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1. ABOUT THIS HANDBOOK

At UQ Skills we are committed to providing the highest quality training and services to our students. With this in mind, this handbook is intended to provide you with the required information on your rights and responsibilities as a student, as well as some supporting information. Also included is information about UQ Skills administrative processes and timeframes, and UQ support available to students.

For the particular details on your specific program, please visit our website or your designated program handbook. At any time please contact UQ Skills directly or visit our office in Morrison Hall on the UQ Gatton campus to speak with one of our training coordinators or administration staff.

2. DIRECTOR’S WELCOME

Welcome to UQ Skills at the University of Queensland.

As a centre within the Faculty of Science, we thank you for choosing UQ Skills to undertake your studies here at the historic and beautiful Gatton campus, which has been delivering programs consistently since 1897.

UQ Skills is the University of Queensland’s only vocational education provider and is a Registered Training Organisation (RTO #1511). As such, our accreditation process, awards and programs are delivered differently to the traditional academic charter of the Faculty of Science and the University of Queensland. Our focus is more on the technical and applied vocational programs across the plant, animal and business disciplines within the rural sectors, delivered up to our full-time Diploma in Agribusiness Management (AQF5).

Our mission is to ensure all eligible students have a quality educational experience through their program engagement, leading to lifelong learning.

Since UQ Skills (formerly UQ-GVEC) was established in 2008, more than 10,000 students have entered our doors from all backgrounds and reached levels of achievement that have enhanced their professional career pathways and goals.

We welcome you to join us and let us, as a part of the University of Queensland, help you to achieve your goals and aspirations.

Best regards,

Dane Ivicevic

Director, UQ Skills
3. WHY STUDY WITH UQ SKILLS?

UQ Skills at The University of Queensland Gatton is a nationally accredited Registered Training Organisation (RTO #1511) that delivers applied rural educational programs and courses to more than 600 students in any one year.

As part of the University of Queensland’s Faculty of Science, UQ Skills delivers innovative qualifications within the training packages offered through the Australian Government Department of Education and Training, from Certificate I to Advanced Diploma level on our scope of registration.

Our programs are delivered via industry specialist facilitators, including academics and vocational training staff with a wealth of real-world experience.

UQ Skills is constantly reviewing and updating programs in consultation with enterprises and industries that employ our students. Our program offerings are flexible and adapt to meet changing demand.

World-class facilities

The spacious 1068 hectare UQ Gatton campus was established in 1897. It includes state-of-the-art facilities such as the multi-million dollar School of Veterinary Science and the Queensland Animal Science Precinct. UQ Skills is housed in the historic Morrison Hall, built in 1936.

Other campus facilities UQ Skills uses include:

- dairy, pig, and poultry units
- beef cattle teaching facility
- equine unit
- tractor and quad bike training facility
- cropping and plant nursery
- post-harvest facilities
- research laboratories
- greenhouses.

Horticultural fields and an extensive range of plant and farm machinery are also part of the UQ Gatton campus.

Students are able to use the UQ Sport Gatton Fitness and Aquatic Centre, including squash courts, tennis courts, an indoor sports hall and three ovals.
UQ Skills values

The values underpinning our objectives include:

- high-quality learning experiences for students
- working closely under the Faculty of Science and the academic offerings at Gatton campus
- close collaboration with clients and staff
- excellence in service delivery and standards
- innovation and development of quality products
- commitment to compliance and continuous improvement.

UQ Skills goals

The goals of UQ Skills in pursuing its mission and enhancing its reputation for excellence are to:

- ensure students achieve quality teaching and learning experiences
- effectively manage and deliver technical training to UQ students at Gatton on behalf of the Faculty of Science
- promote and facilitate the engagement of students from high schools, government and industry by offering innovative programs to support their learning and vocational objectives
- comply with ASQA standards and act in accord with policies and procedures of the University and the Faculty of Science
- embrace technological advancements in educational delivery platforms
- provide an effective online mode and highly flexible learning models and programs
- consistently develop new products, services and forms of engagement within the University, government, external industries and the community
- collaborate more effectively with industry to provide clear vocational direction and industry benchmarks for graduates and program content
- engage with the international market (where appropriate) to develop programs and services that UQ Skills can deliver for those partners in Queensland.

Quality of Training and Assessment

UQ Skills is responsible for the quality of the training and assessment and for the issuance of all AQF certificates. In the case of courses offered through any third party arrangement, UQ Skills is the principal RTO and is responsible for reviewing and monitoring the quality of the training assessment in conjunction with the third party (see more on third party arrangements later in this handbook).
Guarantee of Service

UQ Skills is committed to completing the outlined training and assessment once students have commenced their study and to meeting all of its student and RTO responsibilities.

In the unlikely event that UQ Skills is unable to commence or complete the course, it will, if possible, arrange for the agreed training and assessment to be completed through another RTO.

Prior to the transfer to another RTO, affected students will be formally notified of the arrangements, and an agreement to those arrangements, including any refund of fees, will be obtained. If transfer is not possible, UQ Skills will provide a refund of any unused portion of the fee. See here for more information on informing and protecting the learner.

Statutory cooling off period

The Standards for Registered Training Organisations require a person to be informed of their right to a statutory cooling off period. A statutory cooling off period is defined within the Australian Consumer Law which was introduced in 2011. A statutory cooling off period (which is 10 days) is a period of time provided to a consumer to allow them to withdraw from a consumer agreement, where that agreement was established through unsolicited marketing or sales tactics. These include tactic such as door-to-door sales and telemarketing. A statutory cooling off period allows a consumer to withdraw from a sales agreement within 10 days of having received a sale contract without penalty. All students are recommended to refer to the Australian Consumer Law, Sales Practices Guide for further details about a statutory cooling off period and our general obligations for consumer protection during the enrolment process.

It must be noted that UQ Skills does not engage in unsolicited marketing or sales tactics and therefore a statutory cooling off period is not likely to be applicable to our learners who have enrolled into a program. For refund option in other circumstances, learners must contact the UQ Skills enquiries or in person to the administration office located in Morrison Hall on the Gatton campus. In remote or external situations, you can call UQ Skills Administration on 0754 601353. See more information on refunds later in this handbook.
UQ Skills Programs

In Australia only Registered Training Organisations (RTOs) can issue nationally recognised vocational education qualifications. As an RTO, UQ Skills complies with the standards set by the Australian Skills Quality Authority (ASQA), which is the national regulatory body for Australia’s vocational education and training (VET) sector. UQ Skills is registered to deliver nationally recognised qualifications to an Advanced Diploma (AQF6) level.

We offer programs for a range of students, from those at school, school leavers and undergraduates, to people working in industry. We offer both accredited and non-accredited programs, with accredited training leading to a formal qualification such as a Certificate, Diploma or Advanced Diploma. Programs are delivered by appropriately qualified and experienced trainers through a variety of methods. We offer training sessions via:

- face-to-face theory and practical lessons
- online theory and assessment
- workplace visits
- a combination of the above.

Programs summary

The following programs are offered for delivery by UQ Skills as per their scope of registration.

