



# demi apprentices and trainees

*Inspiring futures, nurturing possibilities*

National Provider No: 32466

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## Learner Handbook

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## Introduction

Welcome and thank you for choosing **Demi Apprentices and Trainees** as your preferred provider for training. We look forward to assisting you in achieving your goals. We trust that your time with us is an enjoyable one and that the skills you learn here prove valuable in your chosen career.

Demi Apprentices and Trainees is a Registered Training Organisation (RTO: #32466) offering nationally recognised training programs in Hairdressing and Barbering. We have a strong team of trainers capable of assisting you to gain competency in all aspects of your qualification.

All training programs offered by Demi Apprentices and Trainees are nationally accredited and the skills you will gain will equip you to work within these industries anywhere in Australia.

To help you to understand the way our organisation works and to help you get the most from your studies, we are providing this Learner Handbook which we trust answers any questions you have about studying with us. This handbook is also available on our website, [www.demiapprentices.com.au](http://www.demiapprentices.com.au)

Any changes affecting your studies or learning environment will be notified to you. Please ensure you keep us informed of any changes to your postal or email address. You can email your changed details to our Compliance Coordinator [admin@demiapprentices.com.au](mailto:admin@demiapprentices.com.au)

### OUR GUARANTEE

Demi Apprentices and Trainees will provide you with every opportunity to complete your chosen qualification. Support from your trainer is available to ensure you understand the learning and assessment requirements once you have commenced study.

We will identify and access appropriate support services, and ensure the necessary services are available for you as required. This will allow you the opportunity to complete your chosen qualification. In turn you will be required to attend all scheduled training sessions, submit all required assessments, progress within your required timeframe and keep us up to date on any changes in your circumstances.

### FEEDBACK

We thank you for taking the time to read through the Demi Apprentices and Trainees Learner Handbook.

If you have any questions, please do not hesitate to talk with your trainer or the Compliance Coordinator.

If you appreciate the extra effort a trainer has given you, or you have concerns, we encourage you to let us know. This allows us to constantly evaluate and improve our services. Informal feedback can be sent to:

The Director  
9/31 – 33 Plaza Parade, Maroochydore Qld 4558  
E: [admin@demiapprentices.com.au](mailto:admin@demiapprentices.com.au)

### Your Trainer Contact Details

Trainer's Name:	
Phone Number:	
Email:	

## Demi Apprentices & Trainees

**Demi Apprentices & Trainees** currently delivers training through Queensland State Government funding being User Choice (traineeships and apprenticeships) – QLD only

### Scope of Registration

**Demi Apprentices & Trainees** is registered to deliver accredited training and assessment in a small number of qualifications and units of competency. Please refer to the following websites to view these:

- [www.training.gov.au](http://www.training.gov.au)
- [www.demiapprentices.com.au](http://www.demiapprentices.com.au)

Please note, where qualifications have been superseded, we will ensure that Learners are adequately notified and provided the opportunity to complete or transition within the required timeframe.

### Your Learning with us

#### Unique Student Identifier (USI)

If you are a new or continuing Learner undertaking nationally recognised training, you need a USI to enrol with us and receive your relevant qualification or statement of attainment. If you don't have a USI you will not receive your qualification or statement of attainment.

Your USI will give you access to an online record of the training you have done since 1 January 2015. You will also be able to produce a comprehensive transcript of your training. This can be used when applying for a job, seeking a credit transfer or demonstrating pre-requisites when undertaking further training.

#### Apply for and advise of your USI

Creating a USI is quick, easy and free. Visit the USI website at [www.usi.gov.au](http://www.usi.gov.au) and select the 'Create your USI' link and follow the steps.

Once you have created your USI, you will need to notify us of your USI and any other training organisation you study with, so your training outcomes can be linked. Once registered, you will be able to:

- give your USI to each training organisation you study with
- view and update your details in your USI account
- view and download your training records and transcript
- manage which training organisations can view your transcript
- manage which training organisations can view and/or update your details in your USI account

Important:

- When you create your USI, enter your details exactly as they appear on your form of ID
- When you enrol with us, you will need to use the same personal details as the ID that you used to create your USI. Please do not use a preferred name or abbreviated name
- We are not permitted to issue your Certificate or Statement of Attainment until we have a verified USI in our student management system against your enrolment

- Update your USI when you change your name (e.g. married name)

#### Further Information

You can seek further information on the Unique Student Identifier, including transcripts, by:

- Visiting the website [www.usi.gov.au](http://www.usi.gov.au)
- Watch the short information video from the Australian Government:  
<https://www.youtube.com/watch?v=HRYaaF-B7Ho> (or search for USI student video on [www.youtube.com](http://www.youtube.com))
- <https://www.usi.gov.au/documents/your-usi-transcript>
- <https://www.usi.gov.au/documents/how-view-and-download-my-usi-transcript>
- <https://www.usi.gov.au/documents/how-create-and-download-my-partial-usi-transcript>
- Read the student fact sheets provided to you at induction or found on the USI website

#### Admission and registration

All learners must complete an Enrolment Form giving your personal details and your intended course details and/or units of study. Any course or unit fees must be paid in advance or in accordance with the payment plan outlined in the course flyer/information booklet. Your enrolment is not confirmed until the initial deposit is paid. Prior to enrolment you will be provided with a course outline indicating units of competency, assessment requirements, materials and equipment required.

#### The National VET Framework

The course in which you are enrolled may lead to you achieving a nationally accredited qualification. If you complete **all** requirements of the course you will be awarded a Certificate. If you exit prior to completing all requirements you will be awarded a Statement of Attainment for units successfully completed prior to exiting.

The course requirements are outlined in the VET Quality Framework and the Australian Qualification Framework (AQF). As an RTO, our registration is subject to the Standards for Registered Training Organisations (RTOs) 2015. The Australian Skills Quality Authority (ASQA) monitors and audits our organisation to ensure compliance against these frameworks and standards.

These standards and the auditing process are intended to provide the basis for a nationally-consistent, high quality, industry developed vocational education and training system.

As an RTO, we must adhere to these systems and do all within our power to remain compliant. From time to time learners are surveyed and their cooperation will greatly assist this organisation. Assessment Booklets contain feedback sections and learners are invited to provide feedback on the assessment through this. Learners will also be invited to provide feedback through other surveys or questionnaires. These are conducted to enable us to identify opportunities for improvement not only to training and assessment but also to overall services provided.

#### Learner Records

Learners records are confidential. No staff member of our RTO can provide information about you to a third party without your written permission, except as required by law or as required under the Standards for Registered Training Organisations.

Each individual learner is assigned a personal file for storage of training records. Learner training documentation is stored in a secure manner (individual files in locked cabinets; electronic files with access by password only).

Individuals have the right to access or obtain a copy of the personal information that we hold about them. Requests to access or obtain a copy of personal information must be made in writing and sent to our head office address at 9/31-33 Plaza Parade, Maroochydore QLD 4558 or by email to [admin@demiapprentices.com.au](mailto:admin@demiapprentices.com.au)

Persons whom may require access to an individual learners training records include:

- third parties who have been authorised by the learner for release of specific information in writing
- our RTO staff who require this information as part of their job role
- officers from ASQA or their representatives for activities required under the Standards for (RTOs) Registered Training Organisations 2015
- legal requirements (e.g. subpoena/search warrants/social service benefits/evidence act)

### **Learner Support, Welfare and Guidance**

We will identify learning needs on or before entry into a qualification or course and make all learners aware of the range of support available to them. Access to these services will be provided to the learner during the period of their training. The method of identifying and implementing learner support will be through the:

- review of a learner's language, literacy and numeracy results;
- induction/ interview prior to or on enrolment;
- other information provided to us(e.g. from learner's school or Job Link Provider or Disability Employment Service provider)

Educational and Support Services available to learners of our RTO include but are not limited to:

- pre-enrolment information and materials
- course advice and support
- learning support or catch up sessions (individual or group)
- language, literacy, and numeracy (LLN) assistance or referrals to these programs
- equipment, resources and/or programs to increase access for learners with disabilities and other learners in accordance with our Access and Equity Policy
- flexible scheduling and delivery of training and assessment where required
- information and communications technology (ICT) support
- learning materials in alternative formats, for example, in large print or electronic
- referrals to learner welfare or counselling services
- referrals to mediation services
- referrals to cultural support services; and
- any other services that are considered necessary to support learners to achieve competency.

We appreciate that learning can be tough, with having to balance life commitments, school, and a study timetable. Health and wellbeing can be hard to maintain and it is quite normal to experience some anxiety or stress during your studies. Your trainer can help you through any initial uncertainties that you have.

We will provide every learner access to the educational and support services necessary to ensure each learner is able to meet all requirements needed to complete the course they are enrolled in.

For any matter, outside of our expertise or control, we will make every attempt to refer the learner to the relevant agency or expert. We highly recommend the following organisations:

**Headspace** provides early intervention mental health services for those up to 25 years of age, along with assistance in promoting young people's wellbeing. This covers four core areas, mental health, physical health, work and study support and alcohol and other drug services.

1800 650 890 [www.headspace.org.au](http://www.headspace.org.au)

**Lifeline** is a national charity providing all Australian's experiencing a personal crisis with access to 24 hour crisis support and suicide prevention services

13 11 14

**Beyond Blue** provides information and support to help everyone in Australia achieve their best possible mental health, whatever their age and wherever they live.

1300 22 4636 <https://www.beyondblue.org.au/>

**Reach out** is Australia's leading online mental health organisation for young people and their parents. Practical support, tools and tips to help young people get through anything from everyday issues to tough times.

[www.reachout.com](http://www.reachout.com)

**ADIS** 24/7 support for people in Queensland with alcohol and other drug concerns

1800 177 833 <https://adis.health.qld.gov.au/>

A list of other relevant service providers is available from your Trainer or the Compliance Coordinator.

When undertaking training from a training package, you will find that basic literacy/numeracy elements have been incorporated into the units of competency. This should help you learn these basic literacy/numeracy components more readily, as they are being delivered and assessed in the context of an industry area of your liking and choice.

If you still feel you need additional language, literacy or numeracy support, please approach your trainer or the Compliance Coordinator.



## Academic Progress

It is expected that a learner should demonstrate continuing progress, eventually achieving competency in all units undertaken.

Learners are expected to participate actively in class discussions and activities and fulfil all course requirements. If learners are unable to achieve competency at the first assessment in a unit, trainers will work with learners to identify areas of need and support learner's efforts to achieve competency. Opportunities are provided for learners to re-sit assessments.

## Facilities at RTO premises

**Demi Apprentices & Trainees** has all the necessary training rooms and up to date equipment, materials and products for training delivery. Where delivery occurs in schools, adequate resources are checked and confirmed prior to delivery.

Where you may wish to purchase goods for your own outside use, e.g. , they will be available for purchase through our RTO at a discounted student price.

