



CALIBRE_{Pty Ltd} T/A
SECURITY INSTITUTE

Student Handbook

This handbook contains the Code of Practice and Privacy Policy.

We hope that your training will be enjoyable and productive. Please let us know if you experience any difficulties during your course, so that we can take action to assist you. Our aim is for you to achieve high levels of competency and we will assist you flexibly and fairly to achieve your goals.

Please read this Student Handbook and the Course Information for your course carefully.

If you have any questions after reading this Student Handbook and the Course Information, please consult your trainer.

CONTENTS

| | | |
|-----------|--|-----------|
| 1 | CODE OF PRACTICE | 2 |
| 1.1 | Educational Standards | 2 |
| 1.2 | Sanction..... | 2 |
| 1.3 | Legislative Requirements | 2 |
| 1.4 | Quality Management Focus..... | 2 |
| 1.5 | Language Literacy and Numeracy..... | 2 |
| 1.6 | Marketing and Advertising | 2 |
| 1.7 | Access and Equity | 3 |
| 1.8 | Guarantee | 3 |
| 2 | ADMISSIONS/ENROLMENT | 4 |
| 2.1 | Client Selection & Recruitment..... | 4 |
| 2.2 | Enrolment Procedure..... | 4 |
| 2.3 | Induction/Orientation | 4 |
| 3 | COURSE INFORMATION, CONTENT & VOCATIONAL OUTCOMES..... | 5 |
| 3.1 | Course/Program Information..... | 5 |
| 3.2 | Vocational Outcomes..... | 5 |
| 4 | FEES AND CHARGES, REFUND POLICY & EXEMPTIONS..... | 5 |
| 4.1 | Fees & Charges | 5 |
| 4.2 | Refund Policy..... | 5 |
| 5 | LANGUAGE, LITERACY & NUMERACY SUPPORT | 7 |
| 6 | STUDENT SUPPORT & RECORDS RETENTION..... | 7 |
| 6.1 | Student Services, Welfare and Guidance | 7 |
| 6.2 | Procedure for Student Support/Counselling | 8 |
| 7 | FLEXIBLE LEARNING & ASSESSMENT..... | 8 |
| 7.1 | Training and Assessment Standards | 8 |
| 7.2 | Flexible Learning | 8 |
| 7.3 | Assessment..... | 9 |
| 8 | COMPLAINTS & APPEALS | 9 |
| 8.1 | Complaints | 9 |
| 8.2 | Appeals..... | 9 |
| 9 | DISCIPLINARY PROCEDURES | 10 |
| 9.1 | Discipline Policy | 10 |
| 9.2 | Rules & Regulations..... | 10 |
| 10 | ACCESS AND EQUITY | 10 |
| 10.1 | Access and Equity Principles | 10 |
| 10.2 | Staff Responsibilities for Access and Equity | 11 |
| 11 | RECOGNITION OF PRIOR LEARNING (RPL)..... | 11 |
| 11.1 | Recognition of Other Qualifications / Credit Transfer | 11 |
| 11.2 | Recognised Prior Learning (RPL) & Recognised Current Competence..... | 12 |
| 12 | HUMAN AND PHYSICAL RESOURCES | 14 |
| 12.1 | Human Resources..... | 14 |
| 12.2 | Physical Resources..... | 14 |
| 13 | PROCEDURE FOR ISSUING CERTIFICATES..... | 14 |
| 14 | LEGISLATION | 15 |
| 15 | PRIVACY POLICY..... | 15 |

1 Code Of Practice

1.1 Educational Standards

The organisation will maintain high standards in the provision of vocational education and training and other client services. The organisation has policies and management practices to maintain high professional standards in the marketing and delivery of our services and which safeguard the interests and welfare of clients.

The organisation maintains a learning environment that supports the success of students. We have the capacity to deliver the nominated course(s), provide adequate facilities and use appropriate methods and materials. The following Code of Practice describes the minimum standards of the organisation's education and training.

1.2 Sanction

The policies in this Code of Practice underpin the operations of the organisation. The organisation recognises that registration as a Registered Training Organisation may be withdrawn if it does not honour the obligations of the Code of Practice.

1.3 Legislative Requirements

The organisation complies with all legislative requirements of State and Federal Government, in particular Work Health and Safety, Workplace Relations, Anti Discrimination and Equal Opportunity and mutual recognition of accredited qualifications issued from another RTO.

The various acts are held on site and are accessible on the Internet at www.legislation.qld.gov.au or at the Australian Legal Information Institute web site: www.austlii.edu.au. Staff and students are informed of legislative requirements through such means as orientation, staff and student meetings, handbooks, bulletins and noticeboards.

1.4 Quality Management Focus

CALIBRE PTY LTD is committed to providing a quality service with a focus on a continuous improvement. CALIBRE PTY LTD values feedback from students, tutors, and industry representatives. Where possible, CALIBRE PTY LTD designs diagnostic assessment instruments specific to student needs.

1.5 Language Literacy and Numeracy

Students may be assessed in order to ascertain if their Literacy and Numeracy skills are sufficient to successfully undertake the training program. This is usually via interview or completion of an exercise contained in the proposed training program. Those who require further assessment or remedial support will be referred to a qualified expert. Any costs will be the responsibility of the student.

1.6 Marketing and Advertising

CALIBRE PTY LTD will market our training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. The information provided to clients will have no false or misleading comparisons with other providers or courses. CALIBRE PTY LTD's marketing strategies will not contravene legislation.

1.7 Access and Equity

The organisation will meet the needs of individuals and the community through the implementation of access and equity principles to ensure the fair allocation of resources and the right to equality of opportunity without discrimination. The organisation increases opportunities for people to participate in the vocational education and training system, and in associated decisions, which affect their lives.