<table>
<thead>
<tr>
<th>Level</th>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>Diploma level</td>
<td>• AHC51416 Diploma in Agribusiness Management – Offered as a vocational one-year full-time qualification giving students high-level skills for work in rural enterprises</td>
</tr>
</tbody>
</table>
| Certificate IV level | • ACM40217 Certificate IV in Captive Animals  
                           • ACM40418 Certificate IV in Veterinary Nursing – Solely trained and assessed by UQ Skills and offered to UQ Faculty of Science students to enhance the value of their Bachelor of Veterinary Technology degree.  
                           • ACM40418 Certificate IV in Veterinary Nursing – Trained and assessed through third party arrangement with Veterinary Nurse Solutions PTY Ltd (VNS) under the brand Australian College of Veterinary Nursing (ACVN) and offered to all eligible applicants.  
                           • ACM40117 Certificate IV in Animal Control & Regulation  
                           • ACM40818 Certificate IV in Farriery |
| Certificate III level | • AHC32816 Certificate III in Rural Operations - Offered upon completion of schooling and in selected Queensland prisons  
• AHC30116 - Certificate III in Agriculture – offered to trainees |
| Certificate II level | • AHC20116 Certificate II in Agriculture – High School delivery  
• AHC21216 Certificate II in Rural Operations - Offered to Year 11 and 12 high school students as part of the Queensland Government’s VETiS programs, and in selected Queensland prisons  
• ACM20117 Certificate II in Animal Studies – Offered as a prerequisite pathway for UQ Faculty of Science students studying the Certificate IV in Veterinary Technology |
| Short courses | • Farm Ready training – comprised of AHCWHS201 Participate in Work Health and Safety Processes, AHCMOM216 Operate Side by Side Utility Vehicles and AHCMOM217 Operate Quad Bikes. Designed to teach practical skills needed for a range of hands-on roles in rural and farm industries.  
• AHCSS00030 Farm Business Management - Skill Set for people who plan and manage a farm business  
• TAESS00014 Enterprise Trainer-Presenting - Skill Set who do or wish to train others in the workplace with nationally recognised (accredited) units of competency. |
| Non-accredited | • Large Animal Handling Workshop  
• industry-specific training courses, e.g. Stock Feed Manufacturing Council of Australia (Stockfeeds Project) |
| Other | • Various other programs may be offered on demand. Refer to training.gov.au to view the programs on our scope |

**Third Party Arrangements**

Where UQ Skills utilises third party arrangements in the provision of services under the UQ Skills scope of registration, UQ Skills will inform students in writing that whilst they are enrolled with UQ Skills, a third party provider is partly or wholly delivering their training. Students will be given the information to contact both UQ Skills and the third party where relevant. UQ Skills will provide information to students that UQ Skills is ultimately responsible for ensuring the quality of training and assessment and for the issuing of certification. UQ Skills will inform students of any changes to third party arrangements that are relevant to their course of study.

UQ Skills have written agreements (third party arrangements) with any third party provider that it engages to deliver services under the UQ Skills scope of registration,
UQ Skills is the principle RTO and remains responsible for ensuring the quality training and assessment of the organisation, regardless of any third party arrangements in which training and/or assessment is delivered on UQ Skills behalf.

UQ Skills will ensure that any third party providing training services is aware of and will comply with all obligations under any funding contracts. UQ Skills will require that the third party provider will cooperate with the Australian Skills Quality Authority (ASQA) in the provision of information and the conduct of monitoring activities.

UQ Skills will retain the following records:
- evidence of current written agreements (third party arrangement) with any third party providers
- evidence of the systematic monitoring of services provided through a third party arrangement
- evidence of the qualifications of any trainers and or assessors engaged through a third party arrangement
- evidence of payments made by UQ Skills to third party providers.

UQ Skills will remain responsible for enrolment, issuing all certifications, records of results and statements of attainment for all training products on its scope of registration, regardless of whether some or all of the training and assessment services are provided through a third party arrangement.

UQ Skills will only enter into third party arrangements with providers who employ trainers and/or assessors holding qualifications, relevant vocational competence and current industry skills required by the current Standards and the current funding contract in place. If UQ Skills enters into a third party provider arrangement with an individual who is not a trainer or assessor, the individual will work under the direct supervision of a qualified trainer/teacher and will not be responsible for assessment outcomes.

UQ Skills will provide information to students on how they can lodge a complaint or appeal against a third party provider engaged by UK Skills. Any complaints or appeals relating to a third party providing services on behalf of UQ Skills will be managed according to the UQ Skills Complaints and Grievances procedure outlined later in this handbook. All complaints or appeals relating to a third party provider engaged by UQ Skills will be investigated, actioned and responded to by UQ Skills.

UQ Skills will conduct systematic monitoring of any third party arrangements to ensure the quality and compliance of services delivered on UQ Skills behalf. This will include, but is not limited to:
- validation of assessment tools
- validation of assessment judgments
- review of training and assessment strategy
- review of staff mapping documents
- annual review of the third party arrangement contract
- compliance checking of student documentation
- monitoring of marketing

Our current third party arrangements in place include:

- ACM20117 Certificate II in Animal Studies
- ACM30117 Certificate III in Animal Studies
- ACM40418 Certificate IV in Veterinary Nursing
- ACM40418 Certificate IV in Veterinary Nursing (Via RPL Fast track)

The above qualifications are delivered and assessed, under a third party arrangement by Veterinary Nurse Solutions PTY Ltd (VNS) under the brand of the Australian College of Veterinary Nursing (ACVN) with UQ Skills as the principal RTO. VNS also recruits students to these programs and offers support services in addition to the services offered by UQ Skills as the principal RTO.

UQ Skills also offers AHC21216 Certificate II in Rural Operations in several high schools through VETis funding and third party arrangements are in place for some of these.

These courses are on the UQ Skills scope of registration, as documented through a written third party agreement.
4. APPLICATION and ENROLMENT

UQ Skills’ application process is designed to ensure the following principles are guided by relevant equal opportunity legislation:

- The student recruitment and admission process is bias-free and non-discriminatory.
- If an individual does not meet entry requirements, all attempts are made to assist them to identify alternative courses of action.
- Curriculum is inclusive of a range of participant needs.
- The assessment process is fair, valid, reliable and consistent.
- Support is provided to those with special needs.
- Grievances are addressed in a fair and equitable manner.
- Adaptive technology is developed and used where possible.

UQ Skills is committed to ensuring that all student selection processes are consistent with Australian Core Skills Framework (ACSF) competency levels, training package requirements and where relevant workplace requirements.

UQ Skills will enrol those students who have:

- Made a formal application
- Satisfactorily completed the enrolment process and
- Paid required fees and charges

UQ Skills is responsible for the quality of the training and assessment and for the issuance of the AQF awards. In the case of programs offered in partnership with a third party provider, Veterinary Nurse Solutions Services or high schools operating under a third party arrangement, this is the responsibility of UQ Skills.

If you have any program-specific enquiries, please contact UQ Skills administration staff at Room 110, Morrison Hall Building 8123, UQ Gatton or alternatively contact us on 5460 1353 or uqskills@uq.edu.au

Where to start

Contact UQ Skills administration staff on 5460 1353 or uqskills@uq.edu.au to ask for an ‘Expression of Interest’ form to be mailed or emailed, and submit this completed form as the first step towards your application. This form will require a range of information, details and signatures that will be entered and documented at UQ Skills.

Some of the information you will be asked to provide with your application form will include certified copies of any educational and personal credentials, for example, proof of your identity and residency. A certified copy is a photocopy of an original document,
signed by a Justice of the Peace, or a Commissioner for Declarations, or the issuing
authority, and stating that the photocopy is a true and exact copy of the original.

