



Student Handbook

Apex Training Institute

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1. ABOUT APEX TRAINING INSTITUTE

Apex Training Institute is a registered training organisation and we specialise in providing quality training in nationally recognised qualifications.

Being a Registered Training Organisation means our training programs are nationally recognised and comply with the VET Quality Framework. The quality of our training is rigorously monitored to ensure we provide a high standard of quality service.

Our contact details are below:

Online help desk web address: <http://www.apextraining.edu.au/contact-us>

Physical address: 1374 Logan Road, Mt Gravatt, QLD 4122

Mailing address: PO Box 6803, Upper Mt Gravatt, QLD 4122

Telephone Number: (07) 3420 5861

Nationally Recognised Training we offer:

Apex will provide students with the opportunity to qualify for qualifications and/or Statements of Attainment in courses listed as being on our scope on training.gov.au. To review the full list kindly check out this link: <https://training.gov.au/Organisation/Details/32100>

Read all the information contained in this book thoroughly. If the required information is not found in this handbook refer the question to an Apex Training Institute member of staff.

2. CODE OF PRACTICE, RIGHTS AND RESPONSIBILITIES

Please note that it is mandatory that every student reads and acknowledges having understood the below code of practice, rights and responsibilities before enrolling at Apex Training Institute.

As a Registered Training Organisation, Apex Training Institute (Apex) is committed to ensuring that it provides training and assessment that is compliant with VET Quality Framework and all relevant legislation and leads to nationally recognised qualifications.

All Apex staff recognise the rights of students as described in this code of practice.

This Code of Practice, Rights and Responsibilities aims to formalise and assure students of Apex's commitment in terms of:

- Respecting and protecting their rights
- Providing information, advice and support
- Optimising their learning outcomes
- Promoting principles of access and equity
- Regular evaluation of training and assessment delivered across the board
- Industry engagement to ensure relevance and national recognition of our qualifications
- Assessing student current skills and needs prior to enrolment

Apex promise and commitment to you, the student:

- Apex will maintain compliance with the VET Quality Framework and all relevant laws and regulations at all times.
- We shall at all times respect and protect your rights and a clear complaints escalation process is provided within this student handbook. Complaints, grievances, appeals and compliments procedures are provided and outlined to the student during enrolment.
- We shall be upfront with our students about the selection, enrolment and induction process.
- The application and enrolment processes involve completion of forms in which personal and other relevant information is collected. This information is handled as per our Privacy Policy, specified in this student handbook.

- Detailed course information - which includes training locations and modes, course prerequisites and training pathways - is available in the form of a course fact sheet. All course fact sheets are available 24 hours a day, 7 days a week on our website via this link: [Course Fact Sheets](#)
- Full fees and charges information can be found in the course fact sheet, which is available online 24 hours a day, 7 days a week via this link: [Course Fact Sheets](#)
- To ensure a conducive environment for learning is maintained, any student who engages in disruptive behaviour/activities shall be disciplined by being asked to leave the class and building. Disruptive behaviour includes:
 - Physical and/or verbal abuse
 - Sexual harassment
 - Continued absence from class
 - Obscene gestures
 - Continuous interruption of the trainer
 - Disrespect to fellow students/trainers/staff
 - Smoking in non-smoking areas.
- We also provide support in Recognition of Prior Learning (RPL) in terms of learning options, pre-course commencement consultations (phone, face-to-face), guidance on career options, the RPL process, training needs/gaps analysis. We also have RPL information available in this student handbook.
- You will be provided with information on our course cancellation and refund policy procedure. It can be found below.
- Equal Educational Opportunity exists for all students and no student can be hindered from undertaking any course solely on the basis of their gender, race, ethnicity or religion.
- We shall assess your skills and needs prior to your enrolment and provide you with accurate and objective feedback.
- You will receive services as detailed in your agreement with us.
- Training and assessment will be delivered by qualified trainers & assessors.
- We shall provide flexible learning and assessment procedures/methods
- Student resources shall be updated regularly and in line with industry needs.
- Our marketing activities and information shall be ethical and accurate and in line with the VET Quality Framework.

- All Apex students and staff members have to comply with Apex Work Health and Safety policies and procedures.
- We shall provide support for student special needs where possible, including challenges with the English language, sight and hearing challenges.
- Your health, safety and general welfare as a student shall be minded.
- We shall seek feedback from you for purposes of continuous improvement of the training and assessment resources and services.
- Our trainers, assessors and resource developers will keep up with current trends in the industry in addition to teaching to ensure relevance and currency of their skills and knowledge in line with industry needs.
- Our training and assessment resources shall be developed in consultation with the industry to ensure relevance and current
- We continually engage with the industry to ensure that the training we deliver is current and relevant to the needs of the industry.
- Apex will validate its resources regularly to ensure that they are current and relevant.
- There shall be equal access and equity for all.
- We shall maintain an accurate and complete record of your engagements at Apex (academic, financial).
- Apex shall issue nationally recognised certificates for courses on scope once a student has achieved competency in the required number of core and elective units as per the qualification packaging rules. More information can be found on packaging rules www.training.gov.au
- Apex shall issue transcripts and/or statements of attainments when students achieve competency for units of competency that are components of qualifications currently on the organisation's scope.
- Apex is an environment free of harassment and discrimination and any such practice must be reported to the management immediately.
- In the event of closure, liquidation or significant change to the Apex structure, Apex will notify students of the event/change, its implications to them and steps students can take to protect their own interests
- Students shall be provided with an opportunity to check and confirm accuracy and completeness of their record(s) at Apex should this be requested.
- Students are expected to treat each other courteously and to desist from verbal or physical abuse of one another.

- In the event of misconduct, students will be subjected to due process and will not be penalized without first following due process.
- Apex will provide the students with a communication channel for reporting difficulties in learning/handling assignments via our contact details: <http://apextraining.edu.au/contact-us>
- If you're unsure about any of the above promises please get in touch: <http://apextraining.edu.au/contact-us>

3. UNIQUE STUDENT IDENTIFIER (USI)

The Australian Government has made it a requirement that any student completing nationally recognised training needs to have a Unique Student Identifier (USI). It creates a secure online record of your nationally recognised training that you can access anytime and anywhere, and it's yours for life.

Please create your own USI within 14 days of enrolment. In order to do so please use the link below: <http://usi.gov.au/create-your-USI/Pages/default.aspx>

www.usi.gov.au has all the information required about the USI. Once you have created your USI, please email it to supportteam@apex.edu.au.

For more information on the USI please visit: <https://www.usi.gov.au/>

Please note, it is mandatory to have a USI as an Apex student.

4. STUDENT RECORDS

As a student, you may gain access to your study records upon request.

These records include copies of assessments you have completed, applications for RPL, RPL assessments, copies of statements of attainment and qualifications.

If the copies requested are duplicate copies to replace those already provided to students, a small fee may be incurred.

As a student, you may gain access to your study records upon written request to supportteam@apex.edu.au

Policies and Procedures

- Student records will only be sent electronically to the email address on file associated with the student making the request. When making this request kindly make sure within the email to include your student ID.
- Generally, records will be emailed within 14-30 days of the initial request

Student Record Amendment Procedures

- Students can request a change of details, including personal and contact, by sending an email to supportteam@apex.edu.au. When making this request kindly make sure within the email to include your student ID.
- Kindly note it is a student's responsibility to ensure their records are correct within our database at all times.

Students with Apex Training Institute are required to:

- Ensure that all the information provided to Apex Training Institute is accurate
- Notify Apex Training Institute of any contact changes (name, email, phone, address etc.)
- Advise Apex Training Institute of any difficulties or problems they may experience that may affect their study.

5. RETENTION OF TRAINING AND ASSESSMENT RECORDS POLICY AND PROCEDURES

Policy

The purpose of the Records Retention Policy and Procedure is to ensure a compliant, systematic approach to the archiving and retrieval of training and assessment records. Apex retains records in accordance with the National Vocational Education and Training Regulator Act 2011 (Cth), the Cwltth Data Provision Requirements 2012 Act.

ASQA's General direction—retention requirements for completed student assessment items requires that RTOs retain all completed assessment items relating to each unit or module for six months from the date on which the decision on competence for the individual unit or module was made.

Completed assessment items such as assignments should not be handed back to learners until the six-month period has expired.

Procedures:

Apex will:

- a. retain registers of AQF qualifications and statement of attainment (SOA) issued in the student management system
- b. retain records of AQF certification documentation issued for a period of 30 years, and
- c. Provide reports of Records of qualifications/SOA issued to the VET Regulator on a regular basis as determined by the VET Regulator.

Under ASQA direction Apex has to securely retain and be able to produce in full at audit if requested to do so, all completed student assessment items for each student, for a period of six months from the date on which the judgement of competence for the student was made.

To ensure records are maintained in a safe and suitable condition, the following procedures applies:

- a. Records are kept securely to prevent them being accessed by any non-authorised personnel
- b. Records are kept confidential to safeguard information and to protect the privacy of students, employers and Apex staff
- c. Student results and Certificates / Statements of Attainment are backed-up and stored electronically and are available to be retrieved by authorised persons at any time
- d. Electronic student records are kept for 30 years. This is captured and retained by the AVETMISS compliant student management system. This information is sufficient to be able to reissue a qualification or statement of attainment for the 30-years period. Current and past learners are able to access records of their achievements
- e. Electronic data is backed-up and kept off-site.

All Apex documentation is controlled using different systems including a cloud based data storage system, a cloud based customer relationship management system and a cloud based student management system. All these systems have robust backup policies and procedures.

These locations are accessible to all staff so they can access and use Apex documents, however, editing is restricted to authorised persons. Records of business activities are kept in accordance with state and commonwealth requirements. These records include,

but are not limited to; Student records, Learning and Assessment records, Governance and Finance records.

6. RECOGNITION OF PRIOR LEARNING

Recognition of prior learning is the process that recognizes a student's current skills and experience regardless of where and when the learning occurred.

Even if you have never formally studied or trained in a particular area, you may have gained knowledge and skills through your education, training, work and life experience. You could have your existing knowledge and skills formally recognized and credited towards a qualification.

a. What is Recognition of Prior Learning?

Usually, you will have developed and demonstrated your skills and knowledge through a combination of your work, learning and life experiences. Recognition of prior learning, also referred to as RPL, is the formal acknowledgement of a person's current skills and knowledge, no matter how, when or where the learning occurred.

Anyone wishing to undertake an entire qualification or individual unit of competency can apply for RPL.

The recognition gained may considerably reduce the study time and cost associated with pursuing a qualification or unit of competency.

RPL Process at a Glance

The following steps need to be followed if you want to get a Recognition of Prior Learning:

Step one: Decide on the learning, work experience and training you want recognition for. Your skills and knowledge could give you a head start on a qualification for a job you have an interest in.

Step two: Get some advice on careers in the industry. It is important to seek recognition for qualifications that will be of benefit to you. For information on jobs and careers visit:

- www.fairwork.gov.au
- www.myfuture.edu.au
- www.joboutlook.gov.au

Step three: Think about how you will demonstrate your skills and knowledge for the RPL process.

Your knowledge and skills are assessed against units of competency within the qualification you want to achieve. The following are taken into account during RPL assessments:

- Your performance in paid and unpaid work experience.
- Results from formal or informal training and education.

You will need to produce verifiable, recent evidence of your training, education and work experience. This evidence will include:

- Type of work performed
- Any responsibilities held in the past
- Any courses attended during work history and copies of certificates received.
- Materials covered during these trainings and samples of the materials
- Letters from previous employers
- Proof of any informal training
- Technical referees and
- Any other information that may be relevant to proving your competency.

Some of the ways in which this evidence may be obtained include:

- **A competency conversation** – This conversation with an assessor, will give you an opportunity to explain your knowledge and experiences.
- **A workplace visit** – In some cases a visit to your workplace may be possible so you can demonstrate your abilities.
- **A selection of examples** – You may have written examples of your knowledge, experience and abilities that may include:
 - i. Work examples/photos of work you have done
 - ii. Training certificates
 - iii. Your résumé
 - iv. Performance reviews and materials.

You will also need to provide contact details of people who can confirm your abilities. These people might be workplace supervisors or anyone who has seen your skills and knowledge applied effectively.

Step four: Apply to become an Apex student. Once you have completed this process, complete an application form. During the process kindly indicate on the form or notify an Apex staff member that you believe you might be eligible for a recognition of prior learning process.

Step five: Once your application is approved, kindly fill out an enrolment form and also make payment via one of the following means:

- Pay a deposit of 500 AUD within 7 days
- Sign a direct debit form where you can pay as little as 50 AUD a week

Step six: Once your enrolment is processed, you will be sent an email that will:

- Have paperwork attached you will be required to complete
- Describe all the relevant evidence that you will be required

Expect this process of evidence collection to take between 2-10 weeks.

