



**Skill360**  
Part of THE BUSY GROUP

STUDENT

HANDBOOK



## **Handbook Disclaimer**

This Student Handbook outlines Skill360's obligations in the provision of training, assessment and support services along with the student's responsibilities in the participation of training. Detailed policies and procedures are available from the Skill360 office.

This Student Handbook contains information that is correct at the time of printing. Changes to legislation and/or Skill360 policy may impact on the currency of information in this Student Handbook. Skill360 reserves the right to vary and update information without notice. Students are advised to seek any changed information and/or updates from their Skill360 trainer or by reviewing the latest version available on the website.

Please carefully read through the information contained in this Student Handbook.

All students need to read, understand, be familiar with, and follow the policies and procedures outlined in this Student Handbook.

Please contact Skill360 if you have any questions relating to this information.

## Contents

### Contents

Handbook Disclaimer .....	1
Welcome to Skill360 Australia .....	3
Contact Details .....	3
Our History .....	4
Legislation .....	4
Accredited Programs .....	5
Course Information .....	5
Application, Enrolment and Induction .....	6
Language, Literacy, Numeracy and Digital Skills (LLND) and Student Support.....	6
Training & Assessment .....	8
Progression and monitoring. ....	8
Reasonable Adjustment .....	10
Unique Student Identifier (USI) .....	10
Learner Unique Identifier (LUI) .....	11
Rights and Responsibilities of Students .....	11
Recognition of Prior Learning (RPL) .....	12
Recognition of Current Competencies (Credit Transfers).....	13
Fees & Funding .....	13
Fee for Service .....	13
Skills Assure .....	14
User Choice .....	14
Free apprenticeships for under 25s .....	14
Certificate 3 Guarantee .....	15
Payment Options.....	15
Refunds.....	16
Travel and Accommodation Subsidy .....	18
Summary of Policies and Procedures .....	18

## Welcome to Skill360 Australia

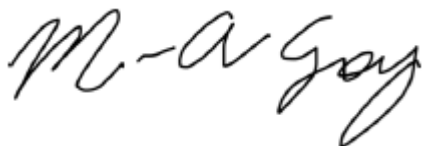
Thank you for choosing Skill360 Australia as your Registered Training Organisation (RTO). By deciding to undertake training through our organisation you are taking a positive step towards building a better future for yourself.

The training you are about to undertake will lead to a nationally recognised qualification, recognised around Australia. Gaining this qualification is an important start or continuation of your career. The qualification shows that you can do a job according to the standard expected in your industry. This means that any employer can have confidence in your ability to perform at the required standard. To gain the qualification, you need to demonstrate that you have certain skills and knowledge for the specific unit of competency you are undertaking.

We are committed to ensuring that our training is delivered to the highest standards to meet the needs of business and students in a range of industries. Please do not hesitate to contact us if you would like to discuss any aspect of your training or assessment journey with Skill360.

Once again, thank you and welcome to Skill360. I wish you every success with your training and career journey.

Let's work together and build a better future for you.



Margaret-Ann Goy  
Chief Executive Officer

## Contact Details

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## Our History

Founded in Cairns in 1984, the company began as Cairns Region Group Apprenticeships Limited with the purpose of providing far north Queenslanders access to employment and training opportunities and to support business and local industry with workforce skills development, later rebranding to Cairns Region Group Training.

In 2007, to reflect the growth in the range of services and the increased footprint of operations, Cairns Region Group Training then became what we are known today, Skill360 Australia Limited.

In July 2019, Skill360 became part of the BUSY Group, a like-minded, community-based organisation with over 40 years' dedication to skills growth and work opportunities for Queensland communities through the delivery of apprenticeship, youth and employment programs.

Skill360 continues to be driven by its purpose of **creating better futures** for job seekers and communities in the regions we operate in. We remain true to our humble beginnings and are headquartered in Cairns, providing services throughout Queensland.

We are passionate about improving training and employment opportunities available to you and all members of the community, whatever age, skill level or background they come from to give them the best chance of creating a better future for themselves and their families.

## Legislation

Skill360 is an RTO registered by Australian Skills Quality Authority (ASQA) to deliver vocational education and training (VET) services. As such Skill360 are recognised as a provider of quality-assured and nationally recognised training and qualifications.

