

### Introduction

Occupational Skills Centre Australia Pty Ltd, (OSCA) is a private Registered Training Organisation (RTO) 32299, that strives to deliver the highest quality education and training in the Vocational Education and Training (VET) sector.

OSCA is closely linked with industry and identifies growth industry sectors requiring skilled workers. OSCA can help you by providing the training, education and skills that are required by industry sectors that are designed to meet work force requirements.

OSCA is responsible for the quality of the training and assessment and meets the compliance requirements of the Standards for Registered Training Organisations (RTOs) 2015, and for the issuance of the Australian Qualifications Framework (AQF) certification documentation.

OSCA provides blended training and assessment environments that includes face-to-face classroom and online training. OSCA focuses on both theoretical and practical training to provide a well-balanced delivery of all training courses.

### Delivery locations

#### Contact details:

#### Rockhampton

Level 1  
160 Denison Street  
Rockhampton QLD 4700

#### Gladstone

Training room1  
26 Beckinsale Street  
Gladstone QLD 4680

#### Cairns

91 Mulgrave Road  
(Cnr Miller St)  
Cairns QLD 4870

#### Logan

26 Blue Eagle Drive  
Meadowbrook  
Logan QLD 4114

### Contact Details

#### Postal address:

Occupational Skills Centre Australia  
160 Denison Street.  
Rockhampton QLD 4700

#### Website:

[www.occskills.com.au](http://www.occskills.com.au)

#### Email:

[info@occskills.com.au](mailto:info@occskills.com.au)

#### ABN:

79 772 496 980

#### ACN:

135 439 717

#### Phone:

1300 463 828

#### Chief Executive Officer:

John McCorkle  
0407 070 422

#### Managing Director:

Gavin Dicoski  
0427 070 400

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### Code of Practice

OSCA is committed to providing dedicated services to meet all students, clients, community, industry sector and staff member needs. To achieve this aim OSCA has policies and management practices to maintain professional standards in:

- the delivery of training services
- marketing practices
- ensuring protection and welfare of the students.

OSCA maintains a learning environment that supports the success of its students and ensures its capacity to effectively deliver courses.

OSCA firmly believes that our success is founded on the relationships we establish with not only our students but also with the various industries we service. Creating a positive culture that recognises that all incidents are preventable, and that exceptional safety performance is the foundation of any successful business.

### Core Values

- Focus on you, the student
- Specialise in key areas
- Timely response in all things
- We don't believe in service being just 'Good Enough'
- Teamwork

### Health and well being

OSCA appreciates that student life can be tough, with having to balance life commitments with a study timetable. Health and wellbeing can be hard to maintain, and it is quite normal to experience some anxiety or stress during your studies. Your trainer and campus administration can help you through any initial uncertainties you may have with the routine and requirements of study.

If you think you may require extra support, we encourage you to access trusted resources and information and highly recommend the following websites:

**HEADSPACE** provides early intervention mental health services for those up to 25 years old, along with assistance in promoting young peoples' wellbeing. This covers four core areas: mental health, physical health, work and study support, and alcohol and other drug services. **1800 650 890 | [headspace.org.au](http://headspace.org.au)**

**REACH OUT** is Australia's leading online mental health organisation for young people and their parents. Practical support, tools and tips help young people get through anything from everyday issues to tough times. **[reachout.com](http://reachout.com)**

**LIFELINE** is a national charity providing all Australian's experiencing a personal crisis with access to 24-hour crisis support and suicide prevention services **13 1114**

### Marketing/Advertising

OSCA meets the Australian Competition and Consumer Commission's (ACCC) trade practices requirements in that it does not make statements in advertising and marketing that are incorrect or likely to create a false impression. Furthermore, accurate and accessible information about OSCA, its services and performance are available on the organisation's website and within this handbook and associated policies, procedures, and documents.

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### Course Information

Occupational Skills Centres Australia provides relevant information to our prospective students which include, but is not limited to:

- Government funded programs
- Enrolment requirements
- Course fees
- Refund policy
- Privacy policy
- Course outline
- Complaints and appeals

### Assessment Methods

OSCA uses a variety of assessment methods for qualified assessors to make judgements on whether competency has been achieved, and to confirm that you can perform to the standard required in the workplace, as specified in the relevant training package. Not all assessment methods are used to assess your proficiency for each unit of competency. However, for each unit of competency two, or more assessment methods will be used to ascertain whether you have been successful in demonstrating the required knowledge, in line with each of the unit's requirements.

