

Upskills
QLD

People Focused
Training



**STUDENT
INFORMATION
BOOKLET**

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Welcome

The staff at Upskills Qld welcomes you to their National VET Regulated, Registered Training Organisation (NVR R.T.O - 40840) and training facilities. We hope you enjoy your learning experience with us as you undertake your chosen course.

Upskills Qld aims to provide training of the highest quality to meet our client's specific needs. We achieve this through our focus on continual improvement of our course delivery and assessment strategies.

Our courses are aimed at improving student skills rather than providing employment opportunity skills development.

It is envisaged that this will continue to be the nature of our work.

Students rights and obligations

Conditions of Training

- Specific classes may have certain prerequisites and the students may be asked to provide proof that they hold prerequisites for a certain course prior to commencement.
- Proof of identity & qualifications will be required via presentation of the student's original documents where necessary.
- Students participating in courses involving physical activity, practical demonstrations etc, do so at their own risk.
- Courses with minimum enrolments may be canceled or rescheduled. **Upskills Qld** reserves the right to decline admission to a course and/or to terminate a student's enrolment in a course.
- **Upskills Qld** reserves the right to change the Trainer/Assessor at any time without notice to course students.
- **Upskills Qld** requires you to wear appropriate P.P.E. clothing and footwear such as covered-in shoes etc.

Confidentiality

- **Upskills Qld** takes its obligations under the Privacy Act very seriously and will take all reasonable steps in order to comply with the Act to protect the privacy of the personal information held. Personal information of students will be kept confidential and will only be used for the purpose to which the information is deemed relevant.
- When a third party, e.g. an employer, requests information about the student, that person will be contacted and his/her permission will be required in writing and must be signed by the individual before that information is released.

Safe Working Environment

- **Upskills Qld** aims to ensure the health, safety and welfare of all its employees and others who enter its work premises and training venues. Students must also be aware of their duty to take reasonable care of the health and safety of others.
- This includes no smoking inside buildings. Smoking is strictly forbidden inside any **Upskills Qld** buildings or vehicle. This includes the forecourt or front area of the complex. A designated smoking area has been set aside at the rear of the complex. All cigarette butts must be placed in bins provided.
- Students must comply with general workplace health & safety rules, EEO, Work Cover and general practices/directives of **Upskills Qld**

Legislation

Upskills Qld complies with the Vocational Education Training and Employment Act of 2000 and other relevant State or Territory laws including Commonwealth or State/Territory legislation on:

- Occupational health and safety;
- Workplace harassment, victimisation and bullying;
- Anti-discrimination, including equal opportunity, racial vilification, disability discrimination and;
- Apprenticeships and Students

Course Fees/Payments

All courses fees are paid by:

- Credit card
- Direct deposit
- Cash/Eftpos
- Purchase Order

If payment cannot be made please contact the office for a payment alternative method and Ph: **07 3142 4521** or email: trainingcoord@upskillsqld.com.au

For print and re issue fee for original card **\$25.00** or qualification is **\$25.00**. **No other cost applies.**

If found **Not Competent** in the course a grace period of **1 month** applies subject to specific course availability and relevant course cost. Students may be charged additional document & manual fees.

Contact the office for further clarification.

All course fees include material and administration fees. **“No additional fees or charges apply for any additional services.”**

Cancellation/Refunds Policy

Should Upskills Qld need to **cancel/reschedule** any course, students/companies are entitled to their **100%** deposit being fully refunded or transferred to a future course. Ideally, **48 hours** notice will be given to students/companies however in cases where this is not achievable as much notice as possible will be given.

- A 100% fee will be incurred to a student/company if notice of non-attendance is not received via email or phone call at all by the beginning of the course.
- Tailor-made Company bookings and all non-Brisbane based bookings will attract a 50% cancellation fee if a course is canceled or postponed within 48 hours of commencement and 100% fee if less than 24 hours is given.
- Upskills Qld will on cost to clients all flights & accommodation organised for courses when the course is canceled or postponed for any reason. eg weather
- Failure to supply all pre-requisite documentation for a course will result in the course qualification being held over until such times as these are provided.
- No refund is available to students who leave before finalizing the course/competency/module unless they can provide a medical certificate or show extreme personal hardship. In that case, the student/company may reschedule within one month of the course date.
- No refunds will be given if the student fails a course.
- If a student withdrawals from a course without giving written notice in advance to Upskills Qld this will result in an automatic forfeiture of all fees paid to date.