Policies, procedures and management practices ensure Skill360 complies with the National Vocational Education and Training Regulator Act 2011 and the Standards for Registered Training Organisations 2015. Skill360 also comply with the Further Education Training and Employment Act 2014 when training apprentices and trainees.

Skill360 comply with a variety of other Government Acts including, but not limited to:

- Age Discrimination Act 2004
- Anti-discrimination Act 1991
- Commission Children and Young People Act 2000
- Copyright Act 1968
- Corporations Act 2001
- Disability Discrimination Act 1992
- Fair Work 2009 (including harassment and bullying)
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Student Identifiers Act of 2014
- Work Health and Safety Act 2011

The RTO operates under strict government auditing, providing an assurance of quality to students, clients, strategic partners and the wider community. Skill360 ensures all Trainers are equipped with the appropriate qualifications, knowledge and industry experience needed to deliver the nationally recognised training to students.

Skill360 has a commitment to continuous improvement and actively seeks and values feedback from our students, staff, employers, host employer and wider community stakeholders.

Australian Skills Quality Authority (ASQA) requires Skill360 to collect formal feedback annually from all students, employers and at the completion of all training.

## **Accredited Programs**

Nationally-recognised qualifications are set out in Training Packages. These can be viewed at [www.training.gov.au](http://www.training.gov.au). These Accredited Programs are competency-based. They are trained, assessed or a recognition of current skills and knowledge is undertaken, focused on the development and recognition of a person's ability to apply relevant knowledge and skills to perform workplace tasks to a specified standard.

The specific skill and knowledge requirement for a particular workplace application are set out in Units of Competency and these can be grouped together to make up a skill set or a Nationally-recognised qualification.

Requirements of a Unit of Competency and a Qualification are applied to any student regardless of where they are or the mode of training delivery.

To be deemed 'Competent' in any Unit of Competency you must be able to provide evidence of the required skills and knowledge to complete work tasks in a range of situations and environments.

## **Course Information**

Information is available on the Skill360 website for the Nationally Recognised Training and non-accredited courses offered by Skill360. Additional non-accredited courses are available upon request.

As courses change over time and are reviewed, Skill360's scope of available qualifications may also change. Skill360 Australia will always provide you with the most up to date information about any changes to the scope of qualifications.

The Australian Skills Quality Authority website also provides further details for students; <https://www.asqa.gov.au/>

## **Application, Enrolment and Induction**

Entry requirements are the minimum qualifications, knowledge, skills, experience and/or attributes that a student must hold to be considered for entry into some courses. Some courses Skill360 deliver may have entry requirements prior to enrolling which will be detailed within the course information on the website.

Entry requirements can also relate to the following:

- Previous work experience, education or training
- Specific levels of language, literacy, numeracy and digital skills (LLND)
- Access to relevant workplace for competencies to be practiced
- Access to specific materials such as PPE or tools and equipment
- Access to a computer, software, internet connection with capacity to access and download online materials

Skill360 requires each enrolling student to complete and sign an Application Form. All information collected is confidential and personal information will only be used as identified by Skill360's Privacy Policy.

Each student will have access to this Student Handbook prior to the completion of the Application Form to ensure they are aware of their rights and responsibilities as well as that of Skill360.

Prior to the commencement of training, you will be provided with an induction by your trainer which includes information on health and safety, complaints & appeals, student contribution fees, refunds and any other areas that could affect you in your course. The course induction will further explain program requirements and expectations.

## **Language, Literacy, Numeracy and Digital Skills (LLND) and Student Support**

Skill360 caters to a diverse range of students with differing learning needs and aims to identify and respond to the needs of all students which will assist in successful completion. Students are encouraged to express their views about their learning needs throughout all stages of their training with Skill360.

During enrolment and induction with the student, informal and/or formal assessment is conducted to determine if any assistance may be required to support students to successfully complete their course. For Certificates I, II and III, students undertake a LLND assessment; using a LLND Tool. This allows Skill360 to adjust delivery or assessment methods appropriate to the needs of the students. If additional support is identified, the Skill360 will consult with the student and if applicable the employer to develop a Student Support Plan, attached to the Training Plan, which may include in-house or external specialist support.

