

APS TRAINING GROUP

STUDENT HANDBOOK



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Welcome to APS Training Group

Thank you for enrolling with APS Training Group. We are a nationally accredited training organisation (National Provider Number: 31588). As such we aim to provide you with the best quality training possible and will endeavor to provide any support necessary to assist you in your training. We hope you will find the time we share challenging, rewarding and fun.

Our aim is to equip you with the knowledge, skills and confidence you need to enter the workforce or to undertake further studies.

We hope that your chosen course will expose you to a variety of experiences and challenges. The course will provide a mix of theory and practical training. We will also offer you an opportunity to build your confidence and motivation with a view to preparing you for a competitive market.

Upon enrolling, you have rights and responsibilities, most of which are outlined in this handbook. You are naturally welcome to ask us for further information if you have questions that are not covered.

The quality of your experience with APS Training Group depends largely on your motivation and commitment. We feel that we have in place an ideal learning environment. Meet the challenge, and we will do our very best to ensure that the benefit to you exceeds your expectations.



Mr Neil Irvine
Managing Director, APS Training Group
September 2009

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QUALITY POLICY

APS Training Group has a commitment to meeting the quality standards expected by our customers in the delivery of the products and/or services that we supply to them and continually looks for ways to improve our service.

Our quality system is based on the requirements of the 2007 Australian Quality Training Framework Essential Standards for Registration, The Vocational Education, Training and Employment Act 2000 (QLD) and the Training and Employment Regulation 2000 (QLD) and any other relevant Commonwealth, or State Legislation or regulatory requirements for the operation of a registered training organisation.

Our quality objectives are to:

- Provide quality training and assessment services
- Grow our business by looking after our customers
- Use the AQTF quality system as a tool in achieving best practice outcomes across the organisation
- Ensure continuous improvement
- To comply with federal and state legislative and regulatory requirements for the operation of a registered training organisation

To implement this policy we shall focus on the needs of our business with particular reference to consistently meeting customer requirements and statutory obligations. Our quality system provides mechanisms for detecting system shortfalls and for stimulating continuous improvements.

CODE OF PRACTICE

As a registered training organisation, APS Training Group has agreed to operate within the principles and standards of the Australian Quality Training Framework.

Legislative Requirements

APS Training Group will meet all legislative requirements of state and federal government. In particular, Workplace Health and Safety, Workplace Relations and Vocational Placement Standards will be met at all times. Legislation which specifically impacts on the role of our learners is addressed during training. The relevant acts include:

- Anti Discrimination Act 1991 (QLD)
- Disability Services Act 2006 (QLD)
- Equal Opportunity & Public Employment Act 1992 (Commonwealth)
- Privacy Amendment Act 2000 (Commonwealth)
- Workplace Health and Safety Act, 1995 (QLD)
- Workcover QLD Act 1996 (QLD)
- Vocational Education, Training and Employment Act 2000 (QLD)
- Training and Employment Regulation 2000 (QLD)
- Copyright Act 1968 (Commonwealth)

Access and Equity

All trainees/students will be recruited in an ethical and responsible manner and consistent with the requirements of the National Training Package. Our access and equity policy ensures that trainee/student selection decisions comply with equal opportunity legislation. Appropriately qualified staff will assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course, based on their qualifications and experience. All members of the community, including priority VET target group members, are actively encouraged to participate in, and supported during our courses.

Quality Improvement Focus

APS Training Group has a commitment to providing a quality service and a focus on continuous improvement using the Australian Quality Training Framework Standards. We value feedback from trainees/students, staff, employers and all other relevant stakeholders for incorporation into future programs.

Client Service

We have sound management practices to ensure effective client service. In particular APS Training Group has client service standards, in accordance with AQTF guidelines, to ensure:

- The timely issue of student assessment results and qualifications. These will be appropriate to competence achieved.
- Our quality focus includes a recognition of prior learning policy
- A fair and equitable refund policy
- A complaint policy
- An appeal policy
- An access, equity and diversity policy and student welfare and guidance services
- Where necessary, arrangements will be made for those clients requiring literacy and/or numeracy support programs.
- We take every opportunity to ensure that this information is disseminated, understood and valued by personnel and clients.
- Our trainee/student information will ensure that all fees and charges are known to trainees/students before enrolment, that course content and assessment procedures are explained and that vocational outcomes are outlined.