### Campus

Water, tea and coffee is provided but if you would like other alternatives, you are welcome to bring your own.

Please bring your own lunch. There are fridges available, along with a microwave for heating food.

Parking for learners is available as signed.

## Your rights and responsibilities as an enrolled Learner

As an enrolled learner with our RTO, you have the right to:

- be treated fairly and with respect by other learners and by staff
- learn in an environment free from discrimination and harassment
- learn in a supportive and safe environment
- be treated in accordance with your human rights
- study a program which meets current industry standards and accreditation requirements
- be given information about assessment requirements and due dates at the beginning of your program of study
- have your work assessed as promptly as possible and receive feedback about your progress
- access the services, facilities and resources and training to support your program of study.
- have personal records kept private and made available only to authorised users
- have access to learning and learner support services
- appeal results and access the review process
- adequately prepared training sessions
- expect trainers to notify you of their availability for consultation and adhere to these arrangements
- workloads which correlate to the duration of the course.

You also have a **responsibility** to:

- treat other learners and staff with respect and fairness
- behave in a non-discriminatory, non-harassing manner to other learners and staff
- behave so as not to offend, embarrass, or threaten others
- complete all assessment tasks by the due date
- complete all assessments honestly, without any form of cheating or plagiarism
- respect other's copyright and work within copyright law
- follow normal safety procedures e.g. approved clothing, safety equipment and workplace practices
- follow hygiene requirements in relation to COVID-19
- respect the rights of others by not using mobile phones in classrooms
- not damage or steal property
- not enter any training facility with any illegal drugs or weapons, or to be under the influence of illegal drugs or alcohol

### Workplace Health and Safety

#### Actions learners should take in response to racial or sexual harassment

The Queensland Anti-Discrimination Act 1991 and the Federal Sex Discrimination Act 1984 makes sexual harassment unlawful. Specific actions learners should take in response to harassment:

- a) tell the harasser straight away that you do not want him/her to behave in that way;
- b) inform teacher/trainer if appropriate;
- c) inform parent, guardian, or caregiver if appropriate;
- d) contact the RTO Manager

## Rights and Responsibilities in Relation to Workplace Health and Safety

The Workplace Health and Safety Act 2011 provides a framework to protect the health, safety and welfare of all workers at work. It also protects the health and safety of all other people who might be affected by the work.

The Work Health and Safety (WHS) laws require a person conducting a business or undertaking (PCBU) to ensure, so far as is reasonably practicable, the health and safety of their workers while at work in the business or undertaking.

This includes:

- provision and maintenance of a work environment without risks to health and safety
- provision and maintenance of safe plant and structures
- provision and maintenance of safe systems of work
- the safe use, handling, storage and transport of plant, structures and substances
- provision of adequate facilities for the welfare at work of workers in carrying out work for the business or undertaking, including ensuring access to those facilities
- provision of any information, training, instruction or supervision that is necessary to protect all persons from risks to their health and safety arising from work carried out as part of the conduct of the business or undertaking
- health of workers and the conditions at the workplace are monitored for the purpose of preventing illness or injury of workers arising from the conduct of the business or undertaking.

Workers are classified as any person who carries out work, in any capacity, for a PCBU.

Workers must:

- take reasonable care for their own health and safety
- take reasonable care that their conduct, acts or omissions does not adversely affect the health and safety of others
- comply, so far as they are reasonably able with instructions
- cooperate with reasonable health and safety policies or procedures that have been notified to workers.

### On premises dress code

Whilst attending our premises for training, learner dress requirements are neat casual attire. Please note that shorts and thongs are not considered suitable attire. For work health and safety reasons, all learners are required to wear closed in footwear (thongs or sandals are NOT permitted). If you are advised to wear special footwear or protective clothing, it **must** be worn without exception. No singlets are permitted.

For learners participating in the Beauty or Hairdressing qualifications, the specific dress and grooming code includes:

- black pants at medium length (just below knee height),  $\frac{3}{4}$  length or full length
- black blouse, shirt or tunic. Blouse/shirt must be plain (no writing)
- black enclosed shoes
- hair must be tied back and completely off the face, with no facial piercings
- only jewellery to be worn is a watch and small earrings
- nails must be neat and tidy with no chipped nail polish etc
- make-up (if worn) is to be natural looking (no **heavy** eyeliner or eyeshadows etc.)

For learners participating in the Rural Operations qualification, the specific dress code includes:

- long pants (i.e. jeans)
- closed in work shoes/boots
- wide brimmed hat
- long sleeved shirt

## Mobile phone use

As is the case in schools and most workplaces mobile phones must be kept on silent or in your bags until after hours and their use during training times will **not** be tolerated. If you believe you must make an important call, the office/salon phone is available for your use, but you are to clear it with your trainer first. No photos are to be taken of other students or property belonging to our RTO without express permission from **Demi Apprentices & Trainees**.

## Class times

Class times are generally set from 8.30am to 3.00pm unless otherwise advised. Where required and available, allocated time in school holidays may be made available for Learners to catch up on outstanding assessments.

## Attendance

Attendance at training should be treated as you would in a workplace. If you are unable to attend, please contact us via phone or email prior to the commencement of class. You are required to arrive, ready for training prior to the scheduled start time and attend for the entire day unless otherwise organised with your trainer. Not maintaining contact with trainer/assessor without prior for more than 6 weeks will be deemed as immediate withdrawal from the course

## Smoking

Our premises (including classrooms, toilets, and general office areas) are smoke-free zones. If learners over 18 years of age wish to smoke, they should do so outside the buildings in designated smoking areas. We do **not** permit *underage* smoking.

## Theft

As our training premises are open to the public, learners are advised not to leave their valuables unsupervised. Our RTO cannot be held responsible for anything which may be stolen from its premises.

## Responsibilities of Staff

Our RTO abides by the Standards for The Standards for RTOs 2015 in relation to all training and assessment activities. Accordingly, we are *responsible for*:

- the quality of the training and assessment conducted by any person engaged by us.
- the issuance of the AQF certification documentation. Once deemed competent, a certificate will be posted to you at the address appearing on the enrolment form. *Consequently*, it is essential you keep us updated on any changes to your personal details

*All Trainers employed by our RTO must ensure that:*

- they have the necessary training and assessment competencies as determined by the National Skills Standards Counsel or its successors
- the qualifications they hold are current and relevant to the units of competency which they teach and have current industry skills
- they are familiar with Equal Employment Opportunity and Work Health and Safety principles,
- where relevant, they hold a current certificate/card authorising the staff member to work with children and young people
- any information passed on to learners is accurate
- all learner attendance is recorded accurately

## Accidents/incidents

All accidents/incidents must be reported and recorded on the Accident/Incident Report Form which is signed by the RTO Chief Executive Officer or their nominated representative. Any action will be recorded.

## Change of enrolment details

It is your responsibility to notify us of any change of name, address, or employment, which occurs during the term of your studies with us. Please contact our Administration to do this. At the conclusion of your course we will send Certificate/Statement of Attainment to the most recent address recorded in the student management system. It is, therefore, imperative that you keep us informed of any changes to your personal details.

## Cancellations

Our RTO reserves the right to cancel any course or subject where it is unable to meet the requirements of the course or there are insufficient learner numbers to proceed. Please refer to our Refund Policy on pages 36-37. As listed in attendance on page 12, .not maintaining contact with trainer/assessor for more than 6 weeks will be deemed as immediate withdrawal/cancellation from the course.

## FEES

### Government funded learners

Please refer to the Government funding section on pages 20-23 in reference to student or co-contribution fees.

### Fee for service learners

Fees will vary from program to program, therefore are supplied independently of this handbook. Learners will be supplied with the fee structure and payment terms relevant to their program prior to enrolment.

Individual fee for service learners will be invoiced prior to, or soon after commencement of training with payment required before commencement in the relevant class. Where the **total** fee is over \$1000.00 we will not require any prospective or current learner to prepay fees in excess of \$1500.00 at any one time. Learners are always required to pay unit fees in advance of commencing study.

The invoice shall outline the payment terms.

**If regular payments are not up to date, we have the right to cancel studies unless an application for extension is made in writing and approved by the CEO or full payment of current outstanding amount is received.**

Not maintaining contact with trainer/assessor for more than 6 weeks will be deemed as immediate withdrawal from the course and no refund will be provided. If a re- enrolment is requested a re-enrolment fee will apply.

### Payment options/process

Our RTO offers several payment options, as listed below:

- EFT or cash at our Head Office
- Bank transfer

Payment plans are also available. A minimum of \$50.00 per week is required. Please contact us for further information.

### Other fees

In the event that you should require a new 'original' of your Completion Certificate, Statement of Results or Statement of Attainment, the following fees shall be incurred:

- Learner Academic History \$25.00
- Learner Records \$25.00
- Duplicate Receipts (Enrolment Confirmation) \$25.00
- Replacement Awards \$25.00
- Electronic PDF copies No charge

## Training and Assessment

### Inclusive Learning

Our RTO supports inclusive learning practice and believes everyone has a right to learn with fair access to learning opportunities. We will provide every learner access to the educational and support services necessary to ensure each learner is able to meet all requirements needed to complete the course they are enrolled in.

We aim to provide the teaching and learning opportunities and experiences, which are free from barriers and bias, and consider individual learning styles/preferences and individual needs related to disability, race, socioeconomic status, gender, language, ethnicity, geographical isolation, sexuality, work commitments and family responsibilities.

### Training

Learners will be offered the choice of an appropriate learning pathway that ensures they will achieve the competencies for the qualification or statement of attainment. Learning pathways offered are:

- learning and assessment pathway involving formative and summative assessment activities
- assessment only pathway for RPL or Credit Transfer
- combination of the two pathways where the learner achieves competency
- recognition for some units through an assessment pathway involving RPL, followed by achievement of others through a learning and assessment pathway

### Range of Assessment

We are committed to the delivery of high quality training and assessment practices that are informed by industry and addresses real workplace and environmental training needs.

Each qualification is made of a number of required units of competency. To be awarded the qualification, a learner must be deemed competent in each unit. A number of different types of assessment (evidence gathering methods) will be used within a training program. The assessment will be explained to learners by the trainer/assessor. Assessments methods may include:

- written questions
- observation
- practical activities
- verbal questions
- case studies
- demonstration
- portfolio
- project
- supplementary evidence (e.g. log book, photographic evidence, third party report etc.)
- RPL (Recognition of Prior Learning)

### Reasonable Adjustment

Where required, trainers and assessors will apply reasonable adjustment for a learner's training or assessment to ensure delivery is equitable for all learners and will consider cultural, physical, and learning barriers as well as language, literacy, and numeracy needs.