Training Coordinators will monitor each student's progress and seek training feedback to identify if additional support is required.

In-house Student Support Strategies include:

- Tutorials and Mentoring
- Alternative Pathways
- Reasonable Adjustment (adjustments that would assist a student or cohort of students)

to have the same learning opportunities, and the same opportunity to perform and complete assessments.

- Flexible Learning
- Short & long term training and career aspirations

Where students require support outside of Skill360's area of expertise, Training Coordinators will assist and encourage students to seek support from external organisations offering services aligned with the student needs.

These specialist service providers include but are not limited to:

- Headspace - 07 4041 3780
- Alcohol, Tobacco and Other Drugs Cairns - 07 4226 3900
- 13 HEALTH - 13 43 25 84
- Mates in Construction Queensland Helpline - 1300 642 111
- Youth Empowered Towards Independence (YETI) – 07 4051 4927
- Beyond Blue – 1300 22 4636
- Life Line – 131 114
- Lives Lived Well – 1300 727 957
- Ruths Women's Shelter – [rwcairns@bigpond.net.au](mailto:rwcairns@bigpond.net.au)
- DV CONNECT Womensline - 1800 811 811
- DV CONNECT Mensline – 1800 600 636
- Wuchopperen Health Service Ltd - 07 4080 1000
- Homeless Hotline - 1800 474 753
- Mission Australia Helpline – 1300 886 999
- Disability Support Services - 07 4048 9900
- Centacare Migrant Services - 07 4041 7699
- Reading and Writing Hotline - 1300 655 506
- Centrelink – 131 021
- Australian Human Rights Commission - (03) 9281 7100 □ Fair Work Australia - 1300 799 675



## Training & Assessment

The Standards for Registered Training Organisations (RTO's) 2015 outline Skill360's requirements as a Vocational Education and Training (VET) provider. This means that the training resources and assessment tools used as a Registered Training Organisation (RTO) demonstrate current industry practice and operate within the requirements of the National Standards for RTO's.

Training and assessment which is provided to students is done so under the Australian Qualifications Framework (AQF). The AQF is the national policy for regulated qualifications in the Australian education and training system.

Each of our programs are developed using a variety of training and assessment strategies which may include:

- On the job training
- Face to face classroom learning
- Simulated workplace learning
- Self-paced work books
- On-line learning
- Research projects
- Recognition of Prior Learning (RPL)
- Third Party Reports

All Skill360 assessments follow the National Standards rules of evidence through;

- **Fairness:** The individual student's needs are considered in the assessment process
- **Flexibility:** Assessment is flexible to the individual student by reflecting the student's needs, all competencies held by the student are assessed and a range of assessment methods are used appropriate to context
- **Validity:** Any assessment decision of Skill360 are justified and based on evidence of performance of the individual student
- **Reliability:** Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment

## Progression and monitoring.

Your progression through your training journey will be planned and monitored to ensure that you meet your training goals. We are required to monitor and guide you to complete your training plan. Should you deviate from the timescale and progression points and not improve we will identify this as a risk and escalate as necessary.

## STAGES OF MONITORING PROGRESSION THROUGH YOUR ENROLMENT

### STAGE 1. MONITORING

Your trainer will help you progress through your training at an acceptable rate. We calculate this by dividing the number of competencies you need to complete by the enrolment period. If you don't progress at the required rate, you'll be notified that you're At Risk.

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### STAGE 2. AT RISK

If you haven't progressed adequately in your training, you'll be notified by your trainer and by email that you're At Risk. This means you're at risk of not completing your training by the enrolment end date.

Once you receive this notification, you'll work with your trainer to progress your training. You'll have 28 days to remedy the situation, meaning returning to an acceptable rate of progression. The notification of your At Risk status will describe the actions you need to take.

If you don't take reasonable steps to return to the Monitoring status, you'll receive notification that you're Failing to Progress.

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### STAGE 3. FAILING TO PROGRESS

The RTO Manager will communicate directly with you and your employer (if you have an active training contract) if you failed to meet the progression requirements. The RTO Manager, Trainer, and Student will agree on a plan to return to acceptable progression. You'll have 28 days to take action before receiving a Final Warning.

