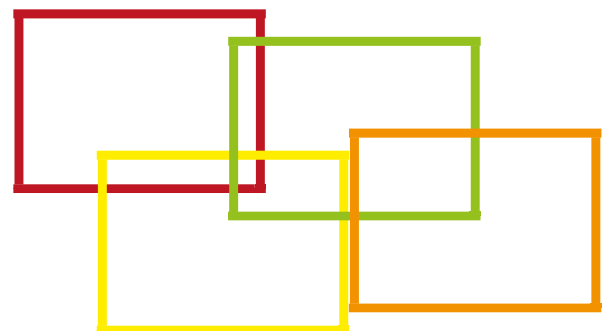
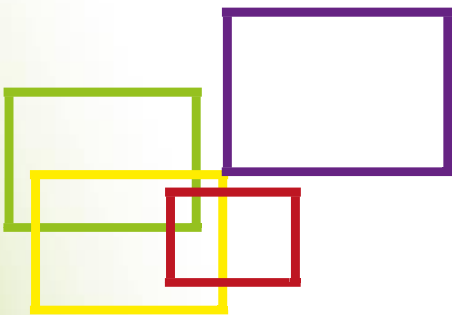




# VOCATIONAL EDUCATION and TRAINING STUDENT HANDBOOK



**RTO Code: 32454**

**ABN: 28 142 912 614**

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## **WELCOME**

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Welcome to UQ College, a company wholly owned by The University of Queensland. We trust you will enjoy learning with us, developing new skills and knowledge.

This student information handbook is designed to introduce you to UQ College, Vocational Education and Training information, our programs, and to give you information prior to your enrolment. UQ College, as a Registered Training Organisation, has responsibilities related to the standard of units, their delivery and assessment. In addition to this, UQ College also has responsibilities that relate to the welfare of its students. Likewise, students have responsibilities for the UQ College environs, their fellow students, and the staff of the College. If everyone does their part, this will ensure each member of the College community has the opportunity to achieve their goals and perform to the best of their ability.

Your UQ College teaching staff are eager to make your student experience a positive and beneficial one.

For any administrative matter please contact [info@uqcollege.edu.au](mailto:info@uqcollege.edu.au)

We look forward to assisting you to reach your goals.



Julian Wilson  
UQ College CEO  
[julian.wilson@uqcollege.edu.au](mailto:julian.wilson@uqcollege.edu.au)

*UQ College commits to providing relevant, accurate and current information in this Handbook, in the Program Guide, and on the UQ College website to assist potential students in making an informed decision about their study needs.*

## VET INFORMATION

### *WHAT IS VET*

---

VET refers to Vocational Education and Training (VET) programs offered by Registered Training Organisations (RTOs).

### *HOW DOES VET WORK*

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UQ College VET qualifications are made up of Units of Competency or Specialisation Units.

A Unit of Competency/Specialisation Unit is delivered by an RTO at their venue or online.

### *VET GIVES NATIONAL QUALIFICATION AND SKILLS*

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Upon successful completion of a qualification, students are awarded a nationally accredited vocational training Certificate.

Upon successful completion of a Unit, students are awarded a nationally accredited vocational training Statement of Attainment. If all Units within a qualification are completed, the Certificate replaces the Statements of Attainment.

VET qualifications may articulate directly into tertiary study (university).

### *RTO OBLIGATIONS*

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UQ College is committed to meeting the Standards of Registered Training Organisations as determined by the Australian Skills Quality Authority (ASQA).

## ADMISSIONS INFORMATION

### *HOW TO APPLY AND ENROL*

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UQ College provides a fast and effective way of applying and enrolling. It also allows you to make a single payment quickly and easily to your student account.

The Enrolment process for each qualification is explained in detail on our website:

[www.uqcollege.edu.au](http://www.uqcollege.edu.au)

**Course Requirements:** All requirements for acceptance into the Vocational and Education Training units will be specified in the course information on our website.

**Enrolment and Confirmation Communication:**

Email confirmation will be sent to you at each step of the enrolment process. You will be informed as to what documentation is required to complete your enrolment and if the Language, Literacy and Numeracy test is required, you will be provided with test instructions.

Once your payment is received, your enrolment will be processed. Once processed, you will receive a number of emails containing the following important information:

- UQ College Student Number
- UQ College Student Email address
- Office 365 instructions
- UQ IT System User Login
- UQ IT System Login Password

**Course Material:** All required course materials will be specified in the chosen qualification information on our website. You will be advised if these are supplied. If they are not supplied, you will be provided with options to obtain the required material.

### ***UNIQUE STUDENT IDENTIFIER NUMBER (USI)***

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From 1 January 2015 each student will need a Unique Student Identifier (USI) to obtain your certificate or qualification from your registered training organisation, when studying nationally recognised training in Australia.

It is your responsibility to obtain a USI which is free. Instructions on how to apply for a USI can be found at **Appendix 1** in the back of this booklet.

Alternatively you can watch the Student Video provided by the Australian Government at this web page: <http://www.usi.gov.au/students>

If you hold a LUI you are still required to obtain a USI. USI numbers must be provided to UQ College prior to enrolment.

### ***LANGUAGE LITERACY AND NUMERACY TESTING***

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#### **BKSB LLN Testing**



Basic and Key Skills Builder (BKSB) is an online tool that provides us with important information about your current Maths and English skill levels. We want to make sure you have the right skills and support to be successful in your study. All students are required to complete a Language Literacy and Numeracy Test prior to start of study in any UQ College qualification.

Online students are to complete the BKSB test prior to enrolment. Face to Face students may be required to complete the BKSB or an LLN Test on campus prior to enrolment.

### ***ASSUMED KNOWLEDGE***

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It is assumed that students wanting to study Biology, Chemistry, English, or Mathematics will have previously studied to Year 10 or an equivalent level. A Language, Literacy and Numeracy test may be required for specific units and if so, will be undertaken online or at the College as part of the application process. Any requirement is noted under the relevant qualification on our website

#### **Specific Science Courses:**

Students seeking entry into a Biology or Chemistry course are required to have undertaken at least one year of science in their senior high school studies or equivalent. It is a requirement to complete laboratory pracs within each science unit. These laboratory pracs are delivered on the St Lucia Campus.

### ***QTAC APPLICATION***

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If applying to QTAC, it is your responsibility to ensure that you have entered the 10246NAT Certificate IV in University Preparation or the 10765NAT Certificate IV in Adult Tertiary Preparation into your qualification details in your QTAC application prior to start of study. Instructions on how to insert your qualification into your QTAC application can be found at **Appendix 2** in this booklet.

## RECOGNITION OF PRIOR LEARNING (RPL) OR CREDIT TRANSFER

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### Recognition of Prior Learning (RPL)

RPL is a process where a student may be eligible for credit towards units in a qualification if they have already met the learning/competency outcomes through previous learning. RPL recognises skills and knowledge gained by formal and informal training, work experience and or life experience. RPL is a mapping process of a student's current knowledge, skill, and competencies to a unit of competency within the nationally recognised qualification framework: the Australian Qualification Framework (AQF). RPL is to be negotiated with the College prior to commencement of your course.

### Credit Transfer

UQ College accepts and provides credit to learners for units of competency and/or modules (unless licensing or regulatory requirements prevent this) where these are evidenced by AQF certification documentation issued by any other RTO or AQF authorised issuing organisation, or authenticated VET transcripts issued by the Registrar. Contact UQ College to request an Application for Credit Transfer form.

## FEE INFORMATION

### STUDENT FEES AND REFUNDS

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Fee information is detailed on our website under Fees for each qualification. Full payment is required upon successful completion of your enrolment into a unit.

#### Refund Conditions:

- Any request for a refund of fees must be applied for on the UQ College *Application for Refund* form. The Refund Policy and The Refund Form can be found as **Appendix 3 and 4** in this booklet.
- After the refund period has lapsed, and training has commenced in the competency/course, no refund is available to participants who leave before finishing the competency/course unless the student can provide a medical certificate or show extreme personal hardship.
- Should UQ College cancel a course/competency, students will be entitled to a full refund (or pro-rata adjusted refund) or to transfer to another/future course. In this event, students will be given their preferred option.

#### Re-issue of Certificates or Statement of Attainments

- Where a qualification or Statement of Attainment has been misplaced or damaged, a reissue is possible; however, a reissue/administration fee of \$25.00 applies.

## PRIVACY NOTICE

Under the *Data Provision Requirements 2012*, UQ College is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information obtained in the enrolment process), may be used, or disclosed by UQ College for statistical, administrative, regulatory and research purposes. UQ College may disclose your personal information for these purposes to:

1. Commonwealth and State or Territory government departments and authorised agencies; and
2. NCVER.



Personal information that has been disclosed to NCVET may be used or disclosed by NCVET 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.

You may receive a student survey which may be administered by a government department or NCVET employee, agent or third-party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted.

NCVET will collect, hold, use and disclose your personal information in accordance with the *Privacy Act 1988* (Cwlth), the National VET Data Policy and all NCVET policies and protocols (including those published on NCVET's website at [www.ncvet.edu.au](http://www.ncvet.edu.au)).

