



STUDENT HANDBOOK

1 Introduction

Occupational Skills Centre Australia Pty Ltd RTO 32299 (OSCA) is a private Registered Training Organisation (RTO) that strives to deliver the highest quality education and training in the Vocational Education and Training 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 and that are designed to meet the latest industry skill needs.

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, online and distance education. OSCA focuses on both theoretical and practical training to provide a well-balanced delivery of all training courses.

OSCA Locations

300 South Pine Road, Brendale QLD 4500

16 Goonoon Street, Gladstone QLD 4680

Contact details

Postal Address: Occupational Skills Centre Australia
PO Box 3147
Warner Qld 4500

Website: www.occskills.com.au

Email: info@occskills.com.au

ABN: 79 772 496 980

ACN: 135 439 717

Phone: 1300 463 828

Brisbane: 07 3606 8414

Gladstone: 07 4904 300

Chief Executive Officer: Mr John Corkle
Mobile: 0407 070 422

Managing Director: Mr Gavin Dicoski
Mobile: 0427 070 400

2 Code of Practice

The main aim of the code of practice is to provide dedicated services to meet all students, clients, community industry sector and staff member needs. To achieve this aim Occupational Skills Centre Australia has policies and management practices to maintain professional standards in the delivery of training services, marketing and ensuring protection and welfare of the students.

Occupational Skills Centre Australia maintains a learning environment that supports the success of its students and ensures its capacity to effectively deliver courses.

OSCA Philosophy

OSCA firmly believes that our success is founded on the relationships we establish with not only our clients 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 the end user

Specialise in key areas

Timely response in all things

We don't have to compromise your principles to make money

We don't believe in service being just 'Good Enough'

Teamwork

3 Quality Management Focus

Occupational Skills Centre Australia is committed to providing quality services with a focus on continuous improvement. We value feedback from students, trainers and industry representatives.

Occupational Skills Centre Australia ensures the following quality management strategies include (but are not limited to):

- Meeting all legislative requirements by abiding by all laws enacted by the Commonwealth, State and Territory legislation and regulatory requirements, in particular the National Vocational Education and Training Regulator Act 2011, Further Education and Training Act 2014, Work Health and Safety Act 2011, Fair Work Act 2009
- Meeting the VET Quality Framework requirements which consists of the:
 - Standards for Registered Training Organisations (RTOs) 2015
 - Australian Qualifications Framework
 - Fit and Proper Person Requirements
 - Financial Viability Risk Assessment Requirements
 - Data Provision Requirements
- Developing and providing OSCA policies and procedures to maintain high professional standards in the delivery of training and assessment services to ensure the protection and welfare of the students
- Providing an effective learning environment that encourages the success of students
- Ensuring the capacity to deliver and assess units of competency which are on scope of registration and provide suitable facilities, equipment and learning materials.
- Monitoring and assessing the progression of students.
- Ensuring that all Trainers and Assessors are qualified with relevant industry skills and experience to assist in meeting the learning needs of the students
- Ensuring assessments are conducted in an effective manner, which adheres to the endorsed components of the relevant training package requirements and the Principles of Assessment and the Rules of Evidence
- Ensuring the commitment in providing access and equity within the delivery of services to students
- Advising all staff, students and clients as soon as practicable, about any changes to legislative and regulatory requirements that affect OSCA services delivered
- Agreeing to participate in external monitoring and auditing processes required by the Australian Skills Quality Authority (ASQA), the Department of Education and Training (DET), the Australian Taxation Office (ATO), WHSQ, and any other government agencies, or any other regulators
- Advising all students that if OSCA, or any third party delivering training and assessment on behalf of OSCA closes or ceases to deliver any part of the qualification/training product that the student is enrolled in, OSCA will endeavour to transfer students to another RTO whom has the course on their scope of registration, at no extra cost; or will refund any outstanding monies to the student. In the event that OSCA closes, they will advise the VET regulator – Australian Skills Quality Authority (ASQA) accordingly and abide by the VET regulator's requirements.

4 Marketing/Advertising

Occupational Skills Centre Australia 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 is available on the organisation's website and within this handbook and associated policies, procedures and documents.