External Audit

APS Training Group has agreed to participate in monitoring and audit processes required by the Training and Employment Recognition Council. This covers random compliance audits, audit following complaint and audit for the purposes of re-registration.

Management and Administration

APS Training Group has policies and management strategies, which ensure sound financial and administrative practices. Management guarantees the organisation's sound financial position and safeguards trainee/student fees until used for training/assessment. We have a Refund Policy, which is fair and equitable. Trainee/student records are managed securely and confidentially and are available for trainee/student perusal on request. APS Training Group has adequate insurance policies.

Marketing and Advertising

APS Training Group markets vocational education and training products/services with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons are drawn with any other training organisation or training product. All advertising will be conducted in accordance with the provisions of the AQTF Standards.

Training and Assessment Standards

APS Training Group has personnel with appropriate qualifications and experience to deliver the training and facilitate the assessment relevant to the training products offered. Assessment will meet the National Assessment Principles (including recognition for prior learning and credit transfer). Adequate facilities, equipment and training materials will be utilised to ensure the learning environment is conducive to the success of trainees.

Sanctions

APS Training Group will honor all guarantees outlined in this Code of Practice. We understand that if we do not meet the obligations of this Code or supporting regulatory requirements, we may have our registration as a Training Organisation withdrawn.

ACCESS, EQUITY AND DIVERSITY POLICY

We will ensure that equity principles for all people are implemented through the fair allocation of resources and the right to equality of opportunity without discrimination. We will increase opportunities for people to participate in the vocational education and training (VET) system, and in associated decisions that affect their lives. Appropriate student support services will be provided to maximize the chances of under-represented students achieving positive learning outcomes and placement/employment in their chosen career.

APS Training Group recognises that equity and diversity considerations and initiatives go beyond extending a helping hand to the 'disadvantaged' and responding to legislative imperatives. Fair and equitable access to Vocational Education and Training (VET) can assist all Australians to gain meaningful employment and participate in the economic and social life in their community. This policy is a mechanism to demonstrate APS Training Group commitment to state and national equity legislation and policy requirements including:

- Disability Discrimination Act (1992) Commonwealth
- Sex Discrimination Act (1984) Commonwealth
- Racial Discrimination Act (1975) Commonwealth
- National Strategy for the Education of Aboriginal & Torres Strait Islander People 1996 - 2002
- Anti Discrimination Act (1991) Queensland
- Multicultural Queensland Policy (1998)

Equity

Equity essentially means 'fairness'. In the VET context it means that people are provided with the opportunity to access, participate and successfully achieve outcomes. Underpinning the principles of equity is the recognition by APS Training Group:

- that it is common for people to identify with more than one equity group;
- of the differences within and between equity groups;
- that each equity group does not experience the same type of disadvantage; and
- there remain many common systemic barriers for equity groups.

Diversity

Diversity recognises that many factors influence the ability of people to participate and succeed in vocational education, training and employment, including:

- prior educational experience
- cultural diversity
- language and / or learning styles
- goals and expectations
- motivation
- work and social experiences
- gender
- values and beliefs
- religion
- income
- age
- geographic location

This policy aims to address the requirements of all potential and actual learners, seeking to participate in training with APS Training Group including specific equity groups such as:

- women
- Indigenous Australian peoples
- people with a disability
- people from non-English speaking backgrounds
- people with English literacy and numeracy needs
- residents of rural and remote communities

COURSE ADMISSION

All applicants for enrolment are required to satisfy APS Training Group, that they meet all prerequisite requirements, such as qualification and/or experience, where detailed in the relevant course document (or Training Package), prior to acceptance for admission to courses.

APS Training Group also reserves the right to refuse enrolment where a reasonable doubt exists that a potential applicant will not be able to successfully complete a course being offered having due regard to the performance criteria and conditions as set out in the relevant course document (or Training Package). Where some doubt exists as to the applicant's ability to commence a course, they will be offered counselling including opportunities for other avenues of study or possible bridging programs to develop entry level competencies.

