



# Student Handbook 2024

Thank you for choosing UQ Skills as your training provider. We are committed to providing the highest quality training and services to our students.

To help guide you through your learning experience, this handbook will provide you with information about your training program or course, policies and processes, roles and responsibilities and our student support services.

To find out more visit

**[uqskills.uq.edu.au](https://uqskills.uq.edu.au)**



THE UNIVERSITY  
OF QUEENSLAND  
AUSTRALIA

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## Introduction

This booklet is designed to provide you with information about the services provided by UQ Skills and our approach to providing you a safe, fair and supported environment to participate in training and assessment.

This handbook does not provide you with specific information about programs offered by UQ Skills. That information is contained in program brochures which are supplied separately.

## About UQ Skills

UQ Skills is a Registered Training Organisation (RTO code: 1511) providing high quality training to students in Australia.

UQ Skills has modern facilities and boasts a team of qualified and dedicated trainers. You can find out more about UQ Skills at the following websites:

- [uqskills.uq.edu.au](http://uqskills.uq.edu.au)
- [training.gov.au](http://training.gov.au)

UQ Skills is responsible under its registration with the Australian Skills Quality Authority for the quality of the training and assessment being delivered on your chosen program and is also responsible for the issuance of any Australian Qualification Framework (AQF) certificate that may result based on your achievement of the program requirements.

## Our services

UQ Skills provides training and assessment services in support of the following nationally endorsed training products:

- ACM20121 Certificate II in Animal Care
- ACM30122 Certificate III in Animal Care Services (Animal Care)
- ACM40418 Certificate IV in Veterinary Nursing
- ACM40818 Certificate IV in Farriery
- AHC21216 Certificate II in Rural Operations
- AHC32816 Certificate III in Rural Operations
- AHC20116 Certificate II in Agriculture
- AHC30116 Certificate III in Agriculture
- AHC50116 Diploma of Agriculture
- AHC51422 Diploma of Agribusiness Management
- AHCSS00030 Farm Business Management Skill Set
- AHCSS00074 Agricultural Chemical Handling Skill Set
- BSB40320 Certificate IV in Entrepreneurship and New Business
- BSBSS00096 Innovation Practice Skill Set
- BSBSS00102 Micro Business Skill Set
- BSBSS00104 Small Business Management Skill Set
- HLTAID009 Provide Cardiopulmonary Resuscitation
- HLTAID011 Provide First Aid
- HLTAID013 Provide First Aid in a Remote or Isolated Site
- HLTAID012 Provide First Aid in an Education and Care Setting
- HLTAID015 Provide Advanced Resuscitation and Oxygen Therapy
- PSP50616 Diploma of Procurement and Contracting
- PSP60616 Advanced Diploma of Procurement and Contracting
- 10803NAT Certificate III in Indigenous Cultural Heritage Assessment (Indigenous Archaeological Foundations)



## Our mission

UQ Skills' mission is to deliver quality training and assessment that meets the needs of students and industry.

## Our objectives

In recognition of this mission, our objectives are:

- **People.** We strive to attract, recruit and retain talented, competent and committed trainers. We promote excellent performance through leadership and professional development.
- **Safety and equality.** We are committed to providing an environment which is safe, equitable and which promotes a confident and productive training and assessment environment.
- **Integrity and ethics.** We conduct ourselves in accordance with shared and agreed standards of behaviour which holds ethical conduct and integrity as our highest priorities.
- **Quality committed.** We aspire to deliver consistent, high quality services and apply quality systems which support training and assessment excellence.
- **Student focused.** We thrive on providing training and assessment that is student focused and which supports lifelong learning. We respect our students and strive to attract them time after time through high quality training and assessment experiences.
- **Industry engagement.** We recognise the value of industry engagement as the driving force in shaping our training and assessment strategies. We deliver training and assessment services which are founded on industry needs and expectations.

## Finding us

We are located at:

UQ Skills  
The University of Queensland  
N.W. Briton Annexe (Building 8101a)  
Gatton 4343  
Queensland, Australia

## Parking

Parking is regulated on all of The University of Queensland's (UQ) campuses and sites 24 hours a day, 365 days a year. For parking maps, rules and policies relevant to each campus please visit [UQ's parking web page](#).

## Public transport

UQ's campuses are serviced by a range of public transport options, including a free intercampus bus that runs between our Gatton and St Lucia campuses. For more information please visit [UQ's public transport web page](#).





## Our trainers

Our Trainer Assessors are qualified, dedicated professionals who have current industry experience and qualifications in a range of industries. Their industry experience is continually updated by participating in professional development activities, therefore giving our students the best practical industry experience.

At UQ Skills we deliver a nationally accredited qualification via training face-to-face, online and in the workplace. When you study with UQ Skills, your Trainer Assessor will be always there to assist you throughout your program. You may attend a classroom training environment, an online training environment or receive job visits. You can even phone or email your Trainer Assessor for advice, which means you get the support you need when you need it.

UQ Skills trainers are all professionally qualified, have personal industry and job role experience, and deliver their training in a way that students will enjoy.

## Our expectation of you

UQ Skills expects you:

- To contribute to learning in a harmonious and positive manner irrespective of gender, race, sexual preference, political affiliation, marital status, disability or religious belief.
- To comply with the rules and regulations of UQ Skills.
- To be honest and respectful, which includes not falsifying work or information and not conducting yourself in any way that may cause injury or offence to others.
- To be responsible for your own learning and development by participating actively and positively and by ensuring that you maintain progress with learning modules.
- To monitor your own progress by ensuring that assessment deadlines are observed.

- To utilise facilities and UQ Skills publications with respect and to honour our copyrights and prevent our publication from being distributed to unauthorised persons.
- To respect other students and UQ Skills staff members and their right to privacy and confidentiality.

## Unique Student Identifier

If you're completing nationally recognised training in Australia from 1 January 2015, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards.

When applying for a job or enrolling in further study, you will often need to provide your training records and results (transcript). One of the main benefits of the USI is the ability to provide students with easy access to their training records and results (transcript) throughout their life. You can access your USI account online from your computer, tablet or smart phone anytime.

For more information download the [Student Information for the USI fact sheet](#).

It's free and easy to [create your own USI](#) and will only take a few minutes of your time. Alternatively, we can create your USI on your behalf. To do this we will need some additional identification information from you, such as your driver's licence number.

Students are advised that there are a number of unique circumstances where a person may be exempt from requiring a USI. These do not apply to the vast majority of students in Australia. If you wish to apply for an exemption visit the [USI website](#). Students who exercise an exemption from submitting a USI should be aware that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the USI Registrar.



## Your safety

UQ Skills is responsible for the quality of the training and assessment and for the issuance of all AQF qualifications.

In the case of programs and courses offered through any third-party arrangement, UQ Skills is the principal RTO and is responsible for reviewing and monitoring the quality of the training and assessment in conjunction with the third-party (see more on third-party arrangements later in this handbook).

UQ Skills is committed to providing you a safe environment in which to participate in training and assessment. We are aware under the *Work Health and Safety Act 2011* of our responsibilities to maintain a safe environment.