Step seven: Once you have collected all the evidence and filled out all appropriate paperwork, you will be required to send it to supportteam@apex.edu.au and in the email kindly indicate you would like to schedule a **Competency conversation** with a qualified trainer

Step eight: If you still haven't collected all required evidence or filled out all the paperwork as required, you might be advised of this. You will need to have completed the paperwork correctly and collected sufficient evidence. Kindly note, what is considered sufficient evidence is at the discretion of the qualified trainer.

Step nine: A competency conversation will be organised with a qualified trainer. This process typically takes between 4-12 hours and will primarily consist of a number of industry and work related questions.

Step ten: If required, the trainer might then advise you that you need to collect further evidence and what further evidence is required. Otherwise, the trainer might also organise to visit you in your workplace and observe as you work - depending on the relevance of your job to the RPL process.

Step eleven: Once all this evidence has been collected, your trainer will finalise your RPL process and advise you as well as the Apex support team. At this stage, the Apex support team will finalise your enrolment and advise you if there have been any reductions to your study load and/or course fees.

b. Confidentiality in the RPL Process

Please note that confidentiality is an extremely important part of the RPL process. It is important that sensitive information is not disclosed. You should:

- Obtain authorisation to use evidence.
- Remove sensitive names and figures if necessary.
- Mark documents as confidential and not to be photocopied.

If there is confidential information that cannot be included, note this in your application and your course co-coordinator will look at it only if necessary.

c. Assessing RPL

From the assessor's standpoint, when deciding whether you may already have competency in a unit of competency, the following must be considered:

- Is your prior learning relevant to the course?
- Is your knowledge and skill current? (Some fields of study change so rapidly that a skill achieved in the past may no longer be relevant or acceptable) Generally at Apex, the current is considered to be **at least 2 years experience**, with a significant proportion of this experience being **within the past 12 months**.
- Is it transferable? A skill should be applicable to a number of settings and situations
- Is it authentic? You have to provide evidence, or demonstrate that you have the knowledge and skill
- Is your knowledge and skill appropriate to the level of the unit of competency or course?
- Are the sources of evidence credible and verifiable?

Apex Training Institute training and assessment staff will guide you and assist you in identifying whether you have provided sufficient evidence for a Recognition of Prior Learning.

Applicants who are unsuccessful in their RPL process have a right to formally appeal any RPL assessment, through Apex Training Institute *appeals against assessment grades* process.

7. CREDIT TRANSFERS

In line with national regulations, Apex Training Institute recognizes qualifications and statements of attainment issued by other RTOs otherwise known as a credit transfer.

Ensure you notify Apex staff during the enrolment process and prior to payment being processed that you believe you might be eligible for a credit transfer.

Recognition may result in a reduction in course fees and course duration.

A member of the Apex team must verify a qualification or statement of attainment issued by directly accessing an individual's USI transcript online. In order to do so, Apex Training Institute you will need to give Apex Training Institute permission to access your USI file. This permission can be granted by consenting on the application form.

If the USI transcript cannot be obtained or used to verify the authenticity of the qualification or statement of attainment, Apex might contact the organisation that issued the document to verify its authenticity. This might also involve reviewing the issuing organisation's record on training.gov.au

Evidence of this investigation might be retained on the student's record on Apex Training Institute's secure databases.

In some cases, licensing or regulatory requirements may prevent a unit or module being awarded through a credit transfer process.

8. REDUCTION IN COST FROM RPL OR CREDIT TRANSFERS

For every unit of competency that is recognized towards a qualification - \$50 will be taken off the course fees.

Kindly note the minimum fees for the qualifications is as outlined below:

- Certificate III in Individual Support - \$1200
- Certificate IV in Disability - \$1400
- Diploma of Early Childhood Education and Care - \$1600

There are no discounts for credit transfers or RPL for Certificate III in Early Childhood Education and Care

9. VALIDATION AND MODERATION POLICY

Policy

This policy & procedures support the processes of Apex Training Institute (Apex) to ensure assessments- including Recognition of Prior Learning (RPL) - are systematically validated.

The validation process ensures feedback is gained from industry experts and Apex trainers to ensure all assessments including RPL are validated & moderated. The process also ensures that assessments meet the requirements of the relevant Training Package, assessment is conducted in accordance with the principles of assessment and the rules of evidence and meets workplace and, where relevant, regulatory requirements.

Apex has implemented a 5 year plan for ongoing systematic validation of assessment practices and judgements that include for each training product on the Institute's scope of registration:

- a. When assessment validation will occur
- b. Which training products will be the focus of the validation
- c. Who will lead and participate in validation activities
- d. How the outcomes of these activities will be documented and acted upon
- e. Each training product is validated at least once every five years with at least 50% of products validated within the first three years of each five year cycle, taking into account the relative risks of all of the training products on Apex's scope of registration, including those risks identified by the VET regulator

Systematic validation of Apex's assessment practices and judgements is undertaken by one or more persons who are not directly involved in the particular instance of delivery and assessment of the training product being validated, and who collectively have:

- a. Vocational competencies and current industry skills relevant to the assessment being validated
- b. Current knowledge and skills in vocational teaching and learning
- c. The following training and assessment qualification or assessor skill set:
 - TAE40110 Certificate IV in Training and Assessment or its successor or
 - TAESS00001 Assessor Skill Set or its successor.

NOTE: Industry experts may be involved in validation to ensure there is the combination of expertise set out above

Scope

The validation policy and procedures cover all nationally recognised training and assessment provided by Apex that is included in its Scope of Registration.

Procedures

Validating and moderating the relevance and consistency of assessments and assessment judgements is critical in ensuring the assessments meet the training package and accredited course requirements. Apex will validate assessments according to Apex validation schedule and this process assists to confirm the assessment system produces valid assessment judgements and ensures that graduates have the skills and knowledge required by industry as expressed in the training package or accredited course.

Apex validates its assessment tools and strategies by:

1. Developing a 5 year Validation Schedule that ensures we moderate and validate assessments in all qualifications, courses and units of competency on our Scope of Registration in an annual cycle. This schedule ensures that we undertake validation for each course on scope at least once every 5 years. Apex must ensure that at least 50% of its training products are validated within the first three years of the cycle. A valid sample of assessment judgements for the validation process must be selected. The number of assessment pieces should be 20% of the total judgements made in the previous month if the total is under 100, and 10% of the assessment judgments made in the previous month if the total is over 100.
2. The Marketing Director is responsible for creating the validation schedule. He is also responsible for inviting the participants, organising the venue and resources required for the validation.
3. Ensuring the validation team is independent of the actual particular instance of delivery, assessment and assessment judgements for the unit or module being validated, and will independently or collectively have:
 - appropriate vocational competencies
 - current industry skills and knowledge
 - an appropriate training and assessment qualification or assessor skillset
 - current knowledge and skills in vocational teaching in vocational teaching and learning
4. Validators will meet as a team and compare assessment samples to determine whether:

- the decision was based on sound assessment practices, and record their decision as 'confirmed' or 'not confirmed' with reasons for those 'not confirmed'
 - decisions recorded as not confirmed will be tabled for consideration and appropriate improvement action during a subsequent validation meeting.
 - the decision was made after consideration of evidence against all of the relevant requirements, including the principles of assessment and rules of evidence
 - assessment judgements are valid
 - align with the requirements expressed in the unit of competency or module
 - comply with the Standards
 - the assessment system itself has produced graduates with skills and knowledge required by industry
 - RPL assessment judgments fulfil the requirements for assessment, as outlined above
 - on-line and distance delivery assessment judgments fulfil the requirements for assessment, as outlined above
5. Reviewing, comparing and evaluating the assessment processes, tools and evidence contributing to judgements made by a range of assessors against the same competency standards; and
 6. Documenting any action taken to improve the quality and consistency of assessment
 7. Checking that the assessment tools are appropriately aligned to training package units of competency and to the learning outcomes being assessed in accordance with industry expectations
 8. Checking that the assessment guidelines support consistent assessment practices by all assessors and for all participants completing the assessment tasks
 9. Checking that the evidence used to make an assessment is valid, authentic and sufficient.
 10. Ensuring feedback is provided to and obtained from participants, facilitators and assessors; and
 11. Ensuring clients, industry and industry organisations are consulted in developing and reviewing assessment tools and activities

12. Checking that Apex complies with the VET quality framework by demonstrating that it has the capacity to deliver and assess all the courses on the scope of registration. These include:

- Training and assessment materials, resources and equipment for all units of competence necessary for the award of all qualifications on the scope of registration
- Identification of any units that require assessment in the workplace
- Structured and relevant delivery and assessment materials for all units identified to be delivered and assessed in the workplace
- Verified evidence that all proposed training and assessing staff meet VET Quality Framework requirements

13. Validation will check that assessment process and resources must include, but not limited to for each unit of competency (or cluster or competencies):

- Clear advice to students as to how the unit(s) will be assessed
- Assessment tasks for the unit(s) that are consistent with and meet the requirements of the unit(s) of competency
- A matrix mapping skills and knowledge and critical aspects of evidence against assessment tasks
- A mapping of employability skills against assessment tasks
- An indication of how industry has been involved in the development of the assessment approaches
- A clear set of assessment criteria/model answers for each assessment task
- An assessment record sheet for each assessment task
- An overall assessment record sheet for the unit(s) of competence to show achievement of the participant against each of the specified assessment tasks signed by the assessor or course manager
- A documented assessment validation approach
- An information guide for assessors on the process of assessment used by Apex
- A rigorous process to ensure that no student can be recorded as competent without clear evidence that they have successfully completed all specified assessment requirements including ensuring that assessment record sheets include reference to all required assessments consistent with the matrix developed above.

14. Specific industry evaluation of training and assessment methods will occur at scheduled validation events with industry representatives and participating RTO's. Assessment validation and moderation will be conducted on units of competency delivered and assessed in that year. All qualifications on Apex's scope of registration must undergo assessment validation and moderation as per the validation schedule. Validation and moderation methods may include:

- Moderation activities
- An assessment review panel
- A lead assessor or supervisor with training and assessment competencies
- An independent external validator or Industry Consultation Committee
- Standardised assessment tools
- Benchmark against evidence guides such as Training Package Assessment Guidelines, industry and workplace requirements, other national providers, etc.

15. The Validation Report must be completed and signed by all parties. An action plan will be put in place to ensure the findings of validation are actioned.

16. A copy of the validation report will be saved in the Apex document management system.

Record Keeping and Confidentiality

Records of all Validation and Moderation activities shall be maintained for a period of at least five years for auditing purposes by the National Regulator and/or State or Territory Registering Body.

Responsibility

The Marketing Director is responsible for the implementation of this procedure and to ensure that staff are aware of its application and implement its requirements.

10. TRANSITION POLICY AND PROCEDURES

Purpose

This policy sets out the transition arrangements and management for Apex Training Institute in relation to superseded Training Packages, qualifications and units of competency and if applicable VET accredited courses, herein referred to as 'component'.

Transition Policy

The Marketing Director of Apex Training Institute is aware of the requirement to transition seamlessly to the new component once any component on its scope has been superseded.

As part of its registration as an RTO, under the Standards for Registered Training Organisations (SRTO), it agrees to abide by any processes stipulated by Australian Skills Quality Authority (ASQA) and the National Skills Standards Council (NSSC).

The Director is responsible to ensure any transition takes place with minimal disruption to students and the organisation. Under this policy, all students will be given every opportunity to receive training related to the current national qualification, unit or accredited course (if applicable) they are enrolled in.

Transition Procedure

As soon as practical, the Director will involve staff in the review of the new or revised component(s). Students potentially affected by the change will be informed of what if any changes may need to be implemented.

The Director will undertake an analysis of any transition guide/advice published as well as reviews any available course guide in the Training package. This will be a primary review to see if the structure of the course has changed and if the organisation needs to develop or source any new resources.

Following the initial review, a nominated group of staff will assess each component currently being delivered to determine what changes need to be made to both the learning and assessment materials.

Once the review is complete, the Director will develop an action plan to ensure the identified changes are undertaken and implemented.

As part of the transition procedure Apex Training Institute will ensure that:

- where a training product on its scope of registration is superseded, all learners' training and assessment is completed and the relevant AQF certification

documentation is issued or learners are transferred into its replacement, within a period of one year from the date the replacement training product was released on the national register

- where an AQF qualification is no longer current and has not been superseded, all learners' training and assessment is completed and the relevant AQF certification documentation issued within a period of two years from the date the AQF qualification was removed or deleted from the national register
- where a skill set, unit of competency, accredited short course or module is no longer current and has not been superseded, all learners' training and assessment is completed and the relevant AQF certification documentation issued within a period of one year from the date the skill set, unit of competency, accredited short course or module was removed or deleted from the national register
- a new learner does not commence training and assessment in a training product that has been removed or deleted from the national register.