Once your application form is accepted, UQ Skills administration staff will email you a
confirmation of enrolment.

**UQ Skills student number**

Upon confirmation of your enrolment, you will be issued with a unique UQ Skills student
number that is included on certain UQ Skills correspondence and forms, and to identify
you in data submissions to government bodies and regulatory organisations.

**Unique Student Identifier (USI)**

All students who undertake nationally recognised VET programs will require a Unique
Student Identifier (USI). The USI is available online and at no cost, and will stay with the
student for life.

A USI is a reference number made up of numbers and letters that gives students access
to their USI account. This reference number links an individual’s USI account to the
National Vocational Education and Training (VET) Data Collection, allowing an individual
to see all of their training results from all providers, including all training units and
qualifications completed after the USI came into effect on 1 January 2015.

The USI applies to all students enrolled in nationally accredited vocational education and
training, regardless of the program being taken.

*Learning Unique Identifier (LUI)*

In Queensland only, all Year 11 and 12 students have a learning account set up by the
Queensland Curriculum and Assessment Authority, which includes a Learning Unique
Identifier (LUI). A student learning account is the place where senior high school
enrolments and results are recorded, as well as place and dates of study.

**Note that you cannot use another student number such as an LUI in place of the
USI.** The USI is a national number and is not linked with individual state student
numbers.

**Students under 18**

Students aged under 18 must have permission from their parents or guardians to enrol.
Parents or guardians will be required to sign the application/enrolment form.

If you are aged under 18 and applying for a VET Student Loan (VSL), you must have
your parent or guardian co-sign your application (unless you are certified as
independent, in which case evidence must be provided of independence).

**Variation to your enrolment**

If you wish to add, withdraw from or change the units that you are enrolled in you can:
• contact our administration team on (07) 5460 1353 or via email uqskills@uq.edu.au or
• submit the Variation to student enrolment form

It is suggested that you check with your trainer before submitting your request to ensure that it does not jeopardise your outcome for training.

Note that students enrolled in VSL programs who remain enrolled in a unit on the census date for their fee period will incur tuition fees, regardless of whether or not they complete the unit.

Recognition of prior learning (RPL)

UQ Skills will recognise prior learning (RPL) in accordance with the VET Quality Framework.

RPL involves an assessment of the skills and knowledge you may have acquired through formal, non-formal and informal learning to determine how much you already meet the requirements of a training package or VET-accredited program. If the specified outcomes of the individual units of competency are met, then you will achieve credit for that unit or units in which you are enrolled.

Your particular situation will need to be discussed with the trainer, who will provide additional information in relation to the process, collating evidence and completing the necessary forms which include an RPL Candidate Information Booklet. Prices for RPL can be found in the fees section of this handbook.

The process can incorporate the following approaches to determine competency:

• **Formal learning** refers to learning that takes place through a structured program of instruction and is linked to the attainment of an AQF qualification or statement of attainment (for example, a certificate, diploma or university degree)

• **Non-formal learning** refers to learning that takes place through a structured program of instruction, but does not lead to the attainment of an AQF qualification or statement of attainment (for example, in-house professional development programs conducted by a business)

• **Informal learning** refers to learning that results through experience of work-related, social, family, hobby or leisure activities or voluntary work (for example, interpersonal skills developed at work as a salesperson).

Students seeking RPL may be asked to supply the following evidence:

• documents, references and relevant examples

• proof of ownership of any examples of work

• certified copies (not originals) of qualifications. (A certified copy is a photocopy of an original document, which has been signed by a Justice of the Peace, Commissioner for Declarations or the issuing authority stating that the photocopy is a true and exact copy of the original.)
If you are unable to supply documentary evidence to support your RPL application you may be required to sit for a ‘Skill test’ to determine competency.

Outcomes of applications for RPL will be kept in your file and the assessment records adjusted to reflect a RPL result.

**Qualifications issued by another RTO**

UQ Skills supports the national policy of the recognition of qualifications and Statements of Attainment issued by other RTOs, regardless of the location, provided the RTO is registered to offer units of competency that exist within the qualification being offered by UQ Skills and which may also exist in other training packages.

(See also ‘Credit transfer’ in this handbook.)
5. FEES, CHARGES and FUNDING

Information about fees and charges can be obtained by contacting UQ Skills and on program brochures via our website. This includes information such as:

- which program you will study
- program duration
- study load and mode (e.g. full time, part time, face-to-face, online)
- any credits that may be applied through direct credit transfer, recognition of prior learning and/or recognition of current competency
- your eligibility for subsidies or concessions.

Costs and tuition fees will be disclosed on the application form that is sent to you and/or your parent or guardian. Please contact UQ Skills if you have any questions related to program fees.

Please note: Material fees are included in tuition fees in all programs delivered and assessed by UQ Skills with the exception of those through our third party provider (Veterinary Nurse Solutions PTY Ltd (VNS) under the brand of the Australian College of Veterinary Nursing (ACVN). The programs that attract material fees include:

- ACM20117 Certificate II in Animal Studies
- ACM30117 Certificate III in Animal Studies
- ACM40418 Certificate IV in Veterinary Nursing
- ACM40418 Certificate IV in Veterinary Nursing (Via RPL Fast track)

Please refer to UQ Skills website for more information about these programs through third party arrangements.

Program classification

Programs offered by UQ Skills can be classified as either fee for service or government funded programs.

Fee for service programs are not government funded, so students undertaking such programs will be liable to a charge in exchange for the preparation and delivery of their training. Fees and charges may also apply to government-funded programs offered by UQ Skills. These fees and charges are determined in accordance with the Department of Employment, Small Business and Training regulations pertaining to State-funded training programs or VET Student Loan Commonwealth guidelines. These charges and fees are applied consistently, but total cost depends on program specifics.
Exemptions from fees and charges

While no exemptions from fees and charges apply to fee for service programs, partial or full exemption of fees and charges may apply to funded programs and vary depending on the source of the funding and student circumstances. The nature and extent of any exemptions and the method of applying for such exemptions will be included in the program-specific material supplied before the program starts.

Concessions

Some students may be eligible for subsidies funded by the Queensland Government Department of Employment, Small Business and Training. Check your eligibility for the Diploma of Agribusiness Program or our other funded programs.

Certain students may be eligible for a concession fee. Students of Aboriginal or Torres Strait Islander origin, and/or holders of a concession card such as a Health Care Card, Pensioner Concession Card or Veteran Affairs Pensioner Concession Card, may be eligible. If you do not have a concession card, contact Human Services (Centrelink) to determine your eligibility.

GST charges

GST does not apply to accredited programs. If a program is comprised of accredited and non-accredited units then GST will be charged on the non-accredited portion.

VET student loans (VSL)

Students applying for a VET Student Loan for eligible programs need to clearly understand the requirements and obligations entered into between all parties. VET Student Loan information is available at the Study Assist website and from UQ Skills.

VET Student Loan students must supply a valid Tax File Number (TFN) with their enrolment form. Students who do not have a TFN number must apply for one through the Australian Taxation Office (ATO). Failure to supply UQ Skills with a TFN or a Certificate of Application for a TFN on or before the census date will result in cancellation of enrolment.

Credit transfer

UQ Skills accepts and provides credit to learners for units of competency and/or modules (unless licensing or regulatory requirements prevent this) where these are evidenced by:

- AQF certification documentation issued by any other RTO or AQF-authorised issuing organisation; or
- authenticated VET transcripts issued by the Registrar.