The following guidelines are provided as a basis for safe practice in the training environment:

- Know and observe details of emergency response and evacuation plans;
- Do not undertake activities which may cause injury to self or others;
- Be responsible for your own actions;
- No smoking at the training and assessment facilities or offices;
- Report all potential hazards, accidents and near misses to UQ Skills staff;
- No consumption of alcohol within training and assessment facilities or during the conduct of training and assessment;
- Keep training and assessment areas neat and tidy at all times;
- Observe hygiene standards particularly in eating and bathroom areas.

## Electrical equipment

- Electrical equipment that is not working should be reported to UQ Skills staff.
- Electrical work should only be performed by appropriately licensed or trained personnel. Students, trainers and assessors should not undertake any task related to fixing electrical equipment such as lighting or electrical training aids.

## Fire safety

- UQ Skills will undertake to communicate the procedures involved in evacuation and the location of fire equipment to students at each facility for each training and assessment event; and to users of the office at least twice each year.
- All users of a training and assessment facilities need to be familiar with the location of all exits and fire extinguishers. Users will consult available maps to determine location.
- It is the user's responsibility to understand fire drill procedures displayed around the premises.
- Users are asked to attend any sessions on fire safety procedures and the use of fire safety devices.

## First aid

- Provision for first aid facilities are available where training is delivered.
- All accidents must be reported to staff.
- The accident and any aid administered must be recorded by staff involved. Staff must also report the incident.

## Work and study areas

- Always ensure that all work areas are clean and clear of clutter so as to avoid the danger of accident by tripping or falling over.
- Place all rubbish in the bins provided.
- Ensure that bench spaces are left clean and tidy.
- Do not sit or climb on any desks or tables.

## Student immunisation requirements

If you're enrolled in a program working with animals or in agricultural environments, you need to be up-to-date with several vaccinations.

Students enrolled in the Certificate III in Animal Studies and Certificate IV in Veterinary Nursing are required to be immunologically protected against:

- tetanus

You may also require vaccination against Q fever, lyssavirus, rabies or influenza (flu), depending on the work and environment within which you interact with animals.

If you fail to complete mandatory requirements, this may affect your ability to fulfil the inherent requirements of your program. For more information visit UQ's [student immunisation requirements web page](#).

## Your equity

UQ Skills is committed to ensuring that the training and assessment environment is free from discrimination and harassment.

All UQ Skills staff members (including contractors) are aware that discrimination and harassment will not be tolerated under any circumstances. In the event that discrimination and harassment is found to have occurred disciplinary action will be taken against any staff member who breaches this policy.

Suspected criminal behaviour will be reported to police authorities immediately.

Students should expect fair and friendly behaviour from UQ Skills staff members and know we apply complaint handling procedures advocated by the Australian Human Rights and Equal Opportunity Commission (HREOC).

Students who feel that they have been discriminated against or harassed should report this information to a staff member of UQ Skills that they feel they can trust. This will initiate a complaints handling procedure which will be fair and transparent and will protect your rights as a complainant.

Alternatively, if a student wishes to report an instance of discrimination or harassment to an agency external to UQ Skills, they are advised to contact the HREOC Complaints Info-line on 1300 656 419.

## Your privacy

UQ Skills takes the privacy of students very seriously and complies with all legislative requirements. These include the *Privacy Act 1988* and Australian Privacy Principles (effective from 12 March 2014).

Here's what you need to know:

- UQ Skills will retain personal information about you relating to your enrolment with us. This includes your personal details, your ethnicity, individual needs and education background. We will also retain records of your training activity and are required to do this in accordance with the *National Vocational Education and Training Regulator Act 2011*.
- Your personal information is retained within our hard copy filing and computer systems. Your information is collected via the enrolment form, administrative forms and based on your training outcomes. Hard copy files are secured in lockable filing cabinets which are monitored throughout the day and secured in the evening. Electronic data retained on our computer systems is protected via virus protection software and firewall protection. Our data is backed up continuously to our secure server.
- UQ Skills is required by the *National Vocational Education and Training Regulator Act 2011* to securely retain your personal details for a period of 30 years from the date your enrolment has completed. The purpose of this is to enable your participation in accredited training to be recorded for future reference and to allow you to obtain a record of your outcome if required.
- In some cases, we are required by law to make student information available to Government agencies such as the National Centre for Vocational Education Research (NCVER) or the Australian Skills Quality Authority (ASQA). In all other cases UQ Skills will seek the written permission of the student for such disclosure. UQ Skills will not disclose your information to any person or organisation unless we have written instructions from you to do so. If you require your records to be accessed by persons such as your parents, you need to authorise this access otherwise this access will be denied.
- You have the right to access information that UQ Skills is retaining that relates to you. Further instructions are provided on how to access records within the section titled 'Accessing your records'.
- If you have concerns about how UQ Skills is managing your personal information, we encourage you to inform our staff and discuss your concerns. You are also encouraged to make a complaint directly to us using our internal complaint handling arrangements outlined in this handbook. Under the *Privacy Act 1988* (Privacy Act) you also have the right to make a complaint to the Office of the Australian Information Commissioner (OAIC) about the handling of your personal information. You can find more information about making a privacy complaint on the [OAIC website](#).

## National VET Data Policy

As part of your enrolment, you will be asked to declare your acceptance of the terms of the service contract and the refund conditions, and confirm that you have been fully advised of the fees, refund conditions and conditions of enrolment and agree to be a student at UQ Skills.

You agree that it is your responsibility to retain a copy of this written agreement as supplied by UQ Skills and receipts of any payments of tuition fees or non-tuition fees.

You agree that under the Data Provision Requirements 2012, UQ Skills is required to collect personal information about you and to disclose that personal information to NCVER.

Your personal information (including the personal information contained on the enrolment form and your training activity data) may be used or disclosed by UQ Skills for statistical, regulatory and research purposes. UQ Skills may disclose your personal information for these purposes to third parties, including:

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

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

- issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts;
- facilitating statistics and research relating to education, including surveys;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

You may also receive an NCVER student survey which may be administered by an NCVER employee, agent or third-party contractor. You may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the *Privacy Act 1988* (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website).



## Fees, charges and funding

Programs offered by UQ Skills can be classified as either fee-for-service or government funded programs

Fee-for-service programs are not government funded, so students undertaking such programs will be liable to a charge in exchange for the preparation and delivery of their training.

Fees and charges may also apply to government-funded programs offered by UQ Skills.

These fees and charges are determined in accordance with the Department of Employment, Small Business and Training regulations pertaining to state-funded training programs or VET Student Loan Commonwealth guidelines. These charges and fees are applied consistently, but total cost depends on program specifics.

### Fees payable

Fees are payable within 7 days of students receiving an invoice from UQ Skills. The initial payment must be paid prior to commencing training. UQ Skills may discontinue training if fees are not paid as required.

For a full list of current fees and charges please request a copy of UQ Skills schedule of fees and charges. Students who request a payment plan will be charged a 10% administration fee.

### Payment methods

UQ Skills accepts payment for fees using:

- Credit card
- Telephone
- BPAY

### GST charges

GST does not apply to accredited programs.

If a program is comprised of accredited and non-accredited units then GST will be charged on the non-accredited portion.

## Exemptions from fees and charges

While no exemptions from fees and charges apply to fee-for-service programs, partial or full exemption of fees and charges may apply to funded programs and vary depending on the source of the funding and student circumstances.

The nature and extent of any exemptions and the method of applying for such exemptions will be included in the program-specific material supplied before the program starts.