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### STAGE 4. FINAL WARNING

If you haven't returned to acceptable progression within 28 days of receiving the Final Warning, you'll be notified of the intention to take action. You have 14 days to respond to this notification before action is taken.

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### STAGE 5. ACTION

If you fail to successfully appeal a final warning notification, your enrolment may be cancelled or you may be notified of failure to progress to the Department of Education, Skills and Employment, Business and Technology (DESBT) for Apprentices and Trainees.

## Reasonable Adjustment

Reasonable adjustment can be made to assessment activities where required as long as it does not affect the inherent requirements of the course. Inherent requirements are the fundamental parts of a course that must be met by all students in order for them to be deemed competent. They are the abilities, skills and knowledge students need to complete the course — those components which, if removed, would compromise the learning outcomes.

Students with disability should be provided with reasonable adjustments to enable them to meet these inherent requirements, provided this would not cause unjustifiable hardship to the RTO. However, if a student cannot meet the inherent requirements, even with adjustments, then they cannot complete the course.

## Unique Student Identifier (USI)

All students studying with a RTO must have a Unique Student Identifier (USI). In order to receive your Qualification or Statement of Attainment you must have a USI and Skill360 retains the right to withhold your qualification if a USI is not created or provided.

The Australian Government states a USI as a reference number made up of ten numbers and letters that:

- Creates a secure online record of your recognised training and qualifications gained in Australia, from all training providers you undertake recognised training with
- Will give you access to your training records and transcripts
- Can be accessed online, anytime and anywhere
- Is free and easy to create and
- Stays with you for life

This will allow you as a student to access and view your complete accredited training accomplished after 1 January 2015, regardless of where you completed the training, or with which RTO you studied. You will also be able to produce a comprehensive transcript of your training. This can be used when applying for a job, seeking a credit transfer or demonstrating pre-requisites when undertaking further training.

You can find further information as well as create your USI by going to: [www.usi.gov.au](http://www.usi.gov.au) Or you can give permission to Skill360 to create your USI on your behalf (see **Application**

**Form**). If you are allowing Skill360 to create this on your behalf, you must provide your; Full name (first, middle and last), Date of Birth, Country of Birth, City of Birth, Gender, Email Address, Mobile Number and Postal Address. You must also supply Skill360 with evidence of identity (photo I.D e.g. Driver's License), however this is not retained.

## Learner Unique Identifier (LUI)

If you are a school-based student studying you must have a Learner Unique Identifier (LUI) as well as the Unique Student Identifier (USI).

In Year 10, schools register students with the QCAA and a learning account is opened for them. All senior students in Queensland have a learning account on the Student Connect website.

School-based students are assigned a 10-digit LUI so you can access your learning account.

The student learning account is the place where the student's senior secondary enrolments and results are recorded, as well as when and where they have studied.

For more information and for students to log into their student account visit the below websites; <https://www.qcaa.qld.edu.au>

<https://studentconnect.qcaa.qld.edu.au/>

## Rights and Responsibilities of Students

As a student of Skill360 Australia you are required to maintain specific standards of behaviour during your training. As a student you have a *right* to:

- Be treated fairly and with respect by students and staff
- Learn in a safe training environment free of discrimination and harassment
- Have records and personal information stored and maintained in a confidential, secure and professional manner
- Apply for recognition of prior learning (RPL) and credit transfer (CT) at the commencement of your training

As a student it's your *responsibility* to:

- Treat other students and staff with respect and fairness
- Behave in a non-discriminatory manner to other students and staff
- Respect the opinions and views of others
- Provide a valid USI on enrolment and any ID requirements as per course requirements
- Follow instructions from Skill360 Australia staff members
- Use protective equipment, where required, and follow all instructions from Skill360 staff pertaining to Workplace Health and Safety
- Report any workplace health, safety or environmental incidents to your trainer or office staff immediately
- Attend all required classes on time, if you are unable to attend due to illness you must inform your trainer at your earliest convenience prior to commencement of the class (Skill360 is required to report on-going absences and lack of progress to the Department of Employment, Small Business and Training for all Apprentices and Trainees)

- Attend class free of intoxication from drugs or alcohol
- Make sure all assessments submitted is your own work. Plagiarism or cheating of work and assessment will not be tolerated
- Using appropriate mobile phone etiquette in class (phones on silent, only to be used in break times)
- Pay fees and charges on time
- Not cause damage to equipment or facilities

Consequences for inappropriate behaviour may result in your enrolment being terminated and a statement of attainment issued for any units completed to date.