A student may submit the above statements listing the units of competencies they have previously completed, which can be verified by their assessor. These units must relate to the program being offered by UQ Skills. We can apply these credit transfers to the unit being studied which may reduce the fee for the relevant program. On verification, these
documents will be kept in the participant’s file, and credit transfer for specified competencies recorded in the participant’s training record.

Credit Transfer of units is provided free of charge with the appropriate and verified evidence.

Summary reports will be maintained outlining recognition awarded in specific programs for audit purposes.

Students must submit an ‘Application for credit transfer’ form together with a certified copy of the Statement of Attainment on which credit is sought. No fees apply to credit transfers. Please note that UQ Skills is not obliged to issue a qualification or statement of attainment that is achieved wholly through recognition of units completed at another RTO or RTOs. See here for more information

**Recognition of Prior Learning Fees**

UQ Skills charges a flat rate for programs of study depending on their AQF level. See prices here. Should a student be eligible for credit transfer (with verification of documents), a $0 fee will be applied to the relevant unit and the corresponding unit cost will be deducted off the RPL qualification price.

If a student requires a trainer/assessor to travel outside a 50 km radius, an additional cost may apply but will be considered and quoted on a case by case basis.

**Payment methods**

Payment can be made by valid credit card, Mastercard or Visa card. Online payments can be completed on the UQ payment portal. Contact UQ Skills for more details. UQ Skills will provide you with specific payment information as per the requirements of your program. Other payment options include BPAY, EFT, cheque or in person at the UQ Gatton Post Office.

**Changes to enrolment**

Changes to enrolment are made via the UQ Skills Variation to student enrolment form. Enrolment changes include:

- withdrawal from a unit or program (please contact your program coordinator to discuss the next step)
- change a unit within the program
- cancel enrolment
- change from one program to another.

If you wish to add, withdraw from or change the units that you are enrolled in you can:

- contact our administration team on (07) 5460 1353 or via email UQ Skills
- submit the Variation to student enrolment form available on our website.
It is suggested that you check with your trainer before submitting your request to ensure that it does not jeopardise your outcome for training.

Students enrolled in VSL programs who remain enrolled in a unit on the census date for their fee period will incur tuition fees, regardless of whether or not they complete the unit.

Students need to understand their possible fee liability before making any changes to their enrolment. For more information call +61 7 5460 1353, or email UQ Skills.

Census dates

[Census dates are currently applicable only to students enrolled in Diploma programs.]

The census date is the last date you can withdraw from a unit without being charged for it. If you have any concerns about your ability to continue in a unit, it is essential that you speak to your program coordinator before the census date. It is vital that you understand that your ‘fee liability’ is your liability for all fees and charges, and is finalised based on your enrolment date.

Cancellation or withdrawal from a program or unit after a census date will not reduce your financial liability; in other words you will still have to pay the fees for that unit. However, if a withdrawal from a program or unit after a census date was due to exceptional 'special circumstances', a student can apply for re-credit or remission of financial liability.

Census dates are listed in the Schedule of Fees for the Diploma programs on our website.

Additional Fees and Charges

An administration fee may apply under certain conditions regarding refund applications. Please see refund section later in this handbook for more details.

Fees for reprinting credentials

Students will receive, free of charge, one copy of credentials consistent with their study outcomes at the conclusion of their studies. Students wishing to receive additional copies will incur a reprinting charge of $60 per qualification. Requests for reprinted credentials must be supplied in writing. Proof of identity may be requested.

It is not a UQ Skill’s policy to issue a Statement of Attainment whilst you are still undertaking study in a program. An unofficial transcript can be provided which will show the unit/s completed. If however, this does not meet your needs and you require a Statement of Attainment to be issued, there may be a charge of up to $60 for your request to be processed.

UQ Skills does not apply any further fees or charges that are not contained within this handbook.
If fees are not paid

Fees and charges are predetermined and communicated in writing before enrolment. Students who fail to pay fees and charges by the due date may have their enrolment cancelled. They will, however, have the opportunity to discuss financial hardship and possible recalculation of their payment. Requests for this and for payment extensions should be submitted in writing to UQ Skills.

Where students fail to meet subsequent payments, UQ Skills reserves the right to cease training and cancel the enrolment. In this instance students will not achieve the full qualification and will only receive a Statement of Attainment/Transcript for those units completed (and paid for) to date.

Learner Fee Protection

If UQ Skills is unable to provide services for which the learner has prepaid, the learner will:

- be placed into an equivalent course such that:
  - the new location is suitable to the learner; and
  - the learner receives the full services for which they have prepaid at no additional cost to the learner; or
- be paid a refund of any prepaid fees for services yet to be delivered above the threshold prepaid fee amount.

For further information refer to; https://www.asqa.gov.au/students/provider-closures
6. ASSESSMENT

UQ Skills has proven experience and skill in providing or facilitating assessments that meet the endorsed components of relevant training package(s) and/or accredited units.

We are committed to ensuring valid and reliable assessment of achievements against industry competency standards. All our assessments remain consistent with ASQA's assessment principles. Our procedure can be found here.

Assessment principles

UQ Skills ensures that all assessment conducted within the organisation is reliable, flexible, fair and valid:

- **Reliable**: All assessment methods and procedures will ensure that competency standards/modules are applied consistently and that there is always consistency in the interpretation of evidence.
- **Flexible**: Assessment will be offered in the workplace (on-the-job), in the training environment (off-the-job), in a combination of both or via RPL/recognition of current competence. UQ Skills will ensure that all assessment methods and practices allow for diversity with regard to how, where and when competence has been will be acquired.
- **Fair**: Assessment methods and procedures will not, under any circumstance, disadvantage any student.
- **Valid**: Assessment activities will always meet the requirements as specified in the subject/unit. Sufficient evidence will always be collected, and will be relevant to the standard/module being assessed.

How assessment is conducted

When conducting assessment, UQ Skills ensures it has staff with appropriate qualifications and adheres to the ASQA Standards. UQ Skills ensures that the staff conducting assessment use appropriate methods to record, store and access assessment outcomes.

Assessment activities undertaken by UQ Skills adhere to clear guidelines:

- Assessment procedures are clearly explained to students. Throughout all training, students are directed to their assessment requirements and submission dates.
- Opportunities for recognition (recognition of prior learning/recognition of current competence and credit transfer) are discussed.
- The assessment requirements of the subject/unit(s) are outlined, and any particular arrangements for the workplace/training environment are arranged.
- All evidence-gathering methods remain reliable, flexible, fair and valid.
- As assessments are undertaken, UQ Skills records individual student assessment results.
• Post-assessment guidance is available to students.
• A fair and impartial appeals process is available.
• Evaluation of assessment processes and procedures is gathered through staff meetings and student feedback.

Evidence gathering methods commonly include, but are not limited to:

• demonstration
• questioning
• workplace performance
• role-play
• simulation
• oral presentation
• graphic presentation
• projects/assignments
• audio/visual/creation/development/presentation
• written tests
• skills portfolio.

Extensions to assessment due dates

Students wishing to apply for an extension to an assessment deadline must do so in writing before the assessment due date. Supporting evidence such as doctor's certificate or other documentary evidence of the reasons for an extension should accompany the application. Applications can be submitted to the relevant trainer or training coordinator.