5 Course Information

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

- Course Information, which includes, but not limited to:
 - Website - <https://www.occskills.com.au/>
 - Course Brochure (includes: unit of competency, location, date, delivery method)
- Government funded program – Certificate 3 Guarantee Program Fact Sheets
- Student Handbook, which includes:
 - Code of Practice
 - Enrolment Procedure
 - Course Fees
 - Refund and Cancellation
 - Student Support Services
 - Recognised Prior Learning
 - Learning and Assessment
 - Issuance of Qualifications
 - Unique Student Identifier
 - Disciplinary Guidelines
 - Access and Equity
 - Complaints and Appeals
 - Privacy
 - Legislations

6 Pre-Qualified Supplier (PQS) – Certificate 3 Guarantee and User Choice

OSCA is a Queensland Government pre-qualified supplier (PQS), Agreement number QS101703 for 2017-2018, from 1 July 2017 until 30 June 2018. This enables OSCA to deliver government subsidised qualifications under the Certificate 3 Guarantee program or User Choice program to eligible students. Please contact the Administration Manager at OSCA for more details on the available PQS funded programs.

Eligibility guidelines for Certificate 3 Guarantee Program

Under the Certificate 3 Guarantee, the Queensland Government provides a subsidy for a range of certificate III, and lower level vocational qualifications. Some courses are Queensland Government subsidised and courses funded under the Queensland Government will incur a contribution fee to be paid for by the eligible student.

The program is open to any Queensland resident aged 15 years or over who is no longer at school (with the exception of VET in Schools students) and is 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.

Prospective students must not have or be enrolled in a certificate III level or higher qualification, not including qualifications completed at school and foundations skills training.

Students whom are eligible for an approved OSCA certificate level qualification through the Certificate 3 Guarantee program and who successfully complete the certificate III level qualification will no longer be eligible for a government subsidised training place under a program.

For information on eligibility requirements for Certificate 3 Guarantee Program with OSCA, refer to *OSCA Certificate 3 Guarantee Fact Sheet*.

For information from Department of Education and Training about Certificate 3 Guarantee, refer to their fact sheet at <https://training.qld.gov.au/site/providers/Documents/funded/certificate3/c3g-factsheet-student.pdf>

The Queensland Skills Gateway provides courses available under Certificate 3 Guarantee, which includes what career paths they lead to and the approved training providers to deliver them. More information is available at <http://www.skillsgateway.training.qld.gov.au/>

User Choice

The User Choice program provides a public funding contribution towards the cost of training and assessment for eligible Queensland apprentices and trainees.

For more information on the User Choice program and eligibility requirements please visit <https://training.qld.gov.au/training/incentives/userchoice>.

Students who would like to acquire more information about apprenticeships traineeships can refer to the Queensland Government, Apprenticeships Information link at <http://apprenticeshipsinfo.qld.gov.au/resources/pdf/a-z.pdf> or visit www.apprenticeshipsinfo.qld.gov.au or call 1800 210 210, or contact the Administration Manager at OSCA.

7 Student Support Services (LLN and external support)

All students' educational and support needs are identified through the completion of the OSCA Enrolment form.

LLN

All students are to complete a Language, Literacy and Numeracy (LLN) Skills Indicator assessment prior to commencing their training and assessment, when they indicate on the Enrolment Form sections under:

- *'Section 6 Language' - that their English proficiency indicates 'Not Well' or 'Not at all' and when they indicate that they require assistance with English, maths, reading or writing to complete their training.*
- *'Section 9 Learning Support Services' - that they require learning support services to assist with completing their studies*

By completing the LLN Skills Indicator this will assist OSCA identify the suitability of the course for the student, and identify the learning support services that may be required, to assist the student's chance of successfully completing their chosen course.

Furthermore, students whom have not indicated on their Enrolment form that they require assistance, and they have commenced their studies, and it has been identified by their course Trainer, or they have self-indicated that they require additional assistance to successfully complete their studies, they will be required to complete the LLN Skills Indicator during their course.

Once a student has been assessed as requiring additional educational and support services, the Trainer, in consultation with the CEO will determine the level of assistance that is required.

Once the level of assistance has been determined, the Trainer will request an interview with the student to discuss and mutually agree upon the level of assistance required. During this interview, a training and support plan may be developed which identifies the student's learning support strategies.

Additional support

All students are to meet with their Trainer and the CEO prior to commencing their training and assessment, when they indicate on the Enrolment Form sections under '*Section 7 Other conditions that could affect participation in the course*'

By meeting with the course Trainer and the CEO the student will be able to discuss confidentially their specific/individualised support needs. This will assist OSCA identify the suitability of the course for the student, and identify the support services that may be required, to assist the student's chance of successfully completing their chosen course.