UQ College retains a record of personal information about all individuals with whom we undertake any form of business activity. UQ College must collect, hold, use and disclose information from our clients and stakeholders for a range of purposes.

As a government registered training organisation, regulated by the Australian Skills Quality Authority, UQ College is required to collect, hold, use and disclose a wide range of personal and sensitive information on Students in nationally recognised training programs. This information requirement is outlined in the *National Vocational Education and Training Regulator Act 2011* and associated legislative instruments.

UQ College must require and confirm identification however in services delivery to individuals for nationally recognised course programs. We are authorised by Australian law to deal only with individuals who have appropriately identified themselves. That is, it is a *Condition of Registration* for all RTOs under the *National Vocational Education and Training Regulator Act 2011* that we identify individuals and their specific individual needs on commencement of services delivery, and collect and disclose Australian Vocational Education and Training Management of Information Statistical Standard (AVETMISS) data on all individuals enrolled in nationally recognised training programs. Other legal requirements, as noted earlier in this policy, also require considerable identification arrangements.

From time to time, we may need to change this Privacy Notice to reflect our changing business practices. We will notify you of any amendments by posting an updated version of our Privacy Policy on the UQ College website.

## **PRIVACY & ACCESSING PERSONAL INFORMATION**

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Your personal information is generally held electronically in a database and in hard copy in your student file. At all times, your personal information is treated as confidential and any sensitive information is treated as highly confidential. Students can access the information contained within their student files upon request through the UQ College, Manager Business Development.

## **UQ COLLEGE CODE OF PRACTICE**

### **Overview**

UQ College's major function is education of its learners. UQ College is committed to the pursuit of excellence in all aspects of teaching and learning, and particularly to the provision of high-quality teaching. In addition to UQ College's role of awarding formal academic qualifications to learners who successfully complete their studies, UQ College seeks to instil in all learners independent scholarly learning, critical judgment, academic integrity, and ethical sensitivity.

In addition,

- Your rights as a consumer are important to us. We market and advertise our training services in an ethical and accurate manner.
- Before you enrol, we will advise you of all fees and charges and material costs
- We guarantee that if for any unforeseen circumstance we cannot fulfil our training obligations to you, you will receive a refund.
- UQ College complies with all Commonwealth & State legislation related to how we operate as a Registered Training Organisation (RTO).
- UQ College is responsible for Training and Assessment and the issuance of qualifications and/or Statements of Attainment.
- We take steps to provide a safe, secure, and healthy learning environment.
- You always have access to your personal information, and we have in place a clear complaints/appeals mechanism that you have access to at any time. A copy of the Complaints Handling Process Policy is included as **Appendix 6** in this booklet.
- Students are informed of their rights, responsibilities, and obligations as a student prior to enrolment.
- All our assessors have current industry skills directly relevant to the training and assessment being provided and current knowledge and skills in vocational training and learning that informs their training and assessment.
- UQ College is committed to continuously improving the services it offers and seeks student feedback through evaluation surveys.
- The services conducted by UQ College will continue to be improved. We will ensure that UQ College complies with the required standards for RTOs by conducting regular internal reviews.
- UQ College will maintain communication with all students in relation to any organisational changes.

## STUDENT RIGHTS AND RESPONSIBILITIES

While undertaking training & assessment at UQ College, students have the right to:

- Confidentiality
- High quality training and assessment
- Be treated fairly
- Be assessed fairly
- Have access to all assessment policies and procedures
- Be free from harassment, discrimination and bullying of any kind
- Be safe and comfortable in the training environment
- Appeal against any assessment decisions
- Be treated with respect by fellow students and staff

Students of UQ College **should**:

- Actively participate in all tasks made available to them.
- Participate in training activities and complete any tasks or workbooks relating to the training unit by the assessment date.
- Complete all assessments.

Students of UQ College **must**:

- Treat all staff, students and the public with respect, fairness and courtesy.
- Update their personal details if required, a student's email and postal address.
- Contribute equally to any group assessment which receives a group mark.

- Use protective equipment where required and follow all Workplace Health and Safety (WHS) instruction.
- Report any work, health, or safety incidents to their teacher/trainer/assessor or a UQ College staff member immediately.

Students of UQ College **must not**:

- Plagiarise, collude, or cheat in any assessment event or examination.  
(Refer p.15 and **Appendix 5** in this booklet for further Plagiarism information)
- Engage in behaviour which may offend, embarrass, threaten, or harm other students, staff or the general public – including SMS messaging or any form of cyber bullying.  
The Student Integrity & Misconduct Policy is available by request from UQ College.
- Illegally copy software
- Install software on UQ computers
- Use offensive language
- Damage UQ property
- Use cameras or recording devices, including mobile phones, without the consent of the person being photographed or recorded.
- Use any social media such as Facebook or Twitter, mobile phone, pages or similar device for personal reasons in class or exams.

## STUDENT SERVICES

### **STUDENT ID CARD**

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As a student of UQ College you are entitled to a Student ID Card which enables you to borrow books from the University of Queensland Library. For information on how to obtain your ID Card call UQ College on 3346 8222 or [info@uqcollege.edu.au](mailto:info@uqcollege.edu.au) for instructions.

### **STUDENT LEARNING CENTRE**

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The College has sponsored the Student Learning Centre in Building 82M at St Lucia campus. This centre can be used as an individual/group study area, a place to chill out, watch a little TV or heat up your lunch/dinner.

### **LIBRARY**

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Once you obtain your Student ID Card, you will have access to a range of online and hard copy resources at our libraries located at St Lucia Campus.

## STUDENT SUPPORT

### **COMMITMENT TO ACCESS AND EQUITY**

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UQ College will meet the needs of individuals, and the community through the integration of access and equity guidelines.

UQ College is committed to access and equity principles and implementing fair and appropriate allocation of resources and the right to equality of opportunity without discrimination.

UQ College provides access for all people to appropriate, quality vocational education and training programs and services.

## ***LEARNING ASSISTANCE***

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Learning Assistance helps students understand the expectations and demands of the educational system, and to develop appropriate approaches to meet these demands. Students requiring learning support should contact UQ College VET Coordinator on 3346 1018 prior to start of study.

## ***STUDENT COUNSELLING***

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Recommencing study can be an exciting and rewarding time. It can also be a time of change and stress, which may lead to a range of difficulties that can affect your life and studies. If you are experiencing difficulties your first point of contact is the UQ College VET Coordinator on 3346 1018.

## ***DISABILITY AND SPECIAL ASSISTANCE SUPPORT***

---

Disability support is available, including locating and organising equipment.

Students who consider that they have a disability or medical condition that may require special arrangements or assistance should disclose this to UQ College on the enrolment form.

Disclosure of this information is not compulsory, but it will ensure that UQ College staff can make the most appropriate arrangements to assist self-identified students to achieve their goal to successfully complete their training. All information will be treated in the strictest confidence and in accordance with the Information Privacy Act.

## ***SEXUAL HARASSMENT***

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It is the policy of UQ College to provide an environment free of sexual harassment and to uphold laws pertaining to sexual harassment: Sex Discrimination Act (1984). All students are expected to comply with this policy. For the purpose of implementing this policy, the following definition of sexual harassment applies:

Sexual harassment includes the following behaviours –

- Making unwelcomed sexual advances.
- Making any request for sexual favours.
- Making remarks or aspersions of a sexual nature relating to the other person; and
- Subjecting another person to unwelcomed conduct of a sexual nature, including through conversation, action, or the display of material the other person may find sexually offensive.

## ***WORKPLACE HEALTH AND SAFETY***

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UQ College is committed to providing a safe, healthy, and productive working environment for all who work and study on campus or have the potential to be affected by our activities.

Workplace Health and Safety (WHS) is about managing hazards in the workplace so that the risk of injury is reasonably minimised, if not eliminated altogether.

Student must take reasonable care of their own health and safety at work or on campus and avoid harming the health and safety of other people. There are requirements under the Workplace Health and Safety Act 2011 (QLD) for all persons to meet this responsibility.

Students must abide by safe working practices and comply with all health and safety procedures.

## **PERSONAL SECURITY ON CAMPUS**

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UQ College is concerned about your personal safety when attending classes on campus. The following safety measures have been introduced by UQ.

- You can contact UQ Security and book or ask for an escort to your car at night
- A free [after-hours safety bus](#) runs after 6pm around the St. Lucia Campus
- [Emergency call points](#) are located around the campus
- CCTV cameras located around the campus are monitored 24 hours a day, 7 days a week

## **LABORATORY WORK**

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Chemistry and Biology students will be required to conduct laboratory work. This will normally be held at The University of Queensland, St Lucia campus premises but other arrangement may be considered for students with geographical restrictions.