Assessment outcomes

Within UQ Skills a number of result codes are used to record assessment outcomes. Individual assessment outcomes that are used include:

• S  Satisfactory
• NS Not Satisfactory

Overall final unit of competency outcome codes include:

• C  Competency achieved/pass
• CNA Competency not achieved/fail
• W  Withdrawn
• CT Credit transfer

Students who receive a grade of ‘Not Satisfactory’ during training and assessment will have the option to repeat training and re-attempt assessments for a number of times as deemed suitable by their trainer – generally twice.

If the student receives a ‘Competency not achieved/fail’ outcome, the student may have the option to re-enrol, and the new applicable program fee will apply.
If a piece of assessment is missed or not submitted on time and NO medical certificate is provided, students are provided only one opportunity to resubmit/undertake the assessment.

If the assessment is subsequently deemed ‘not satisfactory’, the student will be deemed to have received a ‘Competency not achieved/fail’ outcome and be required to repeat the unit of competency.

Where extenuating circumstances prevent a student from submitting/completing their assessment, consideration of the circumstances and further actions in certain, limited circumstances may occur.
7. STUDENT SUPPORT SERVICES

UQ Skills is committed to providing equity and to eliminating discrimination against students in vocational education and training. People with language, literacy, numeracy and technology issues, a disability and/or people from a non-English speaking background are encouraged to pursue their vocational education and training goals through enrolment at UQ Skills.

All students of UQ Skills are treated as individuals, and offered advice and support services to achieve their goals. If you are experiencing difficulties for personal or study related reasons, you should first direct your concerns to your trainer, where appropriate, or to the UQ Skills director. Where study-related issues are involved, the trainer will assess the situation and provide you with support and guidance. Where the matter is beyond the scope of UQ Skills, the centre director will recommend a fully qualified and professional counselling service through UQ Student Services (phone (07) 5460 1046 for more information).

Students attending training on campus can also access the UQ Gatton Health Service, phone (07) 5460 1396.

Student Services

Student Services has an office on campus at UQ Gatton, at Morrison Hall or email at ssgatton@uq.edu.au. The service provides assistance in the following areas:

- disability services
- learning advisors
- counselling
- making new friends and settling into university
- faith and spirituality
- international student support
- accommodation (for Diploma students only)

Accommodation

Accommodation is available on campus for Diploma students. The Halls of Residence at UQ Gatton (Halls) is the oldest and largest residential operation associated with The University of Queensland, being established in 1897 and comprising 436 rooms.

Halls strives to offer residents a safe, supportive and engaging environment to live in while completing their studies. Entry to Halls is competitive, so make contact as early as possible.

For information including fees please contact:
Halls of Residence UQ Gatton
Phone +61 7 5460 1215
Email and web: halls@uq.edu.au, halls.gatton.uq.edu.au

Student Services also provides information and a database of available rental accommodation in the townships surrounding the campus.

**Gatton campus library**

The J.K. Murray Library is located on the central walkway. The Library has 24-hour study spaces, computers and an extensive collection as well as recreational reading materials.

Access the UQ Library website for more information and library opening hours.

**Access and equity**

UQ Skills recruits students at all times in an ethical and responsible manner and consistent with the requirements of the curriculum or National Training Package.

We recruit those students who meet the requirements of the program entry under our accreditation arrangements other than in special circumstances, which are decided on the merit of the application.

All UQ standards, policies and procedures are appropriately addressed in all aspects of a program’s implementation. Emphasis is given to:

- developing resources and strategies which are inclusive
- using language that is both appropriate to the abilities of the participants and the outcomes of the unit
- ensuring equitable access to facilities and resources
- using modified procedures, provisions and/or equipment to ensure equity and compliance with necessary workplace health and safety requirements.

**Language, literacy and numeracy**

UQ Skills recognises that all vocational training includes language, literacy and numeracy tasks.

Upon enrolment, UQ Skills will arrange for all students to undertake an assessment of their current skill level in maths and English. This will be done using the Basic key skills builder (bksb) which is an online tool. We gather this information so we can give you the best possible support during your studies.

All UQ Skills trainers and assessors provide:

- materials, resources and assessment tools and tasks that do not require students to have language, literacy and numeracy skills of more complexity than those used in the workplace for the competencies being taught/assessed
- clear models of the language/literacy/numeracy task
- opportunities for repeated and supported practice
opportunities for independent practice.

UQ Skills provides language, literacy and numeracy support if any students require additional practice and training.

**Reasonable Adjustment**

Students will be provided with reasonable adjustments wherever possible and where reasonable adjustments will not cause unjustifiable hardship to UQ Skills. An adjustment is reasonable if it meets the needs of the student with a disability or special circumstances without impacting on other students or staff at UQ Skills. To determine if an adjustment is reasonable, the following must be considered:

- the student's disability and / or any barriers or challenges that affect that student
- the views of the student (or the student's advocate) about the potential adjustments required
- whether the adjustment will impact on the academic standards or requirements of the training package
- what advantages or disadvantages the adjustments may create for the people affected by it
- the costs and benefits of making the adjustment.

For more information on reasonable adjustment see [here](#).

**Disability support**

Any student with a disability who may require alternative arrangements can seek advice at the start of enrolment from a disability advisor at Student Support Services. For example, special arrangements with assessment can be made for students with disabilities. Refer to the University policy on [Student Disability](#).

**Discrimination and harassment**

If you have a grievance or enquiry relating to discrimination, harassment or bullying, you can contact a discrimination and harassment contact officer (DHCO), who can provide information about UQ policies and procedures and support services available to students. More information can be found on the [DHCO website](#).

**The UQ Ally Network**

The UQ Ally Network is an award-winning program that provides a visible network of well-informed staff who create a safe, welcoming and inclusive space for LGBTIAQ+ students at UQ and in the broader community. To find a UQ Ally, or to find out more about the program, look for staff with the rainbow badge, rainbow posters around all UQ campuses or visit the [UQ Ally Network website](#).
Inclusive language

The UQ Guide to Inclusive Language provides information on how to apply inclusive language in the study environment. Students can access the guide on the inclusive language website.

For more on learning support click here

Student facilities

The Gatton campus is a vibrant student centre offering programs in agriculture, animal studies, veterinary science and the environment, one hour’s drive west of Brisbane in the Lockyer Valley. The campus offers a range of facilities to UQ Skills students, including a bookshop, post office, ATM, chaplaincy, licensed club and many support services, as detailed above.

The UQ Sport Gatton Fitness and Aquatic Centre contains a gym and pool, as well as tennis, basketball, netball and squash facilities.

Gatton Community Garden is a campus initiative comprising garden beds in which students and staff can grow their own herbs and vegetables, and have a soil pit, outdoor seating and covered deck.

Fresh food and coffee is available from the Walkway Café and the Coffee Cart, and meals are served during University semesters in the Dining Hall.
8. STUDENT RIGHTS and RESPONSIBILITIES

The Student Charter

All UQ Skills students are subject to the UQ Student Charter, which sets out the expectations you can hold for your education and outlines what is expected of you while studying. All students and staff are entitled to work and study in an equitable environment, free of discrimination and harassment.

According to the UQ Student Charter, the University is committed to:

- establishing and sustaining a community that supports independent scholarly learning, critical judgement, academic integrity and ethical standards in all students
- the pursuit of excellence in all aspects of learning and research
- involving students as active participants in their educational experience
- enhancing the student experience.