Any student that has received a suspension or termination of their enrolment has the right of appeal through our appeals process.

### **Recognition of Prior Learning (RPL)**

RPL assessment is available to all students. RPL is an assessment process that assesses an individual's formal, non-formal and informal learning to determine the extent to which that individual meets the requirements of a unit of competency or qualification.

- **Formal learning** is learning that takes place through a structured program of instruction and is linked to the attainment of a formal qualification or award.
- **Non-formal learning** is learning that takes place through a structured program of instructions, but does not lead to the attainment of a formal qualification or award.
- **Informal learning** is learning that results through experience of work-related, social, family, hobby or leisure activities.

If you believe you may be eligible for RPL you must apply for one or more units of competency at enrolment.

The following steps are in place to apply for Recognition of Prior Learning (RPL):

- Request RPL at enrolment or Training Coordinator identifies RPL as an appropriate pathway
- Speak with a Training Coordinator regarding the process of RPL
- Read the RPL Information Guide
- Apply for RPL and receive unit/module criteria and complete RPL Application Kit
- Collect a variety of forms of evidence to show competence in the requested units
- Attend interview (may be face to face or telephone) with your Training Coordinator
- Training Coordinator to confirm results of the RPL application
- Credit given or further training may be required

Examples of evidence might include:

- Copies of statements, reference or articles about your employment or community involvement
  - Resume or detailed work history
  - Certificates, licenses or tickets
  - Photo evidence of work
  - Diaries, task sheets, job sheets or logbooks
  - Relevant work samples such as memos, essays, completed work products, validated photo/video evidence
  - Outlines of any courses, which you have undertaken
  - Referee's letters or third party reports
- Any other information, which you feel, might aid the assessment of your request

### **Recognition of Current Competencies (Credit Transfers)**

Skill360 recognises all nationally recognised Statement of Attainments or Qualifications issued by other RTOs. For a student to receive credit for their previous completed training, the students must provide a certified copy of their previous Qualification, Statements of Attainment or Statement of Results.

For more information on recognition of current competencies please contact Skill360 Australia or talk to your Training Coordinator.

### **Fees & Funding**

The amount and type of fees and charged will depend on the course you undertake and your eligibility for funding through the State and Commonwealth Government.

Before commencement of training, all students will be fully informed of the costs and payment terms of the services provided by Skill360.

Skill360 will;

- protect all fees, and not take a payment of fees greater than \$1,500 in advance by students to meet our obligations to students and ensure compliance with industry standards;
- refund student contribution fees fairly to students and ensure their awareness of the Refund Policy and specific agreement of terms prior to enrolment;
- where students or employers fail to pay all fees and charges by the due date Skill360 will manage the recovery of outstanding debts through debt recovery procedures.

### **Fee for Service**

For fee for service paying students, a course fee of no more than \$1,500 may be payable prior to commencement the course. Following course commencement, Skill360 may require payment of additional fees but only such that at any given time the total in advance does not exceed \$1,500. Students receive a full tax invoice upon enrolment.

## Skills Assure

Skills Assure was implemented by the Department of Employment, Small Business and Training (DESBT) as a key initiative of the Skills for Queensland: Great training for quality jobs strategy. Skills Assure is a new approach to quality for government subsidised training which will assist Queenslanders in making an informed choice when selecting a training provider to deliver the training that skills them for their future career.

Skill360 is proud to be a Skills Assure Supplier (SAS) for the User Choice program and Certificate 3 Guarantee and Higher Level Skills program.

More information is available on the Skills for Queensland: Great training for quality jobs strategy at <https://desbt.qld.gov.au/training/docs-data/strategies/vet-strategy>.