Results Issued & Certification Issuance

After completion of a course and the Trainer/Assessor has assessed you as competent you will receive a nationally recognised qualification and card where applicable.

Results Issued

- **C**- Competent
- **NC** – Not competent
- All Certificates of Completion, Statement of Attainments and ID cards obtained by successfully completing a course will be available within **30 days** of course completion.

Recognising Other Qualifications

Upskills Qld accepts and recognises other qualifications.

Under the requirement for mutual recognition, **Upskills Qld** recognizes “Statements of Attainment” and “Certificates” issued by other NVR R.T.O.’s within Australia.

Support Services

- | | |
|--------------------------------------|--------------|
| ● Criminal Justice Commission | 1800 061 611 |
| ● Disputes Resolution Centre | 1800 817 927 |
| ● Freedom of Information | 1800 809 078 |
| ● Health Rights Commission | 1800 077 308 |
| ● Ombudsman (QLD). | 1800 362 072 |
| ● Ombudsman (Commonwealth). | 1300 130 670 |
| ● QLD Anti-Discrimination Commission | 1300 130 670 |
| ● Legal Aid QLD | 1300 651 188 |
| ● Employment Services | 132850 |
| ● Lifeline | 131114 |

Student Counseling

Should the need arise, students are counseled by staff initially and then referred to a Client Company appropriate person for further counseling, i.e. Company Management.

Special Learning Needs

Please make the administration staff aware of any special learning needs at the time of booking or booking in if possible. All students will be assisted if special learning needs are identified by the Trainer/Assessor or a third party.

Language, Literacy and Numeracy

Upskills Qld will not discriminate against students who may have LL&N needs and allowable adjustments may be made to delivery and assessment in line with the individual requirements. Please discuss with your Trainer/Assessor. Students who require LNN support will be directed to the reading writing hotline on 1300 655506.

R.P.L Recognised prior learning/C.T. – Credit transfer

Recognition of prior learning shall be available to all potential course students and shall be fair to all persons involved. **Upskills Qld** assesses applications for recognised prior learning on the basis of validity, reliability, flexibility and fairness. All assessment of RPL is carried out against the competencies.

Upskills Qld also will apply a direct credit transfer to a course where the qualification has been viewed and witnessed by Administration – a copy may also be required for student file for future reference. This may result in a discount depending on course enrolment.

Student Records

It is the policy of **Upskills Qld** that all student records to be dealt with strict confidentiality and available upon request.

Appeals/Complaints

If you have a complaint, query or concern, please speak to your Trainer/Assessor and/or management so something can be done to help you. Our complaints and appeals process, suggest steps you can take if a problem needs to be addressed.

Upskills “**Customer Feedback**” is available on all course pages of our Website, <https://upskillsqld.com.au/>.

What you can do:

- Approach a Trainer/Assessor for advice and/or support for strategies to resolve the issue.
- Approach Administration and gain the appropriate student complaints & Appeals form
- Complete the complaint/appeals form and either submit, email, post or hand to **Upskills Qld** for review
- The student complaint & appeals form (located on our website) will be processed within **14 days** of receipt of form
- **A written response will be sent once both parties have reached a mutual agreement**

Student Feedback

Upskills Qld recognizes that feedback from students/companies is essential for growth, development of services and continuous improvement.

Upskills “**Customer Feedback**” is available on all course pages of our Website, <https://upskillsqld.com.au/>. This will enable us to deliver comprehensive and quality training for you and all future students/companies.

Privacy Policy

This privacy policy ensures that **Upskills Qld** meets its obligations under the RTO Standards. **Upskills Qld** ensures compliance with Commonwealth, state/territory legislation and regulatory requirements relevant to its operations is integrated into its policies and procedures and that compliance is maintained.

Upskills Qld recognises the importance of protecting personal information, which it may be required to collect from individuals who become associated with its business. In collecting personal information **Upskills Qld** will comply with the privacy requirements and the information privacy principles set out in the Information Privacy Act 2009.