As a student you have a right to:

- work and study in an environment free from harassment, discrimination or threatening behaviour
- be treated fairly and with respect by other students and staff
- have your personal records kept confidential unless permission is granted to pass on information
- the provision of information about your proposed program
- have a say and be listened to by other students and staff.

University policy and procedures apply to many aspects of student life. As a UQ student, you must comply with both University-wide and program-specific regulations. It is the student’s responsibility to:

- attend orientation and induction
- attend every class and advise UQ Skills when absences are required
- pay fees and charges by the due dates
- complete all assessment tasks by the due date
- check email regularly as this is the preferred method of correspondence with students
- advise UQ Skills when your contact details change
- advise the trainer in advance if you need to be absent from training, where possible
- maintain your duty of care to others and yourself
- participate in work health and safety (WHS) and risk assessment activities
- be responsible for your personal progress. Students are expected to consult with their trainer on a regular basis to derive the greatest benefit and appropriate individual guidance.
• abide by the UQ parking restrictions
• switch mobile phones off during classes
• comply with all UQ Skills’ rules, policies and procedures, as contained in this Student Handbook, listed on our website, and explained to you at induction
• adhere to the UQ Student charter
• not join a class or reattempt assessment in a unit/subject for which you have been deemed ‘Not Yet Competent’, until a new enrolment form and applicable fees have been paid
• obtain a Unique Student Identifier (USI) before completion of any assessments.

**Health and safety**

There is always the potential for accidents and injury when attending training, so both students and staff must take precautions to avoid them.

The most serious procedure to be aware of is in relation to emergency evacuation in the event of fire or other hazards. Your trainer will advise you of the evacuation procedures in case of an emergency, and the University has a Workplace Health and Safety policy for your protection.

All safety precautions are undertaken by UQ Skills. Should a safety incident occur, you will be provided with an Incident Report to document the incident and its outcomes.

**First aid kits**

First aid kits are available in all UQ Skills training facilities. Please contact your trainer if you need to access a first aid kit.

**UQ Gatton Health Clinic**

The UQ Gatton Health Clinic is a medical clinic for University of Queensland students and staff, with experienced general practitioners and nurses dedicated to the health care needs of students and staff on campus.

Health services include general medicine, immunisation, skin checks, travel medicine, wellness support and more.

**Working with animals**

Animals can be unpredictable no matter what the size, so it is important to be alert to potential risks. Students who undertake units through UQ Skills that involve working with animals will be required to complete a basic Working with Animals induction for each unit. This induction includes animal handling safety tips to minimise your risk of injury.
Cover yourself against Q fever

Students who work with cattle, sheep, goats and feral animals are at risk of contracting Q fever. You:

- should be vaccinated against Q fever to reduce the risk of contracting this disease
- may not be able to undertake practical work if not immune to Q fever.

A vaccination program consists of two visits to a health service, separated by one week:

- first visit – a skin and blood test are performed
- second visit one week later – tests are read and Q fever vaccine given if tests show no immunity to Q fever.

UQ Gatton Health Clinic runs vaccination programs at the start of each semester. For program dates, registration forms and to make a booking, please call (07) 5460 1396 or visit the UQ Gatton Health Clinic (ground floor at the NW Briton Annexe, building no. 8101A).

Authority to drive university vehicles

Unless UQ Skills students have prior approval from a UQ Skills trainer, they are not permitted to drive university vehicles.

Smoke free

The University of Queensland is smoke-free. Smoking is not permitted on any UQ campus or recognised site. This includes the use of electronic cigarettes, vapour pens or other devices. The smoke-free policy covers all:

- campuses
- research sites
- UQ-leased premises
- car parks and ovals
- UQ fleet vehicles
- other motor vehicles while on campus.

All staff, students, visitors, contractors and volunteers are required to follow UQ's smoke-free policy. This includes the general public walking across any part of UQ's campuses or sites.

Free campus safety app

The SafeZone smart phone app (by CriticalArc) connects students and staff directly to the UQ Security team or emergency services for on-campus first-aid or emergencies, 24 hours a day, seven days a week. The app is available any time at UQ’s St Lucia, Gatton and Herston (excluding RBWH) campuses and the Long Pocket, PACE, Pinjarra Hills, Indooroopilly Mine and Moreton Bay Research Station sites, providing the user has mobile phone or Wi-Fi coverage.

SafeZone is available for iPhones, Android and Windows phones. For more information visit UQSafezone.
Mobile phones and electronic technology

Electronic technology may only be used for learning and delivery. It is not appropriate to use this technology for personal reasons during class time.

Students are reminded to switch off mobile devices during class.

Online conduct

UQ Skills supports student use of social media, but reminds students of potential negative outcomes from its use. Please note that:

- Information you post (including photos, links and opinions) forms a record, in many cases permanent.
- This information can be accessed by potential employers.
- Sometimes this information reflects negatively – not only on the individual posting it, but also on UQ Skills and fellow students.
- UQ Skills operates a Facebook page, where information of relevance or interest to UQ Skills students is regularly posted.

Program expectations and requirements

It is imperative to regularly check the email account you provided when you enrolled, as UQ Skills sends important information on topics including enrolment and fees via this email address. Your email will also be used by training staff if they need to get in contact with you.

Attendance

All UQ Skills programs carry an expectation of full face-to-face attendance for all contact hours, due to the program structure for each enrolment period.

Each student’s class attendance is updated weekly and the cumulative attendance for each student’s enrolment is monitored. Students who cannot attend class should contact their trainer or program coordinator as soon as possible, and may need to provide documentary evidence of compelling or compassionate circumstances that apply.

Student plagiarism, cheating and collusion

All University community members share responsibility for maintaining the academic standing of the University. As such, students have a responsibility to maintain the highest standards of academic integrity in their work and ensure they appropriately acknowledge the ideas, interpretations, words or creative works of others.

If a student is suspected of plagiarism or cheating all or part of an assessment piece, then the trainer will discuss the case with the Program Manager and/or Training Manager and an interview with the student/students may be required. Once it is confirmed that a student has cheated or plagiarised work, this is noted on the student file including the action that was taken. The action to be taken can be any one of the following:
• A warning to the student which is recorded in the student management system;
• A result of unsatisfactory for the relevant piece of assessment and a resubmission or resit;
• A result of ‘Competency not achieved/fail’ for the unit and the student will be required to repeat the unit at a fee;
• Expulsion from UQ Skills;
• Any other academic penalty as decided by the Director of UQ Skills.

Definitions

- **Plagiarism**: the act of misrepresenting as one’s own original work the ideas, interpretations, words or creative works of another, either intentionally or unintentionally. These include published and unpublished documents, designs, music, sounds, images, photographs, computer codes and ideas gained through working in a group. These ideas, interpretations, words or works may be found in print and/or electronic media.
- **Cheating**: occurs when a student acts before, during or after an assessment or examination in such a way as to seek to gain an unfair advantage, or assist another student to do.
- **Collusion**: when two or more students, or a student and any other person(s), act together to cheat, plagiarise or engage in other academic misconduct, or incite others to do so.

Student misconduct and discipline

All students are expected to participate in training, be respectful of others, adhere to WHS requirements and show consideration for all regardless of race, colour, religion, gender or physical disability.

Students are required to observe any lawful direction given by a UQ Skills staff member in order to ensure the safety of individuals and the orderly conduct of learning programs.