Once the level of educational and/or support service assistance has been determined and mutually agreed upon by all parties, a training and support plan will be developed which identifies the support strategies.

Internal support services

Based on the individual student's support requirements, reasonable adjustment may be made to assist the student meet the requirements for each unit of competency that they are enrolled in, as long as the reasonable adjustment continues to uphold the integrity of the qualification. Any additional costs/fees incurred by applying reasonable adjustment, will be borne and paid for by the student.

Reasonable adjustment may include, but not limited to:

- Modifying the presentation medium e.g. larger font/large print materials
- Magnification aids
- Using assistive/adaptive technologies, sign language interpreters i.e. software or hardware
- Providing 'extra tutorial time' with the Trainer for teaching and learning
- Additional discussions over the telephone, SKYPE, and or Trainer/Assessor email contact

External support services

Where students have been identified as requiring external support services, either before course commencement, on their Enrolment Form, or it has been identified by their Trainer during course commencement, or the student has 'self-referred/disclosed' during the course, the following external community based support services have been sourced by OSCA.

Any costs or fees associated with the student receiving the External Support Services will be borne and paid for by the student. OSCA does not assist students with costs incurred for receiving additional external educational and support services.

External Reading, Writing Hotline

Equipped to provide students with additional learning support during a program if required. The program has scheduled learning support sessions for this purpose. Reading Writing Hotline uses specialised support services in LLN which is funded by Australian Government Department of Education and managed by TAFE.

www.readingwritinghotline.edu.au rw hotline@det.nsw.edu.au

Phone: 1300 655 506

Counselling services

Where a student seeks further support in life support areas to help with completing their course of study.

Life Support Counselling www.lifesupportcounselling.com.au

Phone: 1300 735 030

Disability Support services

Where a student seeks further support in disability support services.

Centacare www.centacarebrisbane.net.au

centacare@bne.catholic.net.au

Phone: 1300 236 822

Lifeline – Child, youth and family counselling

A 24 hour telephone counselling service, and face-to-face counselling service is also available by appointment for individuals, couples and families requiring crisis assistance and/or requiring emotional support.

Life line www.lccq.org.au

Phone: 131114

Relationships Counselling and Gambling Assistance

Assisting with relationship support, gambling assistance and financial and addiction and mediation support.

Relationships Australia www.relationships.com.au

Phone: 1300 364 277

Salvation Army

Where a student seeks support and counselling.

Phone: 1300 363 622

Aboriginal and Torres Strait Islander Student Support

Indigenous Community Volunteers counselling and support services

Fortitude Valley, Brisbane www.icv.com.au

Phone: 07-3121 9250

Where additional educational and learning support requirements have been identified and agreed upon the following procedures will occur:

The Course Administrator will record the student's learning support strategies on the student's Training and Support Plan, with a copy being held in the student's file and a copy being sent to the student, and the original being forwarded to the student's Trainer and Assessor

The Training and Support Plan will be applied and monitored by the Trainer for progress during the student's course of study. The Plan will be reviewed and discussed by both the Trainer and Student. It will be updated, monitored and adjusted, as required to ensure the student is on track with their study and working towards a successful course outcome.

Upon course completion the Training and Support Plan will be signed off by both the Trainer/Assessor and Student and stored safely in the student's file.

8 Student Enrolment Procedure

- a. Contact Occupational Skills Centre Australia on 1300 463 828 or info@occskills.com.au
- b. Administration will assist you with your eligibility requirement if you are seeking to undertake a qualification under the Certificate 3 Guarantee program.
- c. Administration will email you a copy of the:
 - Student Handbook (this document)
 - Relevant Course Brochure
 - Enrolment Form
 - A Language, Literacy and Numeracy Skills Indicator (where required)
 - Certificate 3 Guarantee Program Fact Sheets (if applicable)
 - Student Support Services Guide

9 Student Course Induction

Students will receive an induction to their course, which ensures:

- The Trainer and Assessor makes all students familiar with the facilities and emergency exits
- The Trainer and Assessor checks with students that they are attending the relevant course that they were enrolled in and that all students are aware of their rights and obligations prior to commencing their training and assessment
- The student provides their USI and photo identification to the Trainer and Assessor if they have not done so prior to course commencement

Enrolment, Photo Identification and Unique Student Identifier

For a student to undertake training at OSCA an enrolment form needs to be completed and colour photographic identification needs to be received. The approved photographic identification that is required must be issued by a government agency/department and must include a photo, residential address and signature. For example, but not limited to: a driver's license, proof of age card or passport.