An 'Application to Change Registration' form will be completed by the Director using ASQAnet (electronically) within 6 months following its release and publication on www.training.gov.au if required.

The Director will also follow any other requirements stipulated by ASQA, or other governing bodies. For further information refer to the *Users' guide to Standards for RTOs 2015* which can be accessed on the ASQA website www.asqa.gov.au

11. ASSESSMENT ESCALATION AND PLAGIARISM

When assessing a candidate, they are either 'competent' or 'not yet competent'.

Apex Training Institute has a clear escalation policy for students found to be not yet competent:

1. The first time they are found to be not yet competent, they will be allowed to try again making use of provided learning tools.
2. Should they fail the unit a second time, they are expected to either attend a class or meet with the trainer for a session where any underlying issues or problems are identified and dealt with.

3. Should they fail the unit for the third time, they may be unenrolled from the unit and expected to incur any costs that may occur as a result of their re-enrolling and taking assessments again.

Plagiarism is defined as the use of someone else's work without acknowledgement. Plagiarism is a form of cheating and cheating is an action which benefits no-one.

Plagiarism can include:

- Copying someone else's assignment or exam paper
- Using information which another student has collected without acknowledging it
- Copying from a textbook without using an appropriate form of referencing
- Using the ideas or research which you have found in a textbook without referencing, even if you have written those ideas or research findings into your own words
- Using electronic dictionaries in lectures and tutorials where definition based knowledge is required.

If someone is found plagiarising, whether intentionally or unintentionally, they shall be given a chance to correct the error or try the assessment again. Should they be unable to correct their error or found plagiarising again, they might either be unenrolled from the qualification or expelled from Apex Training Institute.

12. FEES AND CHARGES POLICY AND PROCEDURES

Policy

The policy has been developed and implemented to support and provide clear instruction and guidance to all students enrolling into Apex courses and Apex staff in relation to the fees and charges for products and services offered by Apex, and the processes to be followed in regard to these fees and charges.

Apex charges fees for participation in accredited training and assessment for Australian Qualifications Framework (AQF) qualifications. All fees and charges are published in relevant marketing materials enrolment forms, and in the Student Handbook. They are detailed in this policy document and address the circumstances under which the charges may be applied. The procedures for handling refunds are also included.

Since Apex requires individual learners to pay fees (this requirement does not apply if Apex contract with a company to deliver training to their employees, paid for by that

company), we MUST provide fee information prior to enrolment or commencement of training/assessment (whichever is earliest), about:

- all fees payable to Apex, clearly describing all costs involved with the course
- how and when fees must be paid
- how to request a refund, and
- Conditions under which a refund would be provided.

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

Procedures

1. Students and individuals seeking to enrol in a course with Apex are advised of all fees and charges associated with a course, including tuition fees, administration fees, materials fees and any other charges. These can be located on the relevant course fact sheet, on the enrolment form and in the Student Handbook.
2. Fees for all government funded programs must comply with the fees guidelines issued by the specific funding bodies.
3. All Government funded students must meet the eligibility criteria and where this criteria is not met, the learners can enrol as self-funded students.
4. The student tuition fees as published are subject to change given individual circumstances at enrolment.
5. Apex does not accept prepaid fees in excess of a total of \$1500. Prepaid fees' (sometimes referred to as 'fees collected in advance') means fees collected before the relevant services have been provided. These include payments made at any time before, during or after the learner enrolls. Apex may collect up to \$1500 fees in prepaid fees from a learner without needing to take any action to protect these fees.
6. The requirements that apply to prepaid fees include all fees that a learner is required to pay, including enrolment fees, tuition fees, materials fees and any other fee component that is a mandatory payment for the course.
7. We are only required to protect or collect p prepaid fees up to \$1500 from individual learners and prospective learners. These requirements do not apply, for example, where an employer engages Apex to provide training and/or assessment to its staff.

8. Apex will charge a fee for other services; such as printing and photocopying, textbooks, police checks, among others. These are explained to the students in our course fact sheets, student handbook and on the enrolment form.
9. The original certificate or statement of attainment is included in the course fee, however for reissuing of a certificate or statement of attainment, an additional fee will occur at the rate provided in the Student Handbook or as published at the time of request.
10. No certificates or statements of attainment will be issued until all fees have been paid in full.
11. Third Parties are not to collect any fees on behalf of Apex.

13. METHODS OF PAYMENT

At Apex Training Institute we accept a wide range of payment methods:

- Online credit card and debit card payments*
- POLI for bank transfers*
- Direct debit arrangements*
- Zip pay*
- After pay*

*Fees and charges apply

For someone to receive a qualification or statement of attainment they must have paid their fees in full.

14. PAYMENT POLICIES AND PROCEDURES

Any discounts or offers are final once accepted and cannot be exchanged for cash or refunds.

For courses that cost under \$600

Payment must be upfront at enrolment

For courses that cost above \$600

There are three payment options available:

1. Pay in full upfront
2. Pay via direct debit arrangement:

Suppose you wish to enter into any other payment arrangement. In that case, it must be agreed to by an Apex Training Institute member of staff and is at the discretion of Apex Training Institute staff and management.

Pay in full upfront

Any student who doesn't finish paying within 7 days of completing an enrolment form will lose any discounts associated with paying within 7 days and will have 30 days to pay the fees at the higher, non-discounted rate.

Pay via direct debit arrangement

To pay via direct debit, the student must first pay a non-refundable Direct Debit Application Fee of \$197 (which includes a \$2.20 customer fee)

The minimum payment plan allowable is 50 AUD a week. A deposit of at least 50 AUD must have been received before any training or assessment materials or services can be provided to the student.

For students who are in a direct debit arrangement with Apex: Should two payments be declined during the direct debit arrangement:

- Any discounts for entering the arrangement may be withdrawn and/or
- Their direct debit arrangement will be voided and the balance of their fees will be due immediately.

Debt collection policies and procedures

Any student whose direct debit arrangement is voided shall experience the following escalation in procedures:

- The student shall be sent Debt Collection Email 1.

- 7 days afterwards, if the student still has an amount outstanding, the Accounts Department shall email the student Debt Collection Email 2.
- 7 days later, if there is still debt owing, the student will be sent a Warning Email.
- 7 days thereafter, if the student still hasn't paid their fees in full, the Accounts Department shall email the student the Final Warning Email.
- Following yet another 7 days, if the balance is still not paid, the student may be withdrawn from the course and their debt written off. The student may also be reported to a third-party debt collection agency. At this stage, if the student wishes to resume their study, they might have to enrol as a brand new full fee-paying student at their own expense.

Request any adjustment to any policies and procedures

To request an adjustment to any of the above policies and procedures, this request must be made in writing and any relevant accompanying evidence must be included. Relevant evidence may include medical certificates, death certificates or any other documents from government, official or credible sources.

Adjustment of these policies and procedures is at the sole discretion of Apex Training Institute

15. ADDITIONAL CHARGES AND PRICE CHANGE POLICY

Charges are current at the time of publication, but Apex Training Institute may change such fees and conditions at any time. Any such variation will apply to all new students enrolled from the specified date of approval of such changes

Apex Training Institute may review and vary, through due process, its policies and procedures during the course of study and these variations will apply to all new students enrolled from the specified date of approval of such changes.

Certificate Replacement

When a student has met all the requirements for a certificate as specified on training.gov.au they will be sent a copy of their qualification certificate and transcript via email.

Once the digital and/or physical copies of the certificate have been sent out, any subsequent times a certificate needs to be sent out electronically will incur a 30 AUD cost. This cost covers one transcript and one qualification. Any additional documentation beyond this will incur an additional fee of 30 AUD per document.

Knowledge Assessment Statement (KASS)

KASS refers to a statement from Apex that includes information on all knowledge assignments the student has completed satisfactorily.

Cost = \$20 AUD

Merchant Fees

Should someone pay us via credit card, debit card or direct debit they might be subject to the following additional fees and charges from the merchant:

- Direct debit application fee inclusive of customer setup fee: \$197 (excl GST)
- 1.49% and +39c per direct debit transaction (excl GST)
- \$14.90 for every failed direct debit transaction (excl GST)
- 1.49% and +39c per for credit/debit card transactions via the enrolment form (excl GST)
- 1.5% of the value of each credit/debit card transaction via the Pay Fees page (inc GST)
- 1.25% of the value of each POLi transaction, with a maximum of \$3 (inc GST)

16. COURSE EXTENSION POLICY AND PROCEDURE

Every student pursuing a qualification course at Apex has a certain period of time to complete their course before their study time expires, whether 12 months, 18 months, 24 months or otherwise.

There are times where due to unforeseen circumstances a student is unable to complete before their study time expires. In these circumstances, Apex Training Institute allows the student to extend their study at a fee as described below.

The First 3 Months

- \$97 for every extra month of study
- \$150 if a student wishes to extend their study time by 3 months

Between 3 and 6 months

- 150 AUD for every extra month of study

After 6 Months

A student can only extend their study time for up to 6 months from when their study time first expires.

After 6 months the student will have to re-enrol in the qualification or the qualification that has superseded it, at their own expense.

If the course is still current when they re-enrol they have yet another regular study period whether 12 months, 18 months, 24 months or otherwise to complete the course they initially began.

Outstanding Debt

Should a student have outstanding debt at the time their course expires, they will need to pay extension fees, as per above, in order to avoid potentially losing their enrolment six months from when their study period expires.

These extension fees would need to be paid in addition to any outstanding debt for fees.

Course Transition

When a qualification has been superseded, Apex Training Institute shall decide on:

- A deadline by which the superseded course shall be closed permanently (known as the “course deadline”).
- Once the course deadline has been communicated in written form to students, a deadline by which students must notify Apex staff of how they wish to proceed regarding their studies (known as the “option notification deadline”)

For students listed below, they shall be able to pay a once off course extension of **\$197** (known as “transition extension fee”) in order to extend the course until the course deadline:

- Students whose qualification has expired less than 6 months before the course deadline.

This fee shall apply regardless of whether a student decides to try and complete the superseded qualification by the deadline or opts to be transferred to the new qualification.

For students who wish to be transferred to the new qualification, they shall have to pay the **\$197** course extension fee prior to their superseded course being permanently closed and their enrolment to the new qualification being processed.

Any student who does not notify Apex of how they wish to proceed regarding their studies by the option notification deadline might be withdrawn from the superseded qualification permanently and forfeit their right to any transitions, including the ability to pay any transition extension fee.

17. REFUND POLICY

- Apex Training Institute will refund all payments made by a student if a course is cancelled or course commencement date is postponed by more than 4 weeks, unless they can make alternative arrangements acceptable to the student.

Self-Funded Students

For students enrolled and whose fees will be paid by themselves, a friend or family member the following will apply:

- Any withdrawal between 0-7 days of the student receiving their Moodle details will result in a student still being liable for up to 20% of the total course fees
- Any withdrawal between 8 days and 29 days of the student receiving their Moodle details will result in a student still being liable for up to 40% of the total course fees
- Any withdrawal 30 days after the student receives their Moodle details will not incur any refund

NB: If payment is made via direct debit, the student's may be required to continue paying via direct debit or make a lump sum payment to ensure the total amount they have paid to Apex is up to 20% of course fees - for students withdrawing within 0-7 days of receiving login details - 40% of course fees - for students withdrawing within 8-29 days of

receiving login details - or the total course fees for students withdrawing 30 days or more from the date they have received their login details

Certificate III Guarantee Students

For students enrolled via the Queensland Certificate III Guarantee and Higher Level Skills programs:

- Any withdrawal within 7 days of the student receiving their Moodle details will result in 50% of fees being refunded
- Any refund between 7 days and 30 days of the student receiving their Moodle details will result in 30% of fees being refunded
- 30 days after the student has received their Moodle details, all fees are forfeited and can't be refunded

In order to request a refund kindly get in contact with a member of the support team or send an email to supportteam@apex.edu.au. Refund requests will be processed within 30 days. Should they not be processed within 30 days kindly refer to the complaints procedure within this student handbook.