## **BIOLOGY FIELD TRIP PERMISSION FOR UNDER 18'S**

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There may be a requirement within the 10246NAT Certificate IV in University Preparation and 10765NAT Certificate IV in Adult Tertiary Preparation Biology course to complete a field trip. Any student Under 18 years of age is required to have a signed **Under 18 Biology Trip Permission Form** completed prior to start of study. If a field trip is required, all Under 18 applicants will be emailed a Biology under 18 Permission Field Trip form once enrolled.

## **CHANGE OF ENROLMENT AND WITHDRAWAL**

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If a student wishes to change their enrolment to another course delivered concurrently by UQ College, and where the student satisfies the pre-requisites and/or selection requirements for the course, the fees paid can be transferable to the new course.

Completion of the VET Change of Enrolment or Withdrawal from Course form is required for consideration to change student enrolment or withdraw from a Unit or Qualification. This form is available by emailing [info@uqcollege.edu.au](mailto:info@uqcollege.edu.au). If consideration for a refund of fees is desired at Withdrawal, please see **Fee Information** on page 6 of this document.

## **PREPARING FOR STUDY**

### **COMPUTER AND SOFTWARE CAPABILITY**

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- Macintosh OS X (10.10 or higher) or Windows PC (7 or higher)
- Single core processor: 1 Ghz or Higher
- 4GB RAM (8GB RAM or more is highly recommended)
- 20GB of available hard-drive space.
- Screen resolution set to 1280x1024.
- Broadband/high-speed Internet access.
- Webcam or HD Webcam.
- Soundcard with microphone and speakers.

## **STUDY ORIENTATION**

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Students studying on campus are invited to attend an on-campus Orientation session prior to commencement of classes.

Students studying online are contacted by their teacher and provided with Orientation information.

## **CALCULATORS**

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UQ College follows The University of Queensland calculator rules. The recommended calculator for all units is the Casio FX-82 (any model) however other calculators can be used. To find out if your calculator is approved, visit:

Approved calculators list can be requested by emailing: [info@uqcollege.edu.au](mailto:info@uqcollege.edu.au)

Reference to 'approved sticker' is relevant to on-campus programs only.

## **STUDENT CONDUCT AND BEHAVIOUR**

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Every student, staff member and visitor to UQ College and The University of Queensland has the right to a safe learning environment. As such, it is expected that considerate and respectful behaviour is always shown to others. Abusive behaviour, including physical, psychological, sexual, and racial harassment or bullying of any kind (e.g. student bullying or being inappropriate in a discussion board) will not be tolerated and will lead to disciplinary action being taken.

The UQ College Student Integrity & Misconduct Policy covers both Academic and General misconduct.

Its objectives are to:

- promote the principle of mutual respect by informing students of behaviour which the College community considers appropriate.
- discourage behaviour which the College community considers inappropriate.
- implement fair and just procedures for dealing with possible cases of misconduct; and
- provide for the imposition and enforcement of penalties for misconduct.

The Student Integrity & Misconduct Policy is available by emailing: [info@uqcollege.edu.au](mailto:info@uqcollege.edu.au)

## **ABSENCES**

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For those students studying on campus who will be absent or expect to be late for classes, it is necessary for you to advise UQ College Reception of your absence on **3346 8222**, before 9am.

## **ASSESSMENT**

### **PLAGIARISM**

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Plagiarism is the act of using another person's ideas or work and presenting them as the student's own. To avoid plagiarism, the student must give credit, cite or attribute whenever the student quotes from someone's actual spoken or written words or other work. This applies equally to diagrams and data as well as written text. If plagiarism is confirmed a student can lose the result for that assignment or course.

Helpful information to assist students in avoiding Plagiarism can be found at **Appendix 5** in this booklet or students can contact their Teacher for further clarification.

The UQ College Plagiarism Policy and penalties is available by emailing: [info@uqcollege.edu.au](mailto:info@uqcollege.edu.au)

## **ASSESSMENT AND RECORD OF PERFORMANCE**

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Assessment is competency-based. Assessment may be in various forms including written exam, practical exam, take homework, interview, case studies, assignments, and work-based projects. Assessment requires the gathering of relevant and reliable evidence that shows your knowledge, skills, and the application of these.

Academic achievement is carefully monitored, and students are given regular feedback on their progress individually. Assessments are resulted as “Satisfactory” or “Not Satisfactory”.

Final assessment will consider all of the above. A result in a Unit of Competency will be either “Competent” or “Not Competent” where competency is the consistent application of knowledge and skills to the standard of performance required.

UQ College’s Assessment Policy is located as **Appendix 7** in this booklet.

## **ASSESSMENT ADJUSTMENT**

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Reasonable adjustment may be requested by students who have identified with a disability. All learners will be provided the same opportunity to demonstrate competency. Adjustment requests should be provided in writing directly to the teacher/assessor. The assessor will discuss such requests directly with the student, ensuring the integrity of the course and assessment requirements is maintained. Competency determinants for units and individual circumstances may vary.

## **GRADING AND ASSESSMENT**

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Some units of competency may have a grade applied after a student has been assessed as competent.

In addition to the determination of competency, a pass, credit, or honours can be applied. Graded results can be used to improve your QTAC ranking for future undergraduate studies if you complete an entire VET qualification. Some students enrol in subject area specialisations (2-3 units) that meet university prerequisite requirements. Completion of a specialisation does not result in a selection rank on its own – the entire qualification needs to be completed.

## **GENERAL STUDENT INFORMATION**

### **SMOKING**

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Smoking is not permitted anywhere on The University of Queensland campus grounds. Refusal to comply may incur a penalty under the university’s Student Integrity & Misconduct Policy which is available on the UQ website.

### **ALCOHOL AND DRUGS**

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No member of the University community, or visitor, shall unlawfully possess, use, sell, or distribute drugs while engaged in University business or on University premises. Even when a drug offence results in a criminal charge, the University also may initiate sanctions to protect or preserve the safety and welfare of the University community or the reputation of the institution.

### **FOOD AND DRINK**

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For health, hygiene and safety reasons, no food or drink is to be consumed in any teaching space of *The University of Queensland*. The only exception to this rule is that water may be taken into a teaching space as long as it is contained in a spill-proof bottle or drinking vessel.

## **MOBILE PHONES**

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UQ College is committed to providing a working environment for all students that is conducive to learning. Students are required to ensure that mobile phones are turned off or silent whilst in classes and including online tutorials.

No electronic device other than an approved stand-alone calculator is permitted in any examination room during assessment.

## **INTERNET AND EMAIL USAGE**

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UQ College provides all students with a dedicated UQ College email address. This should be monitored regularly as all College email communication will be sent to this address and not personal email addresses. Use of this email address should be limited to UQ College communication only as access will be revoked once you have completed your unit or qualification.

When using UQ campus computers, internet usage should be restricted to course study requirements only. Usage is monitored by UQ and accessing inappropriate sites could result in disciplinary action.

## **DRESS CODE**

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Students attending classes at UQ College are required to adhere to a casual dress standard. The upper and lower body must be covered, and footwear must be worn at all times for health and safety reasons.

The university requires that covered footwear be worn in all laboratories and that long hair is tied back during practical classes.

## **STUDENT COMPLAINTS AND APPEALS**

UQ College acknowledges that you may disagree (have a grievance) with a decision made by a member of staff, and in some instances, you may have a grievance with another student. To assist you to resolve the issue, UQ College has developed several policies. The underlying principles of the policies are to have the matter handled informally where possible and to address grievances as close as possible to the source of your disagreement.

The procedures to follow vary, depending on whether your grievance is of an academic or administrative nature, or related to your treatment as a person (e.g. discrimination, harassment, or bullying).

In the first instance, please approach the UQ College person concerned to try to resolve your complaint. If this is unsuccessful, request a 'Have Your Say' form from UQ College in 3346 8222 or email [info@uqcollege.edu.au](mailto:info@uqcollege.edu.au)

### **Complaints Handling Policy**

The purpose of this policy is to ensure that complaints are recorded and dealt with fairly, efficiently and effectively.

The complaints procedure will manage allegations involving the conduct of:

- UQ College, its trainers, assessors, and other staff
- Stakeholders and others
- a third-party providing services on the RTO's behalf, its trainers, assessors or other staff (where this may be relevant to its operations)
- students of UQ College.



A copy of this Policy is available as **Appendix 6** in this booklet.

**NOTE:** Strict confidentiality will always be maintained.

## **GOVERNANCE INFORMATION**

### **LEGISLATION**

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The primary legislation under which UQ College operates as a registered training organisation (RTO) is the *National Vocational Education and Training Regulator Act 2015*. The *Australian Skills Quality Authority (ASQA)* is the national regulator for training providers to ensure nationally approved quality standards are met.

As an RTO, UQ College is required to remain compliant with the Standards for Registered Training Organisations (RTOs) which protect the interests of all students in Australia's VET system. UQ College is responsible to provide quality Training and Assessment as well as appropriate client services to students. It will also issue qualifications and/or Statements of Attainment.

Other legislation, Commonwealth and State, applies to the conduct of UQ College as a Registered Training Organisation and to the scope of that registration. UQ College will inform you of the key requirements of the relevant legislation insofar as it affects your participation in training.