## Competency Assessment

To be assessed as competent, learners must, under the guidance of qualified Trainers and Assessors, provide evidence which demonstrates that they can perform to the necessary standard. An assessment of competence requires learners to consistently and over time demonstrate the skills, attitude and knowledge that enable confident completion of workplace tasks in a variety of situations, to industry standards (including industry timelines)

In making a determination on assessment **evidence**, the Trainer/Assessor must ensure that the evidence is:

- **Authentic:** the learner's own work and the declaration of authenticity is signed
- **Valid:** directly related to the unit of competency
- **Current:** reflects the learner's current capacity
- **Sufficient:** Assessments require, according to the specifications in the unit, that evidence is captured over a period of time and in a variety of different means. The assessment mapping ensures that all aspects of competency have been satisfied and that competency can be demonstrated repeatedly

## ACSF Specifications and Foundation Skills

The term 'Foundation Skills' is currently used to include the core skills defined in the Australian Core Skills Framework (ACSF) as well as the employability skills identified by employers as critical for effective performance in the workplace. The core skills of the ACSF include reading, writing, oral communication, numeracy, and learning.

Foundation skills encompass both the core skills of reading, writing, oral communication, numeracy and learning as described by the Australian Core Skills Framework (ACSF), and the Employability Skills/Core Skills for Work. They exist on a continuum from very basic skills to highly-developed and specialist skills. The foundation skills have been addressed in the assessment as part of the performance criteria for the unit of competency.

## Prior to Assessment

Enrolled learners will be provided with all relevant information relating to the assessment/s prior to the commencement including rights and the appeals procedure that can be utilised if wishing to appeal against the assessment outcome or make a complaint. Every learner has the right to apply for recognition of prior learning prior to the assessment taking place.

## Assessment Requirements

To demonstrate competence, a learner must undertake all tasks in the relevant assessment booklet/assessment sheet and complete them satisfactorily. If a learner is deemed 'Not Yet Satisfactory' two (2) opportunities to re-attempt the assessment task will be provided. After a learner has demonstrated competency and consistency in performance, the learner will be awarded the unit. The Assessor will complete all checklists and provide feedback on these activities.

Should a learner be deemed 'Not Competent' on completion of the unit, the learner can appeal the assessment result as per our policy.

As part of the assessment process, all learners must abide by any relevant assessment policies as provided to them. If the learner feels they are not yet ready to be assessed or the assessment is unfair, they will be offered the opportunity to discuss all options that are available to complete the assessment.

Assessments will be marked as 'satisfactory' or 'not yet satisfactory' (requires more training and experience). All learners have the right to resubmission of an assessment item. Learners have a



right to two resubmissions per assessment piece/event if the competent criterion for an assessment has not been met. Further resubmissions may be permitted by the trainer on a case-by-case basis.

This is usually due to special circumstances where a learner is able to provide justification for their request; such circumstances include, but are not limited to:

- compassionate grounds,
- sickness supported by a doctor's certificate,
- employment obligations supported by the employer

A learner must be marked as satisfactory in **all** assessment items for a unit of competency before they can be deemed competent in that unit.

A learner will be provided due dates for each assessment task from the trainer/assessor. If the learner cannot meet the required timeframes, they must speak to the trainer/assessor as soon as possible to arrange an extension.

### **Submitting Assessments**

Learners are to submit assessment via CANVAS.

Assessments should be submitted on or before their due date. Extensions for individual assessment tasks may be negotiated in specific circumstances. Consultation on this must occur prior to the due date.

### **Assessment Outcomes**

There are two (2) outcomes of assessments: S = Satisfactory and NYS = Not Yet Satisfactory (requires more training and experience). Where Learners have received a NYS result on assessment, they will be eligible to re-submit assessments and be re-assessed.

### **Re-assessment**

Learners will be allowed two (2) further attempts at an assessment that has been deemed Not Yet Satisfactory, within the timeframe of a course (unit of competency). No additional fees will be charged.

Learners who require re-assessment beyond the delivery timeframe of a unit or due date of an assessment, unless it is due to medical reasons, will be given the opportunity to request an additional time to resubmit and in this time, they can request a mentoring session if required.

### **Results**

Assessors will inform the Learner of the outcome of their assessment as soon as possible from the date the assessment was submitted.

## Overall Unit of Competency Result

Learners will be awarded C = Competent on successful completion of the unit when the Trainer/Assessor is satisfied that the learner has satisfactorily completed all assessments and has provided the appropriate evidence required to meet all criteria. If the learner fails to meet this requirement, he or she will receive the result NC = Not Competent and will need to re-enrol in the unit and be re-assessed.

On submission of their final assessment Learners are required to tick and sign pre and post assessment information where indicated.

## Language, Literacy and Numeracy (LLN)

We aim at all times to provide a positive and rewarding learning experience for all learners. The enrolment form requests provision of information regarding each learner's LL&N requirements or any other special learning needs. In the event of LL&N becoming an issue, the trainer/assessor or Manager will discuss with the learner, their requirements.

Learners must ensure that they have discussed with an RTO representative, any concerns they may have about their capacity to participate because of any Language, Literacy or Numeracy difficulties.

Where language, literacy and numeracy competency is essential for learners, we will make every effort to ensure that each learner is adequately supported to enable them to complete their training. Some examples of the type of support that we **may** offer include:

### *Literacy*

- Providing learners only essential writing tasks,
- Provision of handouts in an audio format via CD or computer audio
- The use of group exercises so that the responsibility for writing rests with more than one person,
- Provision of examples and models of completed tasks,
- Ensure that documents and forms are written and formatted in plain English,
- Use of clear headings, highlighted certain key words or phrases, and provided explanations of all technical terms used,
- Assessments can be conducted using the interview technique (verbal questioning) where required.

### *Language*

- Present information in small chunks,
- Speak clearly, concisely, and not too quickly,
- Give clear instructions in a logical sequence,
- Give lots of practical examples,
- Encourage learners to ask questions,
- Ask questions to ensure learners understand.

### *Numeracy*

- Ask learners to identify in words, what the exact problem is and how they might solve it,
- Show learners how to do the calculations through step by step instructions and through examples of completed calculations,
- Help learners to work out what maths/calculations/measurements are required to complete the task,
- Encourage the use of calculators (if applicable) and demonstrate how to use them

## RPL

Recognition of Prior Learning is a term that covers Recognition of Prior Learning (RPL), Recognition of Current Competency (RCC) and Skills Recognition. The term “recognition processes” refers to assessment processes that enable recognition of competencies currently held, regardless of how, when or where the learning occurred.

Under the VET Quality Framework, competencies may be attained a number of ways including any combination of formal or informal training and education, work experience or general life experience. In order to grant recognition of prior learning/current competency, the assessor must be confident that the candidate is currently competent against the endorsed industry or enterprise competency standards of Training Packages or competency outcomes specified in Australian Qualification Framework (AQF) accredited courses.

The evidence may take a variety of forms and could include certification, references from past employers, testimonials from clients and work samples. The assessor must ensure that the evidence is authentic, valid, reliable, current and sufficient.

Knowledge and skills can be acquired in a variety of ways:

- Through a formal learning process, such as attending school or completing a short course,
  - Through work experience, such as being taught on the job how to do something
  - Life experience or personal experience, such as a hobby or experience at home.
- There are no limits on where or how the skills have been acquired

Please refer to page 27 of this handbook for further information on our current process for recognition of prior learning

## Credit Transfer

Credit Transfer is available to all learners enrolling in our courses on scope of registration.

Credit Transfer is assessing a previously completed course or national training package qualification with another Registered Training Provider and using it towards a learner’s current course of study.

To apply for credit transfer, a copy of a Statement of Attainment, qualification, Academic or USI Transcript, confirming the units of competency already completed must be provided.

Please speak with your trainer/assessor if you wish to apply for Credit Transfer on/before enrolment.

## Plagiarism and Cheating

Collusion, plagiarism or cheating in assignments or assessments will not be tolerated. Trainers will advise all learners of the many ways to avoid plagiarism. Learners who are proven to be involved in such activities may risk the cancellation of their enrolment.

## Copyright

Care must be taken when copying the work of others. The owner of the material may take legal action against learners if copyright has been infringed. A certain amount of copying for research for study purposes is permitted. Generally, 10% or one chapter of a book is acceptable. When copying work, it will be necessary to acknowledge/reference this in assessments and include in text referencing and a bibliography/reference at the end. If unsure of this or if further assistance is required, please discuss with the trainer.

## Misconduct

Failure of the learner to comply with the previously listed responsibilities listed on pages 10-11 will constitute misconduct. Our RTO's CEO will deal with any *repeat* misconduct by learners.

Further occurrence of misconduct may result in the suspension or termination of the learner's enrolment.

## Feedback about your assessment

Trainers/assessors will provide relevant, constructive, and positive feedback on learners completed assessment tasks.

## Response time

Learners have access to training support with our Trainers/Staff, 5 days per week between the hours of 8.00am and 4.00pm via telephone, email or where appropriate in person. Please note, trainers are engaged in the delivery of training during this time or may only work part-time hours, they will respond to queries as soon as they are able to do so.

## Legislation

Our RTO will ensure its staff and learners are informed of any changes to legislative and regulatory requirements that affect the services delivered by:

- Inclusion of changes in email communications
- Regular update to website
- Advising staff and learners in relevant handbooks or face to face

We undertake to comply with all relevant legislative and regulatory requirements, especially those that may affect a learner's learning, such as:

- The National Vocational Education and Training Regulator Act 2011 and legislative instruments
- The Further Education and Training Act 2014 and regulation
- Work Health and Safety legislation and regulations
- Copyright legislation
- Workplace relations
- Anti-discrimination legislation and regulations
- Privacy legislation and regulations
- Child Safety
- Queensland Human Rights Act 2019
- Disability and Equal Opportunity legislation
- Consumer protection requirements

### Queensland

#### User Choice – Apprentices/Trainees

<https://desbt.qld.gov.au/training/training-careers/incentives/userchoice>

The User Choice program provides a public funding contribution towards the cost of training and assessment services for eligible Queensland apprentices and trainees.

The program aims to provide funding aligned to the skill needs of industry and respond to changing government priorities.

The program provides the flexibility for apprentices, trainees, and their employers to select a preferred registered training organisation (RTO) from a list of Skills Assure Suppliers (SAS) for the delivery of nationally recognised, accredited training to meet their specific needs. The program works in conjunction with the Commonwealth Australian Apprenticeships System, under which apprentices and trainees (also known in some jurisdictions as "Australian Apprentices") enter into legally binding training contracts with their employers and receive structured training to achieve a nationally recognised qualification

#### *Period of Withdrawal*

Employers are required to release the apprentice/trainee from work to participate in any structured training and assessment as negotiated in the training plan. Our RTO will discuss the recommended release time per week with the apprentice/trainee and employer during the development of the training plan. Providing this release from normal duties per week allows the apprentice/trainee to work through their training and assessment according to their training plan so that they can complete their apprenticeship/traineeship within the required timeframes. This release time can be used for on or off-the-job training.