All potential course participants are encouraged to check the units of competency in the course / qualification to ensure they understand the performance requirements prior to enrolment. If there is some doubt as to the requirements or outcomes of a course, please ask APS Training Group for assistance in clarifying the suitability of the course to your skill development requirements.

The training costs and fees associated with the courses offered by APS Training Group are outlined in the relevant course information literature and are provided to the applicant at the time an initial inquiry is made.

ISSUING QUALIFICATIONS

On completion of an individual unit of competency contained within an accredited course or nationally recognised training package qualification, participants will be issued with a Statement of Attainment. A statement of attainment is provided in recognition that the participant has successfully completed part of a course or qualification. A statement of attainment can be used to gain a credit for the competency/ies with APS Training Group, or another registered training provider either within the state of Queensland or interstate, should the participant wish to complete the course at a later time.

NATIONAL RECOGNITION POLICY

National Recognition (Credit) means credit towards a qualification is granted to the student on the basis of outcomes gained by the student through previous participation in a course or training package qualification, with another registered training organisation.

National recognition (Credit), for an applicable unit of competency, is available to any student when enrolling with APS Training Group.

CREDIT POLICY

APS Training Group is committed to the provision of a fair and equitable policy for the terms of credit and refund of course enrolment fees. The scope of this policy includes the provision of all training programs provided by APS Training Group.

The terms of credit are at the discretion of the Training Coordinator, and are subject to the provision of adequate client identification.

Enrolment fees will be invoiced no later than the start date of the course date unless alternate arrangements are made. Enrolments within thirty (30) days from the date of course commencement will be invoiced with a due date prior to course commencement.

FEES

For members of the general public, unless otherwise agreed upon, the fees are **payable immediately upon completion of enrolment**.

REFUND AND CANCELLATION POLICY

- **All** refund applications must be made in writing using a *Request for Refund Form* (Form: 031) (*available upon request*).
- If for any reason a course is cancelled by APS Training Group, participants will be booked into the next available course, or may request an eighty percent (80%) refund.
- For cancellations made more than ten (10) working days prior to the course, participants will be provided with alternative course dates, or may request an eighty percent (80%) refund.
- Students have six (6) months to complete training from the date of enrolment.
- No refund is available where cancellation is made less than ten (10) working days prior to the commencement of a course. However participants will be provided with an option to transfer to a course being offered at an alternate date. From the date of issue of workbook and training manual participants are given two (2) opportunities within a maximum six (6) month period to re-book and complete the course.
- Participants who leave before finishing the course will not be offered a refund, however, should participants wish to finalise incomplete units of competency, they will be allowed one (1) opportunity to do so.
- In the event of non-attendance without notice, no refund or transfer will be offered or available.
- Enrolment is accepted on the basis that APS Training Group will not be held liable for costs incurred due to course cancellation or rescheduling. APS Training Group will make every effort to advise of course changes as soon as possible.
- Refunds will be considered on a pro-rata basis for students who fall ill or are injured to the extent that they can no longer undertake the course, providing a supporting Medical Certificate is supplied to APS Training Group.
- In all other cases, refunds are at the discretion of the Training Coordinator of APS Training Group and may be negotiated on an individual case-by-case basis.
- All requests for refunds will be acted upon within 14 days.
- The surcharge for using credit is non refundable.

RECOGNITION OF PRIOR LEARNING POLICY

Recognition of Prior Learning is the process that recognises a student's current skills and experience regardless of where and when the learning occurred. Applications for RPL are based on whole competencies.

Students can base their application on any combination of formal or informal training and education, work experience or general life experience.

Students will need to contact the APS Training Group Training Coordinator for information on the RPL process. To apply for Recognition of Prior Learning students will need to complete the RPL form and attach their supporting evidence.

Unsuccessful applicants have the right to formally appeal the RPL assessment, through the institute academic appeals process.

Read ALL of this information carefully to ensure you understand the RPL procedure

What is Recognition of Prior Learning (RPL)?

Recognition of Prior Learning is a means of measuring skills acquired through work or life experiences or through qualifications obtained from formal studies or training.

Benefits

If your RPL application is successful you may:

- Finish your course earlier
- Reduce your study load

How to apply

Step 1

- Discuss your RPL potential with the course co-ordinator.
- Obtain an RPL Application Form, and Guide to Completing a RPL Application from the APS Training Group Office.