18. AUSTUDY TERMS AND CONDITIONS

At Apex the following qualifications are Austudy approved:

- CHC30121 Certificate III in Early Childhood Education and Care
- CHC33015 Certificate III in Individual Support
- CHC43121 Certificate IV in Disability

Austudy Enrolment Process

- Prior to enrolling you must ensure that you have a thorough understanding of our policies and procedures. Should you have any questions or concerns, ensure you voice them to an Apex staff member.
- You must complete the application and enrolment processes.
- Once you have finished filling out all appropriate paperwork you shall be provided the following by an Apex staff member:

- Student handbook: The staff member will indicate where the terms and conditions specific to Austudy can be found.
 - A copy of your enrolment form
 - A copy of your application form
 - A copy of the course fact sheet for the qualification(s) that you have enrolled in.
- Take these documents to Centrelink so as to determine, how much you shall be receiving in government assistance while you study with us.

Payment Terms

- Once Centrelink has been determined how much you shall be receiving in financial assistance during the course of your study, your payment plan shall be calculated on the following terms:
 - Your minimum payment plan is 25% of what you receive from Centrelink to assist you in study.
 - Payments must be made weekly or fortnightly.
 - Payment must be made in the form of a direct debit arrangement
 - The due date for your final payment will be calculated based on your payment plan.
 - You shall not receive any qualification certificate unless your fees are paid off in full.
 - You may receive certificates for any short courses as long as your direct debit payments are up to date.
 - If you are unable to pay by your due date, you shall be given 30 days to make alternative arrangements. If these arrangements are not made, you might be referred to a 3rd party debt collection company. Any fees associated with a debt collection company shall be your responsibility.

19. COMPLAINTS POLICY AND PROCEDURE

Scope

The policy and procedures below - including the complaints and appeals form - can be used to make complaints about the following parties:

- The RTO, its trainers, assessors or other staff
- A third party providing services on Apex's behalf, its trainers, assessors or other staff
- A fellow student at Apex
- A work placement partner, including its staff

This form can be used by any Apex stakeholder, including

- Students
- Industry partners
- Trainers, assessors and other staff

Responsibilities

Members of the management team (or delegated person) are responsible for:

- a. Reviewing the complaints/appeals submitted by students
- b. Determining the root cause of the complaint/appeal, through investigation, review or other appropriate means
- c. Determining the corrective action plan, if any, to be taken. Management is also responsible for keeping records regarding the complaint and corrective actions taken.
- d. Notifying stakeholders of the result of the investigation or review of their complaint/appeal and whether it has been approved or dismissed.
- e. In cases where the complaint or appeal has been dismissed, management shall notify the stakeholder of the reasons behind the decision. In cases where a complaint or appeal has been approved, management shall notify the stakeholders of the strategies that shall be implemented as part of the corrective action plan.
- f. Implementing action to prevent or limit the reoccurrence of the root cause of the complaint/appeal.

- g. Overseeing the implementation of the corrective action plan to ensure it is completed by the agreed-upon due date.
- h. Ensuring the current complaints & appeal policy is publicly available via the resources page of the Apex website:
<https://www.apextraining.edu.au/resources>.

Procedures

If the complainant feels comfortable doing so, he/she is to address the issue with the individual concerned. If the complainant and the individual arrive at an agreement that is satisfactory to the complainant, there is no need to lodge a complaint or appeal.

In the case of harassment, explain that the behaviour is unwelcome and offensive and request that they stop.

If the complainant does not feel comfortable discussing the complaint/appeal with an individual, they shall discuss the issue with either a trainer or member of the support team.

If the complainant feels discussions with the individual concerned have not addressed the issue, they shall proceed with the steps below:

1. Apex stakeholders are free to lodge complaints or appeal in their areas of interest based on their interaction with the organisation at any given time by completing a complaint and appeal form reference:
<https://form.jotform.com/213277697881876>.
2. The management shall receive notice of a completed Complaints and Appeals Form via email.
3. Management has 21 days to investigate and respond to the complaint or appeal.
4. If there isn't a response from a member of Management within 21 days, the complaint shall be escalated to the Marketing Director to approve or dismiss. The Marketing Director has an additional 9 days to send the stakeholder a written approval or dismissal of their complaint or appeal.
5. Management shall investigate to determine the root cause using the following resources as required:
6. Speaking to all the parties involved in the complaint or appeal
7. Reviewing any documents associated with the complaint or appeal
8. Reviewing relevant Apex policy and procedure documentation
9. Consulting with external experts

No action relating to an enrolment status is to be taken until such time as the complaint/appeal has been resolved. However, the member of management or delegate retains the right to take such steps as may be necessary to ensure the health, safety and welfare of the student and/or of others.

10. Management shall either approve or dismiss the complaint/appeal. Some of the criteria that shall be used in determining whether a complaint is approved or dismissed include the following:
11. An approved complaint/appeal shall result in an action plan being created. This action plan shall include appropriate corrective actions and due dates for finalising these actions.
12. Management shall craft a written response to the stakeholder advising them that the complaint/appeal has been approved, and listing out the strategies that shall be implemented in response to their claim/appeal via Jotform.
13. A dismissed complaint shall result in a written notice being sent to the stakeholder advising them of the dismissal and the reasons behind it. This notice shall be delivered via Jotform.
14. If the stakeholder is dissatisfied with the result, Apex management can work with them to organise mediation and/or facilitation, provided by the Queensland government. Any costs paid to the Queensland government shall be divided evenly between Apex Training Institute and the stakeholder. For more information visit the [Queensland Government mediation page](#)
15. If the stakeholder is dissatisfied with the outcome of the mediation/facilitation, they have the option to fill out a complaint form on the [Queensland Government consumer affairs body](#) website.

If the complaint was about an assessment, students can appeal the result as per *Appeals against assessment grades policy and procedure*.

Any complaint/appeal which appears to be related to any illegal activity such as theft or assault shall be referred to the appropriate authority at the discretion of management.

Apex seeks to prevent complaints/appeals by ensuring that students are satisfied with their training experience and their training product and its outcomes. Staff are expected to approach their dealings with stakeholders in the spirit of friendship and cooperation.

A staff member cannot be responsible for investigations or decision making when a complaint or appeal made is about or involves them. When this happens, the investigation or decision making must be handed over to another member of the staff or management team that is disconnected from the matter.

Records of all complaints are stored securely in an Apex password protected electronic database.

20. APPEALS AGAINST ASSESSMENT GRADES POLICY AND PROCEDURE

Students are free to appeal against a result shown on a student's record or assessment. The student shall be provided with the written outcome within 21 working days. If there isn't a response from a member of Management within 21 days, the complaint shall be escalated to the Marketing Director to approve or dismiss. The Marketing Director has an additional 9 days to send the stakeholder a written approval or dismissal of their complaint or appeal.

The appeal against the assessment outcome process is as follows:

1. A student is free to lodge an appeal via the complaints and appeals form on the resources page of the website: <https://www.apextraining.edu.au/resources>
2. A member of management or delegate is to contact the student and the trainer, who initially marked the assessment, regarding their individual opinions on this matter.
3. A member of management shall allocate the assessment to be marked by another trainer.
4. The assessment is to be submitted back to management for comparison of results. In the case where assessment outcomes match, the appeal shall be dismissed and management shall advise the student of the dismissal and the reasons why via Jotform.
5. In case of different assessment outcomes, a member of management is to organise a moderation session which must be overseen by one or more trainers who were not the initial assessor. The initial assessor shall attend this moderation session. The outcome of this moderation session is to be considered as the final outcome.
6. The Marketing Director or their delegate shall notify the student whether their appeal has been approved or dismissed and the reasons why via Jotform.
7. If the student remains unsatisfied with the outcome, they have the option to fill out a complaint form on the [Queensland Government consumer affairs body](#) website.

Records of all appeals are stored securely in the Apex password protected electronic database

21. PRE-TRAINING INTERVIEW POLICY AND PROCEDURE

Policy

This policy is to ensure Apex Training Institute (Apex) students are enrolled in the right course that will lead them to desired future career paths.

Purpose

The purpose of this policy is to review the needs of all potential students and make recommendations as to the most appropriate course that will meet their requirements and capabilities.

Procedures

1. Every potential Apex student has to fill the application form completely and accurately.
2. In the form, the student has to identify the course they would like to study and explain the reasons they have chosen this course.
3. The student needs to show an understanding of what the chosen course entails and its career path.
4. The vocational advisor needs to speak to the potential student, understand their motivations and explain the requirements and expectations of the course.
5. The potential student needs to understand the requirements of their chosen course, opportunities and career path that the course may open for them so as to manage their expectations.
6. The vocational advisor needs to explain the requirements of the short courses and book students in the programs applicable to the students chosen course and expected career path.
7. The vocational advisor discusses the career path of the student and makes recommendations accordingly.
8. The vocational advisor needs to consider any disability and additional needs of the potential student and discuss with the candidate the potential implications, for example someone wanting to undertake a course in aged care with a back problem. This course might not be the right fit for them since aged care involves a lot of work that is strenuous on the back.

9. The vocational advisor must ensure that all the questions in the form are answered adequately and that the candidate understands all the course's requirements and pathway completely.

Forms to be used for this process:

1. Application form

Responsibility

This process has to be followed by all the vocational advisors (sales staff) and members of the student support team in all student enrolments.

22. LANGUAGE, LITERACY AND NUMERACY ASSESSMENT POLICY AND PROCEDURES

Prior to enrolment in a course, students will be required to complete a Language, Literacy and Numeracy (LLN) Assessment which will be completed upon application.

This assessment is used to determine whether the student's level of language, literacy and numeracy is sufficient to enable them to complete the course effectively.

Students who are assessed as not having the required level of language, literacy and numeracy skills may be referred to external support services to work with them on skill development in the required area/s.

These external support services are not affiliated to Apex in any way. The costs for engaging these services is the responsibility of the student or potential student who was referred to these services.

23. STUDENT SUPPORT POLICY, PROCEDURES AND SERVICES

Should you require additional support during the term of your course, please advise an Apex Training Institute member of staff who will endeavour to refer you to an appropriate support service.

Apex Training Institute has an informal training support service available to all students who have any questions or difficulties regarding their current training and their future career development. The service aims to provide students with the information they need to help their own academic and career path. Our staff can assist you with questions

regarding training and career pathways and opportunities, personal development opportunities, work placement and/or any other training / industry related questions.

This service offers practical answers to most of the questions and challenges faced by students in relation to their training and/or career. We are here to help and will always try to source the information you need to feel supported or refer you to an appropriate internal or external service if required.

We will respect your right to privacy. Any information disclosed will remain strictly confidential.

For this service please call 07 3420 5861 during office hours from Mon-Fri. and ask to speak to one of our qualified trainers or support staff.

Additional Support Services

Apex Training Institute (Apex) recognises that all people learn differently and acknowledges that some students may require additional support. Additional support may be provided for any students experiencing:

- disability and access issues;
- language barriers;
- language, literacy and numeracy issues;
- any other issues that may affect their ability to achieve their training goals.

Provision of additional support services will be provided where necessary to enable students to participate in the same way as any other person regardless of whether support services have been required.

Where there is perceived difficulty in achieving learning goals, the trainer will discuss these issues with the student. The student will be provided with information about possible alternative pathways, additional tools and resources available, and options and choices for accessing a supportive network. The information provided will vary depending on the individual needs of the student.

Communicating About Special Needs

If at any point through-out your course you require any assistance or support please discuss these needs with The Apex Training Institute staff and we will do our best to help.

If you have any special needs, including Language and Literacy, learning, mobility, visual impairment or hearing please notify staff as soon as possible, preferably at the start of your course, to allow us to cater for any of your needs.

If you do not tell us about any condition that may affect your learning, we will not be able to assist you if the need arises.

Note that any information you tell us in relation to your needs will remain confidential and only used to support you.

24. LANGUAGE, LITERACY AND NUMERACY SUPPORT SERVICES

These external support services below are not affiliated to Apex in any way. The costs for engaging these services is the responsibility of the student or potential student who was referred to these services.

The Reading Writing Hotline

Ph: 1300 655 506

Self-paced e-learning

All migrants who want to improve their English language skills, including those who are not participating in the Adult Migrant English Program, can access free self-paced e-learning modules through the Adult Migrant English Program distance learning website at <http://amepdl.net.au/>

Adult Migrant English Program (AMEP)

The Adult Migrant English Language Program (AMEP) provides up to 510 hours of free English language tuition to eligible migrants from the skilled, family and humanitarian visa streams, to help them learn Basic English to assist their settlement in Australia.