A Unique Student Identifier (USI) is a reference number provided to each student undertaking nationally recognised training. In order to receive your qualification or statement of attainment from OSCA, students will be required to provide their unique student identifier (USI). If a student does not have a USI number please contact OSCA to discuss the options for creating a USI for you, or alternatively please visit www.usi.gov.au.

10 Fee Payment Information

Course fees can be obtained by contacting OSCA on 1300 463 828 or emailing info@occkskills.com.au

Fee for Service Fee

OSCA offers all courses on a fee-for-service basis.

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 is also to 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.

All fees must be paid by the student before a qualification or statement of attainment is issued. Payments can be made by contacting Occupational Skills Centre Australia directly.

Companies whom are enrolling their employees into an OSCA course must provide the Administration Manager with a Purchase Order, or be a pre-approved organisation, as approved by the CEO. OSCA will invoice the company and full payment will be required within fourteen (14) working days.

Certificate 3 Guarantee Program Fee

Under the Certificate 3 Guarantee, the Queensland Government provides a subsidy for a range of certificate II and certificate III level vocational qualifications. Some courses are Queensland Government subsidised and courses funded under the Queensland Government will incur a contribution fee to be paid for by the eligible participant. Students will need to contact OSCA for further information on an individual's eligibility requirements and the individual's contribution fee.

11 Refund and Cancellation Guidelines

Fee for Service Refund Policy

If a student has paid their course fees up-front, they may be eligible for a refund if they 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 the control of the student and would need to be verified by the employer

The student would need to email the CEO for consideration at info@occskills.com.au

Please note, a \$100-00 non-refundable administration fee may be subtracted from any refund granted.

Certificate 3 Guarantee Refund Policy

Student Non-Notification of course cancellation

If a student fails to attend their pre-booked course or fails to contact OSCA 48 hours prior to course commencement by email at info@occskills.com.au, they will not be eligible for a refund of their co-contribution fee, unless special circumstances, as stated above apply, whereby they will need to email the CEO for consideration at info@occskills.com.au

Student Notification of course cancellation

A student who notifies OSCA 48 hours before course commencement of their request to cancel their course booking, will be reimbursed with their full co-contribution fee, provided they put their cancellation request in by email to the CEO at info@occskills.com.au before course commencement.

Student withdraw after commencement

If a student commences and participates in the course and then seeks to withdraw during the course, they will not be eligible for a refund of their co-contribution fee, unless financial hardship circumstances apply, which they will need to email the CEO for consideration at info@occskills.com.au

OSCA will make every attempt to re-schedule the student to complete their course at a later date if need be.

Refund of Fees procedure

Once the student's written email request has been reviewed, assessed and approved by the CEO, the following will occur:

- OSCA administration commence the refund process and a \$100-00 administration fee may be subtracted for Fee for Service students
- Refund of fees, less any non-refundable administration fees, as required, will be deposited into the account of the person who paid the fees.
- If the student is under 18 years of age, the refund of fees will be deposited into the account of the parent or guardian of the student, or the adult who was responsible for

- paying the fees
- Refunds will be paid in Australian dollars (AUD\$) and a written statement detailing how any refund amount has been calculated will be provided to the student.

Course Reschedule/Cancellation

If a course is rescheduled by OSCA prior to the course commencement, students will be notified beforehand and be rescheduled to the next available course date. No monies will be refunded by OSCA for any expenses the student has or may incur as a result of the reschedule.

If a course is cancelled by OSCA prior to course commencement, students will be notified immediately and any course fees will be fully refunded. No monies will be refunded by OSCA for any expenses the student has or may incur as a result of the course cancellation.

Complaints and Appeals about a non-refund

A student may appeal a decision not to award them a refund. They may appeal by emailing the CEO at info@occskills.com.au seeking a review of the decision.

Transfer of Fees - rescheduling

If a student has paid the deposit and is unable to commence their course due to experiencing a compassionate or compelling circumstance they will have the opportunity to defer their course, and be able to reschedule their course for a later time. The option of rescheduling their course, without additional charges is only available once. Any rescheduling of course dates/times, more than once will incur a \$25-00 rescheduling fee. Prior to rescheduling and transferring fees, students will need to seek the written approval of the CEO at info@occskills.com.au

12 Complaints and Appeals

It is the policy of OSCA that all students/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 their complaint in writing to the CEO at info@occskills.com.au.

OSCA will contact the student in writing within seven (7) working days to acknowledge they have received their complaint and may request further evidence, or ask specific questions to assist with understanding the nature of the complaint.