#### *Training Record Book (Apprentices/Trainees)*

The training record book is to record evidence of progression of training. A training record book will be provided to the apprentice/trainee within 14 days of the training plan being finalised.

The apprentice or trainee **must**:

- hold the training record in the workplace at all times and produce it to their employer, training organisation or the department, when requested.
- take it with them if they change employers

Upon completion of each unit of competency, all parties will sign the training record:

- The employer's signature supports that the apprentice or trainee is competent in the workplace, industry, and company standards.
- The apprentice or trainee's signature supports that he/she agrees he/she can competently perform the workplace tasks.
- The training organisation's signature supports that successful completion of off-the-job training in the underpinning knowledge and skills.

## Fees

Student Contribution (Tuition fees) are an Apprentices/Trainees contribution to the cost of training and assessment services provided by the RTO.

We will inform apprentices/trainees and their employer about the fees and charges policy, including full costs, method of collection, refunds, and exemptions prior to enrolment.

The student contribution fee is calculated per unit. The amount per unit is set by the Queensland Government annually and is a fee that is multiplied by the unit's nominal hour. From 1<sup>st</sup> January 2021, until further notice, all Queensland Government funded trainees/apprentices (User Choice) will be charged \$1.60 for each nominal hour for any unit of competency. This fee also applies to assessment via recognition of prior learning (RPL). Some learners may be eligible for partial or full exemption (please see below)

Payment plans are available to individual apprentices/trainees. All payment plans will be negotiated on a case by case basis with our RTO administration. The fees may be paid by the employer, **but** cannot be waived (unless full exemption applies)

Please note, units completed via Credit Transfer will not incur a fee.

### Partial exemption to student contribution fees

We will charge 40% of the Student Contribution Fee where the Participant falls into one or more of the following exemption categories:

- The Participant was or will be under 17 at the end of February in the year in which our RTO provides training, and the Participant is not at school and has not completed year 12;
- The Participant holds a health care card or pensioner card issued under Commonwealth law, or is the partner or a dependant of a person who holds a health care card or pensioner concession card, and is named on the card;
- The Participant issues our RTO with an official form under Commonwealth Law confirming that the Participant, his or her partner or the person of whom the Participant is a dependant, is entitled to concessions under a health care card or pensioner concession card; or
- The Participant is an Aboriginal or Torres Strait Islander person. Acceptable evidence is as stated on the Training Contract and RTO Enrolment Form.

### Full exemption to student contribution fees

Full exemption from the Student Contribution Fee applies to following exemption categories:

- Where payment of the student contribution fee would cause extreme financial hardship, then the SAS may exempt the Participant from these fees.
- Where the Queensland Government advises in writing that the fees are optional
- Where credit transfer/national recognition has been applied to a unit of competency /module
- Where the Participant is a School-based Apprentice or Trainee (SATS)
- Is undertaking a qualification as part of the Skilling Queenslanders for Work's Work Skills Traineeship program
- Where the Participant meets the participant eligibility to receive a government contribution and is eligible either under the Free apprenticeships for **under 21s** initiative or the Free apprenticeships for **under 25s** initiative
- Where the Participant enrolls in a high priority qualification identified by the department for Free apprenticeships on the current User Choice Price List.

Apprentices/Trainees who would like to apply for full exemption for student contribution fees due to financial hardship, please contact our Administration to discuss this and complete the necessary documentation.

Please also refer to the Fees In Advance Policy on pages 37-39.

### *Refund*

Apprentices/Trainees who withdraw, will be charged a percentage of student contribution fees for all units they attend training and did not complete an assessment. A full refund will be processed for any units not yet commenced or attended training for.

#### **Refund Formula for Student contribution fees for apprentices/trainees as per DESBT requirements**

- Attended training and achieve competency – 0% refund of student contribution fee
- Attended training did not submit or complete an assessment – 50% refund of student contribution fee paid
- Has **not** attended training or commenced unit – 100% refund of student contribution fee paid.

### *Further Information*

Further information regarding Apprenticeships and Traineeships is available from the QLD Department of Employment, Small Business and Training via <http://apprenticeshipsinfo.qld.gov.au/apprentices/about.html>. This information includes, but is not limited to:

- Training contracts and commencement
- Who's who in the apprenticeship and traineeship system
- School based apprenticeships and traineeships
- Apprentice and trainee rights and responsibilities
- Assistance and support
- Assistance for cancelled apprentices and trainees
- Parent or guardian responsibilities
- Probationary periods
- Length of apprenticeships and traineeships
- Training plan and training record
- Funded training assistance available for apprentices and trainees
- Employer responsibilities
- Disability assistance
- Discipline
- Changing the registered training contract
- Credit and recognition of prior learning
- Completing the apprenticeship or traineeship
- Cancellation of an apprenticeship or traineeship

You may also wish to contact the Department's information line on 1800 210 210 or your Australian Apprenticeship Support Network Provider on 133 873.

## Our Policies

The following pages contain vital information for you to review. Please do not hesitate to contact us should you have any questions or concerns. The following policies are relevant to learners and stakeholders of **Demi Apprentices & Trainees** where training is delivered through either a third-party organisation or directly through our RTO.

### Complaints and Appeals Policy

V8 07.04.2022

The purpose of this policy is to ensure that concerns and complaints against **Demi Apprentices and Trainees**, its trainers, assessors, other staff, third parties providing services on its behalf and learners shall be handled impartially, justly and with confidentiality. **Demi Apprentices and Trainees** ensures the principles of natural justice and procedural fairness will be adopted at every stage of the complaint process. The complaints process consists of a number of stages

Any person/s wishing to make a complaint, appeal, or any other matter against **Demi Apprentices and Trainees** concerning its conduct as an RTO, shall have access to the complaints procedure. All formal complaints will be heard by **Demi Apprentices and Trainees** within 60 calendar days of the receipt of the written complaint. If, for whatever reason, more than 60 days is required to process and finalise the complaint, **Demi Apprentices and Trainees** will inform the complainant in writing giving reasons why additional time is required. **Demi Apprentices and Trainees** will regularly update the complainant on the progress of the complaint. All About Training's Manager will deal with the complaint or convene an independent panel to hear the complaint if the process fails to resolve the complaint, or the complainant requests a review. The complaints committee shall not have had any previous involvement with the complaint. A register of Complaints which documents all formal complaints and their resolution will be securely maintained by **Demi Apprentices and Trainees**. **Demi Apprentices and Trainees** will identify any potential causes of complaints and appeals and take corrective action to eliminate such complaints in the future. Any substantiated complaints will be reviewed as part of the continuous improvement procedure.

Should a learner or other person seek to make a complaint the following procedure will be followed:

#### Step 1

The complainant can make an informal verbal approach to the trainer/course presenter or compliance coordinator where the issue will be discussed. If the complaint cannot be resolved proceed to Step 2.

#### Step 2

A written formal complaint will need to be lodged. All formal complaints must be addressed to the CEO or Compliance Coordinator of **Demi Apprentices and Trainees** who will provide written acknowledgement of the receipt of the complaint. A form has been created for this called the *Complaints and Appeals Form*. Please ask at Compliance Coordinator for this. All formal complaints will be heard by relevant **Demi Apprentices and Trainees** staff member within 60 calendar days of the receipt of the written complaint.

#### Step 3

Where **Demi Apprentices and Trainees** considers more than 60 calendar days are required to process and finalise the complaint they will:

- a) inform the complainant in writing, including reasons why more than 60 calendar days are required; and
- b) regularly update the complainant on the progress of the matter



**Step 4**

If the current process fails to resolve the complaint, and if requested by the complainant, **Demi Apprentices and Trainees** will convene an independent panel (*two members and a chair*) to conduct a review of the complaint. All documentation will be provided to the complaint panel who may choose to hear from the parties /witnesses orally.

**Step 5**

After reviewing and evaluating all the evidence the independent panel will make a decision on the complaint/appeal and advise the complainant/s of the outcome in writing and the reasons for their decision.

**Step 6**

**Demi Apprentices and Trainees** will record all complaints and appeals and their outcomes and securely maintain all records of the process. **Demi Apprentices and Trainees** will identify any potential causes of complaints and take appropriate corrective action to eliminate them as part of their continuous improvement processes

## Continuous improvement

V7 07.04.2022

The purpose of this policy is to affirm the commitment of **Demi Apprentices and Trainees** to the ongoing process of quality improvement through systematic continuous improvement of its operations, management systems and training and assessments strategies. This policy aims to encourage and support a philosophy of ongoing improvement by using the principles of 'Plan, Do, Check, Adapt' and the belief that changes in working practices may be necessary to better serve the needs of clients. It is the premise of this policy that all jobs, work processes and systems are capable of endless improvement.

**Demi Apprentices and Trainees** is committed to operating efficiently and effectively by providing quality services with a focus on ongoing improvement across all of its operations. As a Registered Training Organisation **Demi Apprentices and Trainees** is obliged to comply with the **VET Quality Framework** to ensure it delivers quality training and assessment for individual learners, industry and the vocational education and training (VET) sector. In order to best meet the training needs and satisfaction of our clients we regularly monitor the quality of our systems, policies and procedures, training and assessment and professional development of staff by collecting, analysing, and acting upon relevant data. The gathering of data may occur through various methods such as consultation with staff, clients, learners and trainers and assessors, on a regular basis, including the compilation of **Demi Apprentices and Trainees'** Quality Indicators.

**Demi Apprentices and Trainees** will systematically collect data through:

- The collection and compilation of data for the Quality Indicators
- Obtaining written feedback from learners
- Obtaining feedback from trainers and assessors (including day to day interaction and staff meetings)
- Obtaining feedback from parents, if appropriate
- Obtaining feedback from employers, if appropriate
- Obtaining feedback from clients (e.g. schools)
- Validation of assessments and assessment processes
- Analysis of the root cause of complaints should they occur
- Conducting internal audits/reviews

Data will be analysed for relevance of possible improvements to:

- Client services and information (including marketing materials)
- All aspects of training
- Assessment
- Selection of competencies in qualifications
- Appropriateness of training methods
- Staff professional development
- RTO systems

Improvements will be made to relevant areas of **Demi Apprentices and Trainees'** operations on the basis of the data collected. Records will be kept of changes made.

## Recognition of Prior Learning (RPL)

V9 08.04.2022

RPL is an assessment process that determines the extent to which an individual has achieved the required learning outcomes, competency, outcomes, or standards for entry to, and/or partial or total completion of a qualification. **Demi Apprentices and Trainees** ensures that an individual's prior learning is recognised, irrespective of how or where the learning has taken place. This includes competencies gained through formal study or informally through work experience, employment and other 'life' experiences. Mention of RPL is in all course information and the learner agreement which is received at/prior to enrolment. **Demi Apprentices and Trainees** trainers will also make clients aware of the RPL policy. This will occur during learner induction/orientation and at various intervals throughout the duration of the course. The RPL process is outlined in the Learner Handbook.