## Concessions

Some students may be eligible for subsidies funded by the Queensland Government Department of Employment, Small Business and Training. Certain students may be eligible for a concession fee.

Students of Aboriginal or Torres Strait Islander origin, and/or holders of a concession card such as a Health Care Card, Pensioner Concession Card or Veteran Affairs Pensioner Concession Card, may be eligible for programs undertaken through government funding.

If you do not have a concession card, contact Services Australia (Centrelink) to determine your eligibility.

## Vocational Education and Training in Schools (VETiS) funding

Vocational Education and Training in Schools (VETiS) is a program that enables high school students to gain nationally recognised qualifications for specific industries while they're still at school. This initiative is funded by the Queensland Government.

To be eligible for VETiS funding students must:

- be a Queensland resident
- be aged 15 years or over
- be in Year 10, 11 or 12 in a Queensland High School
- be an Australian or New Zealand citizen or Australian permanent resident (including humanitarian entrants), or a temporary resident with the necessary visa and work permits on the pathway to permanent residency
- not have completed, or be enrolled in, a qualification funded through VETiS funding.
- have agreement from their school and parents, and identify the VETiS program in their Senior Education and Training (SET) plan.

Once a student has completed a Certificate I or II qualification using VETiS funding they are no longer eligible to receive VETiS funding for any future study.

Please visit the [VETiS web page](#) on the Department of Employment, Small Business and Training website for further information.



## Certificate 3 Guarantee funding

The Certificate 3 Guarantee supports eligible individuals to complete their first post-school Certificate III qualification. This initiative is funded by the Queensland Government.

Students eligible for this subsidy will be required to contribute to the cost of the program through a co-contribution fee.

To be eligible for the Certificate 3 Guarantee students must:

- be a Queensland resident
- be aged 15 years or over, and no longer at school (with the exception of VET in Schools students)
- be an Australian or New Zealand citizen or Australian permanent resident (including humanitarian entrants), or a temporary resident with the necessary visa and work permits on the pathway to permanent residency
- not hold, or be enrolled in, a certificate III level or higher qualification (not including qualifications completed at school and foundations skills training).

Once a student has completed a Certificate III qualification they are no longer eligible to receive Certificate 3 Guarantee funding for any future study.

Please visit the [Department of Employment, Small Business and Training website](#) and read the [Certificate 3 Guarantee student fact sheet](#) for further information.

## Higher Level Skills funding

The Higher Level Skills program assists individuals to gain the higher-level skills required for employment or career advancement in a priority industry, or to transition to university studies.

To be eligible for the Higher Level Skills Subsidy students must:

- be a Queensland resident
- be aged 15 years or over, and no longer at school
- be an Australian or New Zealand citizen or Australian permanent resident (including humanitarian entrants), or a temporary resident with the necessary visa and work permits on the pathway to permanent residency
- not hold, or be enrolled in, a certificate IV level or higher qualification (not including qualifications completed at school and foundations skills training).

Once a student has completed a Certificate IV or higher qualification they are no longer eligible to receive Higher Level Skills funding for any future study.

Please visit the [Department of Employment, Small Business and Training website](#) and read the [Higher Level Skills student fact sheet](#) for further information.

## User Choice funding

Student contribution fees under the User Choice program are set at \$1.60 per nominal hour for each unit of competency/module to be calculated at the commencement of the unit of competency/module.

### User Choice partial exemption – tuition fees

UQ Skills will charge 40 per cent of the student contribution fee where the participant falls into one or more of the following exemption categories:

- a. The participant was or will be under 17 years of age at the end of February in the year in which the UQ Skills provides training, and the participant is not at school and has not completed year 12.
- b. The participant holds a Health Care Card or Pensioner Concession Card issued under Commonwealth law, or is the partner or a dependant of a person who holds a Health Care Card or Pensioner Concession Card, and is named on the card.
- c. The participant issues UQ Skills with an official form under Commonwealth law confirming that the participant, his or her partner or the person of whom the participant is a dependant, is entitled to concessions under a Health Care Card or Pensioner Concession Card.
- d. The participant is an Aboriginal or Torres Strait Islander person. Acceptable evidence is as stated on the Training Contract and Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) VET Enrolment Form

For further information please refer to the [User Choice 2021-24 Policy](#).

## VET Student Loans (VSL)

Students applying for a VET Student Loan for eligible programs need to clearly understand the requirements and obligations entered into between all parties. VET Student Loan information is available at the [Study Assist website](#) and from UQ Skills.

Receiving a VET Student Loan will create a debt which students will be required to pay back in full to the Australian Government. Students repay their loan through the Australian tax system when they reach the minimum income threshold for repayment.

VET Student Loans will not be approved for students who do not meet the eligibility requirements.

VET Student Loan students must supply a valid Tax File Number (TFN) with their enrolment form. Students who do not have a TFN number must apply for one through the Australian Taxation Office (ATO).

Failure to supply UQ Skills with a TFN or a Certificate of Application for a TFN on or before the census date will result in cancellation of enrolment.

Students accessing VSL may receive a survey from the Department seeking information on their training experience.

## Refunds

Students, who give notice to cancel their enrolment **ten (10) business days** or more prior to the commencement of a program, will be entitled to a full refund of fees paid.

Students who give notice to cancel their enrolment **nine (9) business days** or less prior to the commencement of a program will be entitled to a partial refund. The amount retained by UQ Skills will be 25% of the total fees paid or the non-refundable enrolment fee.

UQ Skills is required to cover the costs of staff and resources which will have already been committed based on the student's initial intention to undertake the training.

Students who cancel their enrolment after a training program has commenced will not be entitled to a refund of fees and will incur the entire cost, regardless of whether they are on a payment plan or not.

Where a student has purchased a text or training workbook and subsequently cancels, UQ Skills will not refund monies for the text.

## Student cancellation

Students who cancel their enrolment part way through a training program must notify UQ Skills in writing via email or letter at the soonest opportunity. Students who cancel their enrolment after a training program has commenced will not be entitled to a refund of fees and will incur the entire cost, regardless of whether they are on a payment plan or not.

Students are advised to consider alternative options such as requesting to suspend their enrolment and re-commencing in another scheduled training program.

## Transfers

Requests for transfers to alternate programs can be arranged if UQ Skills is advised in writing more than then **ten (10) working days** prior to the program commencement date and there is availability in the selected program.

One transfer will be accepted without charge where UQ Skills has been notified in writing at least ten (10) working days prior to the scheduled commencement date. All subsequent transfers will attract an administration charge of \$55.00 (including GST).

## Statutory cooling-off period

The Standards for Registered Training Organisations require UQ Skills to inform persons considering enrolment of their right to a statutory cooling-off period.

A statutory cooling-off period (which is ten (10) days) is a period of time provided to a consumer to allow them to withdraw from a consumer agreement, where that agreement was established through unsolicited marketing or sales tactics. These include tactics such as door-to-door sales and telemarketing.

A statutory cooling-off period allows a consumer to withdraw from a sales agreement within ten (10) days of having received a sale contract without penalty.

It must be noted that UQ Skills do not engage in unsolicited marketing or sales tactics and therefore a statutory cooling-off period is not applicable to our students who have enrolled into a program. For refund options in other circumstances, students must refer to the above refund policy.