Personal Information

Personal information means information relating to an individual, including an opinion, which may be provided to **Upskills Qld** as part of its business requirements either in material form or not, and whether true or not. Such information may personally identify an individual or make the person's identity reasonably apparent.

Sensitive Information

Sensitive Information means information or an opinion about an individual's racial or ethnic origin, political opinions, membership of a political association, religious beliefs, philosophical beliefs, membership of a professional or trade association, membership of a trade union, sexual practices, criminal record or health information.

Upskills Qld takes its obligations under the Privacy Act seriously, and as such, will take all reasonable steps in order to comply with the Act and protect the privacy of personal information that it holds.

Collection and Use of Information

Upskills Qld may require the collection of personal information from individuals to enable it to provide its products and services or for the purposes of employment. The reasons for the collection of personal information include, but are not limited to:

- Enrolment and participation in a course of study
- Application for Commonwealth assistance
- International student visa requirements
- Taxation
- Superannuation
- Other legal requirements

Upskills Qld may collect and hold personal information, such as, but not limited to, names of individuals, addresses, telephone numbers, facsimile numbers, e-mail addresses, titles, professional affiliations and academic records. These details are collected for the purpose of **Upskills Qld** providing services to customers and clients, and the selling and marketing of our products and extended range of services.

Where possible, **Upskills Qld** will collect the information directly from the individual.

Upskills Qld acknowledges that there is no obligation for an individual to provide it with personal information. However, if an individual chooses not to provide **Upskills Qld** with personal details, it may not be able to provide the individual with a full range of services.

Disclosure of personal information

Personal information about students studying with **Upskills Qld** may be shared with the Australian and State Government and designated authorities as required. This information includes personal and contact details, course enrolment details and changes, and the circumstance of any suspected breach of a student visa condition.

Upskills Qld will not disclose an individual's 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 to the disclosure;
- **Upskills Qld** 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; or
- 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.

Where personal information is disclosed for the purposes of enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the purpose of the protection of the public revenue, **Upskills Qld** shall include in the record containing that information a note of the disclosure.

Any person or organisation to whom personal information is disclosed as described in this procedure will be required to not use or disclose the information for a purpose other than the purpose for which the information was supplied to them.

In the event that sensitive information is collected by **Upskills Qld**, it will not be used for any purpose without the express permission of the individual or as required by law.

Commonwealth assistance

Personal information may also be collected to assess an individual's entitlement to Commonwealth assistance under the Higher Education Support Act 2003 and to allocate a Commonwealth Higher Education Student Support Number (CHESSN). **Upskills Qld** will disclose this information to the Department of Education, Employment and Workplace Relations (DEEWR) for these purposes. DEEWR will store the information securely in the VET FEE-HELP IT System (VITS). DEEWR may disclose information to the Australian Taxation Office. Personal information gathered for these purposes will not otherwise be disclosed without the individual's consent unless required or authorised by law.

Storage, Access and Retention of Personal Information

Upskills Qld will take all reasonable steps to protect the security of the personal information that it holds. This includes appropriate measures to protect electronic materials and materials stored and generated in hard copy.

Upskills Qld will store securely all records containing personal information and take all reasonable security measures to protect personal information collected from unauthorised access, misuse or disclosure.

Upskills Qld will take all reasonable steps to ensure that any personal information collected is relevant to the purpose for which it was collected, is up to date and complete.

Upskills Qld will make available for inspection all personal information that it holds in relation to an individual upon written request. There is no charge for an individual to access personal information that **Upskills Qld** holds about them; however we may charge a fee to make a copy. Individuals will be advised of how they may access or obtain a copy of their personal information and any applicable fees within 10 days of receiving their written request.

Summary

Upskills Qld aims to provide training of the highest quality to meet our client's specific needs. We hope that your experience with our company lives up to your expectations.

Office and Training Locations

RTO Coord: Miss Rusty Free
Email: rtocoord@upskillsqld.com.au
Office: (07) 3142 4521
Fax: (07) 3496 2386
Address: Unit 2 180 Anzac Ave, Kippa Ring, QLD 4019

Training Coordinator: Miss Sam Kenn
Email: trainingcoord@upskillsqld.com.au

Map Location