The Adult Migrant English Program has a number of support services in place that are available to clients to help facilitate their attendance and participation in the programme. These include:

- Counsellors and Individual Pathways Guides
- Childcare
- Youth classes
- Settlement course and
- Bilingual support

Check on this link below for more information

URL:

<https://www.google.com/url?q=https://immi.homeaffairs.gov.au/settling-in-australia/ame>

[p/about-the-program&sa=D&source=docs&ust=1638596396763000&usg=AOvVaw1shqNVbx1pkuWe4qzqR0It](https://www.apextraininginstitute.com/p/about-the-program&sa=D&source=docs&ust=1638596396763000&usg=AOvVaw1shqNVbx1pkuWe4qzqR0It)



25. ACCESS AND EQUITY POLICY

The Apex Training Institute is committed to ensuring you receive training, assessment and support services that meet your individual needs. To achieve this, we need to know what your needs are.

Apex Training Institute applies access and equity principles which are designed to remove barriers and obstacles so that all students have the opportunity to gain skills, knowledge and experience through access to vocational education and training. Apex Training Institute provides timely and appropriate information advice and support services which assist clients to identify and achieve their desired outcomes.

Apex Training Institute will provide timely, appropriate and accessible information to customers prior to enrolment regarding:

- Customer selection, enrolment and orientation procedures
- Course information including content and vocational outcomes
- Fees and charges including refunds and exceptions (where applicable)
- Provision for language, literacy and numeracy support
- Client support, including external support Apex Training Institute could arrange for customers
- Flexible learning and assessment procedures
- Appeals and complaints procedures
- Staff responsibilities for access and equity
- Recognition of prior learning arrangements and credit transfers

26. DISCRIMINATION POLICY

Apex Training Institute will act quickly to ensure that any discrimination does not occur, or continue to occur in the workplace, or in the provision of services.

All employees, students and business associates will receive equal treatment regardless of:

- Sex
- Race, colour, nationality, ethnic origin
- Impairment; physical disabilities, intellect, psychological

- Political or religious beliefs
- Age
- Lawful sexual activity/sexual orientation
- Personal association

27. STUDENT WH AND SAFETY POLICY

Policy

Apex realises its responsibilities to students, academic and other staff members to ensure a safe and healthy academic and working environment. Apex operates according to the appropriate workplace, health and Safety Standards and Procedures.

Apex ensures the safety of the students by doing the following:

- Doors are locked after hours.
- There is proper lighting in the buildings.
- The police stations are within easy reach to each campus. These can be contacted by calling 000.
- First Aid Kits are located in each campus (please ask our staff if you cannot locate the First Aid sign)
- Trainers on site are trained in first aid

The following tips will assist to protect the student from unsafe situations.

Safety on campus for Apex students include:

- Students are to know the layout of Apex's campuses including the emergency exits.
- Students are to move away from any threatening behaviour where possible.
- Students are not to leave valuables such as wallets or mobile phones unattended.
- Students are to avoid isolated areas and move around campus with other students where possible.
- Students are to avoid leaving the campus too late.
- Students are to contact a staff member immediately if they observe anything suspicious occurring in or around the campus.

Safety in Work Placement

- Students are to make themselves aware of all safety procedures in their work placement, including evacuation fire warning procedures.
- If the location of the work placement is unsafe for the student to travel (far from the car park, far from public transport), they are to speak to Apex staff so that an alternative work placement can be arranged.
- If students are to perform any task at their workplace that they think will compromise on safety and health, they are to speak to Apex staff. If this does not resolve the problem, they are to contact the Apex Work Placement Coordinator.

Safety on transport

- Students are to use a timetable to plan their travel and avoid unnecessary delays.
- They are to park their car in busy areas rather than dark quiet spots.
- They are to be aware of who is around.
- Students are not to respond to aggressive behaviour and avoid eye contact with others.
- Students should drive their car with doors locked and windows closed at all times.
- Where possible they are to use public transport (Apex is located near to public transport).

Safety on the street

- Students are to stay alert as awareness is their best defence.
- Students are to cross the street if they feel unsafe.
- Students are to be confident and aware of their surroundings.
- Students are to walk on major roads and paths at night; and not take short cuts through parks.
- If approached by a stranger, they should keep a safe distance.
- If approached for money, students are to advise they have no cash, avoid eye contact and move toward other people.
- If an individual feels they are being followed, they are to change direction and seek a safe place.
- Students are to keep personal items such as wallets and bags close to their body or out of sight.
- Students are to have keys ready to quickly enter the home or car.

General safety steps to take right now

- Students should take the time to consider where they might be at risk and what steps they can take to make it safe.
- They should program the emergency number 000 into their mobile phone.
- They should tell people where they are going and what time they will return.
- They should avoid carrying non-essential items such as passports and large amounts of money.

In case of an emergency at Apex premises, the following is to be done:

- Call **000** and inform of the emergency
- If asked to leave the building, students and staff are to follow the instructions of the trainer or warden giving the instructions
- Assist self-first, and then assist fellow students/staff.

In case anyone has been left in the building, people in charge should be informed

28. PRIVACY POLICY

Apex Training Institute will comply with the ten national privacy principles in the handling of personal information of students.

1. Collection - Apex Training Institute will collect only the information necessary for one or more of its functions. The individual will be told the purposes for which the information is collected.
2. Use and disclosure - Personal information will not be used or disclosed for a secondary purpose unless the individual has consented or a prescribed exception applies.
3. Data quality - Apex Training Institute will take all reasonable steps to make sure that the personal information it collects, uses or discloses is accurate, complete and up to date.
4. Data Security - Apex Training Institute will take all reasonable steps to protect the personal information it holds from misuse and loss and from unauthorised access, modification or disclosure.
5. Openness - Apex Training Institute will document how they manage personal information and when asked by an individual, will explain the information it

holds, for what purpose and how it collects, holds, uses and discloses the information.

6. Access and correction - The individual will be given access to the information held except to the extent that prescribed exceptions apply. Apex Training Institute will correct and update information errors described by the individual.
7. Unique Identifiers - Commonwealth Government identifiers (eg Medicare number or tax file number) will only be used for the purposes for which they were issued. Apex Training Institute will not assign unique identifiers except where it is necessary to carry out its functions efficiently.
8. Anonymity - Wherever possible, Apex Training Institute will provide the opportunity for the individual to interact with them without identifying themselves.
9. Transborder Data Flows - The individual's privacy protections apply to the transfer of personal information out of Australia.
10. Sensitive Information - Apex Training Institute will seek the consent of the individual when collecting sensitive information about the individual such as health information, or information about the individual's racial or ethnic background, or criminal record.

Purpose

This policy ensures that Apex Training Institute meets its legal and ethical requirements in regard to the collection, storage and disclosure of the personal information it holds in regards to individuals.

This policy and procedure contributes to compliance with Clause 3.6 and 8.5 of the Standards as well as the legislative instrument Data Provision Requirements 2012 including the National VET Provider Collection Data Requirements Policy

Policy

Privacy Principles

- In collecting personal information, Apex Training Institute, complies with the requirements set out in the Privacy Act 1988, including Australian Privacy Principles 3 and 5 (in accordance with the National VET Provider Collection Data Requirements Policy clause 4.4) and the relevant privacy legislation and regulations of the states and territories in which Apex Training Institute operates.
- Personal information, including sensitive information, is collected from individuals in order that Apex Training Institute can carry out its business

functions. Apex Training Institute only collects and stores information that is directly related to its business purposes and legal requirements of providing nationally recognised training and assessment.

- Sensitive information is only collected by Apex Training Institute if a permitted general or health situation applies in accordance with the Privacy Act (16A, 16B) such as, if:
 - The collection of the information is required or authorised by, or under, an Australian law or a court/tribunal order.
 - It is unreasonable or impracticable to obtain the individual's consent to the collection, use or disclosure.
 - It genuinely and reasonably believes that:
 - The collection, use or disclosure is necessary to lessen or prevent a serious threat to the life, health or safety of any individual, or to public health or safety.
 - Unlawful activity, or misconduct of a serious nature, that relates to Apex's functions or activities has been, is being or may be engaged in, and the collection, use or disclosure is necessary in order for the entity to take appropriate action in relation to the matter.
 - The collection, use or disclosure is reasonably necessary to assist any APP entity, body or person to locate a person who has been reported as missing.
 - The collection, use or disclosure is reasonably necessary for the establishment, exercise or defense of a legal or equitable claim.
- Apex Training Institute ensures each individual:
 - Knows why their information is being collected, how it will be used and who it will be disclosed to.
 - Is made aware of any legal requirement for Apex Training Institute to collect the information.
 - Is able to access their personal information upon request.
 - Does not receive unwanted direct marketing.
 - Can ask for personal information that is incorrect to be corrected.
 - Can make a complaint about Apex Training Institute if they consider that their personal information has been mishandled.

- Is made aware of any consequences for not providing the information requested.
- Whether the information is likely to be disclosed to overseas recipients, and if so, which countries such recipients are likely to be located in.
- Apex Training Institute retains evidence that that the student has acknowledged the following Privacy Notice and Student Declaration as part of their enrolment process:
<https://www.dese.gov.au/national-vet-data/vet-privacy-notice>

Collection of information

- Under the Data Provision Requirements 2012, Apex Training Institute is required to collect personal information about students undertaking nationally recognised training and disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER). NCVER will collect, hold, use and disclose personal information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).
- In general, personal information will be collected through course application and/or enrolment forms, training records, assessment records and online forms and submissions.
- The types of personal information collected include:
 - personal and contact details
 - employment information, where relevant
 - academic history
 - background information collected for statistical purposes about prior education, schooling, place of birth, disabilities and so on
 - training, participation and assessment information
 - fees and payment information
 - information required for the issuance of a USI.

Storage and use of information

- Apex Training Institute will store all records containing personal information securely and take all reasonable security measures to protect the information collected from unauthorised access, misuse or disclosure. Personal information is stored electronically in secure, password protected databases.

- The personal information held about individuals will only be used by Apex Training Institute to enable efficient student administration, report data to provide information about training opportunities, issue statements of attainment and qualifications to eligible students, and to maintain accurate and detailed records of student course participation, progress and outcomes.

Disclosure of information

- Apex Training Institute will not disclose an individual's personal information to another person or organisation unless:
 - They are aware that information of that kind is usually passed to that person or organisation.
 - The individual has given written consent.
 - Apex Training Institute believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious threat to the life or health of the individual concerned or another person.
 - The disclosure is required or authorised by, or under, law.
 - The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of public revenue.
- Any person or organisation to which information is disclosed is not permitted to use or disclose the information for a purpose other than for which the information was supplied to them.
- Personal information may be used or disclosed by Apex Training Institute for statistical, regulatory and research purposes. Apex Training Institute may disclose personal information for these purposes to third parties, including:
 - Schools – for secondary student undertaking VET, including a school-based apprenticeship or traineeship
 - Employers – where students are enrolled in training paid for by their employer
 - Commonwealth and State or Territory government departments and authorised agencies; such as the Australian Skills Quality Authority (ASQA), and insert funding bodies and other departments as applicable
 - NCVER
 - Organisations conducting student surveys

- Researchers.
- Personal information disclosed to NCVET may be used or disclosed for the following purposes:
 - Issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts
 - Facilitating statistics and research relating to education, including surveys
 - Understanding how the VET market operates, for policy, workforce planning and consumer information
 - Administering VET, including program administration, regulation, monitoring and evaluation.

Access to and correction of records

- Individuals have the right to access or obtain a copy of the information that Apex Training Institute holds about them including personal details, contact details and information relating to course participation, progress and AQF certification and statements of attainment issued.
- Requests to access or obtain a copy of the records held about an individual must be made by contacting our office using the Request to Access Records Form. The individual must prove their identity to be able to access their records.
- There is no charge for an individual to access the records that Apex Training Institute holds about them; however, there may be a charge for any copies made. Arrangements will be made within 10 days for the individual to access their records.

Complaints about privacy

Any individual wishing to make a complaint or appeal about the way information has been handled within Apex Training Institute can do via the Complaints Policy and Procedure.

29. ASSESSMENT GUIDELINES

What is a Unit of Competency?

A unit of competency specifies the knowledge and skills, and the application of that knowledge and skills, to the standard of performance expected in the workplace. A unit of competency is the smallest unit that can be assessed and recognised. Units of competency must be adhered to in training and assessment to ensure consistency of outcomes.

Units of competency represent discrete workplace outcomes. They are made up of a number of sections shown below. Further clarification of each section is provided using the CPP07 unit '**CPPDSM3016A Work in the property industry**' to clarify areas.

Assessment

Assessment is the process of collecting evidence and making judgements on the extent and nature of performance and other requirements, as described in a set of standards, or learning outcomes, resulting in a judgement of whether or not competency has been demonstrated.

Effective and objective assessment is key to the successful implementation of competency standards in the workplace and in education. This is the judgement of performance and knowledge against the relevant industry competency standards.

Assessment is carried out by the comparison of a candidate's evidence of skills and knowledge, against the requirements of the Standards.