Step 2

- Read the units of competency, that you are seeking recognition for, very carefully.
- Match your prior learning to the unit performance outcomes. If you have difficulties with this, contact the course coordinator.
- Obtain evidence to support your application e.g. letters of validation from your employer, past academic results, etc. Guidelines for preparing your portfolio of evidence will be provided with the RPL application form.

If submitting qualifications or similar, the original document(s) must be sighted by the APS Training Group Training Coordinator, or certified copies attached.

Step 3

- Complete the RPL Application and attach your evidence.

Step 4

- Lodge the forms with the APS Training Group Training Coordinator.

Step 5

- Enrol and pay the fee applicable for the proposed course. If your application has been assessed prior to your enrolment, the tuition fee will be calculated excluding any competencies for which you have been granted total credit under RPL.

RPL interview

You may be requested to attend an interview with an RPL assessor:

- The assessor will outline the process.
- You will be questioned about your previous work experience, training, education, hobbies and interests.
- Interviews may include a 'challenge test'.
- If you do not understand any of the questions, ask the assessor for an explanation.
- After the interview a recommendation will be made to the Training Coordinator of APS Training Group for a decision on your RPL application.

RPL decisions

1. Request granted

- Application accepted and prior learning recognised.
- Study requirements may be reduced if this decision is made.

2. Request for partial exemption granted

- Your prior learning does not totally match the competency content in the course.
- You may be required to complete an assignment, or undertake alternative study to gain recognition for the complete unit of competency.

3. Request denied

- Your prior learning has not been recognised as relevant to the course.
- The usual study requirements of the course must be completed.

RPL notification

You will be formally notified of the outcome of your RPL application by the APS Training Group Training Coordinator.

RPL appeal process

If you are dissatisfied with the level of credit obtained, discuss the assessment with the Training Coordinator.

If you are still dissatisfied, write to the Training Coordinator of APS Training Group within seven days of receipt of the RPL notification and request a review of the decision.

The Training Coordinators will access a third party to review the application. No further appeals are possible.

RPL fee

An initial application fee is payable at the time of lodging a RPL application. Contact APS Training Group for the current fee.

COMPLAINTS AND APPEALS PROCEDURES

The following procedure explains how we aim to ensure any complaint or appeal is dealt with in a fair and timely manner.

Appeal Process

A participant enrolled in a course, who is seeking to appeal against an **academic decision** or other procedural matter, will be given the opportunity to present their case. The appellant should undertake the following steps:

1. In the first instance an informal approach is to be made to the course facilitator with any new evidence or clarification of existing evidence.
2. Assessment will be reviewed having due regard to submissions made by the participant.
3. Where the participant is still dissatisfied with the decision a request is to be made to APS Training Group, in writing, for a facilitator who has not been involved in the original decision, to review the decision.
4. If the participant is dissatisfied with the decision of the reviewing independent facilitators a written notice of appeal may be lodged with APS Training Group, requesting an independent review by an external appeal consultant.

Appeals will be accepted up to fourteen (14) days from the date an assessment result was received. Participants will be notified of the outcome of their appeal in writing within 21 days of a decision being reached.

Complaint Process

A participant enrolled in a course who has a complaint on any matter, **other than academic decisions**, will be given the opportunity to present their case. The participant should undertake the following steps:

1. In the first instance, an informal approach is to be made to the person with whom the participant has the complaint, in order to see if the matter can be resolved in a mutually satisfactory way.
2. If the matter is not resolved to the satisfaction of both parties, a request must be made to APS Training Group, in writing, for a facilitator who has not been involved in the complaint, to review the complaint and have the matter resolved.
3. If the participant is still dissatisfied, a written notice of complaint may be lodged with APS Training Group requesting an independent review by an external consultant, or appropriate body.
 - A complaint, if not resolved informally, must be lodged in writing no later than (14) days from the date of the incident considered to have caused the complaint.
 - A complaint can be forwarded directly to APS Training Group's Training Coordinator by telephone on (07) 41543066.
 - Any complaint received by the Training Coordinator will be written into the Improvement Log.
 - Where possible the complaint will be dealt with immediately by the Training Coordinator.
 - All complaints will be dealt with within 21 days of receipt of the written details. A written response, advising of the outcome of the complaint, will be provided.
 - Any substantiated complaint will be acted upon. All complaints will be recorded on an Improvement Log.