UQ Skills students must maintain a high standard of behaviour within the premises, or when on a UQ Skills organised off-site activity, and must not indulge in any acts that may damage property or unduly interfere with the comfort or convenience of any person lawfully entitled to be within the premises of UQ Skills.

Action will be taken by UQ Skills should this be deemed appropriate, and an appeals process will be available to participants upon any decision taken by UQ Skills.

Disciplinary procedures

The Student Integrity and Misconduct policy sets out a clear process to ensure that students behave in a way that:
a. allows reasonable freedom to others to pursue their studies, research, duties and other lawful activities in the University and on its sites, and to participate in the life of the University;
b. recognises that the pursuit of academic excellence is a key aim of the University; and
c. promotes the proper use of University facilities and information and the property of other persons on its sites.

If you are a high school student

High school students undertaking vocational studies as part of their high school studies must uphold school rules as well as abide by the UQ Student Charter while they do training on campus.

UQ Skills will report all high school students' absences, behavioural or WHS issues to their school, as well as program progress. Students who want to leave class early must first have permission from a parent/guardian and their school coordinator.

UQ Skills staff may request identification to be supplied from anyone who is collecting a high school student from class before its usual completion time.
9. COMPLAINTS, APPEALS, GRIEVANCES, REFUNDS and PRIVACY

UQ Skills strives to provide a fair and equitable process for dealing with participant complaints, appeals, grievances and requests for refunds.

A participant must lodge a complaint, appeal or request for a refund, where practical, within 30 days of the issue arising.

UQ Skills is committed to the continuous improvement of its training products and services and you are encouraged to provide feedback. You are invited to engage via surveys or written submissions at various times during your training. Students undertaking Queensland Government-subsidised training are required to complete a Student Employment Outcomes survey within three months of completing or discontinuing training. Complaints are issues that may arise about training or any other matter that is associated to UQ Skills' performance and delivery.

If you are dissatisfied with your training quality, a service or a decision made by UQ Skills, it is advised that you complete a formal complaint or provide feedback in writing through email and/or written correspondence.

If you have made a formal complaint or feedback, UQ Skills will send you a letter (email) of acknowledgement and undertake an investigation of the matter. During the investigation, we may ask you for more information. Within 14 days UQ Skills will provide a response.

If you are still dissatisfied after receiving the UQ Skills response, you can request a review or appeal the decision. In the first instance this should be to UQ Skills; however, you can request to have the matter escalated to the UQ Skills director. If the matter is still not resolved or you are not satisfied with the outcome, it can be further escalated to the UQ Skills CEO for review.

Complaints and grievances procedure

If a student wishes to lodge a complaint, they (or their nominated representative) will need to initially make a formal or informal approach to the trainer/assessor. This complaint will be forwarded to the training coordinator and/or centre director and recorded in writing. If, however, the complaint involves the student’s trainer/assessor, the student (or their nominated representative) will need to make a formal or informal approach to the training coordinator and/or centre director.
Where possible, you will need to send the UQ Skills director the following information:

- the circumstances surrounding the situation
- date and location of occurrence
- the parties involved in the situation
- why a complaint is being lodged
- any evidence to support your complaint
- the name/s of any witnesses who can support your claim.

All attempts will be made by UQ Skills to resolve the complaint internally with all parties involved. If, however, the grievance/complaint cannot be resolved, UQ’s Student Grievance Resolution – Policy includes a process to be followed for resolving a range of issues. The UQ Union (Student Union) is also available to assist and advocate on your behalf. For more information:

- Grievance resolution process
- UQ Union

For more information complaints and appeals see [here](#)

Students also have the option to seek assistance from the Australia Skills Quality Authority (ASQA). If you have been unable to resolve the issue with UQ Skills, you may be able to submit a complaint to ASQA: phone 1300 701 801, email complaintsteam@asqa.gov.au or visit their website [https://www.asqa.gov.au/complaints](https://www.asqa.gov.au/complaints)

**Appeals process**

The appeals process applies to all and to any aspect of UQ Skills’ decisions or advice relating to an outcome, result or decision that has been issued via a transcript or communicated advice to the individual recipient or student.

Appeals are then applicable when the individual recipient or student does not agree with the final decision, outcome or determination. For example, in the case of a training assessment outcome, when an assessment has been made and the student has been deemed Not Competent (NC), the student may not agree with this decision and therefore may appeal the determination.

An appeal and reassessment process is an integral part of all training and assessment pathways leading to a nationally recognised qualification or Statement of Attainment under the qualification.

A fair and impartial appeals process is made available to the student. If you wish to appeal your assessment result, first discuss the issue with the trainer/assessor. If you would then still like to proceed further with the request, you must make a formal request in writing that outlines the reason(s) for the appeal, including the reasons you believe your assessment result is incorrect or unfair. This should be forwarded to your training coordinator (or UQ Skills director), who will implement a formal process and record the appeal in writing.
UQ Skills’ time period for the acceptance of appeals is 30 days after you have been issued with the results of your assessment or advice indicating a refusal. Feedback in writing will be provided within four weeks after the appeal has been lodged.

Each person lodging an appeal has an opportunity to formally present their case. In the first instance the appeal will be reviewed via their training coordinator. The response to each appeal will provide the student with a written statement of the appeal outcomes, including the reason for the decision.

If you are dissatisfied with the outcome, you can request to discuss the matter with the UQ Skills director and have the decision reviewed. Should the outcome of this process not be acceptable, you can escalate the matter to be reviewed by the CEO of UQ Skills. For more information see here

Should all attempts via UQ Skills fail to satisfy your appeal, you may lodge a complaint with ASQA: phone 1300 701 801, email complaintsteam@asqa.gov.au or visit their website https://www.asqa.gov.au/complaints

**Refunds**

UQ Skills, undertakes to ensure that it provides financial safeguards for fees, charges and subsidies received from all students and training service clients. We ensure that all fees and charges paid are recorded in the appropriate manner so as to guarantee financial integrity.

UQ Skills, takes a fair and reasonable approach to refunds. The table below details a range of scenarios and the refunds available. To apply for a refund, contact your UQ Skills trainer or reception.

<table>
<thead>
<tr>
<th>Situation</th>
<th>Refund</th>
</tr>
</thead>
<tbody>
<tr>
<td>Written notification of withdrawal received at least 10 working days prior to the course commencing</td>
<td>Refund all course fees paid less a $50 administration fee</td>
</tr>
<tr>
<td>Student wishing to transfer to another date or course</td>
<td>Transfer twice at no cost. Subsequent transfers will incur a $50 administration fee</td>
</tr>
<tr>
<td>Written notification of withdrawal received after commencement</td>
<td>No refund available</td>
</tr>
<tr>
<td>Student has overpaid &amp; has documentation to support overpayment</td>
<td>Full refund of overpaid monies</td>
</tr>
<tr>
<td>Student has paid monies and the course is unavailable to commence</td>
<td>Full refund of all course fees paid</td>
</tr>
<tr>
<td>Cancellation of a course by the RTO (including closure of RTO)</td>
<td>Full refund of all course fees paid</td>
</tr>
</tbody>
</table>
Any applications for refunds relating to a unit or program delivered via UQ Skills must be completed in writing to UQ Skills enquiries or in person to the administration office located in Morrison Hall on the Gatton campus. In remote or external situations, you can call UQ Skills Administration on 0754 601353 and request to begin an application for a refund.