OSCA's CEO, or a person suitably qualified and delegated to assist the CEO will conduct an internal investigation, contact other relevant stakeholders and record their findings and with the intent on providing a resolution. The principles of natural justice and procedural fairness will be adopted at every stage of the complaint/investigation process. This means that persons whom have allegations made against them will be informed of the allegations and will have an opportunity to respond accordingly, and that confidentiality of all complaints will be maintained at all times.

The complaint investigation will be conducted with a recommendation to, or by the CEO within thirty (30) working days of the complaint being received in writing, based on the complaint analysis findings and evidence.

Where the CEO considers that more than sixty (60) calendar days will be required to process and finalise the complaint, OSCA will inform the complainant in writing, providing the complainant relevant reasons as to why more than 60 calendar days are required to complete the complaint. During this time, OSCA will keep the complainant fully informed in writing as to the progress of the complaint process.

The CEO will be responsible for making the final decision, and will convey the decision in writing to the complainant. All decisions in favour of the student will be enacted upon immediately.

All complaints will be lodged in the Complaints register and will be securely maintained. All complaints will be managed confidentially, taking into consideration any sensitive matters.

To eliminate or mitigate the likelihood of reoccurrences, OSCA's management will take appropriate corrective/continuous improvement action, which will be documented in the Complaints register, and, as required, documented in the Continuous Improvement register, and implemented, accordingly.

If the student is unsatisfied with the outcome, they may lodge an appeal, as detailed in the appeals process:

If a student is not satisfied with the complaints decision, they are able to lodge an appeal in writing to the CEO at info@occksills.com.au.

The appeal will be reviewed within five (5) working days of receiving the appeal in writing by the CEO.

The CEO will provide each party with an opportunity to formally present their case as to the matter of the appeal.

The CEO will have twenty (20) working days to analyse the appeal and evidence presented and make a recommendation to the Appeals Board, which comprises the Manager Director; and other management positions within the organisation e.g. Operations/Compliance Manager.

Within ten (10) days of being presented with the written appeal and evidence, the Appeals Board will make a recommendation.

When the Appeals Board needs sixty (60) or more calendar days to analyse and finalise the appeal, OSCA will inform the appellant in writing, giving the reasons for why the appeal requires 60 calendar days or more and OSCA will regularly update the appellant upon the appeal progress.

If the appellant is not satisfied with the Appeal Board's decision, the appellant is able to access external mediation through the Resolution Institute <https://www.resolution.institute/>, or any other mediation service that they choose. Any fees charged by Resolution Institute, or any other mediation service will be borne by the complainant or appellant. OSCA will not pay for external mediation services for, or on behalf of a student, a complainant or an appellant.

The VET regulator is the Australian Skills Quality Authority (ASQA), which has a complaints service available for students whom are not satisfied with the complaints or appeals decision regarding OSCA. Please be advised, that ASQA is not a consumer protection agency and cannot act as an advocate for individual students. More information about the ASQA complaints policy and process is

available at <https://www.asqa.gov.au/complaints>, or can be accessed 1300 701 801.

The Office of Queensland Training Ombudsman offers free, confidential and independent service to review and resolve Queensland's vocational education and training (VET) sector's complaints. Students can contact the Ombudsman <http://trainingombudsman.qld.gov.au/> or by telephoning 1800 773 048.

13 Recognition of Prior Learning (RPL) / Credit Transfer (CT)

RPL

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.

RPL 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 course 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 OSCA's 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 at no additional charge.
- 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 students 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 student'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 together, with a number of evidence items, the student will start to provide a strong case for competence. Advance Training reserves the right to require students to undertake practical assessment activities of skills and knowledge in order to satisfy itself of a student's current competence.

National recognition

OSCA acknowledges the requirement as an RTO to recognise the awards issued by other RTOs. This is limited to outcomes that are drawn from the National Skills Framework being units of competence awarded and accurately identified in statements of attainment and qualifications.

What is credit transfer?

Credit transfer is the recognition of learning achieved through formal education and training. Under the Standards for Registered Training Organisations, 2015 qualifications and statements of attainment issued by any RTO are to be accepted and recognised by all other RTOs. Credit Transfer allows a student to be awarded a unit of competency/module based on successful completion of the unit which has been previously awarded.