The cost of RPL is based on the needs of the learner and the number of units of competency for which they are seeking recognition. As such the cost will vary from application to application. **Demi Apprentices and Trainees** will calculate the total cost payable for an RPL application and advise the learner before proceeding with the RPL assessment process.

**Demi Apprentices and Trainees** creates an environment where client's prior learning and current skills are recognised. All learners shall have access to and will be offered Recognition of Prior Learning (RPL).

**Demi Apprentices and Trainees** will only offer RPL for unit/s of competency within current qualifications on scope of registration.

**Demi Apprentices and Trainees** staff will provide opportunities for learners to engage in the RPL process and when requested will:

- provide the learner with RPL Candidate Information and Application and Candidate Portfolio Submission Forms
- provide the learner with information about the types of evidence that can be used to support an RPL application. RPL assessment evidence may include, but is not limited to:
  - Resume (outlining specific job positions and how they relate to specific skills requirements)
  - Work samples
  - References
  - Completed performance reviews
  - Performance observation, demonstration, or skills test
  - Portfolio, logbook, task book, job description, projects, or assignments
  - Competency conversation/interview with Assessor
  - Observation by the Assessor

Suggested evidence requirements for each specific unit of competency are listed within the RPL documents.

Once the evidence has been provided **Demi Apprentices and Trainees** will:

- make a prompt decision and notify learners of the outcome of the RPL process
- update the learner's records if RPL is granted
- review the RPL processes and make recommendations for change, if required and implement rectifications.

### User Choice funded learners

\*\* RPL proof of competence may include:

- Documented "*Competency Conversation*" with the student against unit requirements which is signed by the student and the RTO assessor. (Actual questions and responses must be recorded and retained.) **Please note:** *Questions asked by the assessor as well as expected responses should be selected from a benchmark document*

*developed by the SAS to ensure consistency and reliability of the assessment process when used across multiple candidates.*

- *Documented student self-appraisal (signed by the student) demonstrating formal and informal knowledge and skills against tasks relevant to the units making up the qualification*
- Record of previous experience relevant to the intended qualification. Evidence will include but is not limited to a resume or consecutive list of recent employment, which includes dates during which employment occurred; a short description of work undertaken and contact details of employer or supervisor.
- Where applicable and in accordance with the unit of competency requirements, a challenge test/s (including practical and knowledge tests) addressing the elements and performance criteria of the unit and the skills required as a minimum in the relevant industry.
- Where applicable and in accordance with the unit of competency requirements, further evidence to support the decision to grant RPL to the candidate.

## Credit transfer

V5 07.04.2022

Credit Transfer is recognising a previously completed course or national training package qualification with another Registered Training Provider.

**Demi Apprentices and Trainees** is committed to applying credit transfer to qualifications or statements of attainment issued by other Registered Training Organisations.

Credit Transfer is available to all learners enrolling in **Demi Apprentices and Trainees** courses on scope of registration. Where a learner has completed a program of study from another registered training organisation that covers the same (or superseded but equivalent to) unit(s) of competency, the learner may apply to **Demi Apprentices and Trainees** to have these unit(s) of competency recognised towards the same (or equivalent) unit(s) of competency covered in a qualification offered by **Demi Apprentices and Trainees**.

Wherever possible, credit transfer will be applied as soon as possible on/after enrolment.

Results and evidence of credit transfer shall be maintained on the learners file and recorded in the Student Management System as part of data reporting processes and qualification issuance.

There is no cost to the learner for a credit transfer result.

Credit transfer information is provided to the learner via the learner handbook, promotional material or a trainer and assessor at induction.

## Access and Equity

V9 07.04.2022

**Demi Apprentices and Trainees** is firmly committed to achieving best practice in the provision of vocational education and training and acknowledges that this is dependent on non-discriminatory access to services and comparable educational outcomes by all groups in society. **Demi Apprentices and Trainees** is inclusive of all learners regardless of race, impairment, or any other factor and strives to ensure that its decision-making process reflects a commitment to learner access and equity. **Demi Apprentices and Trainees** and its staff will abide by all relevant legislation including the Queensland Human Rights Act 2019.

Learner recruitment and enrolment processes shall be free from discrimination and are based on the qualification/course entry requirements. These processes shall be conducted in an ethical and responsible manner.

All learners/clients have equitable access to training resources, facilities, equipment, support services, information, training and assessment personnel, materials, assessment opportunities, and training opportunities.

**Demi Apprentices and Trainees** will respect a learner's right to privacy, confidentiality and be sensitive to learners needs.

**Demi Apprentices and Trainees** *will implement reasonable adjustments as necessary to ensure delivery and assessment of all programs meet individual learner needs.*

All learners shall have access to, and the achievement of, suitable outcomes in training programs and courses offered by **Demi Apprentices and Trainees**. **Demi Apprentices and Trainees** seeks to create a learning environment where all learners are respected and can develop their full potential. This document clearly sets out the Access and Equity position of **Demi Apprentices and Trainees** and ensures that these principles are incorporated into future planning processes regarding facilities, services, and policies. Learners are made aware of this policy prior to course enrolment which is made available to them within the learner handbook.

The Queensland Human Rights Act 2019 protects 23 human rights. **Demi Apprentices and Trainees** will uphold these rights when making decisions, setting policies and providing services. At all times, **Demi Apprentices and Trainees** will identify and assess the relevant rights to ensure our acts or decisions do not limit or interfere with their rights.

- Right to recognition and equality before the law
- Right to life
- Right to protection from torture and cruel inhuman or degrading treatment
- Right to freedom from forced work
- Right to freedom of movement
- Right to freedom of thought, conscience, religion and belief
- Right to freedom of expression
- Right to peaceful assembly and freedom of association
- Right to take part in public life
- Property rights
- Right to privacy and reputation
- Right to protection of families and children
- Cultural rights – generally
- Cultural rights – Aboriginal peoples and Torres Strait Islander peoples
- Right to liberty and security of person
- Right to humane treatment when deprived of liberty
- Right to fair hearing
- Rights in criminal proceedings
- Rights of children in the criminal process
- Right not to be punished more than once
- Protection from retrospective criminal laws
- Right to education
- Right to health services

**Demi Apprentices and Trainees** is a Registered Training Organisation with responsibility for delivering vocational education and training. **Demi Apprentices and Trainees** collects and stores personal information on our learners and industry clients. **Demi Apprentices and Trainees** complies with the Privacy Act 1988 (Commonwealth). This policy describes how **Demi Apprentices and Trainees** collects, manages, uses, discloses, protects and disposes of personal information in accordance with the Australian Privacy Principles (APP's). This policy extends to all third-party providers engaged with **Demi Apprentices and Trainees** in a third-party arrangement.

**Demi Apprentices and Trainees** understands the importance of maintaining the confidentiality of information provided to us and is firmly committed to protecting the privacy of our learners and clients. We support the National Principles for the Fair Handling of Personal Information embodied in the Privacy Amendment (Private Sector) Act 2000 and the Australian Privacy Principles (APPS) as set out in Schedule 1 of the Commonwealth of Australia Privacy Act 1988. Through this policy **Demi Apprentices and Trainees** seeks to ensure that personal information is handled solely for the purposes for which it was acquired and in ways that are ethical, legal, and secure.

**Demi Apprentices and Trainees** will hold personal information only for the period we are legally required to retain the information.

### Collection

Under the *Data Provision Requirements 2012*, **Demi Apprentices and Trainees** is required to collect personal information about learner and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER). **Demi Apprentices and Trainees/All About Hair & Beauty Training** only collects personal information to properly and efficiently carry out its functions or activities under the National Vocational Education and Training Regulator Act 2011 (NVR Act), or the Freedom of Information Act 1982 (FOI Act), and only when it is reasonably necessary for or directly related to **Demi Apprentices and Trainees** functions.

**Demi Apprentices and Trainees** will only collect personal information by fair and lawful means that is necessary for the functions of **Demi Apprentices and Trainees**.

**Demi Apprentices and Trainees** generally collects personal information about an individual directly from the individual or their authorised representative. The following types of personal information are generally collected, depending on the need for service delivery:

- Contact details;
- Date of birth;
- Unique Student Identifier (USI)
- Employment details;
- Educational background;
- Demographic information;
- Course progress and achievement information; and
- Financial billing information.

The following types of sensitive information may also be collected and held:

- Identity details;
- Disability status & other individual needs;
- Indigenous status; and
- Complaint or issue information.

The **Demi Apprentices and Trainees** enrolment form will gather such information to be used or disclosed by **Demi Apprentices and Trainees** for statistical, regulatory and research purposes. Learners are required to provide consent to such disclosure by signing the declaration contained within the enrolment form.

When collecting personal information, **Demi Apprentices and Trainees** shall take reasonable steps to inform the learner about:

- Our identity and contact details
- The purpose of collection
- The consequences if personal information is not collected
- Their rights to access personal information held by this organisation

In addition to abiding by the Australian Privacy Principles and other relevant legislation, **Demi Apprentices and Trainees** will ensure that the human right of Right to privacy and reputation in accordance with the Queensland Human Rights Act 2019, is adhered to.

### Use and disclosure

**Demi Apprentices and Trainees** uses personal information only for the purposes for which it was provided and for directly related purposes (unless otherwise required by or authorised under law). Generally, the type and purpose for which **Demi Apprentices and Trainees** collects personal information will include, but are not limited to:

- Learner enrolment information
- AVETMISS statistical information records (where appropriate)
- Learner information collected to track progress through each course, subject and class (where applicable)
- Trainer and assessor records about the learner's progress
- Communications with learners that may impact on the outcome of assessments or the learner participation in training or assessment
- Qualifications issued, certificate or statements of attainment.
- Fees and charges applied, refunds given and other financial dealings with learners
- Collected stakeholder feedback, opportunity for improvement, systems inputs, and other feedback on the operation of the organisation

**Demi Apprentices and Trainees** will not disclose an individuals' personal information to another person or organisation, unless:

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

**Demi Apprentices and Trainees** also delivers services through a range of Commonwealth and State Government funding contract agreement arrangements, which also include various information collection and disclosure requirements. Due to these legal requirements, **Demi Apprentices and Trainees** discloses information held on individuals for valid purposes to a range of entities including:

- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- Employer – if you are enrolled in training paid by your employer;
- Commonwealth and State or Territory government departments and authorised agencies;
- National Centre for Vocational Education Research (NCVER);
- Organisations conducting student surveys; and
- Researchers.

Furthermore, personal information disclosed to NCVER may be used or disclosed for the following purposes:

- populating authenticated VET transcripts;
- facilitating statistics and research relating to education, including surveys and data linkage;
- pre-populating RTO student enrolment forms;



- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation

### Data Quality

**Demi Apprentices and Trainees** shall take all reasonable steps to ensure that personal information it collects is accurate, complete and up-to-date at the time of collection and use. These steps include maintaining and updating personal information when advised by individuals that their personal information has changed, and at other times when necessary.