### Plagiarism

Assessments must be your own work and you are reminded that plagiarism will not be tolerated. You are accountable for the integrity of your assessment submissions and must not assist others in any form of plagiarism or cheating. This means that you will:

- Answer assessment questions in your own words
- Acknowledge quotes and sources
- Do the work yourself (unless it is a group assessment)
- Adhere to assessment rules/guidelines
- Not falsify data
- Not copy another person's work

### Reasonable Adjustment

Reasonable adjustment refers to measures or actions taken to provide students with the same educational opportunities as everyone else. OSCA has policies that include reasonable adjustment and access and equity principles. Reasonable adjustment will be provided for those students with individual learning needs (such as a disability or learning difficulty) according to the nature of the learning need. Ask your trainer to discuss this with you if you feel that adjustments should be made within your training program.

### Credit transfer (CT)

Credit Transfer is the recognition of learning achieved through formal education and training. Credit Transfer allows you to be awarded a unit of competency/module based on successful completion of the unit which has been previously awarded. Evidence required to gain a CT is

- Statement of attainment from the issuing RTO and/or
- Student transcript from USI

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### Recognition of Prior Learning (RPL)

RPL is a process of assessment of your skills, knowledge and competencies that relate to a course you are taking in any education or training sector, for the purposes of gaining entry to a formal program of education and training leading to a national qualification under the Australian Qualifications Framework (AQF), or having that knowledge or skills assessed so it counts towards completion of your course. If you believe that you already have the skills and experience to demonstrate that you are competent in any unit, please apply to your trainer/assessor to begin the RPL process. Evidence is any information that you gather and provide to an assessor to show that you have the skills required to gain recognition.

Evidence may include:

- certificates
- letter of competency
- references from employer'(s)
- samples of your work
- qualifications
- a practical assessment or competency conversation

All evidence that you provide:

- will be checked by the assessor to ensure its validity
- should be compiled into a portfolio and clearly referenced

### Language Literacy and Numeracy (LLN)

All students will complete an LLN indicator prior to commencing training and assessment. By completing the LLN assessment, OSCA can identify the suitability of the course for you, the student, and identify any learning support that may be required. This will assist you by giving you the best chance of successfully completing your chosen course.

### Feedback

We adhere to the policy of two-way feedback and your assessor will provide regular feedback during the assessment process. We also invite you to provide your comments on the assessment process for all units of competency. We thank you for taking this seriously, as your contribution is greatly appreciated in our attempt to continuously improve our assessment system and processes.

### Access and Equity

OSCA is committed to providing access and equity in all aspects of training and will not discriminate unlawfully against any individual in the process of skill development opportunities. Trainers/assessors and staff understand that some students have different needs, which can be accommodated by offering a different study option to cater for those needs and extenuating circumstances. OSCA's Access and Equity principles include:

- Equity for all people through fair and appropriate allocation of resources
- Promotion of access to training for all individuals regardless of gender, socio economic background, disability, ethnic origin, sexual orientation, age or race
- Ensure training services are delivered in a non-discriminatory, open and respectful manner
- Actively encourage the participation of students from disadvantaged groups
- Foster an environment free of discrimination and harassment

### Student co-contribution fee

Students who are eligible under the Certificate 3 Guarantee funding guidelines may need to pay a nominal fee for their courses. If you are not a concessional student, a co-contribution fee must be paid. (*Note: Prices subject to change.*) An invoice will be created for you and sent to your provided email address. If you have indicated on your enrolment form that Job Active will pay, a purchase order number (PO) is required. If you do not pay the co-contribution fee, the statement of attainment (SOA) will not be issued until the fee is paid.

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### Fee for service

Where a full price course exceeds \$1,500, an individual student is required to pay \$1,500 deposit three (3) days prior to course commencement. The student must also sign a repayment course fee agreement, to confirm the balance of scheduled course repayment/s will be paid. Where a full price course is under \$1,500, the student is required to pay the full course amount three (3) days prior to course commencement. Companies who are enrolling their employees into an OSCA course must either be a pre-approved organisation or provide the administration manager with a purchase order. OSCA will invoice the company and full payment will be required within fourteen (14) working days. If machinery or trainer time is excessive due to your non-attendance or failure to achieve the required competency standard, you will be advised of this, and a negotiated charge would apply.