Evidence requirements

If you are seeking credit you are required to present your statement of attainment or qualification for examination by OSCA. These documents will provide the detail of what units of competence the applicant has been previously issued. You must provide satisfactory evidence that the statement of attainment or qualification 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 Implementation Handbook. You are required to submit copies only which

are certified as a true copies of the original. OSCA personnel will verify with the other provider that the VET transcripts issued are authentic.

Credit transfer guidelines

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

- Any student is entitled to apply for credit transfer in a course or qualification in which they are currently enrolled.
- Students may not apply for credit transfer for units of competence or qualification which is not included in OSCA's 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 OSCA 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.

14 Learning and Assessment

Learning Environment

OSCA provides students with a blended learning environment which may include: face-to-face classroom, online, self-paced learning/distance learning, and/or work placement, as required, that formally contributes to the assessment process.

Assessment methods

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

The methods of assessment used within OSCA to produce valid decisions to for students to demonstrate that they have competence in a variety of ways include, but not limited to:

Direct observation – Direct evidence

- Workplace assessment
- Simulated off-the-job assessment, that reflects the workplace

Product based methods – Direct evidence

- Structured assessments, which could include role plays, presentations, reports, displays, work samples

Questioning – Direct evidence

- Written questioning
- Oral questioning

Portfolio – Indirect evidence

- A collection of work samples by the student, which have been validated by a senior person within the workplace, which could include logbooks, photographic evidence, written documentation, videos

Third Parties – Supplementary evidence

- Reports from supervisors, colleagues and/or clients, testimonials from employers, work diaries and evidence of training

Competency Assessment

Students are to present their assessment work to OSCA assessors in a logical, legible manner, and to make a backup copy of assessment evidence to avoid any problems should the assessment evidence not be received by OSCA, or inadvertently lost in transit.

Where a student has met the unit of competency requirements for the assessment, they are given an outcome of Competent "C". If they do not meet the unit of competency requirements, they are deemed 'Not Yet Competent 'NYC'

Assessment Attempts

If the student has not met the assessment requirements, they have two additional attempts to resubmit assessment evidence, prior to it being deemed Competent or Not Yet Competent. Students will be required to resubmit evidence for assessments that were deemed incorrect, or insufficient.

Timeframes

Students will be required to follow the assessment instructions provided by their Trainer/Assessor. For students that require additional time than those instructed by the Trainer/Assessor, are expected to work on their assessments, and be completed within the following maximum timeframe deadlines:

- Certificate II courses – Six (6) months
- Certificate III courses – Twelve (12) months
- Certificate IV courses – Six (6) months
- Diploma course – Twelve (12) months

Timeframe Extensions

Students assessment evidence needs to be completed on/or before the due date provided by the Trainer/Assessor. For students who require additional time than those instructed by the Trainer/Assessor will need to seek written permission from the Trainer/Assessor to extend the timeframes to the maximum timeframe deadlines, as detailed within 'Timeframes' of this page.

For students who have serious, ongoing illness, or extreme and unpredictable circumstances and hardship and whom will require an extension beyond the maximum timeframe deadlines, they will be required to seek written approval from the CEO or Compliance/Operations Manager and to provide documentary evidence of the illness, extreme circumstance or hardship.

Only one extension of time will be permitted for each course a student undertakes with OSCA. The maximum extension timeframe allowable is three (3) months.

Please note that extensions will not be granted for computer failure, study difficulties, stress or anxiety normally associated with the completion of assessments, English language difficulty, minor inconveniences e.g. family/work/sporting/social commitments. If you are experiencing any of these difficulties, please advise your Trainer/Assessor, or seek to speak directly with the CEO or Compliance/Operations Manager, whom will discuss with you LLN, educational and/or other support services options to assist you complete your studies within the allocated timeframes. OSCA is committed to providing students with access to educational and support services necessary for each student to meet the requirements of the course that they are enrolled in.

15 Issuance of Qualifications

A student will be issued with a certificate after their successful completion of meeting all of the requirements of the course or units of competency that the student was enrolled in. This will be within thirty (30) calendar days from the last day that all of the course assessments have been completed, and providing that all agreed fees that the student owes to OSCA have been paid.

When a student completes only one or more units of competency and does not a complete qualification, a Statement of Attainment will be issued. The student's

certificate will be emailed to their nominated email address. A copy will be retained on Occupational Skills Centre Australia's student management system.

16 Unique Student Identifier

If you're studying nationally recognised training in Australia, 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.

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 license number and/or passport. Our enrolment process will clarify what you need to know.