The application will be forwarded to the relevant training coordinator for review and where supported, it will be forwarded to the program manager for approval. The refund will then be completed by administration staff and forwarded to the financial controller for payment. This process will take up to 14 days.

**Privacy**

The Information Privacy Act 2009 (Qld) sets out 11 Information Privacy Principles that regulate how the University collects, stores, provides access to, uses and discloses personal information. The Act enforces the IPPs with a statutory based complaints scheme that includes the award of compensation for privacy breaches.

The University of Queensland Privacy Management Policy is based on the following principles:

- the University supports responsible and transparent handling of personal information
- the University respects an individual's right to know how their personal information will be collected, used, disclosed, stored and disposed of
- adequate privacy protection is a necessary condition for the University to participate in e-communications and e-transactions.

Each student’s records are available to them on request. Student records are not available to other people unless UQ Skills is requested in writing by the student to allow such access. Circumstances that would require a student’s information to be provided elsewhere include:

- when a student elects to defer their tuition through a Commonwealth student loan scheme
- when a student requests UQ Skills to create or verify their USI number
- when a high school student fails to provide their LUI
- when a student applies for a government-funded place.

In any such occasion, advice pertaining to the need to share a student’s information with another department is declared in the disclaimer of their enrolment form. Any student wishing to have access to their records should make a request to their trainer and/or assessor or the UQ Skills administration office.
10. GRADUATION

Eligibility to graduate

In order to be eligible to graduate you must successfully complete all the requirements of your program and ensure all fees are paid. UQ Skills will check your eligibility to graduate in your final semester of study.

UQ Skills holds a graduation ceremony for its students in December every year at the UQ Gatton campus. You will receive an email invitation to your graduation ceremony. Family and friends are welcome to join you to celebrate your success.

Note that UQ Skills graduation ceremonies are held on a different date to the UQ academic graduation ceremonies.

Issuing certification documents

On completion of your program, having met all the requirements and with all your fees paid, you will be issued with a certificate relevant to your program outcome. For more detail please contact UQ Skills directly.
11. RTO OBLIGATIONS

UQ Skills is an RTO (#1511) and operates within the VET Quality Framework. This includes a commitment to recognise the training qualifications issued by other RTOs.

Educational standards

UQ Skills has adopted policies and management practices that ensure and maintain a high professional standard in the delivery of its training services.

Our students’ welfare and interests are represented through internal quality review procedures that include participant feedback forms and training program review meetings. We monitor the quality of our training services from the student’s perspective and ensure your needs are better met through this process. The standard of our programs and delivery is closely monitored through ongoing informal consultation with students and trainers, which includes formal feedback mechanisms.

UQ Skills maintains a supportive training environment that is conducive to the success of our students, who are encouraged to contact their trainer with any concerns or issues. Through this open-door policy we aim to quickly address any issue that may impact on the student’s future success. We also offer ongoing learning support for those participants who may need extra assistance to achieve their success.

UQ Skills ensures that the staff who deliver training hold appropriate qualifications and experience to deliver that training and facilitate the relevant assessment.

Student information

UQ Skills provides accurate, relevant and up-to-date information to prospective students before the start of any program. This information includes:

- program details and outcome
- program entry requirements
- training program and schedules
- competencies to be achieved
- assessment procedures
- complaints/appeal procedures
- learning support assistance
- RPL process
- a link to this Student Handbook
- credit transfer
- fees and charges where applicable
- details about certification to be issued on completion or partial completion of the program.
Standards for RTOs

ASQA uses the Standards for Registered Training Organisations 2015 to ensure nationally consistent, high-quality training and assessment across Australia's VET system. Compliance with the Standards is a requirement for all ASQA-registered training organisations.

The Standards aim to ensure nationally consistent, high-quality training and assessment services for the clients of Australia’s vocational education and training (VET) system.

The Standards form part of the VET Quality Framework. As defined in section 3 of the Act, the VET Quality Framework is comprised of the Standards for Registered Training Organisations 2015, the Australian Qualifications Framework, the Fit and Proper Person Requirements, the Financial Viability Risk Assessment Requirements, and the Data Provision Requirements. (Each of these is further explained below.)

Paragraph 191A (1) (a) of the Act enables the Standards to incorporate the following documents as they exist from time to time:

- Australian Qualifications Framework
- Training packages
- Nationally Recognised Training (NRT) Logo Specifications

Compliance with the Standards is a condition for all ASQA RTOs and for applicants seeking registration under the Act.

Fit and Proper Person Requirements

The Fit and Proper Person Requirements are designed to ensure that key RTO personnel have the characteristics and principles necessary to ensure the delivery of high-quality services and outcomes for VET graduates.

These requirements are set to protect and inspire confidence in the VET system, and to safeguard Australia’s reputation as a premier provider of VET (both locally and internationally) by determining standards of behaviour by individuals who are in a position to influence an RTO's management.

Financial Viability Risk Assessment Requirements

The Financial Viability Risk Assessment Requirements ensure that organisations can demonstrate their financial viability to deliver high-quality training to VET students.

Data Provision Requirements

The Data Provision Requirements 2012 ensure RTOs provide ASQA with a range of accurate and complete data about their business and operations. These requirements allow ASQA to identify trends and risks within the industry, and to further monitor and improve Australia's world-class VET system.

The Data Provision Requirements also ensure ASQA has a record of all student records, qualifications and statements of attainment.
Australian Qualifications Framework

The Australian Qualifications Framework (AQF) establishes the quality of Australian qualifications. The AQF is the national policy for regulated qualifications in the Australian education and training system. It incorporates the quality assured qualifications from each education and training sector into a single comprehensive national qualifications framework.

*The Australian Qualifications Framework Second Edition January 2013* provides the complete set of AQF policies and objectives and information about the governing and monitoring arrangements for the AQF. Implementation arrangements for the revised AQF are also included.

UQ Skills is dedicated to following the provisions in the VET Quality Framework. More information about these regulations and legal frameworks can be found at:

- https://www.legislation.gov.au
- www.asqa.gov.au

Legislative and Regulatory Obligations

Legislation

UQ Skills operates in accord with a range of legislation related to training and assessment and also other legislation that covers matters such as your work health and safety, privacy and rights to a discrimination free environment. There are also a number of legislative requirements that you will be made aware of throughout your course.

Current legislation is available online at www.austlii.edu.au Commonwealth Act Compilations

This page allows you to browse for legislative items within ComLaw, FRLI or a specific site database. Items that can be browsed for include Acts (as made) and Act Compilations, Legislative Instruments (as made) and Compilations of Legislative Instruments and Bills 1996+. Once you have determined what you want to browse, you can select how the returned legislative items should be sorted. The view tabs will change, depending on what type of legislative item has been selected.

The legislation that particularly effects your participation in Vocational Education and Training includes:

Commonwealth Legislation

- Age Discrimination Act 2004
- Copyright Act 1968
- Disability Standards for Education 2005
- Disability Discrimination Act 1992
- Fair Work Act 2008
- National Vocational Education and Training Regulator Act 2012
• Privacy Act (2001) including the Australian Privacy Principles
• Racial Discrimination Act 1975
• Sex Discrimination Act 1984
• Skilling Australia's Workforce Act 2005
• Work Health & Safety 2011

Other useful information/ links include:

https://www.asqa.gov.au/students