## User Choice

Eligible apprentices and trainees may have their qualification funded by the State Government under User Choice arrangement. A Student Contribution Fee charged \$1.60 per nominal hour for each unit of competency (a rate set by DESBT) is required to be charged, these fees can be paid by the student, employer or a third party.

If you fall into one or more of the following exemption categories, you are entitled to pay the concession fee only (40% of the set fee):

- a) If you were or will be under 17 at the end of February in the year in which the RTO provides training, and have not completed year 12
- b) If you have a current Health Care Card or Pensioner Card issued under Commonwealth law, or is a partner or a dependent of a person who holds a Health Care Card or Pensioner Concession Card, and is named on the card.
- c) If you are an Aboriginal or Torres Strait Island person.

Should a student be eligible for a concession on tuition fees, evidence must be provided on the day of training enrolment (a colour copy of current concession card is required).

The only instances where Skill360 will not charge student contribution fees is if you are:

- Awarded a credit transfer for a unit of competency
- A school-based apprentice and trainee (SATs)
- Undertaking a qualification as part of the Skilling Queenslanders for Work – Work Skills Traineeship program

For more information on the User Choice is available at <https://desbt.qld.gov.au/training/apprentices/about>

## Free apprenticeships for under 25s

The Queensland Government will cover the full cost of training for apprentices and trainees, under the age of 25 years, who commence or are undertaking a priority apprenticeship or traineeship qualification from 1 January 2021 to 31 December 2024.

More information on Free apprenticeships under 25s, including a list of the priority apprenticeships and traineeships is available at <https://desbt.qld.gov.au/training/trainingcareers/incentives/free-apprenticeships>

## Certificate 3 Guarantee

Certificate 3 Guarantee program gives eligible individuals the opportunity to complete their first post-school certificate III qualification that leads to a job outcome or career advancement.

The Certificate 3 Guarantee is targeted at certificate III qualifications because they are considered the entry-level qualification most often needed to gain employment in many industry sectors.

To be eligible for Certificate 3 Guarantee, prospective students must:

- be aged 15 years or older
- be no longer at school (with the exception of school students in Years 10, 11 and 12 undertaking a VET in School (VETiS) program — see the VETiS fact sheet for more information)
- permanently reside in Queensland
- be an Australian citizen, Australian permanent resident (includes humanitarian entrant), temporary resident with the necessary visa and work permits on the pathway to permanent residency, or a New Zealand citizen
- not hold, and not be enrolled in, a certificate III or higher-level qualification, not including qualifications completed at school and foundation skills training.

Students undertaking training funded under Certificate 3 Guarantee are required to contribute to the cost of their training through a co-contribution fee. This fee may be paid on your behalf by an employer or another third party.

Under the Certificate 3 Guarantee Program, concessional students are defined as follows:

- students (or their partner or guardian) who hold a Health Care or Pensioner Concession Card
- Aboriginal and Torres Strait Islander students
- school students enrolled in a VET in Schools program
- students with a disability
- students who are adult prisoners.

Should a student be eligible for a concession on tuition fees, evidence must be provided on the day of training enrolment (a colour copy of current concession card is required).

Student fact sheet and more information on Certificate 3 Guarantee is available at

<https://desbt.qld.gov.au/training/providers/funded/certificate3>

## Payment Options

Skill360 Australia will provide an invoice to the payee nominated on the unit selection form or as otherwise informed. Skill360 offers students the option of paying fee's upfront in one payment or scheduled in line with the training plan.



For those scheduled fees, invoices will be sent out 28 days prior to unit commencement. The following conditions apply:

- Outstanding invoices must be paid prior to the commencement of each unit
- The final payment must be paid prior to the end of training
- If full payment of fees is not received prior to the end of Training, Skill360 may choose to withhold the student's Statement of Attainment and/ or qualification until full payment is received
- If a person fails to make regular payments as per the agreed terms, training may be postponed until payment is up to date
- Employers or third parties may choose to pay fees on behalf of students

## Refunds

Skill360 reserves the right to cancel a course or to change course details such as start dates, location of training and program details.

A full refund will be provided to students if:

- The course is cancelled prior to commencement; or
- Where a course has been re-scheduled and the new date is not acceptable to the student.

Where a course or qualification has commenced and is cancelled by Skill360 due to unforeseen circumstances prior to completion of training, any units in the course that have not commenced, will be refunded.