Assessors

The role of an assessor is to objectively assess and judge a candidate's evidence against a set of standards.

In order to do this effectively, an assessor must have a sound knowledge of, and be skilled in, the relevant industry area they are assessing. At Apex Training Institute, we ensure this is the case by insisting that every trainer have at least 2 years industry experience in the area they are assessing. Their industry experience is expected to be current at the time of assessing.

In addition, at Apex Training Institute, every assessor must have completed their necessary training & assessment qualification.

As part of their role, assessors must:

- interpret and understand the criteria;
- ensure that evidence meets the standards;
- ensure that evidence is valid, authentic, reliable, consistent, current and sufficient; and
- use expertise to make fair and objective judgements.

The training and ongoing professional development of assessors must include such areas as:

- Roles, responsibilities and ethics;
- Procedural and administrative duties;
- Performance and knowledge evidence gathering and presentation;
- Interpretation and usage of standards;
- selecting and using appropriate methods of assessment; and
- Requirements regarding processing and recording of results, progress and feedback.

It is crucial that assessors always understand and practise fair, objective, unbiased and flexible assessment processes.

What is a qualification?

A qualification combines several units of competency that are required to work within a particular occupation or at a particular level within an industry.

These components of a training package mean that an individual can have his or her skills recognised in two ways:

Qualification: A qualification indicates that the individual is competent in all units of competency required to attain a particular certificate e.g. CHC43121 Certificate IV in Disability Support.

Statements of Attainment: A Statement of Attainment indicates that the individual is competent in one or more units of competency, but not in the full range of units required for a qualification. Statements of Attainment stand in their own right to show that the individual holds particular skills, and they can also be used as credit toward full qualifications if the individual wishes to finish a qualification in the future.

30. CODE OF CONDUCT

All students and staff of Apex Training Institute must;

- a) Respect the dignity of others.
- b) Respect the rights of others.
- c) Do not use oppressive or misleading practices, falsify or wrongly withhold information.
- d) Ensure that others are treated in accordance with the principles of natural justice.
- e) Respect the confidentiality of information within Apex Training Institute

Class Etiquette

- Mobile Phone: Mobile phones must be switched off during all lectures and tutorials. Students may be asked to leave the class if mobile phones are not switched off.
- Punctuality: Students must arrive at all classes on time and may be asked to leave if they arrive late.

Students guilty of the following may be given a warning, suspension or notice of expulsion in writing:

- Cheating in class tests or examinations;
- Intimidating other students or staff;
- Being disrespectful to staff and other students;
- Been rude, or discourteous to a trainer or any other member of Staff or guest trainer;
- Causing disruption in class; and/or
- engaging in misconduct deemed unsuitable or unprofessional and
- Any other behaviour that is inappropriate
- Malicious damage to equipment and/or stealing materials or products will result in instant dismissal.

Fees will not be refunded if a student is discontinued due to misconduct.

31. WORK PLACEMENT ASSISTANCE POLICIES AND PROCEDURES

Apex provides assistance with vocational placement (work placement) for a number of qualifications:

- CHC50121 Diploma of Early Childhood Education and Care
- CHC30121 Certificate III in Early Childhood Education and Care
- CHC33015 Certificate III in Individual Support
- CHC33021 Certificate III in Individual Support
- CHC43115 Certificate IV in Disability
- CHC43121 Certificate IV in Disability Support

Apex can withdraw assistance with work placement from a particular student at any time, at its own discretion.

Below find the rules and regulations you must follow while attending work placement and the consequences for not following them.

Written acceptance

Once you have provided written notice you will attend your work placement, you will lose your work placement place and may have to pay additional fees for us to assist you with placement should you:

- Then notify us you will not be attending
- No show your confirmed work placement.

Apex at that stage is no longer obliged to assist you with placement.

Dress Code

When attending your work placement you must dress in:

- Plain colour collared shirt or polo top: preferred colours are white, black and blue.
- Formal black trousers
- Formal black business shoes
- Apex name badge: This will be produced in our Apex offices and must be collected prior to your first day of work placement.

Make sure you:

- Maintain good personal hygiene: Includes elements such as ensuring you shower and make use of deodorant every day of your placement.
- If you have long hair, you must tie your hair back and ensure that it does not fall over your face.

Avoid

- T-shirts, especially those with designs or logos on them.
- Sweatpants, shorts and any other clothing below the belt that isn't formal.
- Open shoes.
- Jewellery of any kind while at work.

Travel

Convenience of travel is considered as much as possible. However, due to the limited availability of clinical placements, students may be required to travel longer distances. Though we try and find a place within a 50km radius of someone's home, this might not always be possible.

Students should always check possible means of travel to their work placement well in advance.

Work Placement Schedule

Following the attendance of a work placement orientation (more in this below), you will be provided with your work placement schedule. You must adhere to this schedule unless you have a medical condition that can be verified by a medical certificate or official document from a qualified medical professional.

Work placement at Apex will be conducted during workplace morning shifts on a full-time basis (Monday to Friday). The time rostered for the morning shift is normally 6 – 10 hours long. It typically starts sometime between 5:30 a.m. and 7 a.m.

The further away someone moves from a Monday to Friday full-time morning shift schedule (e.g. afternoon shifts, weekend shifts etc), the harder it is for placement to be found for a particular student.

If you are unable to attend morning shifts for 6-10 hours a day from Monday to Friday, you must give Apex at least 4 weeks' notice to allow for Apex staff to make alternative arrangements for your work placement. Please note that it may take up to 8 weeks to make alternative work placement arrangements.

Work Placement Requirements

Self Funded Students

CHC33015 students: To be eligible work placement, you must fulfil ALL of the criteria below:

- Complete and be marked satisfactory (S) or competent (C) for at least 7 units of competency that must include:
 - CHCCCS015 Provide individualised support
 - HLTWHS002 Follow safe work practices for direct client care
 - HLTINF001 Comply with infection prevention and control policies and procedures
 - HLTINFCOV001 Comply with infection prevention and control policies and procedures
- Attended and successfully completed free work placement orientation
- Have paid off all fees in full.
- Have a valid police check that is 1 year old or less from the Australian Federal Police: Police checks from state police are not allowed. For more information please visit this link: <http://bit.ly/cyGUcZ>
- A valid HLTAID011 Provide First Aid certificate that is 2.5 years old or less
- A valid HLTAID009 Provide cardiopulmonary resuscitation certificate that is 6 months old or less.
- You will need to provide evidence of an influenza vaccination that is less than 1 year old)
- You will need to provide evidence of having two COVID-19 vaccinations.
- Additional vaccination requirements will vary between facilities and will be communicated to the student prior to their placement.

NB: For students completing the Disability specialisation you shall also require a NDIS Worker's Screening. For more information please visit:

<https://workerscreening.dsdsatsip.qld.gov.au/>

CHC33021 students: To be eligible work placement, you must fulfil ALL of the criteria below:

- Complete and be marked satisfactory (S) or competent (C) for the following units::
 - CHCCCS031 Provide individualised support

- HLTINF006 Apply basic principles and practices of infection prevention and control
- HLTWHS002 Follow safe work practices for direct client care
- CHCCOM005 Communicate and work in health or community services
- CHCCCS041 Recognise healthy body systems
- CHCLEG001 Work legally and ethically
- CHCCCS040 Support independence and well being
- CHCDIV001 Work with diverse people
- Successfully complete and be certified for Individual Support Work Skills Training (that includes the units HLTINF006 Apply basic principles and practices of infection prevention and control and HLTWHS002 Follow safe work practices for direct client care)
- Attended and successfully completed free work placement orientation
- Have paid off all fees in full.
- Have a valid police check that is 1 year old or less from the Australian Federal Police: Police checks from state police are not allowed. For more information please visit this link: <http://bit.ly/cyGUcZ>
- A valid HLTAID011 Provide First Aid certificate that is 2.5 years old or less
- A valid HLTAID009 Provide cardiopulmonary resuscitation certificate that is 6 months old or less.
- You will need to provide evidence of an influenza vaccination that is less than 1 year old)
- You will need to provide evidence of having two COVID-19 vaccinations.
- Additional vaccination requirements will vary between facilities and will be communicated to the student prior to their placement.

NB: For students completing the Disability specialisation you shall also require a NDIS Worker's Screening. For more information please visit:

<https://workerscreening.dsdsatsip.qld.gov.au/>

CHC30121 students: To be eligible work placement, you must fulfil ALL of the criteria below:

- Complete and be marked as satisfactory (S) or Competent(C) for following units:
 - CHCECE032 Nurture babies and toddlers
 - CHCECE056 Work effectively in children's education and care
 - CHCECE055 Meet legal and ethical obligations in children's education and care
 - HLTWHS001 Participate in workplace health and safety

- o CHCECE034 Use an approved learning framework to guide practice
- o HLTAID009 Provide cardiopulmonary resuscitation (This certificate needs to be 6 months old or less)
- o HLTAID012 Provide First Aid in an education and care setting (This certificate needs to be 2.5 years old or less)
- Attend and complete a free Early Childhood Education and Care (ECEC) skills workshop
- Have paid all fees in full.
- Have a valid working with children check. The requirements vary between the different States and territories. For more information check out the link below: <http://bit.ly/1cb3hnX>
- Attended and successfully completed free work placement orientation
- You will need to provide evidence of an influenza vaccination that is less than 1 year old)
- You will need to provide evidence of having two COVID-19 vaccinations.
- Vaccination requirements will vary between facilities and will be communicated to the student prior to their placement.

NB: For students completing the Disability specialisation you shall also require a NDIS Worker's Screening. For more information please visit:

<https://workerscreening.dsdsatsip.qld.gov.au/>

CHC50121 students: To be eligible work placement, you must fulfil ALL of the criteria below:

- Complete and be marked satisfactory (S) or Competent (C) for at least 7 units of competency including:
 - o HLTAID009 Provide cardiopulmonary resuscitation (This certificate needs to be 6 months old or less)
 - o HLTAID012 Provide First Aid in an education and care setting (This certificate needs to be 2.5 years old or less)
- Have paid off all fees in full.
- Attended and successfully completed free work placement orientation

- Have a valid working with children check. The requirements vary between the different States and territories. For more information check out the link below: <http://bit.ly/1cb3hnX>
- Complete a free Early Childhood Education and Care (ECEC) skills workshop
- Vaccination requirements will vary between facilities and will be communicated to the student prior to their placement.

CHC43121 students: To be eligible work placement, you must fulfil ALL of the criteria below:

- Complete and be marked Satisfactory (S) or Competent (C) for the units of competency listed below:
 - CHCCCS044 Follow established person-centred behaviour supports
 - CHCDIS017 Facilitate community participation and social inclusion
 - CHCDIS018 Facilitate ongoing skills development using a person-centred approach
 - CHCDIS019 Provide person-centred services to people with disability with complex needs
 - CHCLEG003 Manage legal and ethical compliance
 - CHCMHS001 Work with people with mental health issues
 - HLTWHS003 Maintain work health and safety
- Complete and be marked as competent for all Individual Support Work Skills units, in particular:
 - HLTWHS002 Follow safe work practices for direct client care
 - HLTINF006 Apply basic principles and practices of infection prevention and control

NB: Please note if someone completed Individual Support Work Skills units more than 12 months in the past, they will need to complete the training again in order to be eligible for placement.

- A valid police check that is 1 year old or less from the Australian Federal Police. For more information please visit this link: <http://bit.ly/cyGUcZ>
- NDIS Worker's Screening. For more information please visit: <https://workerscreening.dsdsatsip.qld.gov.au/>
- A valid HLTAID011 Provide First Aid certificate that is 2.5 years old or less
- A valid HLTAID009 Provide cardiopulmonary resuscitation certificate that is 6 months old or less.

- Attended and successfully completed free work placement orientation
- Need to provide evidence of having two COVID-19 vaccinations.
- Need to provide evidence of an influenza vaccination that is less than 1 year old
- Vaccination requirements will vary between facilities and will be communicated to the student prior to their placement.