There are several unique circumstances where a person may be exempt from requiring a USI. These do not apply to the vast majority of learners in Australia. The USI Exemption Table is available from the USI website which explains these circumstances [Click Here](#). Individuals who have a genuine personal objection to being assigned a USI can apply for an exemption to the Student Identifiers Registrar. Individuals who have been exempted must show the original of this notice to their training organisation. Training organisations will not need to collect a USI in order to issue a VET qualification or statement of attainment to exempt individuals. If the student later wants a USI the training completed under exemption cannot be added to their USI account retrospectively.

Further details can be accessed at www.usi.gov.au

An AQF certificate will only be issued to a student provided they have supplied Occupational Skills Centre Australia with their USI number

17 Code of Conduct

OSCA expects students to:

- Abide by all Australian laws – both commonwealth and state
- Be free of drugs and/or alcohol that does not disrupt the student's studies and/or that disrupts other learners studies
- Behave in a courteous, respectful manner, and to be considerate of other learners and OSCA staff and management
- Behave in a manner that does not prejudice OSCA's brand or reputation
- Abide by OSCA's policies and procedures
- Respect the property of OSCA, any third party providers, other learners and OSCA staff and management
- Maintain a high level of honesty in all matters, including enrolment and academic honesty, which includes not providing false or misleading information, not cheating, plagiarising, or undertaking an assessment task dishonestly to gain an

unfair advantage, nor misleading OSCA's trainers, assessors, staff or management

Students can expect OSCA trainers, assessors, staff and management to:

- Abide by all Australian laws – both commonwealth and state
- Be free of drugs and/or alcohol that does not disrupt OSCA's business
- Treat everyone in a fair, courteous, and respectful manner
- Be professional in performing their duties, and be supportive of education and training
- Behave in a manner that does not prejudice OSCA's brand or reputation
- Abide by OSCA's policies and procedures and respect the property of OSCA

18 Disciplinary Guidelines

- Occupational Skills Centre Trainer and Assessors are authorised to remove a student from the class if they appear to be under the influence of alcohol, recreational drugs or demonstrate inappropriate behaviour.
- A student's personal property is to be respected and not interfered without consent of the owner. Everyone is to look after their own possessions. Occupational Skills Centre Australia accepts no responsibility for personal property lost or stolen at training sessions.
- No student has the right to interfere with another student's ability to learn, through disruption within classes or harassment of any kind.
- No aggressive physical contact or verbal abuse is to occur between any students.
- Smoking, alcohol and recreational drugs are not permitted inside the training classroom.
- Clothing and behaviour should be appropriate to the course being undertaken and not cause offence to anyone.
- Mobile phones are to be turned off during class times.

Any allegations of misconduct of students or OSCA personnel whom 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 SKYPE or telephone/email with the CEO, or the delegated person whom the CEO has nominated within ten (10) working days.

As a result of the discussions the CEO, or nominated delegate will determine whether misconduct did occur. If, as a result of the discussion it is conclude that no misconduct was involved, then no further action will be taken. If, as a result of the discussion it is concluded that there was inadvertent misconduct, then the student or OSCH personnel will be counselled and the penalties that could apply include, but not limited to:

- a warning
- suspension from the course for a period not exceeding three (3) months
- temporary exclusion from classes
- cancellation of enrolment (with no refund available)
- charges for any wilful damage to property or equipment
- authorities being contacted e.g. Police

19 Access and Equity

Occupational Skills Centre Australia is committed to providing access and equity in all aspects of training and not discriminate unlawfully against any individual in the process of skill development opportunities. Trainers and Assessors and staff understand that some students have different needs, which can be accommodated by offering a different study option to cater for their needs and extenuating circumstances.

Occupational Skills Centre Australia's Access and Equity principles include:

- Equity for all people through fair and appropriate allocation of resources
- Promote 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

20 Privacy

OSCA complies with the Privacy Act 1988 and the Privacy Amendment (Enhancing Privacy Protection) Act 2012.

Information collected on students is only used for the purpose of delivery of Occupational Skills Centre Australia's services.

Personal information will only be collected, as required, from students and is treated confidentially within Occupational Skills Centre Australia and is used for the purpose for which it was collected or for a related purpose.

Students personal information may be released for the purposes of audit/licensing/legislative/regulatory reporting and research requirements to Government regulatory bodies, Government Agencies, Government departments, National Centre for Vocational Education Research Ltd (NCVER), organisations conducting student surveys, researchers, schools, when school-based apprenticeships or traineeships are being undertaken, and/or employers, whereby a student's training is paid by their employer.