Students who give notice to cancel their enrolment 7 business days or more prior to the course commencement will receive a full refund (minus the \$100 administration fee)

## Student Cancellation - Fee for Service Students – Short Courses

- A full refund of the amount paid by the student will be refunded if the student has completed the **Refund Request Form** and notified Skill360 of this 7 business days or more prior to the course commencement
- A partial refund of 60% of the course fee will be refunded if the student has completed the **Refund Request Form** and notified Skill360 Australia within 7 calendar days prior to course commencement
- No refund will be given if the student requests a refund less than 24 hours prior to course commencement
- No refund will be given if the student has been withdrawn from the course due to inappropriate behaviour
- No refund will be given if the student commences but does not complete training
- Any units or clusters commenced – whether completed or not – are non-refundable

### **Student Cancellation - Fee for Service Students - Qualifications**

- The full unit fee of any individual units not yet commenced within the Qualification will be refunded to students if the **Refund Request Form** is completed and notified to Skill360 Australia (however the administration fee of \$100 will be subtracted from the full refund)
- A partial refund of 60% of the unit fee will be provided for any individual units which have been commenced within the Qualification

### **Student Cancellation – User Choice Funded**

- The full student contribution fee of any individual units not yet commenced within the Qualification will be refunded to students in the event of a cancellation
- 60% of the student contribution fee will be refunded for any units commenced that have not been deemed competent

### **Student Cancellation – Certificate 3 Guarantee or Higher Level Skills Funded**

- The full student contribution fee of any individual units not yet commenced within the Qualification will be refunded to students in the event of a cancellation

### **Student Cancellation – Recognition of Prior Learning (RPL)**

- There is no refund for recognition of prior learning assessments (RPL) after enrolment, where recognition resources and services have been supplied to the client.

### **Appealing Refund Decision**

Where a student feels the refund decision is incorrect they must contact Skill360 with evidence to support the appeal. This is to be attached with the original request and may include a medical certificate, evidence supporting change to circumstance, funeral notice for immediate family member etc. The appeal will be managed through Skill360's Complaints & Appeals process.

## **Travel and Accommodation Subsidy**

The Department of Employment, Small Business and Training provides travel and accommodation subsidies to eligible apprentices and trainees to subsidise their expenses if travel is needed to attend training. The level of financial assistance will be determined by The Department of Employment, Small Business and Training.

Further information, the claim form and details of the subsidy rates are available from the DESBT website: <https://desbt.qld.gov.au/training/apprentices/incentives/travel-accommodation>

## **Summary of Policies and Procedures**

### **Access & Equity**

Skill360 will ensure that our services are responsive to the diverse needs of our students and ensure all students receive accurate information and learning support.

The learning environment provided is without discrimination or harassment. All students receive accurate information and support, are informed of their rights and responsibilities, and all students have the same access to courses offered irrespective of gender, culture, linguistic background, race or disability. Staff up-hold the principles that students seeking to enrol in courses are treated fairly and equitably using transparent procedures on the basis of consistent and equitable criteria.

### **Appealing Competency Results**

A student has the right to appeal any assessment decision of Not Satisfactory or unit of competency decision of Not Yet Competent, including that of RPL evidence. Decisions can be discussed informally with your Training Coordinator in person, by phone or email. If the outcome is still unsatisfactory, the student has the right to formalise their case as follows:

#### **Re-Assessment Appeal**

Each assessment task can be attempted two (2) times. If a student does not agree with a decision of Not Satisfactory or Not Competent, they must appeal within 21 days of the result being posted or advised. Students must fill in a Complaints & Appeals Form.

#### **Appealing Results Procedure**

1. Discuss the result with your Training Coordinator. Ask why you received an unsatisfactory or not competent result. Outline to your Training Coordinator the reason you don't agree with the result.
2. If you still don't agree with your result, you may submit a written appeal to the RTO Manager via email ([rto@skill360.com.au](mailto:rto@skill360.com.au)), mail or through our Complaints & Appeals Form.
3. Your appeal will be registered on our Complaints & Appeals Register.
4. The RTO Manager will liaise with the Training Coordinator to decide if the result is to be held up.
5. The RTO Manager or delegate will contact you by phone or email within ten (10) days of receipts of the complaint with the outcome of the Appeal.