The primary legislation (State and Commonwealth) under which UQ College as an RTO operates its business is:

- Work Health and Safety Act 2011 – Current 2015
- Anti-Discrimination Act 1991 – Current 2015
- Information Privacy Act – Current 2015
- Higher Education (General Provisions) Act 2008
- Equal Employment Opportunity including Amendments up to Equal Opportunity for Women in the Workplace Amendment Act 2012 (Commonwealth Authorities) Act 1987 – Amended 2012
- Racial Discrimination Act (1975) – Current 2015
- Sex Discrimination Act (1984) – Current 2015
- Disability Discrimination and Other Human Rights Legislative Amendment Act (2009) Current 2015

The Vocational Education and Training Student Handbook is also available on our website and will be updated when necessary.

### **COLLEGE POLICIES**

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All UQ College Policies are available upon request from UQ College on 3346 8222 or email [info@uqcollege.edu.au](mailto:info@uqcollege.edu.au)

### **COMMITMENT TO ACCESS AND EQUITY**

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UQ College will meet the needs of individuals, and the community through the integration of access and equity guidelines.

UQ College is committed to access and equity principles and implementing fair and appropriate allocation of resources and the right to equality of opportunity without discrimination.

UQ College provides access for all people to appropriate, quality vocational education and training programs and services.

## **RECORD KEEPING**

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UQ College keeps complete and accurate records of the progress of students, as well as financial records that reflect all payments and charges and the balance due, and provides copies of these records to students upon request.

It is a student's responsibility to retain soft or hard copies of all assessments submitted online.

## **FEEDBACK & IMPROVEMENT**

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UQ College seeks feedback from its students on their satisfaction with services they have received and seeks to improve its services. This feedback typically takes the form of survey(s) however UQ College reserves the right to take a different approach without notice. Our 'Have Your Say' form offers a section for Feedback. This form is available from UQ College on 3346 8222 or email [info@uqcollege.edu.au](mailto:info@uqcollege.edu.au) at any time.

## **MARKETING STANDARDS**

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UQ College markets all its programs with integrity, accuracy, and professionalism. It is UQ College policy to avoid vague and ambiguous statements, and when providing information, not knowingly false or misleading statements are made, or comparisons drawn with any other registered training organisation or unit.

## **INDEMNITY**

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Student, Parents and Guardians indemnify UQ College against any loss or damage caused by any failure by the Student or their Parents/Guardians to comply with our rules and policies, and by the willful disobedience or reckless behavior by the Student, Parents or Guardians

## **GETTING AROUND ST LUCIA CAMPUS**

### ***NEED TO FIND YOUR WAY AROUND ST LUCIA CAMPUS?***

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**UQnav** is a free mobile application that contains searchable maps of UQ's campuses. Enter your destination and UQnav will show you where it is located.

### ***PARKING OF VEHICLES***

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Parking at UQ is limited during teaching periods. To reduce parking and traffic pressures, the University encourages public transport, walking and cycling as alternatives to driving to UQ - [for more information please refer to the Sustainability website](#).

Paid parking applies at St Lucia campus.

#### **How do I use CellOPark (Pay as You Go - PAYG casual parking)?**

There are 3 simple ways to register and start your parking session:

- *Register by app* - [available from the CellOPark Website](#)
- *Register by phone* - by calling CellOPark on (07) 5646-5222
- *Register online* - [create a CellOPark Account](#)

## COURSE INFORMATION

### 10238NAT GRADUATE CERTIFICATE IN POSITIVE BEHAVIOUR SUPPORT

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Delivery of the program will be a combination of webinars and online education.

The **Graduate Certificate in Positive Behaviour Support** is designed to provide a specialised program of study to prepare professionals to support people with disabilities who present with behaviours of concern to live a life of dignity in the community.

Our Graduate Certificate in Positive Behaviour Support will provide participants with a range of knowledge, and skills to perform the following functions associated with a **Behaviour Clinician**.

- Conduct quality of life and environmental assessments
- Conduct a functional behavioural assessment
- Undertake mediator analysis with diverse stakeholders in the person's life and environments
- Develop an implementation plan
- Develop a plan to monitor and evaluate the behaviour change plan
- Develop appropriate reinforcement strategies that adhere to the principles of positive behaviour support
- Develop, implement, monitor, and review Behaviour Support Plans consistent with the UN Convention on the Rights of Persons with Disabilities (2006) capitals for Support Plan
- Develop functional behavioural hypotheses specific to individual client need
- Increase an individual's quality of life by person centric principles to individual planning and educating stakeholders to implement the person's behaviour support plan
- Mentor organisation peers in functional behavioural assessment

#### **UNITS OF COMPETENCY**

To achieve the Graduate Certificate in Positive Behaviour Support, students must complete:

- BSBLED805 - Plan and implement a mentoring program
- PBSPIA801 - Provide high-level independent assessment services within a positive behaviour support framework

#### **ENTRY REQUIRMENTS**

To enter the Graduate Certificate in Positive Behaviour Support a candidate must have:

- An undergraduate degree or higher qualification in Allied Health, Nursing, Human Services, Social or Behavioural Sciences or a related field.

#### **OR**

- Significant previous experience working in providing disability services, in a job role involving the self-directed application of knowledge of positive behaviour support planning and implementation, with substantial depth in this specialised area of practice and exercise of independent

Further information is available on our [website](#)

### **QUALIFICATION & DELIVERY**

Delivery of units of competency is full-time, face-to-face at the St Lucia campus of *The University of Queensland*. Students will need access to a computer and the internet to successfully complete the qualification requirements. These facilities are available free of charge in UQ libraries and Brisbane City Council libraries.

Each Unit of Competency is delivered over 4 weeks with 35 contact hours per week. In addition to formal class time, students attend 1 compulsory tutorial class on a Saturday and may attend up to 3 extra tutorial classes on a Saturday.

### **OVERVIEW OF UNITS OF COMPETENCY**

UPRMTH401 - Apply mathematical concepts to solve problems

UPRBIO401 - Investigate biological science problems

UPRCHE401 - Investigate chemical science problems

### **CORE COMPETENCIES**

#### **UPRMTH401**

This core competency contains 6 elements:

1. Apply mathematical concepts to solve mathematical problems
2. Apply mathematical concepts to problems in real world contexts and simulations
3. Draw and interpret graphs of mathematical functions
4. Apply concepts of central mathematics to solve problems
5. Apply mathematical concepts to solve practical problem/s in a group situation
6. Deliver a presentation identifying and evaluating a mathematical problem

#### **UPRBIO401**

This core competency contains 6 elements:

1. Apply knowledge of biological facts and principles to solve problems
2. Analyse, evaluate, and present information on biological science topics
3. Solve problems in biological science using complex reasoning
4. Deliver a presentation on a biology topic and contribute to group discussion
5. Evaluate the strengths and limitations of scientific work in relation to biological science
6. Operate safely and proficiently in biological science activities

#### **UPRCHE401**

1. Apply knowledge of chemical facts and principles to solve problems
2. Analyse, evaluate, and present information from a range of sources on chemistry topics
3. Solve problems in chemical science using complex reasoning
4. Deliver a presentation on a chemical science topic and contribute to group discussion
5. Evaluate the strengths and limitations of scientific work in relation to chemical science
6. Operate safely and proficiently in chemical science activities

Further information is available on our [website](#)

### **QUALIFICATION & DELIVERY**

Delivery of this qualification is online and at the student's own pace.

Access to a computer with fast internet capability is a requirement. **See *Preparing for Study, Computer and Software Capability* on page 14** of this booklet. It is recommended that you have Zoom and microphone access for videoconferencing.

Each enrolment, whether the qualification or a specialised unit, offer a 12-month completion period. The 10765NAT Certificate IV in Adult Tertiary Preparation qualification can be completed as one enrolment or, if more convenient, specialised units can be undertaken independently and, when all specialised units are completed, the qualification is gained.

There are 3 Core and 6 Elective Units of Competency. On successful completion you will receive the 10765NAT Certificate IV in Adult Tertiary Preparation qualification.

To meet the university prerequisite requirements, you will be required to complete all elective units of competency within a specialised unit: **E.G.** Chemistry (ATPCHE001, ATPCHE002, ATPCHE003).

### **UNITS OF COMPETENCY**

#### **English – Core Units**

ATPPRE001 - Plan and prepare for study

ATPALS001 - Apply academic learning skills

ATPALS002 - Apply advanced academic learning skills to develop an academic argument

#### **General Mathematics specialisation**

ATPGMA001 - Solve general mathematical problems embedded in real world contexts.

ATPGMA002 - Apply statistical and algebraic theory to solve general mathematical problems in real world contexts

#### **OR**

#### **Pure Maths Specialisation**

ATPPMA001 - Solve pure mathematics problems involving trigonometry and algebra

ATPPMA002 - Solve pure mathematics problems involving statistics and functions

ATPPMA003 - Solve pure mathematics problems involving calculus

#### **Biology Specialisation**

ATPBIO001 - Apply science inquiry to solve biology problems relating to cells and multicellular organisms

ATPBIO002 - Apply theory of ecosystems and genetics in biology

#### **Research Specialisation**

ATPRES001 - Conduct an academic research project

#### **Chemistry Specialisation**

To ensure successful completion of this elective, a student will be required to complete Chemistry Laboratory Sessions at St Lucia Campus. Dates and times will be available throughout your enrolment period.