## Our guarantee to clients

If UQ Skills cancels or ceases to provide training, UQ Skills must issue a full refund for any services not yet provided. The basis for determining 'services not yet provided' is to be based on the units of competency completed by the student and which can be issued in a Statement of Attainment at the time the service is ceased.

As an example: A student enrolled in a program of ten units of competency and paid \$1,500.00 up front as the total program fee. The program was cancelled due to the trainer falling ill and the student at that time had completed four of the ten units. The student's enrolment would be finalised and the student would receive a Statement of Attainment for the four completed units. The student would also receive a refund of \$900.00 which represents that value of the training not delivered.

## Changes to terms and conditions

UQ Skills reserves the right to amend the conditions of the student's enrolment at any time.

If amendments are made that effect the student's enrolment the student will be informed seven (7) days prior to changes taking effect. Students then have 28 days to submit an appeal from the date they were informed of the decision.

Further information about appealing a decision is contained in the section relating to complaints and appeals handling.

## Protection under Australian Consumer Law

As a student undertaking a vocational education and training program, you are protected under Australian Consumer Law and under State and Territory consumer protection laws. These protections include areas such as unfair contract terms, the consumer guarantees to statutory a cooling-off period and unscrupulous sales practices.

You can find out more information about your rights as a consumer from the [Australian Consumer Law website](#), which includes a range of helpful guides relating to specific areas of protection.



## Accessing your records

You are entitled to have access to your records. These records include your:

- student file,
- learning and assessment record,
- administrative records,
- AQF certificates, including a re-issuance of a Statement of Attainment or qualification which has been previously issued.

You may require these records to monitor your progress with training or simply to go back and confirm something in a previous training module. Whilst these records will be retained by UQ Skills, you are welcome to have access anytime, just ask your trainer and it will be organised immediately.

You can access hardcopy records and reports from our student management system, but only relating to you personally. You can request this access by emailing [uqskills@uq.edu.au](mailto:uqskills@uq.edu.au).

Access to requested records during a workday will be arranged as soon as possible and definitely within 24 hours. Students should note that these records cannot be taken away unless a copy is requested.

In the case of accessing a re-issuance of a previously issued Statement of Attainment or qualification certificate, if you have lost or misplaced your AQF certificate you may obtain a reissued certificate from UQ Skills.

To obtain this you must contact [uqskills@uq.edu.au](mailto:uqskills@uq.edu.au). A cost of \$45.00 will apply for each issued AQF certificate. These monies must be paid in advance.

Reissued AQF certificates will be an exact duplicate of the original with the exception of small wording at the bottom of the document which identifies the certificate as reissued.

AQF certificates may only be collected in person or can be posted. A student may also nominate another person to collect the certificate, however these persons must be notified to UQ Skills beforehand and the person must provide photo ID to validate their identity.

## Continuous improvement

UQ Skills is committed to the continuous improvement of our training and assessment services, student services and management systems.

### Suggesting improvements

Students are encouraged to provide feedback via the continuous improvement reporting procedure.

This procedure allows any person to raise a Continuous Improvement Report for consideration by the executive management team.

Often these reports are generated after an opportunity for improvement has been identified by a staff member or student.

The Continuous Improvement Report template is available on request.

## Student satisfaction survey

At the completion of your training program, you will be issued with a Student Satisfaction Survey. This is a nationally consistent survey tool which is designed to collect feedback from students about their experience with an RTO and in undertaking nationally recognised training.

Your completion and return of this survey is important to UQ Skills for our ongoing improvement of services and to enable us to report this information to our registering authority. Your assistance in gathering this survey data is greatly appreciated.

## Assessment

At UQ Skills assessment is conducted using a combination of written knowledge assessment, research tasks, case studies, workplace logbook, supervisor feedback and workplace observation. The following provides a brief explanation of the primary assessment methods:

- **Written knowledge assessment:** The student is required to provide a written response to a range of questions relating to required knowledge of the units of competency. These would generally be short answer response activities and may include other questioning methods, including multiple-choice.
- **Research tasks:** The student is required to undertake research within their own workplace and the available reference material and provide a written response to each question. These assessment activities are usually short to medium answer response activities. The responses provided by the student will largely be specific to their workplace.
- **Case study response:** The student is required to provide a written response to a situation presented in a case study scenario. This will usually require the student to consider carefully the situation presented, undertake some research to inform their response and then to propose their recommended actions.
- **Workplace logbook:** The student is required to record details of their work activity completed during the work placement. These details are recorded against specified tasks which are pre-designed for the student to complete. This forms an important part of the assessment evidence as it often includes critical evidence that is otherwise difficult for the assessor to observe.
- **Supervisor feedback:** The assessor will periodically engage with workplace supervisors to seek their feedback about the student's performance. This is undertaken as an interview with a duration of approximately 15 to 20 minutes. This interview can be undertaken over the phone or face-to-face. Feedback from a supervisor is recorded into the assessment record.
- **Workplace observation:** The student will be observed performing specific tasks in their day-to-day work activities. The assessor will attend the workplace and observe the student performing tasks relevant to the units of competency being assessed. The student will be briefed on these observation activities in advance and is required to make arrangements to undertake these activities when the assessor is in attendance at the workplace.



## Re-assessment

Students who are assessed as 'Not Yet Competent' are to be provided with detailed verbal and written feedback to assist them to identify the gaps in their knowledge and skills to be addressed through further training. These students are to be provided with additional training and learning support to target their specific gaps in knowledge and/or skills and prepare them for additional assessment.

It is the policy of UQ Skills to provide three (3) opportunities for additional training and re-assessment at no additional cost to the student or employer.

Students who require additional training and re-assessment after they have exhausted their three opportunities will receive a result of 'Not Yet Competent' and will be required to undertake that unit and pay the associated fee for additional training and re-assessment. Please refer to the current fee schedule to identify the re-assessment fee.

Students requiring additional learning support are to be brought to the attention of UQ Skills management so the progress of the student can be monitored closely and additional support services can be applied well before it becomes necessary to impose an additional fee for re-assessment.

Where students repeatedly do not demonstrate competence following significant learning and assessment support, a student's enrolment can be terminated through mutual agreement.

## Issuing qualifications and statements of attainment

UQ Skills will issue all AQF certification documentation (qualifications or statements of attainment) to a student within 30 calendar days of the student being assessed as meeting the requirements of the training product, if the training program in which the student is enrolled is complete.

Please note UQ Skills is not obliged to issue a certificate to a completed student if:

- All agreed fees the student owes to UQ Skills have not been paid.
- The student has not provided a valid Unique Student Identifier.

Students should be aware that a:

- Qualification is the result of a student achieving the units of competency for a qualification outcome as specified in an endorsed training package or an accredited program. A qualification is a formal certification that a student has achieved learning outcomes as described in the AQF. Technically within

the AQF a qualification is comprised of a testamur and a record of results. A testamur is the actual official certification document that confirms that a qualification has been awarded to an individual.

- Statement of Attainment is issued when the student has achieved one or more units of competency as a result of completing a program which included units of competency only, or where the student achieved one or more units of competency as part of an enrolment in a qualification-based program but the student did not achieve all of the units of competency to receive the full qualification.

## Student support services

During your enrolment, UQ Skills will engage with you on a number of occasions to identify if you require any support. We do this through requesting you to complete enrolment documentation which includes an initial core skills assessment, discussions over the phone and during your orientation. If any individual needs are identified, UQ Skills will engage directly with you.