### Data Security

**Demi Apprentices and Trainees** shall take reasonable steps to ensure personal information is safe from misuse, loss, and unauthorised access, alteration or disclosure. Information shall be destroyed or identifiers removed when it is no longer needed for either the primary or approved secondary purpose or the required retention period set by Commonwealth and State legislation.

**Demi Apprentices and Trainees** shall take reasonable steps to ensure the security of physical files, computers, networks and communications are maintained at all times. Only authorised personnel are provided with login information to each computer, with Student Management System and financial system access limited to only those relevant to their specific role. The **Demi Apprentices and Trainees** SMS is hosted externally with robust security. Virus protection, backup procedures are in place.

### Openness

**Demi Apprentices and Trainees** shall make available, on request, our Privacy Policy. We shall also, on request and within reason, inform an individual:

- What type of personal information we collect and hold
- For what purpose
- How it is collected
- How it is used and disclosed

### Privacy Impact Assessment

**Demi Apprentices and Trainees** will conduct a Privacy Impact Assessment (PIA) for all high privacy risk projects. A high privacy risk project is a project that involves or proposes new or changed ways of handling personal information that are likely to have significant impact on the privacy of individuals.

A PIA identifies the potential impact that project might have on privacy and sets out recommendations for managing, minimising or eliminating the impact.

### Access and Correction

Under the Privacy Act, individuals may request access to, or correction of personal information that **Demi Apprentices and Trainees** holds about them.

If an individual considers the personal information that **Demi Apprentices and Trainees** holds about them to be incorrect, incomplete, out of date or misleading, they can request that the information be amended by contacting us. When requesting access to personal information, individuals shall:

- Formally in writing, request to access their personal information
- Provide two (2) acceptable forms to prove their identity
- Advise what format they require the information
- Provide data storage, if necessary
- Pay any reasonable associated fees
- Allow 15 working days for processing (i.e. 3 weeks)

Requests for access to or correction of personal information should be directed to **Demi Apprentices and Trainees**' Privacy Contact Officer, using the contact details set out below.

**Demi Apprentices and Trainees** may choose to charge for access to and copy of personal information. Should fees apply, they shall not be excessive, nor shall they apply to lodging a request.

A number of third parties, other than the individual, may request access to an individual's personal information. Such third parties may include employers, parents, Australian Apprenticeships Centres, Governments (Commonwealth, State or Local), law firms and various other stakeholders.

In all cases where access is requested, **Demi Apprentices and Trainees** will ensure that:

- Parties requesting access to personal information are robustly identified and vetted;
- Where legally possible, the individual to whom the information relates will be contacted to confirm consent (if consent not previously provided for the matter); and
- Only appropriately authorised parties, for valid purposes, will be provided access to the information.

### **Disclosing personal information to other countries**

**Demi Apprentices and Trainees** shall not transfer personal information to a foreign company or organisation unless required to do so under relevant legislation and government directive and with the notification being provided to the individual concerned.

### **Complaints**

If an individual wishes to lodge a complaint about how **Demi Apprentices and Trainees** handles personal information, or if they feel **Demi Apprentices and Trainees** has breached the APPs, they can do so by completing a Complaint form available from **Demi Apprentices and Trainees** administration staff or **Demi Apprentices and Trainees** website.

If an individual is dissatisfied with **Demi Apprentices and Trainees'** response, they may submit their complaint to the OAIC for further investigation.

**Office of the Australian Information Commissioner**  
**GPO Box 5218**  
**SYDNEY NSW 2001**

**1300 363 992**  
[enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)

### **Privacy Contact Officer**

If you have any questions about how **Demi Apprentices and Trainees** collects, holds, uses or disclosed your personal information or about requested for access to or correction of your personal information or lodging a privacy complaint, please contact **Demi Apprentices and Trainees'** Privacy Contact Officer via:

Privacy Contact Officer  
**Demi Apprentices and Trainees**  
9/31-33 Plaza Parade  
MAROOCHYDORE QLD 4558

0733618191  
[admin@demiapprntices.com.au](mailto:admin@demiapprntices.com.au)

## Refunds

V7 08.04.2022

The purpose of this policy is to specify the circumstances under which learners may claim a refund and the associated procedures for handling refunds. **Demi Apprentices and Trainees** has a fair and reasonable refund policy free from bias, dishonesty and injustice and will apply this policy fairly and consistently across all of its learner enrolled in training programs or courses.

### Conditions under which fees or proportion of fees may be refunded

#### Fee for service students

In the event that **Demi Apprentices and Trainees** cancels any course/training program, learners will be entitled to a full refund, or a transfer of funds to another future course.

Once participation in a course/unit has commenced no refund is available to learners who leave before finalising the course/unit/ qualification, unless they can provide a medical certificate or show extreme personal hardship, approved by the CEO of **Demi Apprentices and Trainees**.

In that case, fees may be refunded on a pro-rata basis, minus an administration fee of \$100.00. However, should learners wish to finalise incomplete modules in a future course, the original fee payment can be used as credit towards that course within 6 months of initial payment.

No refund will be made for materials and resources that are considered to be supplied to and/or used by the student.

The maximum time within which a refund can be claimed will be at the sole discretion of the **Demi Apprentices and Trainees** CEO.

If a prospective learner chooses to withdraw or cancel their enrolment from a course prior to commencement then written notification must be received by **Demi Apprentices and Trainees** clearly outlining the reasons for cancellation.

Refunds are given to cancellations made 7 or more working days prior to commencement of training minus an administration fee of \$100.00.

If notified 7 days or less prior to the commencement of the course no refund will be given, unless the prospective learner can provide a medical certificate or show extreme personal hardship, approved by the CEO of **Demi Apprentices and Trainees**. If a refund is approved, an administration fee of \$100.00 will apply.

### Conditions under which training may be terminated:

If regular fee payments are not up to date, **Demi Apprentices and Trainees** has the right to cancel studies unless an application for extension is made in writing and approved by the CEO or Compliance Coordinator.

Not maintaining contact with trainer/assessor without prior written arrangement for more than 6 weeks will be deemed as a withdrawal from the course and no refund will be provided. If a re- enrolment is requested a re-enrolment fee may apply.

### Queensland Government Funded Students

#### User Choice

Should a learner withdraw from a apprenticeship/traineeship a percentage of student contribution fees will be charged for all units where training was commenced but the assessment not completed. A full refund is applicable for any units **not** yet commenced or attended training for.

Refund Formula for student contribution fees:

- Attended training and achieve competency – 0% refund of student contribution fee

- Commenced training did not submit or complete an assessment – 50% refund of student contribution fee paid
- Has not attended commenced unit – 100% refund of student contribution fee paid.

### **Procedures for applying for refunds**

All fee-for-service learner requests for refund must be submitted in writing. Where possible, clients are to complete a 'Request for a Refund Form'. This form is available from the office of **Demi Apprentices and Trainees**. A request for refund may only be submitted by the learner or client who originally paid the course fees. Appropriate supporting documents should be attached to the request, for example, doctor's certificate, police report etc. Requests for refund will normally be considered and processed within a period of 10 working days from receipt of the written request. All refunds will be issued by direct deposit made payable to the same body or person from whom the payment was received.

Applicable Queensland Government funded learners who cancel or withdraw from their program will be identified to receive the appropriate refund.

In the event that a client is unhappy with the outcome of their application for a refund they may lodge a complaint under the **Demi Apprentices and Trainees** Complaints Policy and Procedures.

## Fees in advance

V9 07.04.2022

The purpose of this policy is to specify how learners will be informed about fees, the circumstances under which fees in advance will be collected and the associated procedures for handling such fees.

Prior to enrolment learners will receive notification of:

- a) The total amount of all fees including course fees, administration fees, materials fees, and any other charges,
- b) Payment terms, including the timing and amount of fees to be paid and any non-refundable deposit and administration fees,
- c) Fees and charges for additional services,
- d) Refund Policy.

Completion of an enrolment form by the learner constitutes an agreement to the fees, terms, and conditions of payment.

### Fee-for-Service learners

An initial deposit of up to, but not exceeding \$1,500, will be required on enrolment and before the course commences as specified in the course information package. After the commencement of the course additional fees, for tuition or other services yet to be delivered to a maximum amount of \$1,500, are payable in advance instalments. The balance of the fees will be due prior to commencement of the final assessment and prior to the issuance of a testamur.

It is the learner's responsibility to complete adequate payments in accordance with their payment schedule and training/workbooks will not be made available if payments are not up to date. Payment plans of a minimum \$50.00 per week are available.

If regular payments are not up to date, **Demi Apprentices and Trainees** has the right to suspend or cancel studies unless an application for extension is made in writing.

Should the learner fail to provide evidence of final assessment at due date, the course will be deemed to be complete and the learner marked as Not Competent. Extensions of time may be negotiated with the CEO of **Demi Apprentices and Trainees**.

- Invoice for initial fees must be created and issued on successful enrolment of learner (or as soon as possible thereafter)
  - Compliance Coordinator is responsible for issuing relevant invoices using MYOB
  - Invoices will be issued on enrolment or notification by third party providers
  - Copies of all invoices and relevant payments are maintained in MYOB
- **Demi Apprentices and Trainees** may issue multiple invoices to a Learner over the term of the qualification
- Invoice will clearly outline:
  - the learner name
  - date
  - qualification or specific units of competency
  - per unit cost
  - GST is excluded
  - Total amount of fees

## Queensland Government Funded Programs

### User Choice

Learners enrolling in eligible programs under the Queensland Government User Choice program will be required to make payment of a number of units in advance with advance payments never exceeding \$1500.00 at any one time. Failure of the learner to make payment of these fees may result in services being ceased until suitable payment is made.

- Invoice for initial student contribution fees must be created and issued as soon as possible after successful enrolment of learner
  - Compliance Coordinator is responsible for issuing relevant invoices using MYOB
  - Invoices will be issued on enrolment or notification by training partners
  - Copies of all invoices and relevant payments are maintained in MYOB
- **Demi Apprentices and Trainees** may issue multiple student contribution invoices to the apprentice/trainee over the term of the apprenticeship/traineeship
- Invoice must clearly outline:
  - the apprentice/trainee name
  - date
  - qualification or specific units of competency
  - rate of student contribution fee (\$1.60 as at 01.07.2021)
  - exemptions/concessions if applicable
  - GST is excluded
  - Total amount of student contribution fees
- **Demi Apprentices and Trainees** will apply appropriate exemption rates to student contribution fees (where applicable)

#### Partial exemption to student contribution fees

We will charge 40% of the Student Contribution Fee where the Participant falls into one or more of the following exemption categories:

- The Participant was or will be under 17 at the end of February in the year in which our RTO provides training, and the Participant is not at school and has not completed year 12;
- The Participant holds a health care card or pensioner card issued under Commonwealth law, or is the partner or a dependant of a person who holds a health care card or pensioner concession card, and is named on the card;
- The Participant issues our RTO with an official form under Commonwealth Law confirming that the Participant, his or her partner or the person of whom the Participant is a dependant, is entitled to concessions under a health care card or pensioner concession card; or
- The Participant is an Aboriginal or Torres Strait Islander person. Acceptable evidence is as stated on the Training Contract and RTO Enrolment Form.