ATPCHE001 - Demonstrate the practical and theoretical application of introductory chemistry

ATPCHE002 - Apply principles of chemical reactions and systems in theory and practice

ATPCHE003 - Demonstrate the application of theory relating to electrochemistry and organic Chemistry

Further information is available on our [website](#)

**APPENDIX 1** - How to get a UNIQUE STUDENT IDENTIFIER NUMBER (USI)**Steps to create your USI**

**Step 1** Have at least one form of current and valid photographic ID handy. You can see a [full list of ID types here](#).

**IMPORTANT:** *To make sure we keep all your training records together, the USI will be linked to your name as it appears on the form of ID you used to create the USI. The personal details entered when you create a USI must match exactly with those on your form of ID.*

**Step 2** Visit the USI Creation page at [www.usi.gov.au](http://www.usi.gov.au)

Select 'Create my USI' under the 'Student' option

**Step 3** Agree to the Terms and Conditions

**Step 4** Evidence of Identity and Personal Details

Have your personal contact details ready (e.g. email address, or mobile number, or mailing address).

Enter your details exactly as they appear on your form ID.

**Step 5** Contact Details

Enter as many contact details as you can.

**Step 6** Confirming your Identity

Once you have entered your details, the USI Registry System will check and confirm your identity using the 'Documentation Verification Service' (DVS)

**Step 7** Securing your Account

You will be asked to set your password and check questions.

**Step 8** You're done.

Your USI will display on screen and will be emailed to you for your records.

**Step 9** Each time you enrol with a new training organisation remember to give them your USI.

For more information visit: [www.usi.gov.au](http://www.usi.gov.au) Or Email: [usi@education.gov.au](mailto:usi@education.gov.au)  
or Phone: 1300 857 536

**APPENDIX 2** - How to include your UQ College qualification or unit of competency within your QTAC application. (if applicable)

**STUDENTS RESPONSIBILITY: STUDENTS ARE REQUIRED TO SEND IN A COPY OF THEIR QUALIFICATION OR STATEMENT OF ATTIANMENT TO QTAC FOR RECORDING.**

**UNDER: EDUCATION AND EXPERIENCE SECTION**

\* These sections need to be typed

<b>Type of Qualification:</b>	Certificate
<b>Study Period:</b>	20xx
<b>To:</b>	20xx
<b>Country:</b>	Australia
<b>State:</b>	Queensland
<b>Institution:</b>	Other Queensland Tertiary Institution
<b>Name of Institution:</b>	* UQ College
<b>Type of Study:</b>	AQF Certificate Level IV
<b>Qualification Title:</b>	* 10246NAT Certificate IV in University Preparation <i>or</i> 10765NAT Certificate IV in Adult Tertiary Preparation
<b>Student Number:</b>	* 000000000 (Your UQ College Student Number)
<b>Study Load:</b>	Part Time/Full Time
<b>Course Status:</b>	Due to Complete prior to Semester

<b>Policy Name:</b>	<b>VET Fees, Charges and Refund Policy</b>
<b>Document Number:</b>	FIN8.1.01
<b>Approved by:</b>	College Management committee
<b>Last Approval Date:</b>	May 2019
<b>Review Date:</b>	May 2021
<b>Audience:</b>	UQ College Staff, Students and Community
<b>Contact Officer:</b>	Manager, Business Development
<b>Related Policies:</b>	UQ College Finance Policy and Procedures Manual Complaints and Appeals Policy
<b>Related Documents:</b>	Fees, Charges and Refund Procedure Application for Refund Form
<b>Legislation:</b>	

### **1. Purpose and Objective**

This policy describes the fees, charges and refunds relating to VET courses.

### **2. Policy Scope/Coverage**

This policy applies to all UQ College Staff and Students

### **3. Definitions**

Not required for this Policy

## **4. POLICY**

### **4.1 Fee Information**

UQ College will provide fee information prior to enrolment or commencement of training/assessment (whichever is earliest). Information will include:

- how and when fees must be paid
- how to request a refund, and
- conditions under which a refund would be provided.

Where a learner is being enrolled under any loan or delayed payment arrangement, the terms of the arrangement will be clearly stated, including any debt that may be incurred; when repayment is required and under what conditions; and any associated fees, indexation or interest.

### **4.2 Funding entitlements**

If learners are accessing any government funding entitlement that may reduce their ability to access such funding in the future (such as arrangements that limit funding to one qualification for a person) UQ College will provide this information prior to enrolment.

### **4.3 Consumer Rights**

UQ College will inform prospective learners about their rights as a consumer, in accordance with state/territory laws.

UQ College will notify learners when any change occurs that may affect the services the college provides.

This includes:

- a change in ownership of the RTO, and/or
- any changes to, or new third-party arrangements your RTO puts in place, for the delivery of



services to those learners.

#### **4.4 Evidence of Compliance**

UQ College will retain evidence showing these requirements have been complied with in full.

#### **4.5 Refund Period**

- All refund requests must be received in writing using the Refund Request Form with supporting evidence (as required).
- All refund requests will be made at the sole discretion of the Manager Business Development and processed accordingly to the Fees, Charges and Refund procedures.
- If a student is not satisfied with the outcome of the refund process, the student may appeal the decision by following the UQ College Complaints and Appeals policy and procedures.

### Appendix 3

Procedure Name:	<b>VET FEES, CHARGES AND REFUND PROCEDURE</b>
Document Number:	FIN8.1.01
Approved by:	College Management Committee
Last Approval Date:	May 2019
Review Date:	May 2021
Audience:	UQ College Administration Staff
Contact Officer:	Manager Business Development
Related Documents:	Privacy Management (1.50.02); Fees, Charges & Refunds Policy; Refund Request form
Legislation:	Standards for Registered Training Organisations (RTOs) National Code of Practice for Providers of Education and Training to Overseas Students

## 1. Purpose and Objective

This document sets out UQ College's fee refund procedure for domestic Vocational Education and Training (VET) students. Such fees include tuition fees, Recognition of Prior Learning (RPL) fees, Full- Fee Courses and Fee for Service.

These procedures are based on the assumption that any outstanding fees or other incidental fees incurred during the student's enrolment with UQ College have been paid in full and the Student Management System is showing the student's account to be in credit.

The intent of this document is to set out UQ College's procedures for fee refunds for domestic VET students; the circumstances in which refunds will be authorised or denied; and the dates which are relevant to such refunds.

## 2. Procedure Scope/Coverage

This policy applies to all UQ College staff involved in informing students of and/or processing student requests for Fee refunds.

## 3. Definitions

**Fees** means the following types of fees:

- Full Fees (or Fee for Service) are fees charged to VET students who are enrolled in a course that is not subsidised by the Queensland Government
- Recognition of Prior Learning (RPL) Fees are fees charged to domestic VET students for an RPL self-assessment tool and/or an actual RPL assessment; and
- VET Domestic Tuition Fees are charged to students who are enrolled in a course that is subsidised by the Queensland Government.

**Special circumstances** mean an exception to the general rule. Special Circumstance provisions will be applied to a student's application for refund where UQ College is satisfied that such circumstances are:

- Beyond the student's control; and
- Did not make their full impact on the student until on or after the cut-off date for the unit of study in question; and
- Makes it impractical for the student to complete the requirements of the unit during the period in which the student undertook, or was to undertake, the unit.

*Note:* A student cannot claim Special Circumstances due to a lack of knowledge or understanding of requirements.

**Specialised Unit** means a prescribed amount of academic work often characterised by a set of lectures, tutorials, workshops or online contact and other teaching and learning sessions or materials and which form the basic building blocks of a course of study; and UQ College

default means circumstances where a refund is owing due to an action of the UQ College including:

- a. The course does not start on the scheduled starting day; or
- b. The course ceases to be provided at any time after it starts but before it is completed; or
- c. The course is not provided in full to the student because a sanction has been placed on the UQ College.

#### **4. Procedure Statement**

- a. A refund of fees is not automatic. All students must apply for a refund.
- b. All refund requests must be received in writing using the Refund Request Form with supporting evidence (as required).
- c. The full fee for individual courses within VET qualification includes all resources.
- d. Please note that course fees are not subject to GST.
- e. When the student receives an unconditional offer of a place from UQ College through the selection process, full payment is required and an invoice/receipt is issued to the student.