One of the important objectives of these engagements is to understand what support services you may need to fully participate in your study.

You will be asked various questions about your support needs or your 'individual needs'. This is simply the term we use to define what your needs are, and this enables us to organise the appropriate support services. Make sure you take the most of this opportunity and let us know if you need support.

### What support is available?

UQ Skills will use a combination of our own services and UQ services to offer the following support services:

- Language, literacy and numeracy support.
- Studying and learning coaching.
- Alternative payment plan.
- Counselling support.
- Disability access.

If you need support during your program, please approach and inform Student Services on 07 5460 1353 and you will be connected with the best person who can assist you.

If the matter is sensitive and you do not feel comfortable discussing it with Student Services, simply inform them that you would like to meet with the Student Services Manager.

It is our absolute priority to provide you the support needed to enable you to progress in your study and complete your chosen program.

UQ Skills is committed to our student's welfare both during and after hours of study.



## Language, literacy and numeracy skills

Language, literacy and numeracy skills are critical to almost all areas of work.

This is particularly true in many vocations where language, literacy and numeracy skills influence the performance of workplace tasks such as measuring, weighing and comprehending written work instructions.

To support this approach, UQ Skills will:

- Assess a student's language, literacy and numeracy skills during their enrolment to ensure they have adequate skills to complete the training;
- Support students during their study with training and assessment materials and strategies that are easily understood and suitable to the level of the workplace skills being delivered;
- Provide learning resources, including practical exercises, to assist in any learning gaps identified.
- Provide clear information to students about the details of the language, literacy and numeracy assistance available;
- Refer students to external language, literacy and numeracy support services that are beyond the support available within UQ Skills and where this level of support is assessed as necessary; and
- Negotiate an extension of time to complete training programs if necessary.

## Making complaints and appeals

UQ Skills is committed to providing a fair and transparent complaints and appeals process that includes access to an independent external body if required.

To make a complaint or an appeal, you are requested to:

- Complete the Complaint Handling Form or Request to Appeal a Decision Form on the UQ Skills website and email to [uqskills-complaints@uq.edu.au](mailto:uqskills-complaints@uq.edu.au) or send to:  
UQ Skills, Building 8101A,  
5391 Warrego Highway,  
Gatton College QLD 4345.
- If you are having any difficulty submitting to us, please contact us at the following number: (07) 5460 1353.

### What is a complaint?

A complaint is negative feedback about services or staff which has not been resolved locally. A complaint may be received by UQ Skills in any form and does not need to be formally documented by the complainant in order to be acted on.

Complaints may be made by any person but are generally made by students and/or employers.

### What is an appeal?

An appeal is an application by a student for reconsideration of an unfavourable decision or finding during training and/or assessment.

An appeal must be made in writing and specify the particulars of the decision or finding in dispute.

Appeals must be submitted to UQ Skills within **28 days** of the student being informed of the decision or finding.

## Early resolution of complaints and appeals

Where possible, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time, as they occur between the persons involved.

Sometimes it will not be possible and in these cases, you are encouraged to come forward and inform us of your concerns with the confidence that you will be treated fairly.

## Complaints and appeals handling

UQ Skills applies the following principles to its complaints and appeals handling:

- A complaint or appeal may be received in any form (written, verbal) although persons seeking to make a complaint are recommended to complete the Complaint Handling Form or Request to Appeal a Decision Form on UQ Skills website and email to [uqskills-complaints@uq.edu.au](mailto:uqskills-complaints@uq.edu.au). A person who makes a complaint or an appeal must be **provided a written acknowledgement** as soon as possible and **not later than 48 hours** from the time the complaint or the appeal is received. The acknowledgement must inform the person that they will receive a written response within 14 days and explain the complaint/appeal handling process and the persons rights and obligations.
- There is no time limitation on a person who is seeking to make a complaint. An appeal however must be made within **28 days** of the person being informed of the decision or finding of which they intend to appeal.
- Written records of all complaints/appeals are to be kept by UQ Skills, including all details of lodgement, response and resolution. UQ Skills will maintain a complaints/appeals register to be used to record the details of the complaint/appeal and to maintain a chronological journal of events during the handling process. Records relating to complaint/appeal handling are stored securely to prevent access to unauthorised personnel.
- A person making a complaint or seeking an appeal is to be provided an opportunity to formally present his or her case at no cost.
- Each person may be accompanied and/or assisted by a support person at any relevant meeting.
- Where a complaint or appeal is made about or involves allegations about another person, UQ Skills is obliged to inform this person about this complaint/appeal or allegation and provide them the opportunity to respond and present information in response to the issues raised. This may be achieved through direct meetings or meeting via an electronic means. UQ Skills will maintain a detailed record of these meetings in the form of a record of conversation. At all times information must be handled sensitively and treated in confidence. Persons involved in a dispute or complaint should

be reminded to treat each other with respect and conduct themselves in a professional and courteous manner.

- The handling of a complaint/appeal is to commence within **seven (7) working days** of the lodgement of the complaint/appeal and all reasonable measures are taken to finalise the process as soon as practicable.
- The person making a complaint or seeking an appeal is to be provided a written response to the complaint/appeal, including details of the reasons for the outcome. A written response must be provided to the person within **fourteen (14) days** of the lodgement of the complaint/appeal.
- Complaints/appeals must be resolved to a final outcome **within sixty (60) days** of the complaint/appeal being initially received. Where UQ Skills' Chief Executive Officer (CEO) considers that more than 60 calendar days are required to process and finalise the complaint/appeal, the CEO must inform the person making a complaint or seeking an appeal in writing, including reasons why more than 60 calendar days are required. As a benchmark, UQ Skills will attempt to resolve complaints/appeals as soon as possible. A time frame to resolve a complaint/appeal within thirty (30) days is considered acceptable and in the best interest of UQ Skills and the person making a complaint or seeking an appeal. A person making a complaint or seeking an appeal should also be provided with regular updates to inform them of the progress of the complaint/appeal handling. Updates should be provided to the person making a complaint or seeking an appeal at a minimum of two (2) weekly intervals.
- UQ Skills shall maintain the enrolment of the person making a complaint or seeking an appeal during the handling process.
- Decisions or outcomes of the complaint/appeal handling process that find in the favour of the person making a complaint or seeking an appeal shall be implemented immediately.
- Complaints/appeals are to be handled in the strictest of confidence. No UQ Skills representative will disclose information to any person without the permission of UQ Skills' Chief Executive Officer. A decision to release information to third parties can only to be made after the person making a complaint or seeking an appeal has given permission for this to occur. This permission should be given using the Information Release Form.
- Complaints/appeals are to be considered and handled to ensure the principles of natural justice and procedural fairness are applied at every stage of the handling process. This means that the person making a complaint or seeking an appeal is entitled to be heard with access to all relevant information and with the right of reply. The person making a complaint or seeking an appeal is entitled to have their complaint heard by a person that is without bias and may not be affected by the decision. Finally, the decision must be made based on logical evidence and the decision maker must take account of relevant considerations, must act for a proper purpose and must not take into account irrelevant considerations.

## Informing persons and responding to allegations

Where a complaint involves one person making allegations about another person, it is a requirement for UQ Skills to hear both sides of the matter before making any judgements about how the complaint should be settled.