21 Rights to Access Information

Under the National Privacy Principles, students have the right to access personal and course progression information held about them. The student must email a request to access their records to info@occskills.com.au. The CEO will verify the student's identity through either presentation of appropriate identification or answering a series of specific security questions. The CEO will provide the student access to training records within 24 hours of the request. No cost will be charged for student's accessing their information.

Also whilst students are undertaking OSCA training programs, trainers, managers or administration staff may take photo, video or audio recordings of you participating in training and assessment activities. Unless otherwise advised in writing, by completing the enrolment process with OSCA you authorise us to use these images and/or recordings for training and marketing purposes.

22 Legislation

Occupational Skills Centre Australia is committed to complying with relevant State or Territory laws including Commonwealth and State legislation. Legislations that Occupational Skills Centre Australia are subject to includes, but is not limited to:

VET relevant legislation and regulations

Occupational Skills Centre Australia will comply legislative and regulatory requirements to ensure effective organisational operations, which include, but are not limited to the following:

Australian Qualification Framework

The national policy for regulated qualifications in the Australian education and training system. It incorporates quality assured qualifications from each education and training sector into a single comprehensive national qualifications framework. For more information visit: www.aqf.edu.au

National Vocational Education and Training Regulator Act 2011

This Act established the National Vocational Education and Training Regulator called the Australian Skills Quality Authority. This Act provides information on maintaining consistent registration and accreditation framework for vocational education and training, by applying nationally agree standards. For more information visit: <http://www.comlaw.gov.au/Details/C2011A00012>

Anti-Discrimination Act 1991 (Queensland)

The Queensland Anti-Discrimination Act aims to promote equality of opportunity for everyone by protecting them from unfair discrimination in certain areas of activity and from sexual harassment and certain associated objectionable conduct. This Act enables complaints of discrimination to be dealt with by the Anti-Discrimination Commission Queensland. For more information visit: <https://www.legislation.qld.gov.au/legisln/current/a/antidiscrima91.pdf>

Work Health and Safety Act 2011

The Work Health and Safety Act 2011 provides a framework to protect the health, safety and welfare of all workers at work. It also protects the health and safety of all other people who might be affected by the work. For more information visit: <http://www.comlaw.gov.au/Details/C2011A00137>

Sex Discrimination Act 1984

The Sex Discrimination Act prohibits discrimination on the basis of sex, marital or relationship status, actual or potential pregnancy, sexual orientation, gender identity, intersex status or breastfeeding in a range of areas of public life. These areas include work, accommodation, education, the provision of services and facilities.

This Act creates recognition and acceptance of the principles of the equality of men and women. For more information visit: http://www.austlii.edu.au/au/legis/cth/consol_act/sda1984209/

Disability Discrimination Act 1992

The Disability Discrimination Act seeks to eliminate discrimination against persons on the ground of disability in the areas of work, education, access to premises, facilities. It promotes recognition and acceptance to persons with disabilities to

have the same fundamental rights as others.

Industrial Relations Act 1988

The principal objective of the Industrial Relations Act 1988 is the provision of a framework for industrial relations that supports economic prosperity and social justice. For more information visit:

http://www.austlii.edu.au/au/legis/cth/num_act/ira1988242/

Equal Opportunity

The objective of Equal Opportunity legislation are to encourage the identification and elimination of discrimination, sexual harassment and victimisation and their causes, and to promote and facilitate the progressive realisation of equality.

For more information visit: <http://www.equalitylaw.org.au/elrp/resources/>

Competition and Consumer Act 2010

The objective of the Competition and Consumer Act 2010 is to enhance the welfare of Australia through the promotion of competition and fair trading, and through a provision for consumer protection.

Privacy Act 1988 and Privacy Amendment (Enhancing Privacy Protection) Act 2012.

The objective of the Privacy Act 1988 makes provision to protect the privacy of individuals and related purposes. It should be noted, however that the Federal Privacy Act does not regulate state or territory agencies (except for ACT). It encourages the use of personal information and details be used only for purposes for that which it is intended and not disclosed to outside parties.

Work Health and Safety Act 2011

The Work Health and Safety Act 2011 provides a framework for managing health and safety risks in Australian workplaces. The objective of the Act is to prevent fatalities, injuries and illness caused by a workplace, including the training workplace environment. This is achieved by preventing or minimising exposure to risk. All organisations, including RTO's, must comply with this Act. For more information refer to website <http://comlaw.gov.au/Series/C2011A00137>.