#### Full exemption to student contribution fees

Full exemption from the Student Contribution Fee applies to following exemption categories:

- Where payment of the student contribution fee would cause extreme financial hardship, then the SAS may exempt the Participant from these fees.
- Where the Queensland Government advises in writing that the fees are optional
- Where credit transfer/national recognition has been applied to a unit of competency /module
- Where the Participant is a School-based Apprentice or Trainee (SATS)
- Is undertaking a qualification as part of the Skilling Queenslanders for Work's Work Skills Traineeship program
- Where the Participant meets the participant eligibility to receive a government contribution and is eligible either under the Free apprenticeships for **under 21s** initiative or the Free apprenticeships for **under 25s** initiative
- Where the Participant enrolls in a high priority qualification identified by the department for Free apprenticeships on the current User Choice Price List.

**Other fees**

The following fees will apply should a **reprint** of award, results, academic history be required:

- Student Academic History \$25.00
- Student Records \$25.00
- Duplicate Receipts (Enrolment Confirmation) \$25.00
- Replacement Awards \$25.00
- Electronic PDF copies No charge

A request for reprint form must be completed and payment received before any reprint documents are processed.

## Issuing qualifications policy

V8 07.04.2022

The purpose of this policy is to ensure that **Demi Apprentices and Trainees** is compliant with the AQF Qualifications Issuance Policy and the AQF Qualifications Register Policy in the Australian Qualification Framework and the National Skills Standards Council's (NSSC) Application of the AQF Qualifications Issuance Policy within the VET Sector and the VET Quality Framework when issuing qualifications.

**Demi Apprentices and Trainees** has authority to issue VET qualification within their scope of registration.

**Demi Apprentices and Trainees** will ensure that its credentials (Qualifications and Statements of Attainment) abide by the required guidelines as set out in the AQF Qualifications Implementation Handbook (latest edition).

### **Demi Apprentices and Trainees:**

- will issue Qualifications/Statements of Attainment within 30 days of completion or cancellation of the learner's program of study
- will only issue Qualifications/Statements of Attainment to those learners who have a verified USI
  - please refer to USI policy and procedure for further information in relation to verification of USI's
- maintains register of all Qualifications and Statements of Attainments issued to successful learners through an electronic copy of issued qualification or statement of attainment on the **Demi Apprentices and Trainees** restricted drive (and its back up) or student management system
- will use AVETMISS compliant software with Administration responsible for ensuring this data and other information is recorded correctly. The student management system stores learner records including enrolment data, AVETMISS details, unit/s of competency completed
- will retain records of Qualifications and Statements of Attainment issued for a period of 30 years; and
- will provide returns of its client records of Qualifications and Statements of Attainment to its registering body on a regular basis, as determined by the registering body in compliance with the VET Quality Framework.

**Demi Apprentices and Trainees** has not, to date, delivered or assessed any training/courses in a language other than English.



## Work Health and Safety

V7 08.04.2022

**Demi Apprentices and Trainees** acknowledges its obligation under the Work Health and Safety Act (2011) to provide a healthy and safe work environment for its employees, contractors, learners, clients and visitors. **Demi Apprentices and Trainees** will make every reasonable effort to ensure that each person who performs an activity for the purposes of the business is not exposed to risks to their health and safety arising out of the conduct of the business. **Demi Apprentices and Trainees** will endeavour to prevent accidents and protect people from injuries in its workplace.

### Workplace Hazards

**Demi Apprentices and Trainees** will undertake to comply with regulatory requirements regarding workplace hazards and duty of care. It is the responsibility of each staff member to report to any workplace hazards that are discovered or observed. The elimination of hazards in the workplace is a three-stage process:

1. Identify the hazard
2. Evaluate the hazard
3. Implement the appropriate controls

Workplace incidents and accidents should be notified immediately to **Demi Apprentices and Trainees** Management and an Incident/ Accident Report form completed. In the event that an accident or incident occurs, management staff are required to ensure that appropriate assistance is provided and an investigation is carried out after the emergency has passed in an effort to rectify potential future risks.

### First Aid

First aid is provided for initial emergency treatment of injuries or illnesses at work. Each **Demi Apprentices and Trainees** location has first aid kits and where possible qualified first aid officers in charge of them.

### Emergency Evacuation

**Demi Apprentices and Trainees** staff are responsible for the safe evacuation of attending learners in the event of an emergency. Attendance sheets are to be taken to the emergency assembly point so that learners can be accounted for. All staff, visitors, contractors and learners in attendance at the time of any emergency evacuation must follow and abide by the evacuation plan as displayed in various locations throughout the **Demi Apprentices and Trainees** building. **Demi Apprentices and Trainees** staff providing training services at an outside venue, must abide by the emergency evacuation plan/instructions as provided at the venue.

### COVID-19

**Demi Apprentices and Trainees** will ensure the ongoing hygienic and safe workplace and training venue for its staff and learners. Learners and clients visiting the centre are advised to remain at home should they show any signs of illness. Learners who display illness whilst at the training centre will be asked to leave. The Queensland Government Check In Qld QR code p is used at all training centres for contact tracing requirements.

# Bullying/Cyber bullying

V3 07.04.2022

**Demi Apprentices and Trainees** is committed to providing a safe and caring environment and culture for all its learners and staff. This policy will reinforce that no form of bullying is acceptable.

*Bullying is when people repeatedly and intentionally use words or actions against someone or a group of people to cause distress and risk to their wellbeing.* (www.humanrights.gov.au)

*Cyberbullying is bullying that is done through the use of technology.* (www.humanrights.gov.au)

If the definition of bullying or cyberbullying is met this policy and procedure is how **Demi Apprentices and Trainees** will respond.

Throughout this document, reference to bullying shall also refer to cyberbullying

All staff and management of **Demi Apprentices and Trainees** will abide by this policy and follow the procedures below. Staff of **Demi Apprentices and Trainees** will be trained and receive ongoing mentoring in this policy and procedure to ensure that bullying is not tolerated in this organisation. Learners at **Demi Apprentices and Trainees** will be advised of this policy and procedure at induction and will be advised of possible actions taken against them if bullying is proven. Learners who are bullied will be offered ongoing support from this organisation and if required outside agencies will be engaged.

**Demi Apprentices and Trainees** campus has a “no phone” policy and as such all learner mobile phones will be left at reception or at the trainers desk at the start of all classes. If there is an emergency that a learner must be contacted, the school/parents etc can ring the relevant **Demi Apprentices and Trainees** campus and be able to talk to the learner.

Learners have to adhere to learner rights and responsibilities within the “Learner handbook” which is reiterated at induction. The expectation is that learners will not be onlookers or bystanders to any bullying and consider the bullying behaviour from the perspective of the recipient.

If the bullying occurs on an **Demi Apprentices and Trainees** campus, management of **Demi Apprentices and Trainees** will advise the school/employer of outcomes of any formal complaints and what support and structures they have implemented.

If the bullying occurs outside the jurisdiction of **Demi Apprentices and Trainees**, management of **Demi Apprentices and Trainees** will ask the school/employer to advise the outcomes of any formal complaints and what support and structures they have implemented if the perpetrator is a pupil at the same school/employer. **Demi Apprentices and Trainees** will follow any structure and support mechanisms in place.

If a learner makes a complaint that they have been bullied by someone attending a **Demi Apprentices and Trainees** campus, or the learner is being bullied and asks for your help these steps are followed.

## Step 1

The learner is offered immediate support and removed from their class if the perpetrator(s) are in that class. Provide a safe, quiet space to talk and to:

- Reassure the learner that you will listen to them
- Let them share their experience and feelings without interruption
- If you hold immediate concerns for the learner’s safety, let the learner know how you will address these. Immediate in this circumstance is where the staff member believes the learner is likely to experience harm (from others or self) within the next 24 hours

## Step 2

The learner is asked if they wish to formalise the allegation and evidence is asked for in the form of screen shots of the messages, messages forward to **Demi Apprentices and Trainees** phone /text or email.

- Ask the learner for examples they have of the alleged bullying (e.g. handwritten notes or screenshots)

- Write a record of your communication with the learner
- Check back with the learner to ensure you have the facts correct
- Notify parent/s that the issue of concern is being investigated

### **Step 3**

Gather additional information from other learners, staff or family

- Review any previous reports or records for learners involved
- Make sure you can answer who, what, where, when and how

### **Step 4**

Complete all actions agreed with learner and parent within agreed timeframes

- Monitor the learner and check in regularly on their wellbeing
- Seek assistance from learner support network if needed

### **Step 5**

All learners will be readvised of the policy of zero tolerance of bullying/cyberbullying and the consequences.

### **Step 6**

**Demi Apprentices and Trainees** will participate in any formal (or otherwise) investigation conducted by a school/employer. If the learner does not attend a school but the definition of cyberbullying is met, **Demi Apprentices and Trainees** will investigate, following this procedure.

### **Step 7**

If investigations lead to outside agencies being used all parties will be advised. **Demi Apprentices and Trainees** will adhere to any findings from outside agencies

## Learner Attendance

V4 07.04.2022

**Demi Apprentices and Trainees** recognises that learners are most likely to be successful when they fully participate in their training program. **Demi Apprentices and Trainees** wants this outcome for all its learners and will do everything reasonably possible to engage and encourage learner participation.

This policy applies to all enrolled learners of **Demi Apprentices & Trainees**.

**Demi Apprentices and Trainees** will record and monitor learner attendance in enrolled qualifications.

Learners are required to make contact (phone or email) with **Demi Apprentices and Trainees** or its third-party organisation where they are not attending for the day.

Where applicable, **Demi Apprentices and Trainees** classroom delivery terms are in line with Queensland school terms. Set dates shall be scheduled at commencement of each new program.