A person who will be affected by a decision made by UQ Skills because of a complaint has the right to be fully informed of any allegations and to be provided adequate opportunity to be heard and respond.

The person has the right to:

- put forward arguments in their favour,
- show cause why a proposed action should not be taken,
- deny allegations,
- call for evidence to disprove allegations and claims,
- explain allegations or present an innocent explanation, and
- provide mitigating circumstances (information aimed at reducing the severity, seriousness, of something).

UQ Skills also has an obligation to fully consider the substance of allegations and the response provided by parties before making a decision. Decisions must be communicated to the complainant and relevant persons subject of allegations in writing. This is to include advising these persons of their right to seek a third-party review of decisions made by UQ Skills.

Where an allegation is made that involve alleged criminal or illegal activity and it is considered outside the scope and expertise of UQ Skills to investigate the matter, then in these circumstances UQ Skills reserve the right to report these allegations to law enforcement authorities.

Persons related to the matter involving alleged criminal or illegal activity will be advised in writing if this action is being taken.

## Review by an independent third-party

UQ Skills provides the opportunity for a person making a complaint or seeking an appeal who is not satisfied with the outcomes of the complaints and appeals handling process to seek a review by an independent person. Before a person seeks a review by an independent person, they are requested to first allow UQ Skills to fully consider the nature of the complaint or appeal and to fully respond to the person in writing. If after this has occurred the person is not satisfied with the outcome, they can then seek a review by an independent person. To request a review by an independent person, the complainant or the person making an appeal should inform the Student Services Manager of their request who will initiate the process with the Chief Executive Officer.

In these circumstances the UQ Skills Chief Executive Officer will advise of an appropriate party independent of UQ Skills to review the complaint (and its subsequent handling) and provide advice to UQ Skills regarding the recommended outcomes. The independent third-party is required to respond with their recommendations within **fourteen (14) working days** of their review being requested.





Following an independent review, advice received from the independent person is to be accepted by UQ Skills as final, advised to the person making a complaint or seeking an appeal in writing and implemented without prejudice.

Where a complaint is received by UQ Skills and the Chief Executive Officer feels that they may be biased or there is a perception of bias, then the complaint is to be referred directly to an independent third-party for consideration and response as outlined above.

### Unresolved complaints and appeals

Where the person making a complaint or seeking an appeal is not satisfied with the handling of the matter by UQ Skills, they have the opportunity for a body that is external to UQ Skills to review his or her complaint or appeal following the internal completion of the complaint or appeals process.

Students who are not satisfied with the process applied by UQ Skills may refer their matter to the following external agencies:

- Consumer related issues may be referred to the **Office of Fair Trading** via their website [qld.gov.au/law/fair-trading](http://qld.gov.au/law/fair-trading).
- Issues related to the delivery of training and assessment services may be referred to the **National Training Complaints Service** via their website: [education.gov.au](http://education.gov.au) or by calling 13 38 73.
- Privacy issues may be referred to the **Office of the Australian Information Commissioner** via their website [oaic.gov.au](http://oaic.gov.au) or by calling 1300 363 992.

### Withdrawing from, and cancellation of, a program

There are circumstances where a student may finalise their enrolment early for personal or academic reasons.

Where this is the case, the student is requested to email the Student Services team at [uqskills@uq.edu.au](mailto:uqskills@uq.edu.au) to notify of their plan to defer/withdraw or transfer.

The Student Services team will initiate the process from this notification. This provides the student the opportunity to specify their reasons and to indicate their preference to defer their enrolment, to transfer their enrolment to another program or to terminate their enrolment altogether.

Where the enrolment is being deferred or terminated, students will be issued a Statement of Attainment to recognise the outcomes they have achieved during their enrolment.

A student who defers and returns to complete a program will be eligible to recommence their training and receive a credit transfer for any completed units of competency. The Student Services Manager will review these applications and the student will be informed of the outcome in writing.

VET Student Loans students who withdraw prior to the census date, there will be no penalties (financial, administrative or other barriers) to withdrawal.

However, students withdrawing post-census date will incur the debt of the loan amount applied for in relation to the unit of study, part program or program (whichever applies).

Where special circumstances apply, there are avenues for students to apply for this debt to be reversed.

If a student has their enrolment cancelled by UQ Skills, UQ Skills will provide them with 28 days to appeal the decision, sufficient reason(s) why the enrolment is being cancelled and provide the student with UQ Skills' complaints and appeals guidelines including UQ Skills' re-crediting policy.

### VET Student Loans: Post-census withdrawals, re-credits and reviews

A student who is enrolled in a course and withdraws after the last date to drop the course without academic penalty (census date) will incur academic penalty (i.e., a failing grade).

However, where a student is unable to fulfill the requirements of a course due to special circumstances



the student may be able to apply for their VET Student Loan to be re-credited for the unit of study.

Special circumstances are circumstances that are:

- Are beyond your control; and
- Did not make their full impact until after the census date for the unit of study; and
- Make it impractical for you to complete the requirements for the unit of study or part of the program (which ever applies).

The amount re-credited must equal the amount of the VET Student Loan that has been used to pay tuition fees for the student for the course, or the part of a program.

To make a re-credit application (debt reversal), a student will need to submit a UQ Skills VET Student Loan Re-credit Form to UQ Skills within 12 months from the census date or date you withdraw from the unit of study (or if you didn't withdraw, 12 months from the end date of the unit of study) for VET Student Loan eligible students.

UQ Skills enforces a strict policy that no student is be victimised or treated differently through interaction, decisions and behaviours for making an application for withdrawal, VET Student Loans balance re-credit or complaints internally and externally.

## VET Student Loan reviews and appeals

Should a student feel UQ Skills' decision surrounding their withdrawal or re-credit application is unfair, a student is entitled to ask for an internal review at no charge by completing a Request to Appeal a Decision Form and submitting this to UQ Skills in line with UQ Skills' Making Complaints and Appeals policy (see page 13).

Where internal review decisions has been exhausted, a student has to the right to apply to the Secretary of the Australian Government Department of Employment and Workplace Relations at no charge for re-credit of VET Student Loan debt within 5 years of the census date of the unit, or within a period of extension by the Secretary if,

- UQ Skills (The University of Queensland) or a person acting on behalf of UQ Skills (The University of Queensland) engaged in unacceptable conduct in relation to the student's application for VET Student Loan; or
- UQ Skills has failed to comply with the Act, or an instrument under the Act, and the failure has adversely affected the student.

In relation to special circumstances, a Secretary from

the Department may act to re-credit a student's VET Student Loan debt on behalf of UQ Skills if UQ Skills is;

- Unable to act or is being wound up or has been dissolved; or
- Has failed to act and the Secretary is satisfied that the failure is unreasonable

If a student is still dissatisfied, a student has the right to take the matter to the Administrative Appeals Tribunal for an external appeal.

## Variation of tuition fees

UQ Skills may vary the tuition fees for an approved VET Student Loan course, or a part of an approved course where it does not disadvantage the student.

UQ Skills will publish this variation on its website as soon as practicable after written approval has been received from the Secretary.

## Replacement provider

If a student is undertaking training with an approved VET Student Loans provider that closes, fails to start a course, or stops offering a course to eligible students; students may be placed with UQ Skills to continue their studies in an equivalent or similar course.