External Consultant Appeals

- Mutual agreement is to be reached between APS Training Group and the relevant participant regarding the external consultant to be engaged for use in the external appeal process. Consultants engaged to conduct the appeal process are to hold recognised qualifications that meet the human resource requirements for the relevant course.
- Where participants wish to use an external consultant who is not approved by APS Training Group they are responsible for the payment of all costs associated with the use of the external consultant in the appeal process.

Appeal Decisions

- All assessment action will be suspended pending determination of the appeal process. All decisions will be immediately communicated to participants and, subject to the provisions of the Judicial Review Act 1991, the decision of an external consultant conducting an appeal will be final.

RECORDS MANAGEMENT

Privacy and personal information protection in APS Training Group

When you enrol with APS Training Group you may be assured that the personal information you provide is protected under the Privacy and Personal Information Protection Act 1998. This Act imposes obligations on APS Training Group in its collection, storage, use and disclosure of your personal information.

We are obliged to tell you the purpose of collecting personal information, who receives this information and where it is held. We must also provide for your ongoing rights to access this information about yourself and make corrections.

We are also obliged to protect your personal and private information and not disclose it without your knowledge and approval. Information we ask you to provide will only be necessary for the purposes of your course enrolment, learning, assessment, and study records.

Access to Records

Students may access their own personal records by submitting a written request to APS Training Group. Within 14 days of receipt, and after verification that the records are for the individual submitting the written request, records will be made available to the student.

Only authorised personnel within APS Training Group may access student records. Trainers and assessors only have access to records for students for whom they are responsible for either training or conducting assessments. They cannot access any other student records. Administration staff access student records to ensure records are maintained and up to date as required (eg when entering computer data, and preparing or entering information into files for a student, to issue qualifications or in response to a written request by the student for information). The Training Coordinator and The Department for Education and Training (DET) auditors have access to student records in relation to conducting audits and ensuring records are maintained and stored as required by APS Training Group policies and procedures. All authorised personnel are required to ensure information is kept confidential and is only accessed in the course of their duties. No information is released to any other person without the express written permission of the student.

Should you wish to access your own records, an application should be made in writing to the Training Coordinator of APS Training Group.

ANTI-DISCRIMINATION & SEXUAL HARASSMENT POLICY

Anti-Discrimination

It is the policy of APS Training Group to ensure that the Anti-Discrimination Acts of the state government and Discrimination Acts of the Federal Government are adhered to. These Acts include, but are not limited to, the Federal Government Racial Discrimination, Human Rights and Equal Employment Opportunity (EEO) and Sex Discrimination Acts. Also included is the Queensland Government Anti-Discrimination Act, which deals with all the foregoing Federal Acts.

The organisation does not tolerate any form of discrimination. All persons on site (including visitors) have the right to an environment free of discrimination and harassment.

Sexual Harassment

The policy of APS Training Group is that sexual harassment is an unacceptable form of behaviour, which will not be tolerated under any circumstances. We believe that all persons on site (including visitors) have the right to an environment free of intimidation and sexual harassment.

Sexual harassment may cause the loss of trained and talented employees and damage staff morale and productivity.

Under the Queensland Anti-Discrimination Act and the Federal Sex Discrimination Act, sexual harassment is against the law.

All APS Training Group employees must ensure that all persons on site (including visitors) are treated equitably and are not subject to sexual harassment. They must also ensure that people, who make complaints, or act as witnesses, are not victimised in any way.

What to do if you are Discriminated against or Sexually Harassed

You have the right to feel safe and to have full opportunity to achieve your potential in your study. Don't let harassment interfere with your life. If you are being harassed seek help immediately.

There are several options. Choose the course of action you feel most comfortable with. Do not ignore discrimination or sexual harassment, thinking it will go away – often discrimination just gets worse and silence may give the impression that discrimination or sexual harassment is acceptable.

You may:

- Tell the person they are making you uncomfortable and ask them to stop.
- Make a complaint to one of the staff from APS Training Group.