### **5. PROCEDURE**

#### **5.1 Eligibility for Full Refund**

- a. A full refund if a course is cancelled for any reason by the College
- b. A full transfer of the fees already paid by the student, to an alternative course delivered by the College, as agreed to by the student, if the course in which the student was previously enrolled in was cancelled by the College
- c. A full refund if a written refund request is 15 full working days after confirmation of course enrolment is issued.
- d. A proportionate refund amount will be paid to the student, if the student withdraws from a course, as detailed below:
  - i. 75% of the fees already paid if a student withdraws from the course within 15 full working days after confirmation of course enrolment is issued.
  - ii. 50% of the fees already paid if a student withdraws from the course within 30 full working days after confirmation of course enrolment is issued.
- e. After the days specified in (d) above, only evidence-based compassionate and compelling circumstances beyond the student's control resulting in the student's inability to complete the course, will be considered.
- f. A full refund if a student has applied for a Recognition of Prior Learning (RPL) and it is deemed that the RPL application has not been successful and the student withdraws from the course

#### **5.2 Applying for a refund**

- a. All refund requests must be made in writing on the Refund Request form. Forms can be found in the VET Student Handbook, on the College website and are available through the College reception.
- b. Applications will be processed within four (4) weeks of being submitted.
- c. Note: An application for refund will not normally be considered if it is lodged later than three (3) months from the end of the relevant teaching period.

***(Note RTOs are able to change this process to reflect their College's resource requirements)***

Action Step	Responsibility	Details
Receipt of a written refund request form	Administration	<ul style="list-style-type: none"> <li>• Ensure student is aware of the College's refund policy and procedure</li> <li>• Acknowledge the refund request in writing</li> <li>• Forward the refund request to Manager Business Development</li> </ul>
Review the refund request	Manager Business Development	<ul style="list-style-type: none"> <li>• Review the refund request in line with the refund policy and procedures within 10 business days</li> <li>• Inform the student in writing of the refund request decision/s within 10 business days</li> <li>• Inform Administration in writing of the refund decision outcome/s within 5 days</li> </ul>
Determine refund request approval	Payroll Officer	<ul style="list-style-type: none"> <li>• Receive written advice from the Manager Business Development of the refund approval decision</li> <li>• Process the refund within 5 working days</li> <li>• Record refund decision in the Refund Request Log</li> <li>• File all documentation in the student's file</li> </ul>
Determine refusal of refund request	Payroll Officer	<ul style="list-style-type: none"> <li>• Receive written advice from the Manager Business Development of the refund refusal decision</li> <li>• Provide the student with the College's complaints and appeals policy and procedure within 2 working days of the refund decision</li> <li>• Record refund decision in the Refund Request Log</li> <li>• File all documentation in the student's file</li> </ul>

### 5.3 Refund Method

- d. In accordance with banking regulations, refunds will normally only be completed by the same method in which the fees were originally paid.
- e. Where a sponsoring body or scholarship agency pays the student's fees, any refund will be paid to that sponsoring body or scholarship agency. Only in exceptional circumstances will a cheque be the means of a refund.

### 5.4 Evidence of Compliance

UQ College will retain evidence showing how fees, charges and refunds requirements have been complied with in full.

Prospective VET students are provided with fee information and are directed to the Refund Policy on the UQ College website during the online enrolment process prior to enrolment completion.

All records related to this procedure are maintained as detailed in the Records Management Procedure.

- f. Refund Request Form and evidence (as required)
- g. Written acknowledgement of refund request/s
- h. Written decisions based on refund request/s
- i. Refund Request Log
- j. Finance records (as required)



**APPENDIX 4**

RT0 Code 32454

## VET PROGRAM – APPLICATION FOR REFUND

*Please print clearly*

<b>Student Name:</b>	
<b>Student Number:</b>	
<b>Contact Number:</b>	
<b>Course Enrolled in:</b>	
<b><i>I certify that a refund has not previously been received:</i></b>	<i>Please sign and date:</i>  _____ Date: / /202

<b>Reason for Refund:</b>  <input type="checkbox"/> Medical (must have supporting documentation) Financial <input type="checkbox"/> Hardship <input type="checkbox"/> Other extenuating circumstances
---

<b>Reason for refund: (please explain)</b>          
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Please allow 10 Business Days for Processing.

The amount will be refunded back onto the credit card with which you paid

**THIS SECTION IS TO BE COMPLETED BY UQ COLLEGE**

Received by:		Date: / /202
Approved by:		Date: / /202
Payment Authorising Officer:		Date: / /202
Receipt Number/s:		
Amount to be refunded:		
Refund Date:		

Note: All refunds are subject to the terms and conditions of UQ College as indicated in the Fees, Payment & Refund Policy. Lodging a refund request does not automatically imply that a refund will be granted. Each refund request will be individually assessed for eligibility and we may contact you to gather further details. Sufficient evidence of extenuating circumstances e.g. medical condition, financial hardship, must be supplied.

Refund Method:

RETURN THIS FORM TO: [admin@uqcollege.edu.au](mailto:admin@uqcollege.edu.au) or

UQ College

Seddon Building 82E, Level 3

Slip Road,

St Lucia Q 4072

## **APPENDIX 5 - AVOIDING PLAGIARISM – HELP FOR STUDENTS**

Unintentional plagiarism can occur if students fail to reference correctly, so students must properly acknowledge the ideas or words of others that they use. The University of Queensland [referencing style guides](#) outline how to include citations and create a reference list to ensure that students acknowledge the work of others correctly. The College follows the University of Queensland's referencing style guides.

### **Student Hints**

- a. Take careful notes of all sources of information
- b. Record the source of any information found. Depending on the referencing style you use you may need to record information such as the author, publication date, title, publisher, volume, issue, pages, edition, URL etc.
- c. Paraphrasing
  - When you use what someone else has written or said, but write it in your own words, you must include an in-text citation.
- d. Summarising an idea or argument
  - Like paraphrasing, if you summarise an argument or idea into your own words you must include an in-text citation.
- e. Using direct quotes
  - A direct quote is when you copy the exact text from the original source into your document. You should only use direct quotes when the author's own words are critical to make your point. They should be used sparingly. Usually, direct quotes are put in italics inside quotation marks or indented and are followed by an in-text citation. Check the University of Queensland referencing style guide for the correct way for the style being used.
- f. Using resources created by others
  - Provide a reference for any information or materials you use that you did not create yourself. This can include images, tables, data, audio, video, ideas, or opinions.
- g. Create a reference list
  - Any source you have used in your document should be included in your reference list.

The Plagiarism Policy is available by emailing: [info@uqcollege.edu.au](mailto:info@uqcollege.edu.au)



## **APPENDIX 6 - COMPLAINTS HANDLING AND APPEALS POLICY**

<b>Policy Name:</b>	<b>Complaints Handling and Appeals Policy</b>
<b>Document Number:</b>	HR5.1.06
<b>Approved by:</b>	College Management Committee
<b>Last Approval Date:</b>	September 2019
<b>Review Date:</b>	September 2021
<b>Audience:</b>	All UQ College Staff UQC Students
<b>Contact Officer:</b>	Manager Business Development
<b>Related Policies:</b>	RTO Management Policy; Records Management Policy; Continuous Improvement (VET) Policy
<b>Related Documents:</b>	Have Your Say Form Have Your Say Register Have Your Say Completion Form Records Management Procedure Continuous Improvement (VET)
<b>Legislation</b>	National Vocational Education and Training Regulator Act 2011 RTO Standards 6.1-6.6

### **1. Purpose and Objective**

The purpose of this policy is to ensure that complaints are recorded and dealt with fairly, efficiently, and effectively.

The policy and procedures reflect, practically and philosophically, the expectations and responsibilities of both the College and its students when dealing with grievances or appeals.

### **2. Policy Scope/Coverage**

This complaints procedure will manage allegations involving the conduct of:

- UQ College, its trainers, assessors, and other staff
- Stakeholders and others
- A third-party providing services on the RTO's behalf, its trainers, assessors or other staff (where this may be relevant to its operations)
- Students of UQ College

### **3. Definitions**

**Complaints** – is any expression of dissatisfaction with an action or service of the Registered Training Organisation.

**Grievance** – is a level of complaint handled informally at the local level. The information and level of documentation about the grievance should be such to ensure all parties have a record of the nature of the grievance and its agreed resolution and the record is safely stored.

## **4. Policy**

UQ College will ensure that the principles of natural justice and procedural fairness are adopted at every stage of the complaints and appeals process. All formal complaints and appeals will be heard and decided on within 60 calendar days of receiving the written complaint or appeal. If UQ College considers more than 60 calendar days are required to process and finalise the complaint or appeal, the complainant or appellant will be informed of the reasons in writing and will be regularly updated on the progress of the matter. If the processes fail to resolve the complaint or appeal, a review by an independent party will be provided if requested.

The policy will be provided on the UQ College website with information about how to submit a complaint and/or Appeal and will be supported by clear procedures for handling complaints and appeals.

A student who lodges a grievance that is frivolous and/or vexatious, will have their grievance dismissed or discontinued. Such conduct may be considered as misconduct and investigated under the College's Student Integrity & Misconduct Policy.

The Manager, Business Development will maintain a secure Complaints and Appeals Register which documents all formal complaints, appeals and their outcomes.

Note: If the complaint is regarding student misconduct, refer to the Student integrity & Misconduct Policy.