When enrolled in a replacement course with UQ Skills, students:

- will be granted course credits for the parts of their original course you successfully completed. This will be assessed based on the Statement of Attainment issued by the relevant provider in accordance with the Australian Qualifications Framework; and
- will not be charged tuition fees for replacement components of the replacement course offered by UQ Skills.

## Students who are not contactable or not responding

Where a student is not contactable or fails to respond to requests by UQ Skills, the student's enrolment may be terminated in absentia.

This action may only be taken where the UQ Skills has made every reasonable attempt to engage with the student or contact the student to seek their instructions about their intentions to continue with or complete the applicable program.

Advice received from a student via email or phone conversation communicating their request is to be accepted. Email records and written records of phone





conversations are to be retained on the student's file as evidence of these expressed instructions from the student.

Before a student's enrolment can be terminated without their written or expressed consent the following protocol is to be followed:

- A minimum of two (2) attempts must be made using the last known contact details (email and phone) to contact the student and issue the student with a warning letter notifying them of the intent to terminate the enrolment.
- Where the student fails to respond, the student's enrolment is to be terminated and the student's record within the student management system is to update with the outcome of 'withdrawn' entered into each unit of competency that has not been completed at the time.
- Any final AQF certificate to which the student is entitled is to be sent via registered mail to the student's last known mailing address. This should also be noted in the student's enrolment record and a photocopy of the certificate retained on the student's record.
- The student's record is to be archived in accordance with the Records Retention and Management Policy.

Applicable trainers are to be informed of the student's enrolment termination and advised to inform the Student Services Manager if the student makes contact.

## Recognition of Prior Learning

In accordance with the requirements of the Standards for Registered Training Organisations, UQ Skills provides the opportunity for students to apply to have prior learning recognised toward a qualification or units of competence for which they are enrolled.

### What is recognition?

Recognition involves the assessment of previously unrecognised skills and knowledge that an individual has achieved outside the formal education and training system.

Recognition assesses this unrecognised learning against the requirements of a unit of competence, in respect of both entry requirements and outcomes to be achieved. By removing the need for duplication

of learning, recognition encourages an individual to continue upgrading their skills and knowledge through structured education and training towards formal qualifications and improved employment outcomes. This has benefits for the individual and industry.

Most importantly, it should be noted that recognition is just another form of assessment.

### Recognition guidelines

The following guidelines are to be followed when an application for recognition is received:

- Any student is entitled to apply for recognition in a program or qualification in which they are currently enrolled.
- Students may not apply for recognition for units of competence or a qualification which are not included in UQ Skills' scope of registration.
- Whilst students may apply for recognition at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- Students who are currently enrolled in a training program are eligible to apply for recognition in that program.
- Assessment via recognition is to apply the principles of assessment and the rules of evidence.
- Recognition may only be awarded for whole units of competence.

### Forms of evidence for recognition

Recognition acknowledges that workplace skills and knowledge may be gained through a variety of ways, including both formal and informal learning or through work-based or life experience.

Like assessment, recognition is a process whereby evidence is collected, and a judgement is made by an assessor or assessment team.

The judgement is made on evidence provided by candidates of the skills and knowledge that they have previously learnt through work, study, life and other experiences, and that they are currently using.

It also includes evidence to confirm a candidate's ability to adapt prior learning or current competence to the context of the intended workplace or industry.

Forms of evidence toward recognition may include:

- Work records;
- Records of workplace training;
- Assessments of current skills;
- Assessments of current knowledge;
- Third-party reports from current and previous supervisors or managers;
- Evidence of relevant unpaid or volunteer experience;
- Examples of work products;
- Observation by an assessor in the workplace;
- Performance appraisal; or
- Duty statements.

Many of these forms of evidence would not be sufficient on their own. When combined, with a number of evidence items, the candidate will start to provide a strong case for competence.

UQ Skills reserves the right to require candidates to undertake practical assessment activities of skills and knowledge to satisfy itself of a candidate's current competence.

## Credit transfer

Credit transfer is the recognition of learning achieved through formal education and training.

Under the Standards for Registered Training Organisations, units of competency issued by any RTO are to be accepted and recognised by all other RTOs.

Credit transfer allows a student to be issued a unit of competency based on successful completion of the unit which has been previously awarded.

## Evidence requirements

If you are seeking credit transfer you are required to present your Statement of Attainment or qualification with a record of results for examination to UQ Skills.

These documents will provide the detail of what units of competence you have been previously issued. You must provide satisfactory evidence that the Statement of Attainment or qualification is authentic, is yours and that it has been issued by an Australian RTO.

Statements of attainment or qualifications should be in the correct format as outlined in the Australian Qualifications Framework. You are required to submit copies only, UQ Skills will verify your credentials via a USI transcript, or we will make contact with your previous RTO.

## Credit transfer guidelines

The following guidelines are to be followed in relation to credit transfer:

- Any student is entitled to apply for credit transfer in a program or qualification in which they are currently enrolled.
- Students may not apply for credit transfer for units of competence or qualification which are not included in UQ Skills' scope of registration.

- Whilst students may apply for credit transfer at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- The student does not incur any fees for credit transfer and UQ Skills does not receive any funding when credit transfer is granted.
- Credit transfer may only be awarded for whole units of competence. Where a mapping guide identifies a partial credit, this will not be considered for credit transfer and applicants will be advised to seek recognition.

## Third-party arrangements

Where UQ Skills utilises third-party arrangements in the provision of services under the UQ Skills scope of registration, UQ Skills will inform students in writing that whilst they are enrolled with UQ Skills, a third-party provider is partly or wholly delivering their training.

Students will be given the information to contact both UQ Skills and the third-party where relevant. UQ Skills will provide information to students that UQ Skills is ultimately responsible for ensuring the quality of training and assessment and for the issuing of certification. UQ Skills will inform students of any changes to third-party arrangements that are relevant to their program of study.

UQ Skills have written agreements (third-party arrangements) with any third-party provider that it engages to deliver services under the UQ Skills scope of registration, including, but not limited to, training and/or assessment and the recruitment of prospective students. These written agreements will specify the responsibilities and obligations of each of the parties in detail.

At all times UQ Skills is the principle RTO and remains responsible for ensuring the quality training and assessment of the organisation, regardless of any third-party arrangements in which training and/or assessment is delivered on UQ Skills' behalf.

UQ Skills will ensure that any third-party providing training services is aware of, and will comply with, all obligations under any funding contracts. UQ Skills will require that the third-party provider cooperate with the Australian Skills Quality Authority (ASQA) in the provision of information and the conduct of monitoring activities.

UQ Skills will retain the following records:

- evidence of current written agreements (third-party arrangement) with any third-party providers.
- evidence of the systematic monitoring of services provided through a third-party arrangement.
- evidence of the qualifications of any trainers and/or assessors engaged through a third-party arrangement.
- evidence of payments made by UQ Skills to third-party providers.



UQ Skills will remain responsible for enrolment, issuing all certifications, records of results and statements of attainment for all training products on its scope of registration, regardless of whether some or all of the training and assessment services are provided through a third-party arrangement.

UQ Skills will only enter into third-party arrangements with providers who employ trainers and/or assessors holding qualifications, relevant vocational competence and current industry skills required by the current Standards and the current funding contract in place.

If UQ Skills enters into a third-party provider arrangement with an individual who is not a trainer or assessor, the individual will work under the direct supervision of a qualified trainer/teacher and will not be responsible for assessment outcomes.