CHC43115 students: To be eligible work placement, you must fulfil ALL of the criteria below:

- Complete and be marked Satisfactory (S) or Competent (C) for the units of competency listed below:
 - CHCCCS015 Provide individualised support
 - CHCLEG003 Manage legal and ethical compliance
 - HLTWHS002 Follow safe work practices for direct client care
 - CHCCCS011 Meet personal support need
 - HLTINF001 Comply with infection prevention and control policies and procedures
 - HLTINFCOV001 Comply with infection prevention and control policies and procedures
- Have a valid police check that is 1 year old or less from the Australian Federal Police: Police checks from state police are not allowed. For more information please visit this link: <http://bit.ly/cyGUcZ>
- NDIS Worker's Screening. For more information please visit: <https://workerscreening.dsdsatsip.qld.gov.au/>
- A valid HLTAID011 Provide First Aid certificate that is 2.5 years old or less
- A valid HLTAID009 Provide cardiopulmonary resuscitation certificate that is 6 months old or less.
- Attended and successfully completed free work placement orientation
- You will need to provide evidence of having two COVID-19 vaccinations.
- You will need to provide evidence of an influenza vaccination that is less than 1 year old)
- Vaccination requirements will vary between facilities and will be communicated to the student prior to their placement.
- NDIS Worker's Screening. For more information please visit:

<https://workerscreening.dsdsatsip.qld.gov.au/>

Certificate III Guarantee, Higher Level Skills and Queensland Government Subsidised Students

CHC33015 students: To be eligible work placement, you must fulfil ALL of the criteria below:

- Complete and be marked Satisfactory (S) or Competent (C) for at least 7 units of competency that must include:
 - CHCCCS015 Provide individualised support
 - HLTWHS002 Follow safe work practices for direct client care
 - HLTINF001 Comply with infection prevention and control policies and procedures
 - HLTINFCOV001 Comply with infection prevention and control policies and procedures
- Attended and successfully completed free work placement orientation
- Be up to date in your training plan/ learning plan
- Have paid off all co-contribution fees in full
- Have a valid police check that is 1 year old or less from the Australian Federal Police: Police checks from state police are not allowed. For more information please visit this link: <http://bit.ly/cyGUcZ>
- A valid HLTAID011 Provide First Aid certificate that is 2.5 years old or less
- A valid HLTAID009 Provide cardiopulmonary resuscitation certificate that is 6 months old or less.
- You will need to provide evidence of having two COVID-19 vaccinations.
- You will need to provide evidence of an influenza vaccination that is less than 1 year old)
- Vaccination requirements will vary between facilities and will be communicated to the student prior to their placement.

NB: For students completing the Disability specialisation you shall also require a NDIS Worker's Screening. For more information please visit:

<https://workerscreening.dsdsatsip.qld.gov.au/>

CHC30121 students: To be eligible work placement, you must fulfil ALL of the criteria below:

- Complete and be marked Satisfactory (S) or Competent (C) for the following units of competency:
 - CHCECE032 Nurture babies and toddlers
 - CHCECE056 Work effectively in children’s education and care
 - CHCECE055 Meet legal and ethical obligations in children’s education and care
 - HLTWHS001 Participate in workplace health and safety
 - CHCECE034 Use an approved learning framework to guide practice
 - HLTAID009 Provide cardiopulmonary resuscitation (This certificate needs to be 6 months old or less)
 - HLTAID012 Provide First Aid in an education and care setting (This certificate needs to be 2.5 years old or less)
- Have paid off all co-contribution fees in full
- Be up to date in your training plan/ learning plan
- Complete a free Early Childhood Education and Care (ECEC) skills workshop
- Have a valid working with children check. The requirements vary between the different States and territories. For more information check out the link below:
<http://bit.ly/1cb3hnX>
- Attended and successfully completed free work placement orientation
- You will need to provide evidence of having two COVID-19 vaccinations.
- You will need to provide evidence of an influenza vaccination that is less than 1 year old)
- Vaccination requirements will vary between facilities and will be communicated to the student prior to their placement.

NB: For students completing the Disability specialisation you shall also require a NDIS Worker’s Screening. For more information please visit:

<https://workerscreening.dsdsatsip.qld.gov.au/>

CHC50121 students: To be eligible work placement, you must fulfil ALL of the criteria below:

- Complete and be marked Satisfactory (S) or Competent (C) for at least 7 units of competency including:
 - HLTAID009 Provide cardiopulmonary resuscitation (This certificate needs to be 6 months old or less)
 - HLTAID012 Provide First Aid in an education and care setting (This certificate needs to be 2.5 years old or less)
- Have paid off all co-contribution fees in full
- Have a valid working with children check. The requirements vary between the different States and territories. For more information check out the link below: <http://bit.ly/1cb3hnX>
- Complete and be assessed as competent for the unit HLTAID012 Provide First Aid in an education and care setting (This certificate needs to be 2.5 years old or less)
- Complete an Early Childhood Education and Care (ECEC) free skills workshop
- Be up to date in your training plan/ learning plan
- Attended and successfully completed free work placement orientation
- Vaccination requirements will vary between facilities and will be communicated to the student prior to their placement.

Medical and Immunisation Exemptions

Below are the only exemptions to the requirement to receive the Influenza Vaccine, including

- a history of previous anaphylaxis following vaccination,
- those who have had Guillain-Barre Syndrome following previous influenza vaccination and
- people on checkpoint inhibitor drugs for cancer treatment.
- For students born overseas with no proof of immunisation, you will need to get blood tests done by a qualified Australian medical professional for Varicella Zoster and Hepatitis B. Your blood test will have to demonstrate evidence of immunisation against both Varicella and Hepatitis B. If your blood test shows no evidence of immunisation against one or both diseases, then you will be required to get immunised.

NB: Students who have just commenced the Hepatitis B immunisation process are able to attend placement. However, it is mandatory that Apex is kept up to date at all times in regards to the progress with the immunisation process.

If you fulfil any of the criteria above, you will need to submit evidence of this in lieu of proof of influenza vaccination.

Pregnancy and Delivery

Students are advised to declare the state of their health to us prior to the commencement of their placement.

One of the key things it is important to disclose is whether you are pregnant.

Aged care and disability support are physically demanding jobs; it is highly recommended that pregnant students get a medical assessment by a doctor to determine whether they should participate in placement. Apex might ask for a copy of this medical assessment to allow a pregnant student to attend placement.

After delivery, Apex recommends a student to wait at least 8 weeks before considering resuming placement.

The student should get a medical examination prior to commencing or resuming placement; Apex may ask for a copy of this medical report.

Work Placement Distance and Interstate Information

An extra fee will apply for placement if your work placement takes place more than 50 kilometres from Apex Mt Gravatt campus and a work placement visit is required.

This extra expense will be to cover the costs of travel by a qualified trainer and assessor and includes expenses such as transport and accommodation. The costs are as follows:

- 50-100 km distance: \$147
- 100-200km distance: \$497
- Above 200km distance: \$697

For students outside of Queensland, Apex does not assist with the following:

- Sourcing the placement

- Organising work placement visits to provide assessment, training and support services.

For these students Apex does provide the following services:

- Once the student has sourced their own placement, Apex could assist the student and the facility remotely to organise the placement.
- Remote support
- Remote training and support services (where possible)

Students who are more than 100km from any Apex campus are able to complete only knowledge training for infection control and manual handling training prior to attending placement. They are expected to complete the skills training and assessment within the workplace. These students are also responsible for organising their own first aid and CPR training with a nationally recognised provider.

Procedures to apply for work placement

- Submit photocopy proofs of the required documents to supportteam@apex.edu.au
- Notify us you believe you are eligible for work placement
- We will assess your eligibility for work placement
- Once assessed as eligible, we will put you in a waiting list as we work on a first come first served basis

Factors that affect work place availability

Normally it takes about 4-8 weeks to secure work placement for a student. It may take longer depending on factors that include:

- **Low workplace availability:** This is especially the case between the months of November and March
- **Lack of available workplaces** within a 50km radius
- Workplace unable and/or unwilling to accept a particular student to a workplace
- **Communication issues:** Inability to communicate effectively in English
- **Lack of workplaces that provide sufficient experiences:** including experiences with manual handling, clients with dementia etc

Apex Issued Elements

Prior to attending your work placement, Apex will:

- Issue you with an Apex Training Institute name badge.
- Issue you with a work placement assessment book (more details on this below)
- Issue you with a copy of Apex Training Institute's public liability insurance certificate of currency. It can be found at the back of the work placement assessment book

Work Placement Assessment Book

Prior to attending your vocational placement, an Apex staff member will send you a work placement assessment book via email. Kindly print this assessment book for use during placement.

Appropriate Behaviour during Work Placement

It is not uncommon for students to be hired during the course of their work placement.

Below are common characteristics in all the people who got hired. The bullet points below are also what is considered appropriate behaviour when you go for your work placement:

- Initiative: Always be the person asking how you can help, doing extra work and trying to go above and beyond what you've been asked to do.
- Ability to effectively communicate in English.
- Punctuality: Always arrive early and leave late.
- Always follow the dress code (addressed above) or dress professionally.
- Carry out all duties asked of you: If asked to perform gardening duties or clerical or cleaning or administrative duties during placement, perform them. This however does not apply to anything that has social, ethical, professional or legal consequences such as administering medication.
- Respect team members and clients at all times.
- 100% attendance is expected for the entire duration of your work placement.
- Student's telephones must be off for the entire duration of work placement.
- Staff and clients' rights to privacy and confidentiality must be respected at all times.

Inappropriate Behaviour during Work Placement

- Poor hygiene practices.
- Showing up at facilities, before, during or after placement without the authorisation of Apex or the facility staff.
- Lateness.
- No-shows: No showing any day of work placement for any reason is grounds for immediate discontinuation of not only the work placement but work placement assistance. The only exceptions allowed are situations where there is a medical condition, verified by an official medical document.
- Harassing or disrespecting staff or clients in any way.
- Not giving appropriate notice if you will be missing a shift: it is your responsibility to find out how much notice is appropriate from the facility supervisor.
- Placing yourself, facility staff or clients in danger in any way may result in immediate discontinuation of work placement.
- Recreational drug or alcohol consumption is not allowed during vocational placement.
- Placing any information about the facility, facility staff or clients on any form of social media during work placement.

Discontinuation of Work Placement

It is the right of Apex or the residential facility to discontinue your work placement at any time.

Should your work placement be discontinued because of inappropriate behaviour or not displaying appropriate behaviour, Apex will no longer assist with work placement.

At this stage it becomes your responsibility to organize the facility where you will finish your work placement.

Compassionate Work Placement Assistance

In some situations, after work placement assistance is discontinued, the student is totally unable to find work placement on their own, thus inhibiting their ability to complete their qualification.

It is for this reason that Apex has introduced the *Compassionate Work Placement Assistance Policy*. Under this policy, should a student be deemed as requiring work placement assistance after it was discontinued on the basis of policy, procedure or behaviour violations stated above:

- A fee of \$297 will be charged for every facility found by Apex staff.

Please note:

- The application of this policy is entirely at the discretion of Apex staff and management
- The \$297 will be paid before staff begin looking for work placement places.
- The policy application is deemed complete as soon as a work placement facility is found
- Should the student wish to perform work placement somewhere else, they will need to pay another \$297 in order for Apex staff to begin searching again.

32. SHORT COURSE POLICIES AND PROCEDURES

a. Attendance

- For all short courses that have a face to face workshop component – including HLTAID011 Provide First Aid and manual handling- attendance must be confirmed at least 10 days prior to the class.
- Any postponement or cancellation must also be made at least 5 days prior to the workshop. If a student wishes to make any postponement or cancellation less than 5 days prior to the workshop, then the student will have to pay a \$20 administration fee.

Certificate III Guarantee/ Higher Level Skills Students

- If a student misses their workshop, they forfeit their entire course fee and have to pay the full short course cost to book another workshop. *Certificate III Guarantee/ Higher Level Skills* students would have to pay a \$20 administration fee.
- *Certificate III Guarantee/ Higher Level Skills* students can only complete any short course once. If they wish to complete the short course a second time, they will be charged the same price as self-funded students. Short courses is taken to include, but isn't limited to:

- o First aid
- o CPR
- o Manual handling
- o Medication training
- o Infection control training

b. Uploading Marked Assessment Workbooks

During workshops, students are observed and complete a number of tests within a student workbook (or assessment book or student assessment book). Once the qualified trainer has marked the student's workbook, they return it to the student to scan and upload to their Moodle records.

A student has 30 days from the date they attend their workshop to upload this Moodle workbook otherwise all their assessment records will be voided and/or deleted and they might have to begin their studies again from scratch at their own expense.

33. GRADUATE DISCOUNTS

For students who graduate from Apex with a qualification, they are entitled to a 100 AUD discount on a subsequent qualification that they enrol in at Apex. Kindly note the payment method for the subsequent qualification must be self-funded.