### **4.1 Principles**

The following principles guide the grievance resolution processes:

- a. natural justice fairness will be adopted at every stage of the complaint process.
- b. grievances will be addressed as close as possible to the source of the dissatisfaction.
- c. if the complainant is a student, their enrolment will be maintained while the complaint and appeal process is ongoing. However, this does not entitle a student to enrol in units or qualifications for which they are not eligible.
- d. a complainant will not suffer any reprisal as a result of lodging a grievance or an appeal.
- e. student attending an interview associated with resolving their grievance or appeal may be accompanied by a support person. This person must not be a legal representative or a currently practicing solicitor or barrister.
- f. a complainant may choose to have their grievance reviewed by an external complaint handling process. The College will not continue further consideration of matters where the process options have been exhausted or where the student has taken their grievance to an external agency

### **4.2 Procedural Fairness**

With regard to complaint resolution at UQ College, procedural fairness (natural justice) requires that a respondent to a complaint must be provided with:

- a. sufficient details of the complaint to enable the respondent to formulate a response.
- b. information about the process by which the matter is to be resolved, and
- c. Opportunity to put their case and respond to the complaint.

In addition:

- a. any decision-maker must act impartially and without bias.
- b. all relevant submissions and evidence must be considered.
- c. irrelevant matters must not be taken into account; and
- d. the complaint must be dealt with in a timely manner.

### **4.3 Complaints**

UQ College will record and acknowledge complaints and ensure they are dealt with fairly, efficiently and without bias.

All formal complaints will be heard and decided within 60 calendar days of receiving the written complaint. If UQ College considers more than 60 calendar days are required to process and finalise the complaint, the complainant or appellant will be informed of the reasons in writing and will be regularly updated on the progress of the matter.

If the processes fail to resolve the complaint, a review by an independent party will be provided if requested. In the case of a student enrolled in a UQ course, the independent party will be from UQ.

### **4.4 Appeal**

A complainant has the right to appeal a complaint decision which must be submitted in writing to the College within 20 business days of the appellant being notified of the decision (including assessment decisions) made by UQ College. All appeals are lodged in writing to the Manager, Business Development. Staff may assist an appellant in lodging an appeal.

All formal appeals will be heard and decided within 60 calendar days of receiving the written appeal. If UQ College considers more than 60 calendar days are required to process and finalise the appeal, the complainant or appellant will be informed of the reasons in writing and will be regularly updated on the progress of the matter.

If the processes fail to resolve the appeal, a review by an independent party will be provided if requested. In the case of a student enrolled in a UQ course, the independent party will be from UQ.

### **4.5 Continuous Improvement**

Any substantiated complaints, as well as the complaints and appeals policy, will be reviewed as part of the continuous improvement processes and appropriate corrective action taken to prevent or reduce the likelihood of reoccurrence.

### **4.6 Confidentiality**

All matters pertaining to complaints and appeals will be securely protected and treated with the utmost confidentiality.

## **APPENDIX 7 - VET ASSESSMENT POLICY**

<b>Policy Name:</b>	<b>VET ASSESSMENT POLICY</b>
<b>Document Number:</b>	V7.1.01
<b>Approved by:</b>	College Management Committee
<b>Last Approval Date:</b>	19 November 2019
<b>Review Date:</b>	19 November 2021
<b>Audience:</b>	UQ College Staff, Students and Community
<b>Contact Officer:</b>	CEO
<b>Related Policies:</b>	V2.3.01 VET Industry engagement Policy V4.1.01 VET Trainer and Assessor Qualification Policy
<b>Related Documents:</b>	V7.2.01 VET Grading –Assessment Procedure
<b>Legislation:</b>	Standard 1, Clause 1.8 of the Standards for Registered Training Organisations (RTOs) 2015

### **1. Purpose and Objective**

Assessment is central to the vision, mission, culture, activities, practices and future development of the College. The purpose of this policy is to:

1. Identify and describe principles underpinning the approach to assessment adopted by the VET sector of the College;
2. Inform and guide the College community in the design and implementation of VET assessment;
3. Encourage the College community to reflect on contemporary assessment practices to better meet the diverse needs of the broad range of VET (including VCAL) learners; and
4. Provide a clear framework for making VET program design decisions in relation to assessment across the College.

### **2. Policy Scope/Coverage**

The policy applies to assessment of learners of UQ College in all VET qualifications and units of competency offered by UQ College.

The College adheres to Standard 1, Clause 1.8 of the Standards for Registered Training Organisations (RTOs) 2015 which requires that assessment is conducted in accordance with the Principles of Assessment and the Rules of Evidence. Assessment items are designed in accordance with the Assessment Guidelines of the relevant Training Package.

### 3. Definitions

Term	Definition
AQF certification documentation	<b>AQF certification documentation</b> is the set of official documents that confirms that a qualification has been completed and awarded to an individual.
AQF qualification	<b>AQF qualification</b> is the result of an accredited complete program of learning that leads to formal certification that a graduate has achieved learning outcomes as described in the AQF.
Assessment	<b>Assessment</b> means the process of collecting evidence and making judgments on whether competency has been achieved, to confirm that an individual can perform to the standard required in the workplace, as specified in a Training Package or VET accredited program and is conducted in accordance with the principles of assessment and the rules of evidence.
Assessment System	<b>Assessment system</b> is a coordinated set of documented policies and procedures (including assessment materials and tools) designed and implemented to ensure that assessment of learners conforms to assessment policy and procedures.
Assessment requirements	<b>Assessment requirements</b> are the endorsed component of a Training Package that underpin assessment and sets out the industry's approach to valid, reliable, flexible and fair assessment.
Assessment tools	<b>Assessment tools</b> include the following components: the context and conditions of assessment; tasks to be administered to the student; an outline of the evidence to be gathered from the candidate; and evidence criteria used to judge the quality of performance (i.e. the assessment decision-making rules).
Assessment Appeals	<b>Assessment Appeals</b> refer to the process whereby a student may appeal within 10 working days of official publication of the final grade on any of the following grounds: <ul style="list-style-type: none"> <li>•The unit/course outline was not explicit ie. it did not detail how many assessment tasks were required to be undertaken; how students will be assessed; and/or when they will be assessed.</li> <li>•The assessor did not fairly and appropriately apply the assessment criteria as specified in the unit/course outline.</li> <li>•The assessor did not conduct assessment tasks as described in the unit/course outline.</li> </ul>
Assessor	A qualified assessor is a person who has the competencies required under the Standards for RTOs, 2015 and relevant Training Package or Curriculum Qualification who assess a learner's competence

Australia Qualification Framework (AQF)	<b>Australian Qualifications Framework (AQF)</b> means the framework for regulated qualifications in the Australian education and training system.
Cheating	<p>Cheating is the intention to gain an unfair advantage in the assessment of a unit. This may include (but is not limited to):</p> <ul style="list-style-type: none"> <li>• fabrication of data and/or results;</li> <li>• colluding with others;</li> <li>• allowing another person to complete an assessment on behalf of a student; accessing an advanced copy of a test paper;</li> <li>• copying from others in an assessment;</li> <li>• bringing into an assessment unauthorised material or information; knowingly helping others to cheat;</li> <li>• taking actions which intrude on the ability of others to complete their assessable tasks.</li> <li>•</li> </ul>
Competency	<b>Competency</b> means 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.
Credit Transfer	<p><b>Credit Transfer</b> relates to institutional recognition of any unit of competency or module a student has successfully completed at any other Registered Training Organisation (RTO). Credit transfer is a process that provides students with agreed and consistent credit outcomes based on identified equivalence in content and learning outcomes between matched qualifications.</p> <p>Reference: VET Credit Transfer Procedure</p>
Current Industry Skills	<p><b>Current Industry Skills</b> are the knowledge, skills and experience required by VET trainers and assessors and those who provide training and assessment under supervision in accordance with the National Standards for RTOs to ensure that their training and assessment is based on current industry practices and meets the needs of industry.</p> <p>Current industry skills may be informed by consultations with industry and may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• having knowledge of and/or experience using the latest techniques and processes;</li> <li>• possessing a high level of product knowledge</li> <li>• understanding and knowledge of legislation relevant to the industry and to employment and workplaces;</li> <li>• being customer/client-oriented;</li> <li>• possessing formal industry and training qualifications; and</li> <li>• training content that reflects current industry practice.</li> </ul>