### Refund and Cancellation Guidelines

If you have paid your course fees up-front, you may be eligible for a refund if you withdraw from a course on or before the course commencement date. A student who withdraws after the course commencement date will not be eligible for a refund, unless special circumstances apply, which may include, but not limited to:

- A medical emergency, evidenced with a medical certificate
- Family/personal reasons that would need to be evidenced by supporting documentation and/or medical certificates
- Employment related matters/emergencies that are outside your control and would need to be verified by the employer

### Complaints and appeals

It is the policy of OSCA that all students/clients/staff complaints and appeals against a decision made by OSCA, are viewed as a continuous improvement opportunity. Accordingly, all complaints and appeals will be courteously and professionally managed and responded to in a fair, equitable and timely manner. Complaints involving the conduct of the organisation - OSCA, its trainers, assessors, other staff, including third party providers, and/or other students/learners/students of OSCA can be lodged by emailing your complaint in writing to the CEO at [info@occskills.com.au](mailto:info@occskills.com.au). OSCA will contact you in writing within seven (7) working days to acknowledge receipt of your complaint and may request further evidence or ask specific questions to assist with understanding the nature of the concern.

### Issuance of Qualifications

You will be issued with a certificate after you have successfully completed all requirements of the course or units of competency in which you were enrolled. This will be within thirty (30) calendar days from the date of submission of the final assessment, providing all agreed fees have been paid. Your certificate will be emailed to your nominated email address. A copy will be retained on OSCA's LMS. When you complete one or more units of competency and do not complete a full qualification, a statement of attainment will be issued.

### Disciplinary Guidelines

Any allegations of misconduct of students or OSCA personnel who do not meet the above requirements will be referred to the CEO for investigation. The student or OSCA personnel will be notified of the investigation within five (5) working days, and under the laws of natural justice will have the right to hear and discuss the allegation of misconduct, and to meet, either face-to-face, through Zoom or telephone/email with the CEO, or the delegated person whom the CEO has nominated within ten (10) working days. All parties will be notified of the outcomes of any investigation via email, within five working days after the investigation being completed.

### Policies and Procedure

Complaints Appeals

Contact Withdrawal

Credit Transfer Recognition of Prior Learning

Privacy Policy

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### Code of Conduct

As a student enrolled at Occupational Skills Centre Australia (OSCA) it is expected that you shall at all times behave with consideration towards fellow students, members of staff and other OSCA stakeholders. In particular, you are required:

- To complete enrolment procedures and make arrangements for the payment of any applicable fees, before attending classes
- To **NOT** have your phone on during any class time
- To attend all scheduled classes in which you are enrolled. If you are unable to attend a class, you should advise your trainer or campus. If you miss a scheduled class without prior notice and/or a genuine reason, it will be recorded as absent from that class and the appropriate third parties advised
- To complete all assessments and submit to trainer for marking.
- Any NYS marked assessments must be resubmitted
- Not to engage in any behaviour which disrupts the study or campus environment or affects the physical or emotional wellbeing of other students, staff, or members of the community
- To observe all regulations governing the use and misuse of computing equipment, including software piracy, e-mailing, accessing, or downloading any prohibited or offensive material
- To abide by the WHS procedures established by OSCA including the wearing of designated personal protective equipment (PPE) for specified areas or activities
- To comply with all WHS requirements and expectations of conduct during training and assessments
- To conduct yourself appropriately while at any simulated work site environment
- To act responsibly and follow any reasonable directions from any OSCA personnel
- To respect the environment by refraining from littering, and by not damaging or defacing any OSCA property
- To only smoke in the designated smoking locations and dispose of all possible fire sources in the correct manner
- To obey all directives while driving on OSCA campuses, including speed limits and parking restrictions
- To not consume any alcohol on any campus or simulated work site environment
- To not attend any class or simulated work site environment under the influence of drugs or alcohol
- To observe current legislation which prohibits the use or possession of drugs. If you are suspected of carrying or using illegal drugs on OSCA property, you will be reported to the police.

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