34. STUDENT ORIENTATION INFORMATION

This orientation sheet has been provided to give you information relevant to the process of learning and assessment, so that the process can flow as smoothly as possible for you.

a. Trading hours

For up to date information on our trading hours please refer to the link below:

<http://www.apextraining.edu.au/contact-us>

b. Keeping Details Up to Date

It is your responsibility as our student to keep us up to date whenever there is a change to details such as your name or contact details.

c. Importance of Email

It is your responsibility to check your email on a regular basis as a vast majority of communication from us will be via email.

d. How Training and Assessment are Conducted

This course is delivered in the following ways:

- **Face to face** delivery with a qualified trainer/assessor at an Apex Training Institute campus.
- **Simulated work environment:** There is a simulated work environment in the Apex campus, which is used for training on hands on skills.
- **Online:** All learning materials are placed online in written and video format.
- **CD:** All learning materials are disseminated in the form of a CD, which contains Word, PDF documents, PowerPoint materials and other supplementary materials.
- **Actual work environment:** Part of learning takes place during 90 hours vocational placement in an actual aged care residential facility.

You are assessed using the following tools:

- Short Questions
- Case studies
- Observation in a simulated work environment (Optional) via third party reports
- Observation in an actual work environment via third party reports
- Student Journal
- Observation checklists by a qualified assessor (Optional)

e. Face to Face Class Schedule

No preliminary bookings are required in order to attend face to face classes. We highly recommend that you attend as many classes as possible.

To access your face to face class schedule please use the following link:
<http://apextraining.edu.au/resources>

f. Class Etiquette

Mobile Phones: Mobile phones must be switched off during all lectures and tutorials. Students may be asked to leave the class if mobile phones are not switched off.

Punctuality: Students must arrive at all classes on time and may be asked to leave if they arrive late

g. Police Checks

If you will be performing any sort of job that will involve:

1. Children (e.g. working in a daycare centre),
2. The disabled (e.g. working in disabled client's homes),
3. The elderly (e.g. a nursing homes) or;
4. Anyone who is vulnerable in any way, you will need to get a police check or working with children check.

For more information please check out the work placement assistance terms and conditions in this student handbook.

h. Moodle

Username and Password

You should receive an email with details to access our online learning system, Moodle, within 48 hours of enrolment. If you haven't received any email from us within 48 hours:

- First check your spam folder for any email from Apex Training Institute or an Apex Training Institute email address.
- If you can't find it in your spam folder contact us via the contact details above.

How to Use Moodle

You can access your Moodle by visiting the Apex website and clicking on *Student Login*.

A step by step tutorial on how to use Moodle can be found using the following link:
<https://docs.google.com/document/d/1ig6syUBJnnZtclru77AABuWaY6QtAkPJ/edit>

Assistance with Moodle

If you require any further support with Moodle please get in touch with us via:

<http://www.apextraining.edu.au/contact-us>

If you have enquiries about learning materials or assessments on Moodle, these can also be addressed via:

<http://www.apextraining.edu.au/contact-us>

Online Marking and Assessment

During normal weeks, assessments should be marked within 2 weeks. During times of heavy volume, marking can take as much as 4 weeks.

What might increase the length of time it takes to grade my assignments?

- Your level of English understanding
- Your level of understanding of the learning material
- Your level of understanding of the aged care industry
- Poor handwriting (if you write your answers out by hand)
- Incomplete assignments or work placement books

i. Grades

There are 4 possible grades you can get:

- Satisfactory (S): This means you have satisfactorily completed one component of a unit of competency (either the part in the assessment book or the work placement book). Complete the other part or parts) satisfactorily and you will be competent for the entire unit.
- Not Yet Satisfactory (NYS): You have not satisfactorily completed a component of the unit of competency and may need to repeat that.
- Competent (C): You have successfully completed all parts of a nationally recognised unit of competency.
- Not Yet Competent (NYC): You have not satisfactorily completed all components of a unit of competency and may need to repeat one of the components

j. Processing Your Certificate

The following are the steps that you must complete in order to get your qualification certificate.

- 1) Make sure you have:
 - a. Submitted ALL your assessments.
 - b. Been marked competent (C) or satisfactory (S) for ALL your assessments; it's not enough just to submit the assessments, please verify that you have been marked competent for all assessments required to acquire a certificate.

- 2) Make sure you have completed the required of work placement for your course including:
 - a. Make sure you have completely filled out the work placement book including the third party report / observation checklist, student journal, time sheet and agreement.
- 3) Make sure you have paid off your fees in full.
- 4) You will be required to supply us with your USI
- 5) Get in touch with us: <http://www.apextraining.edu.au/contact-us> and make a request for your qualification certificate.

If:

- Your assessments have all been marked Competent (C)
- You have filled in all the necessary paperwork
- You have made your payment in full

Then it should take us approximately 1- 3 weeks to process your certificate and get it over to you.

According to SRTOS Clause 3.3

AQF certification documentation is issued to a learner within 30 calendar days of the learner being assessed as meeting the requirements of the training product if the training program in which the learner is enrolled is complete, and providing all agreed fees the learner owes to the RTO have been paid.

k. Make Money While You Study: The Student Referral Program

Did you know that you can make money simply by referring your friends and family to Apex?

How Does It Work?

1. You refer your friend to us.
2. When they are enrolling, it is important that under the section “How did you hear about us?” they fill in your name.
3. If they don't, there is no way of verifying you referred that student and as a result we might not be able to issue a commission cheque.

4. Once the student has paid of their qualification course fees in full, fill out a student referral form. To get a student referral form please visit this page: <https://www.apextraining.edu.au/referral-program>
5. Scan it and email it to supportteam@apex.edu.au
6. We process your student referral form and send the money to you either by bank transfer within 4-8 weeks.
7. That's it.

It really is as simple as that. Join the dozens of students who have referred their family, friends, acquaintances and start making money from referring to your friends today.



RECORDS OF AMENDMENTS

Prior to 4th of May 2022, the record of amendments can be found in the [Log of student handbook changes](#)

Version Number	Subject of amendments	Reviewed by: (Name & Signature)	Authorised by: (Name & Signature)	Effective Date (Date Signed by Authorising Party)
009	<ul style="list-style-type: none"> • Reviewed and updated COURSE EXTENSION POLICY AND PROCEDURE • Reviewed and updated PAYMENT CONDITIONS • Added record of amendments • Reviewed and updated Work Placement Requirements section of the WORK PLACEMENT ASSISTANCE POLICIES AND PROCEDURES • Removed table with reference number, version number etc 			

Version Number	Subject of amendments	Reviewed by: (Name & Signature)	Authorised by: (Name & Signature)	Effective Date (Date Signed by Authorising Party)
010	<ul style="list-style-type: none"> Reviewed and updated <i>Work Placement Requirements</i> section of WORK PLACEMENT ASSISTANCE POLICIES AND PROCEDURES (Both Self-funded and government funded requirements) Reviewed and updated RECORD OF AMENDMENTS 			
011	<ul style="list-style-type: none"> Reviewed and updated COURSE EXTENSION POLICY AND PROCEDURE 			

Version Number	Subject of amendments	Reviewed by: (Name & Signature)	Authorised by: (Name & Signature)	Effective Date (Date Signed by Authorising Party)
012	<ul style="list-style-type: none"> Reviewed and updated <i>Make Money While You Study: The Student Referral Program</i> section of Student Orientation Information 			
013	<ul style="list-style-type: none"> Reviewed and updated <i>Certificate Template</i> section of ADDITIONAL CHARGES AND PRICE CHANGE POLICY Reviewed and updated RECORDS OF AMENDMENTS Reviewed and updated PAYMENT CONDITIONS 			

Version Number	Subject of amendments	Reviewed by: (Name & Signature)	Authorised by: (Name & Signature)	Effective Date (Date Signed by Authorising Party)
014	<ul style="list-style-type: none"> Reviewed and updated <i>Work Placement Distance and Interstate Information</i> section of WORK PLACEMENT ASSISTANCE POLICIES AND PROCEDURES Added section <i>Pregnancy and Delivery to</i> WORK PLACEMENT ASSISTANCE POLICIES AND PROCEDURES 			
015	<ul style="list-style-type: none"> Moved the record of amendments to the back of the document Reviewed and updated introductory 			

Version Number	Subject of amendments	Reviewed by: (Name & Signature)	Authorised by: (Name & Signature)	Effective Date (Date Signed by Authorising Party)
	<p>n section of <i>WORK PLACEMENT ASSISTANCE POLICIES AND PROCEDURES</i></p> <ul style="list-style-type: none"> Removed all references to CHC30113 and CHC50113 Removed the <i>USER CHOICE PAYMENT POLICY</i> Reviewed and updated <i>Work Placement Requirements</i> section of WORK PLACEMENT ASSISTANCE POLICIES AND PROCEDURES 			
016	<ul style="list-style-type: none"> Reviewed and updated <i>Written Acceptance</i> 			

Version Number	Subject of amendments	Reviewed by: (Name & Signature)	Authorised by: (Name & Signature)	Effective Date (Date Signed by Authorising Party)
	<p>section of <i>WORK PLACEMENT ASSISTANCE POLICIES AND PROCEDURES</i></p> <ul style="list-style-type: none"> Reviewed and updated <i>COURSE EXTENSION POLICY AND PROCEDURE</i> 			
017	<ul style="list-style-type: none"> Reviewed and updated <i>Work Placement Requirements and Work Placement Assessment Book</i> sections of <i>WORK PLACEMENT ASSISTANCE POLICIES AND PROCEDURES</i> Reviewed and the table of contents Reviewed and updated <i>METHODS OF</i> 			

Version Number	Subject of amendments	Reviewed by: (Name & Signature)	Authorised by: (Name & Signature)	Effective Date (Date Signed by Authorising Party)
	<i>PAYMENT</i>			
018	<ul style="list-style-type: none"> • Reviewed and updated <i>METHODS OF PAYMENT</i> • Reviewed and updated <i>WORK PLACEMENT ASSISTANCE POLICIES AND PROCEDURES</i> 			
018	<ul style="list-style-type: none"> • Reviewed and Updated Work Placement Requirements section of <i>WORK PLACEMENT ASSISTANCE POLICIES AND PROCEDURES</i> updated to include new Cert III in Individual Support and Cert IV in Disability support 			

Version Number	Subject of amendments	Reviewed by: (Name & Signature)	Authorised by: (Name & Signature)	Effective Date (Date Signed by Authorising Party)
	<p>qualifications</p> <ul style="list-style-type: none"> Reviewed and updated "What is a qualification?" question in ASSESSMENT GUIDELINES section Updated typo "authorise" to "authorise" throughout the document 			
019	<ul style="list-style-type: none"> Reviewed and Updated PAYMENT METHODS in particular <i>Pay via direct debit arrangement</i> and <i>Merchant Fees</i> Reviewed and updated PAYMENT CONDITIO 			

Version Number	Subject of amendments	Reviewed by: (Name & Signature)	Authorised by: (Name & Signature)	Effective Date (Date Signed by Authorising Party)
	<p>NS</p> <ul style="list-style-type: none"> • Reviewed and updated <i>Course Transition</i> section of COURSE EXTENSION POLICY AND PROCEDURE • Reviewed and updated <i>Payment Terms</i> in AUSTUDY TERMS AND CONDITIONS • Reviewed and updated GRADUATE DISCOUNTS • Reviewed and updated <i>Work Placement Requirements</i> for CHC43121 (self funded) • Reviewed and updated 			

Version Number	Subject of amendments	Reviewed by: (Name & Signature)	Authorised by: (Name & Signature)	Effective Date (Date Signed by Authorising Party)
	<p>Debt collection policies and procedures section of <i>PAYMENT CONDITIONS</i></p> <ul style="list-style-type: none"> Renamed <i>PAYMENT CONDITIONS</i> as <i>PAYMENT POLICIES AND PROCEDURES</i> Added a section to <i>PAYMENT POLICIES AND PROCEDURES</i>: Request any adjustment to any policies and procedures Within work placement requirements removed need for COVID-19 vaccinations to be less than a year old 			

Version Number	Subject of amendments	Reviewed by: (Name & Signature)	Authorised by: (Name & Signature)	Effective Date (Date Signed by Authorising Party)
	<ul style="list-style-type: none"> Removed all references to JobTrainer funding as recommended by Queensland government. 			
020	<ul style="list-style-type: none"> Reviewed and updated work placement requirements for CHC43121 Reviewed and updated Course Transition section of <i>COURSE EXTENSION POLICY AND PROCEDURE</i> 	<p>DocuSigned by: Ivy Francisco 1870C5C19AEF483*</p> <p>DocuSigned by: Maria Tuazon 9E27668C0ECD4B9...</p> <p>DocuSigned by: Qingwei Wang 37BEFABD85DC409...</p> <p>DocuSigned by: Ranjini Kalidass D22AFF16DC8D4C0...</p>	<p>DocuSigned by: Tony Chomba Mwangi Njanja A7101F879E64486...</p>	03 August 2023 4:04 PM AEST