UQ Skills will provide information to students on how they can lodge a complaint or appeal against a third-party provider engaged by UQ Skills. Any complaints or appeals relating to a third parties providing services on behalf of UQ Skills will be managed according to the UQ Skills Complaints and Appeals Process mentioned in this handbook.

UQ Skills will conduct systematic monitoring of any third-party arrangements to ensure the quality and compliance of services delivered on UQ Skills' behalf.

This will include, but is not limited to:

- validation of assessment tools
- validation of assessment judgements
- review of training and assessment strategy
- review of staff mapping documents
- annual review of the third-party arrangement contract
- compliance checking of student documentation
- monitoring of marketing.

## Legislative and regulatory responsibilities

UQ Skills is required to operate in accordance with the law. This means we comply with the requirements of legislative and regulatory requirements.

The following legislation is a list of the Acts that UQ Skills has recognised it has compliance responsibilities to. They also represent obligations to you as a student whilst training with UQ Skills.

During your day-to-day work and when participating in training, you will need to be aware of the relevant legislation that may impact on your conduct and behaviour.

Copies of state and federal legislation can be found at [legislation.gov.au](http://legislation.gov.au).

The following is a summary of the legislation that will generally apply to your day-to-day work and training:

### Work Health and Safety Act 2011

The main object of this Act is to provide for a balanced and nationally consistent framework to secure the health and safety of workers and workplaces.

The WHS Act protects workers and other persons against harm to their health, safety and welfare through the elimination or minimisation of risks arising from work or from types of substances or plant.

The WHS Act covers workers by providing a nationally uniform work health and safety laws. This includes employees, contractors, sub-contractors, outworkers, trainees, work experience students, volunteers and employers who perform work.

The WHS Act also provides protection for the general public so that their health and safety is not placed at risk by work activities.

Section 29 of the WHS Act requires that any person at a workplace, including customers and visitors, must take reasonable care of their own health and safety and



that of others who may be affected by their actions or omissions.

They must also cooperate with any actions taken by the person conducting business or undertaking to comply with the WHS Act and WHS Regulation.

## Privacy Act 1988

The Privacy Act is supported by the Australian Privacy Principles which came into effect on 12 March 2014.

The object of Australian Privacy Principles is to ensure businesses and government agencies manage personal information in an open and transparent way.

Review the section within this handbook that relates to privacy protection. It provides you with information about:

- the kinds of personal information that the entity collects and holds;
- how the entity collects and holds personal information;
- the purposes for which the entity collects, holds, uses and discloses personal information;
- how an individual may access personal information about the individual that is held by the entity and seek the correction of such information;
- how an individual may complain about a breach of the Australian Privacy Principles and how the entity will deal with such a complaint; and
- whether the entity is likely to disclose personal information to overseas recipients.

## Disability Discrimination Act 1992

### Sect 5 - Disability Discrimination

(1) For the purposes of this Act, a person (discriminator) discriminates against another person (aggrieved person) on the grounds of a disability of the aggrieved person if, because of the aggrieved person's disability, the discriminator treats or proposes to treat the aggrieved person less favourably than, in circumstances that are the same or are not materially different, the discriminator treats or would treat a person without the disability.

For the purposes of subsection (1), circumstances in which a person treats or would treat another person with a disability are not materially different because of the fact that different accommodation or services may be required by the person with a disability.

## Sex Discrimination Act 1984

The objects of this Act are:

- to give effect to certain provisions of the Convention on the Elimination of All Forms of Discrimination Against Women; and
- to eliminate, so far as is possible, discrimination against persons on the ground of sex, marital status, pregnancy or potential pregnancy in the areas of work, accommodation, education, the provision of goods, facilities and services, the disposal of land, the activities of clubs and the administration of Commonwealth laws and programs; and
- to eliminate, so far as possible, discrimination

involving dismissal of employees on the ground of family responsibilities; and

- to eliminate, so far as is possible, discrimination involving sexual harassment in the workplace, in educational institutions and in other areas of public activity; and
- to promote recognition and acceptance within the community of the principle of the equality of men and women.

## Age Discrimination Act 2004

The objects of this Act are:

- to eliminate, as far as possible, discrimination against persons on the ground of age in the areas of work, education, access to premises, the provision of goods, services and facilities, accommodation, the disposal of land, the administration of Commonwealth laws and programs and requests for information; and
- to ensure, as far as practicable, that everyone has the same rights to equality before the law, regardless of age, as the rest of the community; and
- to allow appropriate benefits and other assistance to be given to people of a certain age, particularly younger and older persons, in recognition of their particular circumstances; and
- to promote recognition and acceptance within the community of the principle that people of all ages have the same fundamental rights; and
- to respond to demographic change by:
  - removing barriers to older people participating in society, particularly in the workforce; and
  - changing negative stereotypes about older people.

## Racial Discrimination Act 1975

This Act gives effect to Australia's obligations under the International Convention on the Elimination of All Forms of Racial Discrimination. Its major objectives are to:

- promote equality before the law for all persons, regardless of their race, colour or national or ethnic origin, and
- make discrimination against people on the basis of their race, colour, descent or national or ethnic origin unlawful.

## Copyright Act 1968

Copyright is a type of property that is founded on a person's creative skill and labour. It is designed to prevent the unauthorised use by others of a work, that is, the original form in which an idea or information has been expressed by the creator.

Copyright is not a tangible thing. It is made up of a bundle of exclusive economic rights to do certain acts with an original work or other copyright subject-matter. These rights include the right to copy, publish, communicate (e.g.. broadcast, make available online) and publicly perform the copyright material.

There is no general exception that allows a work to be



reproduced without infringing copyright. Where a part of a work is copied, the issue is whether a substantial part of that work has been reproduced and thus an infringement has occurred. However, there is a 10% rule which applies in relation to fair dealing copying for the purposes of research or study.

A reasonable portion of a work may be copied for that purpose, and a reasonable portion is deemed to be 10% of a book of more than 10 pages or 10% of the words of a work in electronic form.

### **Fair Work Act 2009**

The main objectives of this Act are to provide a balanced framework for cooperative and productive workplace relations that promote national economic prosperity and social inclusion for all Australians by:

Providing workplace relations laws that are fair to working Australians, are flexible for businesses, promote productivity and economic growth for Australia's future economic prosperity and take into account Australia's international labour obligations;

Ensuring a guaranteed safety net of fair, relevant and enforceable minimum terms and conditions through the National Employment Standards, modern awards and national minimum wage orders;

Enabling fairness and representation at work and the prevention of discrimination by recognising the right to freedom of association and the right to be represented, protecting against unfair treatment and discrimination, providing accessible and effective procedures to resolve grievances and disputes and providing effective compliance mechanisms.

### **National Vocational Education and Training Regulator Act 2011**

This legislation provides that basis for the regulation of Registered Training Organisations in Australia. The legislation provides the basis for the establishment of the National VET Regulator who are the registration authority for RTOs. A core component of this legislation

is that it defines the condition for the registration of an RTO which include:

- compliance with the VET Quality Framework
- satisfying Fit and Proper Person Requirements
- satisfying the Financial Viability Risk Assessment Requirements
- notifying National VET Regulator of important changes
- cooperating with National VET Regulator
- compliance with directions given by the National VET Regulator.

## Have a question about this guide?

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