Or

- Make a complaint under Anti-Discrimination Legislation to the Queensland Anti-Discrimination Commission and Human Rights and Equal Opportunity Commission:

Telephone state-wide 1300 130 670 or TTY 1300 130 680

Level 1
189 Coronation Drive (cnr Cribb Street) Milton
P O Box 2122, Milton Q 4064 or Brisbane DX 44037
Fax: (07) 3247 0960

HEALTH & SAFETY POLICY

Workplace Health & Safety Responsibilities:

Students have an obligation under Section 36 of the Workplace Health and Safety (WH&S) Act 1995.

- Students **MUST NOT** act in a manner which endangers the health and safety of themselves or any other person while at a course being run by APS Training Group.
- Students **MUST** carry out safety directions given by members of APS Training Group;
- Students **MUST NOT** wilfully or recklessly interfere with anything provided in the interests of health and safety at APS Training Group.

NOTE: *Students who do not comply with these legal requirements are in breach of the WH&S Act and can be fined under its legislative requirements. Such persons are also in breach of the Student Rules and can face disciplinary action.*

STUDENT SUPPORT SERVICES POLICY

APS Training Group has a commitment to providing equity in training for all identified groups. Ensuring equity in training for women and the elimination of discrimination against women students in vocational education and training is a priority.

Students with Language, Literacy and Numeracy problems, or a disability, and people from a non-English speaking background are encouraged to pursue their vocational education and training goals through participation in the range of programs offered by APS Training Group.

APS Training Group will identify and access appropriate support services, and ensure the necessary services are provided for participants as required.

Details of participant support services available for our courses are outlined in this 'Student Handbook', or can be obtained by contacting our office on (07)41543066.

In addition to client support APS Training Group provides some welfare and guidance assistance. This is more specialised and has a broader range than client support. Where appropriate APS Training Group will provide initial support and guidance. However, personal and social issues will be referred to trained professionals as required.

Students requiring counseling or support should discuss the matter with their trainer. The trainer will assist where possible, and in the event that further action is required, refer the student to the appropriate personnel or alternatively, the student may wish to contact the relevant organisation themselves from the following list:

Adult English Language, Literacy and Numeracy:

**TAFE Queensland
Language & Literacy Services**
Phone: 3234 1666
Or contact your nearest TAFE Institute.

Learning Disability:

SPELD
Phone: 3262 9844

The Independent Living Centre
Phone: 3397 1224

Dyslexia Association of Brisbane
Phone: 3846 1559

Deaf and Hearing Impaired: Queensland Deaf Society.

Phone (07) 3356 8255 or
Sign On Phone: 3391 5677

Vision Impairment:

Queensland Blind Association
Phone: 3848 8888

Queensland Foundation for the Blind
Phone: 3391 0277

Vision Queensland
Phone: 3391 3686

Physical Impairment:

The Independent Living Centre

Phone: 3397 1224

Headway;

Australian Quadriplegic Association (AQA);

Queensland Spastic Welfare League –

Equipment Technology Services

Telephone (07) 3865 4377

Intellectual Impairment:

The Independent Living Centre

Phone: 3397 1224

Psychiatric Difficulty:

Mental Health Information and Support

Phone: 3358 4988

Queensland Health

Mental Health Unit

Phone: 3234 0680

This list of organisations is a selection only. Please discuss the matter with us if you have any special needs or questions.

STUDENT RULES

APS Training Group aims to provide students with the opportunity to study, learn and develop skills in a safe and supportive educational and social environment. As a student you will have rights and responsibilities. When you sign your enrolment form, you agree to follow APS Training Group Student Rules.

STUDENT RIGHTS AND RESPONSIBILITIES

Change of Personal Details

It is your responsibility to notify APS Training Group if you change your name or address after enrolment. This is critical to receive important information from APS Training Group (e.g. Results of Assessments). There is a 'Change of Address Notification Form' available from the office or you can ask your trainer.

Mobile Phones and Pagers

APS Training Group aims to provide all students/trainees with equal access to learning opportunities and prohibits behaviour that disrupts the learning of others, prevents staff from performing their duties or interferes with the conduct of classroom operations.

Mobile phones and pagers should be turned off before entry into classrooms or any training/assessment environment unless prior arrangements have been made with the trainer or person in charge.