6. If the matter cannot be resolved at this point, the complaint will be referred to the Chief Executive Officer for review and where required an external adjudicator may be appointed.

### **Complaint Procedure**

1. Any complaint received by mail, including email (rto@skill360.com.au), are registered on the Skill360 Complaints & Appeals Register and referred to the RTO Manager to action. If your complaint is received verbally (in person, phone), details are transcribed onto a Complaints & Appeals Form, registered and sent to the RTO Manager to action.
2. Once the complaint has been received you will be contacted to acknowledge the feedback.
3. The RTO Manager or delegate will endeavour to contact you by phone within 48 hours to discuss the matter further.
4. If the matter cannot be resolved at this point, the complaint will be referred to the Chief Executive Officer for review and where required an external adjudicator may be appointed.

Skill360 obtain the right for a 60 day window to respond to you about your complaint. Skill360 will inform you of the progress of your complaint throughout the process and will notify you if the complaint will take more than 60 days to resolve.

### **Student Records**

Students are able to access their records at any time. Requests must be made in writing and identification will be required.

### **Issuance of Certificates**

In order for Skill360 to issue a Qualification, evidence of competency must be achieved for each unit of the qualification. Competency of units is attained through the student demonstrating the required skills and knowledge through assessment practices. ASQA identifies that a student must demonstrate their:

- Ability to perform relevant tasks in a variety of workplace situations or accurately simulated workplace situations
- Understanding of what they're doing, and why, when performing tasks, and
- Ability to integrate performance with understanding, to show they are able to adapt to different contexts and environments

Upon successful completion of a qualification or unit of competency, students will be issued with a completion Certificate or a Statement of Attainment for partial completion of a qualification within 30 days of the final assessment outcome.

Skill360 has the right to withhold the issuing of a certificate if;

1. There is an outstanding amount of money owed, or
2. The student does not possess or has not provided Skill360 with a current USI (Unique Student Identifier)

Students attending non-accredited courses will receive a Statement of Attendance.

Upon completion or cancellation of courses, a Student and Employer survey will be issued to both the student and employer/host employer. It is a requirement for Skill360 to issue these surveys. The results of these surveys are collated and reported to the Department of Education on an annual basis.

### **Re-issue of Certificates**

Any student who requires the re-issue of any Statement of Attainment or Qualification previously issued by Skill360 as the Registered Training Organisation will be required to pay a fee of \$50 plus postage if required. An additional cost of \$30 may be applicable to retrieve files held in archives.

### **Privacy and Confidentiality**

Skill360 collects personal information for the purposes of course administration, statistical analysis, reporting and evaluation of our programs. Some course administration details may be disclosed to your employer for administration/monitoring purposes. Skill360 is required to report all accredited training outcomes to the Department of Employment, Small Business and Training.

Your information will not be used for any other purpose except as required or authorised by or under law. In line with the Standards for Registered Training Organisations, your program and assessment results will be maintained through Skill360's administrative procedures.

This information will be retained permanently.

Students under the age of eighteen (18) years of age including VET in Schools students may have their personal information, attendance details, progress and results disclosed to their parent, guardian and/or school.

Students may also be asked to sign a Consent Release Form, so that photos and video footage of the student can be used for marketing and other promotional material.

### **Workplace Health and Safety**

Skill360 ensures that all relevant Workplace Health and Safety legislation is adhered to for the health and safety of students, visitors and staff. Our qualified training coordinators have a duty of care to identify any hazards that have the potential to cause harm in the classroom, workshop or learning environment. Any hazards will be removed or control measures implemented to reduce the risk to an acceptable level.

Students of Skill360 have a duty of care to take responsibility for their own health and safety and that of other people, such as other students, staff members or visitors. To do this, students are expected to follow all safety signs, rules and instructions of Skill360 staff.

### **Marketing & Advertising**

Skill360 ensures all of our training products are marketed with integrity and accuracy in compliance with national standards and government service contracts.

We will only market or promote courses we are approved to deliver. Our marketing practices will always be accurate and factual.