Graded Assessment	The practice of assessing and reporting aspects of varying levels of performance in competency-based training. It is generally used to recognise excellence. Graded Assessment enables competency based assessment to include Competent with Pass (CP) , Competency with Credit (CC) and Competent with Honours (CH). Graded Assessment is the process of awarding the learner with a grade based on a higher level of performance once competency has been achieved.
Independent Validation	<p><b>Independent validation</b> means, that the validation is carried out by a validator or validators who:</p> <ul style="list-style-type: none"> <li>• are not employed or subcontracted by the RTO to provide training and assessment; and</li> <li>• have no other involvement or interest in the operations of the RTO.</li> </ul>
Industry engagement	<p><b>Industry engagement</b> may include, but is not limited to, strategies such as:</p> <ul style="list-style-type: none"> <li>• partnering with local employers, regional/national businesses, relevant industry bodies and/or enterprise RTOs;</li> <li>• involving employer nominees in industry advisory committees and/or reference groups;</li> <li>• embedding staff within enterprises;</li> <li>• networking in an ongoing way with industry networks, peak bodies and/or employers;</li> <li>• developing networks of relevant employers and industry representatives to participate in assessment validation; and</li> <li>• exchanging knowledge, staff, and/or resources with employers, networks and industry bodies.</li> </ul>
Industry relevance	<p><b>Industry relevance</b> is when learners, employers and industry have confidence in the integrity, currency and value of certification documents issued by the RTO. RTO's must document and maintain current evidence of industry engagement activities.</p> <p>This must be demonstrated through a range of strategies of industry engagement and the systematic implementation of the outcomes of that engagement to ensure relevance of the; training and assessment strategies, practices and resources, and the current industry skills of its trainers and assessors</p>
Learner	<b>Learner</b> means a person being trained and/or assessed by the RTO for the purpose of issuing AQF certification documentation.
Mode of delivery	<b>Mode of delivery</b> means the method adopted to deliver training and assessment, including face-to-face, online, distance, or blended methods.
Moderation of assessment	<b>Moderation of assessment</b> is the process of bringing assessment judgments and standards into alignment. It is a process that ensures the same standards are applied to all learner assessment results within the same units.

Official Publication of Results	<b>Official Publication of Results</b> refers to when students' ratified results are entered into the Student Management System and published.
Plagiarism	<b>Plagiarism</b> is the presentation of the works of another person / other persons as though they are one's own by failing to properly acknowledge that persons / those persons. Proper acknowledgement means to clearly identify which parts of a work originate from which source.  Student Plagiarism Policy
Professional Development	<b>Professional Development</b> means activities that develop and/or maintain an individual's skills, knowledge, expertise and other characteristics as a trainer or assessor. This includes both formal and informal activities that encompass vocational competencies, currency of industry skills and knowledge and practice of vocational training, learning and assessment, including competency based training and assessment.
Program	<b>Program</b> is a series of courses (units of competency) of vocational education and training, or the modules of a VET accredited course/program that combine to become a qualification from an accredited Training Package or skill set.
Program Coordinator	<b>Program Coordinator</b> is the person responsible for the management and leadership of a program or a range of Programs.
Recognition of Prior Learning	<b>Recognition of Prior Learning (RPL)</b> means an assessment process that assesses an individual's 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.  Refer to: VET Recognition of Prior Learning (RPL) Assessment Procedure
Special Consideration	<b>Special consideration</b> is the making of alternative arrangements for the assessment of students who are unwell or experience hardship. As required under the principles of assessment fairness, reasonable adjustments are applied by the College to take into account the individual learner's needs.
Statement of Attainments	A <b>Statement of Attainment</b> recognises that one or more accredited units has been achieved.



<p>Training and Assessment strategies</p>	<p><b>Training and Assessment Strategies</b> are the approach of, and method adapted by the College with respect to training and assessment designed to enable learners to meet the requirements of the training package and accredited course.</p> <p>They include the amount of training provided, which will be consistent with the requirements of Training Packages and VET accredited courses and the assessment practices that enable each learner to meet the requirements for each unit of competency or module in which they are enrolled.</p>
<p>Unit of competency</p>	<p><b>Unit of competency</b> is the unit of learning in a VET qualification and includes including assessment requirements and the specification of the standards of performance required in the workplace as defined in a Training Package.</p>
<p>Validation</p>	<p><b>Validation</b> is the quality review of the assessment process. Validation involves checking that the assessment tool/s produce/s valid, reliable, sufficient, current and authentic evidence to enable reasonable judgments to be made as to whether the requirements of the training package or VET accredited course are met.</p> <p>It includes reviewing a statistically valid sample of the assessments and making recommendations for future improvements to the assessment tool, processes and/or outcomes of acting upon such recommendations.</p>
<p>AVETMISS</p>	<p>The <b>Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS)</b> for VET providers is the data standard for the National VET Provider Collection and the VET in Schools Collection, which collects training information from government funded and privately-operated training providers.</p>
<p>VET Accredited course</p>	<p><b>VET accredited course</b> means a course accredited by the VET Regulator in accordance with the Standards of VET Accredited Courses.</p>
<p>Vocational competencies</p>	<p><b>Vocational competencies</b> as applied to trainers means broad industry knowledge and experience usually combined with a relevant industry qualification. Vocational Competency is determined on an industry-by-industry basis and with reference to the relevant Training Package or VET accredited program.</p>

#### 4. Policy Statement

##### Assessment Principles

- a) The College implements an assessment system that ensures that VET assessment (including Recognition of Prior Learning) complies with the assessment requirements of the relevant training package or VET accredited programs conducted in accordance with the Principles of Assessment and the Rules of Evidence contained in the table listed below

##### Principles of Assessment

Principle	Definition
<b>Fairness</b>	<p>The individual learner's needs are considered in the assessment process.</p> <p>Where appropriate, reasonable adjustments are applied by the RTO to take into account the individual learner's needs.</p> <p>The RTO informs the learner about the assessment process, and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary.</p>
<b>Flexibility</b>	<p>Assessment is flexible to the individual learner by:</p> <ul style="list-style-type: none"> <li>• reflecting the learner's needs;</li> <li>• assessing competencies held by the learner no matter how or where they have been acquired; and</li> <li>• drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.</li> </ul>
<b>Validity</b>	<p>Any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner.</p> <p>Validity requires:</p> <ul style="list-style-type: none"> <li>• assessment against the unit/s of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance;</li> <li>• assessment of knowledge and skills is integrated with their practical application;</li> <li>• assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and</li> <li>• judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessment requirements.</li> </ul>
<b>Reliability</b>	<p>Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.</p>

## Rules of Evidence

Rule	Definition
<b>Validity</b>	The assessor is assured that the learner has the skills, knowledge and attributes as described module or unit of competency and associated assessment requirements
<b>Sufficiency</b>	The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner's competency.
<b>Authenticity</b>	The assessor is assured that the evidence presented for assessment is the learner's own work.
<b>Currency</b>	The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

### Responsibility:

**VET Continuous Business Improvement Committee (VETBIC)** is responsible for the schedule review of this policy

**CEO** is responsible for maintaining the content of the procedure as delegated by College Management Committee.

**VET Coordinator** is responsible for the operational implementation of this policy.

### Promulgation

The **VET Assessment Policy** will be communicated throughout UQ College via:

VETBIC Meetings

VET Trainer Meetings

College Management Committee Meetings

### Implementation

The **Vet Assessment Policy** will be implemented throughout the College via:

Information Sessions to VET Trainers

Training Sessions

### Validation and Moderation of Assessment

The College is committed to ensuring that regardless of the place of delivery, mode of delivery or trainer/assessor:

- a. assessment items are developed to be fair, flexible, reliable and valid based on current industry relevance and the requirements of the Training Package; and
- b. judgements made by trainers/assessors on attempted assessment items are based on valid, sufficient, authentic and current evidence.

The Validation Procedure- VET outlines the processes in place to ensure the high quality of assessment items and the consistency of marking by all trainers/assessors.

## **Appealing a Result**

The College acknowledges that students have the right to appeal an assessment decision, based on valid grounds for appeal. The College has provision for students to appeal against assessment decisions. The College ensures that students have access to a fair and equitable process for lodging an appeal against an assessment decision.

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

- a) The judgement as to whether competency has been achieved and demonstrated was made incorrectly;
- b) The judgement was not made in accordance with the Assessment Plan;
- c) Alleged bias of the assessor;
- d) Alleged lack of competence of the assessor;
- e) Alleged wrong information from the assessor regarding the assessment process

If a student receives a result for an assessment item that they disagree with, they have the right to lodge a grievance in accordance with the College's appeals process as detailed in the student handbook.



**UQ College Limited | Seddon Building, 82E, Slip Road, St Lucia Qld 4072**

**Phone: +61 (7) 3346 8222**

**Email: [info@uqcollege.edu.au](mailto:info@uqcollege.edu.au) | Web: [www.uqcollege.edu.au](http://www.uqcollege.edu.au)**

**RTO: 32454**

**ABN 28 142 912 614**

#### Modification History

##### Original document prepared by:

Document Owner(s)	Project/Organization Role
Robyn Tyler	Manager, Business Development

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1.0	25.09.2018	C Webb - Approver	
2.0	16/10/2018		Insertion of student information
3.0	04./01/2019		Updated USI information
4.0	20/05/2019	R Tyler - Approved	Rework and additional information added
5.0	04/03/2020	R Tyler - Approved	Policies updated
6.0	15/05/2020	R Tyler - Approved	Updated re Graduate Certificate
7.0	19/08/2020	R Tyler - Approved	Reviewed and updated relevant documents