Only in emergencies will permission be given for mobile phones or pagers to be left on in classrooms or any training/assessment environment. Should permission be granted, students/ trainees must keep their phone on vibrate and leave the room quietly to answer calls.

Drugs, Alcohol and Articles Considered Dangerous

APS Training Group prohibits the use of illegal drugs, the consumption of alcohol, and the possession of prohibited or dangerous articles at any course being conducted. The penalties for serious misconduct range from exclusion from APS Training Group courses for a period of time to 'Removal of Academic Privilege'.

Examinations / Course Assessments and Results

You are entitled to sit for your examination/assessment in conditions, which are free of disruption from supervisors and other students, except where the supervisor is conveying information relevant to the conduct of the assessment. If you engage in disorderly, offensive or aggressive conduct towards the supervisor or other students, you can be told to leave the assessment room/area, and may be deemed 'not competent' in the assessment by APS Training Group.

Malpractice is where any action taken by a person gives that person, or another person, an unfair advantage, or disadvantages another person in any assessment situation, including an examination.

If you engage in malpractice, such as copying, using unauthorised notes or aids, or exposing your worked papers so that another student may copy them, you will be liable to disciplinary action. The penalties for malpractice in an assessment range from the issuing of a 'not competent' result in the subject being assessed, to exclusion from APS Training Group courses for a specific period of time.

Cheating

A student/trainee shall not cheat or attempt to cheat in any assessment.

A person whether a student or not, shall not do anything intended to assist any other person sitting an assessment to cheat or otherwise defeat the purpose of the assessment. Where a supervisor believes that a student/trainee is cheating, the student will be instantly informed of such but allowed to finish the assessment. The assessment supervisor is to prepare a written report on the alleged cheating and attach the report to the student's assessment paper. The matter should then be referred to the Training Coordinator for appropriate action as outlined in disciplinary action.

MISCONDUCT

Misconduct of a Student/Trainee is any behaviour which:

- Disrupts the learning of others
- Prevents staff members from performing their duties
- Endangers the health and safety of staff or students/trainees
- Interferes with the conduct of APS Training Group operations

The following examples of behaviour would constitute misconduct if a student/trainee participated in the following:

Vandalism / Theft

- Defaced equipment, furniture or fixtures on premises under the control of APS Training Group
- Was caught stealing

Safety / Hygiene:

- Did not wear appropriate safety clothing or used safety equipment inappropriately
- Refused to follow safety or hygiene regulations

Failure to Comply With Directions:

- Refused to obey emergency procedures
- Smoked a cigarette in a non-smoking designated building
- Refused to obey teacher/supervisor direction when given for safety of class
- Disrupted others learning

Cheating / Plagiarism:

- Was caught cheating in an assessment/examination
- Plagiarised another person's work

Verbal Abuse:

- Shouted at a member of staff, student or other person
- Used inappropriate or offensive language, signs or body gestures
- Used language to threaten a member of staff

Physical abuse:

- Became involved in a physical argument
- Became involved in a behaviour not appropriate to surroundings
- Used physical threatening actions to intimidate or assault another student or a staff member

Alcohol / Drugs:

- Drinking an alcoholic drink on premises under the control of APS Training Group
- Intoxicated and disorderly on premises under the control of APS Training Group
- Engaging in the taking or selling of drugs

Weapons:

- Carried a weapon on their person on premises under the control of APS Training Group
- Used an object as a weapon to threaten or intimidate another person on premises under the control of APS Training Group

Exposure / Decency:

- Acted in a lewd way
- Engaged in sexual behaviour

Misconduct is a disciplinary offence and includes but is not limited to:

1. Wilfully obstructing or disrupting any APS Training Group meeting, activity, class or assessment
2. Wilfully carrying out behaviour that may be detrimental to the health and safety of other students/trainees or staff
3. Any form of harassment, whether based on gender, race, age, sexual preference or religious belief
4. Wilfully damaging, or wrongfully dealing with, any APS Training Group property or the property within premises under the control of APS Training Group personnel
5. Assaulting or attempting to assault any person within APS Training Group
6. Drunken and disorderly behaviour on premises under the control of APS Training Group
7. Cheating and plagiarism
8. Making a false representation as to a matter affecting student/trainee status
9. Breach any rules relating to conduct of assessment
10. Any indictable offence which impinges on APS Training Group operations
11. Possession of prohibited or dangerous articles
12. Breaching Workplace Health & Safety responsibilities

DISCIPLINARY ACTION

Disciplinary action will be taken and you may be penalised if you act in a way contrary to the student rules as set out in this Handbook.

