assessment needs and are outlined on each course overview page available via our website. If you have any difficulties, AusQ Training will provide you with the necessary educational and support services to assist you in successfully completing the training. It is important that all students make their Trainer and Assessor aware of any difficulties prior to training commencing.

Work Health & Safety

AusQ Training recognises its responsibility to protect the health, safety and welfare of students during training. At the commencement of your training course, you will be given information on what to do in case of an emergency or if you are injured and require first aid. Students must take reasonable care of the health and safety of themselves and others at the workplace, co-operate with the Trainer and Assessor in their efforts to comply with the WHS legalisation and report any unsafe conditions which

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come to their attention. Students are asked to adopt industry/work standards of dress, by dressing appropriately for the task being performed while at the AusQ Training training rooms/offices. Example:

Practical on-site assessments require long sleeve clothing, steel capped safety footwear high visibility vest, gloves, sun protection cream and a hat.

Quality Control and Continuous Improvement

AusQ Training seeks feedback from students and customers on their satisfaction with services they have received. You will be asked to complete a Learner Feedback Form on the completion of training. We also offer an opportunity to provide any general feedback at any time via our website.

Record Keeping, Privacy and Confidentiality

We respect the privacy of our students and are committed to protecting your personal information.

Information collected during pre-enrolment and training will only be used to assist with your learning, for our records and for purposes associated with RTO compliance. This may include being supplied to government bodies such as Training Accreditation Council (TAC), National Centre for Vocational Education Research (NCVER), Main Roads WA, PowerQR for electronic record keeping and maintaining of your accreditations.

AusQ Training keeps records of the attendance and progress of trainees, as well as financial records and provides copies of these records to students on request. As an RTO, AusQ Training is required to keep student records of competence for 30 years. If you are the person paying the account, you will have access to your results at any time. If your employer is responsible for payment of the account, then they will be informed of your training outcome in that course/unit. Your results will not be made available to any other source without your written permission (except for the purposes associated with RTO compliance or industry licensing regulations).

Photo Consent

From time-to-time AusQ Training takes photos or videos as part of their promotional or marketing materials. All learners will be asked for their written permission to partake in any photos or videos and this information will be included in your learning management system records. If at any point you wish to opt-out please contact our office.

Academic Integrity & Cheating

When producing an assessment item, such as an assignment or report, you are required to acknowledge the sources of information that you have used:

- a. to prove that your work has a substantial, factual basis
- b. to show the research you've done to reach your conclusions
- c. to allow readers to identify and retrieve the references for their own use

If you do not acknowledge these sources, then you are plagiarising their work.

AusQ Training is absolutely committed to upholding high standards of training and assessment and therefore implements the following academic integrity policy. You must at all times in the course of your studies:

- Participate in learning and training & conduct research with honesty & integrity
 - Where necessary, acknowledge and seek permission to use the work of another
 - Understand that all work submitted for assessment must be your own work and in no way falsified or completed by another person
 - Always protect your work to ensure other students are not able to copy or misuse your work
- Cheating is student behaviour that sets out to defeat the purpose of any item of an individual assessment. Any student who cheats, attempts to cheat, or incites or assists another student to cheat in any assessment activity will face academic penalties.

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Injury and Incident Reporting

All students, and visitors must report all incidents which have the potential to cause an injury or illness and/or damage to equipment, buildings, or the natural environment as soon as possible to the supervising staff member. Incidences may range from near-miss to serious accidents and emergencies.

Copyright and Referencing

Students must comply with the Copyright Act and all work submitted must be their own. Where another source has provided information, they must be referenced and acknowledged on the document.

Terminology

Accredited Training	A structured sequence of vocational education and training that has been accredited by a state or territory course accrediting body and leads to an Australian Qualifications Framework (AQF) qualification or statement of attainment.
Apprenticeship/Traineeship	A structured training arrangement for a person employed under an apprenticeship/traineeship training contract. It usually involves the person receiving training and being assessed both on-and off-the job.
Australian Qualifications Framework (AQF)	The Australian Qualifications Framework (AQF) provides a national framework for all education and training qualifications in Australia. The AQF aims to provide consistency of qualifications across Australia. Qualifications and Statements of Attainment issued by Registered Training Organisations (RTOs) have national recognition irrespective of whether the training and/or assessment have taken place on the job or off the job.
Australian Quality Training Framework (AQTF)	The Australian Quality Training Framework (AQTF) is a set of nationally agreed standards addressing quality assurance and national recognition arrangements in the Vocational Educational and Training (VET) system.
Competency	Being able to perform and demonstrate the required knowledge and skill in the workplace. The required knowledge and skill are usually specified as required Standards of Performance.
Customer	A learner, enterprise or organisation that uses or purchases the services provided by a RTO.
Employability Skills	Employability Skills are skills that apply across a variety of jobs and life contexts. There are eight Employability Skills: communication, teamwork, problem solving, initiative and enterprise, planning and organising, self-management, learning, and technology.
Evidence	Information gathered which, when matched against the performance criteria, provides proof of competency.
Language, Literacy & Numeracy (LLND)	Language, literacy, numeracy and digital (LLND) skills relate to how we communicate with each other both verbally and in writing. LLND skills are often, but not always, used at the same time.
Non-Accredited	Training which is not nationally recognised.
Pre-requisites	Prerequisites are minimum entry requirements for admission to a training course.
Recognition of Prior Learning (RPL)	An assessment process that assesses an individual's formal, non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or

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	standards for entry to, and/or partial or total completion of, a qualification.
Registered Training Organisation (RTO)	Training Organisations that have been registered in accordance with the Australian Quality Training Framework to provide vocational education and training (VET) services. RTOs include TAFE institutes, private training providers, enterprises and schools. AusQ Training is a RTO.
Statement of Attainment (SOA)	Issued by a registered training organisation when an individual has completed one or more units of competency/modules from nationally recognised qualification(s)/course(s).
Training Accreditation Council (TAC)	The Training Accreditation Council (TAC) is Western Australia's independent statutory body for quality assurance and recognition of vocational education and training (VET) services. TAC is established under the <i>Vocational Education and Training Act 1996</i> .
Trainer and Assessor	A qualified person working for a RTO who is responsible for assessments (determining whether you are competent).
Unit of Competency	A unit of competency describes a discrete job or function and is written in terms of workplace outcomes. Further developed through elements and performance criteria.
Unique Student Identifier (USI)	A personal 10-digit reference code which will link to individual training records together in the one place.

Refer to Standards Glossary full terms here <https://www.wa.gov.au/service/education-and-training/vocational-education/2025-standards-glossary>