Classroom training conducted by **Demi Apprentices and Trainees** trainers/assessors – School learners (including boarders/ international students)

- On a daily basis, learners must sign in and record time on attendance sheet on arrival to training program/lesson
- On a daily basis, learners must sign out and record time on attendance sheet on departure from training program /lesson
- **Demi Apprentices and Trainees** trainer/assessor will report learner attendance to relevant school contact each day, bringing attention to learners who have not attended
- Where a school learner is away for two lessons, school is contacted to bring this issue to their **urgent** attention and follow up
- Where contact has **not** been received from a learner who has been absent for two consecutive lessons, **Demi Apprentices and Trainees** will make contact to ascertain their reason for absence and requirement to make up for missed days/lesson work
- **Demi Apprentices and Trainees** will issue an attendance email to learners identified as being absent more than two lessons in a term. This email will outline their responsibility for attendance and requirements for successful completion of training program
- Absence for more than two lessons per term is deemed unacceptable and must be addressed with the learner, school and parent
- Attendance information must be included in end of term reports
- As listed in the **Demi Apprentices and Trainees** refund policy, absence/non-contact for six weeks will deem the enrolment withdrawn

Classroom/bootcamp training conducted by **Demi Apprentices and Trainees** trainers/assessors – Non-school learners

- On a daily basis, learners must sign in and record time on attendance sheet on arrival to training program/lesson
- On a daily basis, learners must sign out and record time on attendance sheet on departure from training program/lesson
- Where relevant, **Demi Apprentices and Trainees** will report attendance to Job Network providers or employer
- Where relevant, if a learner is away for two lessons, Job Network provider or employer is contacted to bring this issue to their **urgent** attention and follow up
- Where contact has **not** been received from a learner who has been absent for two consecutive lessons, **Demi Apprentices and Trainees** will make contact to ascertain their reason for absence and requirement to make up for missed days/lesson work
- **Demi Apprentices and Trainees** administration will issue an attendance email to learners identified as being absent more than two lessons in a term. This email will outline their responsibility for attendance and requirements for successful completion of training program
- Absence for more than two lessons per term is deemed unacceptable and must be addressed with the learner, Job Network/Employer and parent (if applicable)
- As listed in the **Demi Apprentices and Trainees** refund policy, absence/non-contact for six weeks will deem the enrolment withdrawn

Work-based training conducted by **Demi Apprentices and Trainees** trainers/assessors – all apprentices

- On each visit to apprentice workplace, trainer must complete and have signed by apprentice and supervisor/employer representative, a Student Contact Record
- All sections of the form must be completed
- Where relevant, **Demi Apprentices and Trainees** will report visit concerns to employer
- Where relevant, if apprentice has not completed required work since previous workplace visit, the trainer is to bring this issue to the **urgent** attention of the apprentice's supervisor/employer

Classroom training conducted by Third party organisation trainers/assessors – School learners

- On a daily basis, learners must sign in and record time on **Demi Apprentices and Trainees** attendance sheet on arrival to training lesson
- On a daily basis, learners must sign out and record time on **Demi Apprentices and Trainees** attendance sheet on departure from training lesson
- Third party organisation trainer/assessor to maintain attendance sheet in safe location until end of Term
- Third party organisation trainer/assessor is responsible to advise relevant contact within school of learner attendance issues
- Third party organisation will issue an attendance email to learners identified as being absent more than two lessons in a term. This email will outline their responsibility for attendance and requirements for successful completion of training program
- Absence for more than two lessons per term is deemed unacceptable and must be addressed with the learner, school and parent

Classroom training conducted by Third party organisation trainers/assessors – non-school learners

- On a daily basis, learners must sign in and record time on **Demi Apprentices and Trainees** attendance sheet on arrival to training lesson
- On a daily basis, learners must sign out and record time on **Demi Apprentices and Trainees** attendance sheet on departure from training lesson
- Third party organisation trainer/assessor to maintain attendance sheet in safe location until end of Term
- Third party organisation trainer/assessor is responsible to advise relevant Job Network/Employer of learner attendance issues
- Third party organisation will issue an attendance email to learners identified as being absent more than two lessons in a term. This email will outline their responsibility for attendance and requirements for successful completion of training program
- Absence for more than two lessons per term is deemed unacceptable and must be addressed with the learner, Job Network/Employer and parent (if applicable)

## Glossary/Definitions

### **ASQA - Australia Quality Skills Authority**

ASQA's functions include:

- registering training providers as 'registered training organisations' (RTOs)
- accrediting vocational education and training (VET) courses
- ensuring that organisations comply with the conditions and standards for registration, including by carrying out compliance audits

### **Australian Apprenticeship Support Network**

Australian Apprenticeship Support Network providers will provide advice and support services to the needs of employers and apprentices throughout the apprenticeship lifecycle from pre-commencement to completion

### **AVETMISS – Australian Vocational Education and Training Management Information Statistical Standard**

The agreed national data standard for the collection, analysis and reporting of vocational education and training information in Australia. The Standard consists of three parts, the AVETMIS Standard for VET Providers, the AVETMIS Standard for Australian Apprenticeships and the AVETMIS Standard for Financial Data.

### **Bullying**

Unwelcome and offensive behaviour that intimidates, humiliates and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insults, spreading false or malicious rumours about someone, isolating or ignoring a person, putting people under unnecessary pressure with overwork or impossible deadlines, and sabotaging someone's work or their ability to do their job by not providing them with vital information and resources.

### **Classrooms**

Rooms either owned or hired by *Demi Apprentices & Trainees* for training purposes

### **Competency**

The consistent application of knowledge and skill to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments.

### **Confidentiality**

Information kept in trust and divulged only to those who need to know.

### **Credit Transfer**

The granting of status or credit by an institution or training organisation to Learners for modules (subjects) or units of competency completed at the same or another institution or training organisation.

**Discrimination** - treating someone unfairly or unequally simply because they belong to a group or category of people. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender history, impairment, age or sexual orientation. Victimisation is also treated as another ground of discrimination.

## **Employability Skills**

The skills which enable people to gain, keep and progress within employment, including skills in the clusters of work readiness and work habits, interpersonal skills and learning, thinking and adaptability skills.

## **Fee for Service training**

Training for which most or all of the cost is borne by the Learner or a person or organisation on behalf of the Learner

## **Foundation Skills**

Foundation Skills are the underpinning communication skills required for participation in the workplace, the community and in adult education and training.

## **Harassment**

Any unwelcome and uninvited comment or action that results in a person being intimidated, offended, humiliated or embarrassed. Equal opportunity laws prohibit harassment on the grounds of sex and race.

## **NRT – Nationally Recognised Training**

An accredited program of study that leads to vocational qualifications and credentials that are recognised across Australia. Only registered training organisations that meet government quality standards such as private providers, TAFE and vocational divisions of universities can provide nationally recognised training. It includes accredited courses and endorsed training package qualifications.

## **Personnel**

All employees either full-time, part-time or contract of Demi Apprentices & Trainees

## **Prerequisite**

In vocational education and training, a requirement for admission to a particular course or module (unit of competency), e.g. satisfactory completion of a specific subject or course, at least five years in the workforce etc.

## **Racial Harassment**

Any occurrence of a person being threatened, abused, insulted or taunted in relation to their race, descent or nationality, colour, language or ethnic origin, or a racial characteristic. It may include derogatory remarks, innuendo and slur, intolerance, mimicry or mockery, displays of material prejudicial to a particular race, racial jokes, allocating least favourable jobs or singling out for unfair treatment.

## **RPL – Recognition of prior learning**

An assessment process that assesses the competency of an individual that may have been acquired through formal, non-formal and informal learning to determine the extent to which that individual meets the requirements specified in the training package or VET accredited courses.

## **RTO – Registered Training Organisation**

Training providers registered by the Australian Skills Quality Authority (ASQA), or a state registering and accrediting body, to deliver training and/or conduct assessments and issue nationally recognised qualifications in accordance with the Australian Quality Training Framework (AQTF) or the VET Quality Framework (VQF). RTOs include TAFE colleges and institutes, adult and community education providers, private providers, community organisations, schools, higher education institutions, commercial and enterprise training providers, industry bodies and other organisations meeting the registration requirements. Change Safety and Training Pty Ltd, RTO 32466, currently trades as **Demi Apprentices & Trainees**.

## Skills Assure Supplier

The Skill Assure supplier (SAS) system provides a central register of pre-approved registered training organisations (RTOs) for the delivery of training and assessment services subsidised by the Queensland Department of Employment, Small Business and Training.

## Superseded Training Package/Transition

Training packages are monitored and revised as the need arises. A review may lead to a qualification or unit of competency being superseded by:

- a new version of the qualification or unit of competency, or
- the endorsement of a new qualification or unit of competency altogether

Learners are entitled to graduate with a qualification that most closely represents the current skill needs of industry. A qualification being superseded or discontinued is a clear indication that industry needs have changed to the extent that the previous qualification is no longer suitable.

The Standards for Registered Training Organisations (RTOs) 2015 require providers to manage their scope of registration to ensure that all Learners enrolled in a superseded training product are transferred to a current training product within one year of the replacement being published. This ensures that wherever possible, Learners undertake the current qualification so their future career pathways or opportunities for employment are not adversely affected.

**Sexual Harassment** - any verbal or physical sexual conduct that is unwelcome and uninvited. It may include kissing, embracing, patting, pinching, touching, leering or gestures, questions about a person's private or sexual life, requests for sexual favours, smutty jokes, phone calls, emails, facsimiles or messages, offensive noises or displays of sexually graphic or suggestive material.

**Victimisation** - any unfavourable treatment of a person as a result of their involvement in an equal opportunity complaint. Unfavourable treatment could include: adverse changes to the work environment; denial of access to resources or work.

## Training Contract

A legally binding agreement between an apprentice or trainee and an employer which defines the rights and responsibilities of each party. These include the employer guaranteeing to train the apprentice or trainee in the agreed occupation or training area, and to allow time off work to attend any required off-the-job training; and the apprentice or trainee agreeing to learn all aspects of the occupation or training area, and to work for the employer for a specific period.

## Training Plan

A documented program of training and assessment required for an apprenticeship/traineeship training contract. It is developed by a registered training organisation in consultation with the parties to the contract as the basis for training and assessing a person undertaking an apprenticeship or traineeship

**Training Records** - all types of documentation and information relating to training and assessment activities including but not limited to:

- commencement and completion dates for individuals of all competency units,
- individual learner assessment information for each unit of competency,
- information on awards issued (award, date, certificate number),
- individual learner participation data (assignments/assessments where practicable, attendance),
- documentation / records of complaints, appeals,
- recognition (RPL/RCC) process documents (application and results)



### **User Choice**

A national policy governing the flow of public funds to registered training organisations selected by employers to deliver the off-the-job training components of apprenticeships and traineeships. Its purpose is to make vocational education and training more responsive to the needs of industry and employers.

### **VET – Vocational Education and Training**

Vocational Education and Training offers education and training in various levels of qualifications (excluding degree and higher-level programs) delivered by further education institutions, which provides people with occupational or work-related knowledge and skills.

### **VET Quality Framework**

VET Quality Framework comprises the following:

- The Standards for Registered Training Organisations (RTOs) 2015
- The Australian Qualifications Framework
- The Fit and Proper Person Requirements
- The Financial Viability Risk Assessment Requirements
- The Data Provision Requirements