You can appeal against certain penalties.

(Refer to Complaint Procedure and/or Appeal Procedure) Your penalty might then be reduced, removed, or increased.

Consequences of Misconduct:

If the student has acted in, or engaged in any misconduct **other than 'Serious Misconduct'** the following steps shall be taken.

In the 1st instance (a first offence) a verbal warning shall be issued and counselling shall be provided to the student/trainee advising of the repercussions of their actions should they continue. A record of this verbal warning and counselling shall be documented, dated and signed by the person issuing the warning/counselling and also the student/trainee receiving the disciplinary action and this record shall be placed in the student file.

2nd Offence – A Formal written warning will be issued to the student/trainee advising them of impending removal of academic privilege if the behaviour continues and there is a need to discipline a 3rd time. A record of this written warning shall be documented, dated and signed by the Training Coordinator, the person issuing the warning/counselling and also the student/trainee receiving the disciplinary action and this record shall be placed in the student file.

3rd Offence will result in the removal of academic privilege by APS Training Group.

The student/trainee will be advised of the time to attend a meeting with the Training Coordinator and the person issuing the disciplinary action. The student/trainee will be provided with the reason for this disciplinary action in writing, and any comments the student/trainee makes in relation to the misconduct should be documented. A copy of this record shall be dated and signed by the Training Coordinator, the person issuing the disciplinary action and also the student/trainee receiving the disciplinary action and this record shall be placed in the student file.

If the student has acted in, or engaged in any '**Serious Misconduct**' the following steps shall be taken:

1. The student / trainee shall be immediately suspended for 24 hours from attendance at class.
2. The supervisor/trainer shall advise the Training Coordinator immediately and provide a written statement, which details the circumstance of the student/trainee suspension.
3. The student/trainee will be advised of a time to attend a meeting with the person issuing the disciplinary action and the Training Coordinator.
4. The student/trainee will be provided with the reason for this disciplinary action in writing, and any comments the student/trainee makes in relation to the misconduct, along with the disciplinary action taken as a result should be documented. A copy of this record shall be dated and signed by the Training Coordinator, the person issuing the disciplinary action and also the student/trainee receiving the disciplinary action and this record shall be placed in the student file.
5. The student/trainee shall also be advised in relation to their right of appeal against certain penalties.
6. The Training Coordinator shall give the student/trainee a reasonable opportunity to be heard in relation to the misconduct and may then either:
 - Modify or dismiss the charge
 - Reprimand and warn the student/trainee against repetition of the breach of discipline
 - Suspend the student/trainee for a period not exceeding 14 days, which shall include any period of suspension.
 - Remove Academic Privilege

COURSE OVERVIEW

APS Training Group is a high quality training provider specializing in the delivery of competencies required in the construction industry. Information on available courses are available by calling the APS TRAINING GROUP office on 07) 4154 3066 or see online at www.apstraining.com.au

Assessment

The structured assessment process is designed to meet the needs of each individual participant within the requirements of the unit of competency and the respective Performance Criteria.

Assessment will be conducted using a variety of methods including:

- practical demonstrations
- written responses to questions
- observation
- third party reports
- oral questioning

Any student that does not achieve competency on his/her first attempt at an assessment will be thoroughly debriefed by the assessor. Where required the debriefing will identify opportunities for further training to address the area(s) on non-competence. The assessor will also clearly identify the part(s) of the assessment that need to be attempted again. **All students have the opportunity to be re-assessed** twice, without incurring any additional fees.

Recognition of Prior Learning

For those students seeking **RPL**, cost is based on a 'per Unit of Competency' basis. Please contact your facilitator to further application information. Please refer to information on page 8 about how to apply for RPL.

An initial application fee is payable at the time of lodging a RPL application. Please contact APS Training Group for the current fee.