The organisation prohibits discrimination towards any group or individuals in any form, inclusive of:

- Gender
- Pregnancy
- Race, colour, nationality, ethnic or ethno-religious background
- Marital status
- Homosexuality (male or female, actual or presumed)
- Age (in relation to compulsory retirement)

Access and equity issues are considered during training package/product development and in training delivery and assessment.

1.8 Guarantee

CALIBRE PTY LTD will honour all guarantees outlined in our Code of Practice.

2 Admissions/Enrolment

2.1 Client Selection & Recruitment

Recruitment will be responsible, ethical and consistent with any training package requirements at all times. CALIBRE PTY LTD is committed to non-discrimination in any form and at all times complies with equal opportunity and anti-discrimination legislation.

There may be prerequisites before commencing a program due to health and safety or language requirements or the nature of the program. Appropriately qualified persons will assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course, based on the applicant's qualifications and proficiencies. Participation in training is subject to payment of all fees and charges.

2.2 Enrolment Procedure

An enrolment form may be posted, emailed, faxed or completed on the premises or on, line. An enrolment can be taken over the phone, however the student must complete a form (themselves) to confirm the enrolment. A completed enrolment form is to advise all details necessary to register a student. All questions should be answered and the student's must sign the enrolment form, indicating they have read the conditions and agree to them.

When the completed enrolment form is received with fees, the student is confirmed a place on the course they have selected for the scheduling they have indicated.

If the fees are received in full then the enrolment form and the funds are processed and receipted. If the fees received are a deposit only the enrolment form and the funds are processed and receipted then the arrangements for the payment of the balance are made before proceeding.

The receipt for fees, invoice for balance of fees (If Applicable) and a copy of a pre course letter confirming the students enrolment are supplied to the student via email, post, fax or in person depending on how the enrolment form was received. The pre course letter advises the student to download the student handbook and read the policies prior to commencement. Hard copies of the student handbook can be obtained on request.. The student is also advised about graduate certification procedures, assessment procedures, complaint and appeal procedures, facilities and equipment and trainee support services.

The original receipted confirmed enrolment form is filed in the students file. The invoice, receipt and balance payment method are filed in the students file. Monies received from students is also recorded electronically in an accounting software program.

2.3 Induction/Orientation

By the first day of the course at the latest, students are to receive induction and/or orientation appropriate to their course, and which ensures they:

- understand the information contained in the Student Handbook and Course Information;
- understand the Rules and Regulations;
- are familiar with facilities and resources;
- have identified the key training, administration and support people;
- have necessary course materials; and know their timetables;
- know where to access more information.

3 Course Information, Content & Vocational Outcomes

3.1 Course/Program Information

Students should receive the following information prior to enrolment:

- client selection, enrolment and induction/orientation procedures;
- course information, including content and vocational outcomes;
- competencies to be achieved by trainees;
- certification to be issued to the trainee on completion or partial completion of the course;
- assessment procedures, and due dates for course completion, if applicable;
- arrangements for the recognition of prior learning;
- facilities and equipment;
- fees and charges, including refund policy and exemptions (where applicable);
- provision for language, literacy and numeracy assessment;
- client support, including any external support for clients;
- flexible learning and assessment procedures;
- welfare and guidance services;
- complaints and appeals procedures;
- disciplinary procedures;
- any other information specific to their course.

3.2 Vocational Outcomes

When graduates have completed their studies with CALIBRE PTY LTD, a register of the skills of the graduate will be maintained for future vocational reference.

4 Fees and Charges, Refund Policy & Exemptions

4.1 Fees & Charges

Details of fees are supplied in the course information for each course. Please consult the Course Brochure or the course coordinator if you have any questions.

4.2 Refund Policy

The policy of CALIBRE PTY LTD is at all times to be fair and equitable to registered students. Applications for refunds can be made to the Director.

Provider Cancellation:

Should the organisation cancel any course/training program, students are entitled to a full refund or transfer funds (course credit) to future training. Where a course credit is chosen by the student they will have a period of 6 months to commence training. If they do not commence training or request a refund during this 6 month period where the college has provided opportunities to attend the selected course, the course credit will expire and the student will no longer be eligible for a refund.

Student Cancellation:

In the event that the student wishes to cancel their course/training program conditions will apply. Refunds may be negotiated on the basis of personal hardship or sickness upon provision of substantiation of the claim. Students may be eligible for a pro-rata refund which is dependant upon when they informed the college of their intent to cancel in writing. Refund entitlements are calculated from the day the college received the written advice of cancellation and request for refund. The following conditions apply for pro-rata calculations:

- Course deposits are non-refundable under 14 days before course commencement and this amount is not included in the calculation rates for pro-rata refund payments.
- If a student cancels under 14 days, they may choose to reschedule and all course fees will be held in credit till commencement. Course fees held in credit under these circumstances will expire after 6 months from the original date of enrolment and a refund can not be applied for after the 6 month period.
- Cancellation within 14 – 7 days of date of commencement = 75% refund of the amount paid for the course.
- Cancellation within 6 – day before commencement = 50% refund of the amount paid for the course.
- Cancellation the day of commencement – no pro-rata refund is available. If the student has extenuating circumstances or unforeseen circumstances and those can be validated by documented evidence, a course credit may be granted and the student may reschedule to commence on the next scheduled course. Example of suitable evidence may include a medical certificate.
- Cancellation during the course: no refund is available on the amount paid. The student will be required if they have not yet done so to pay the balance of their course fees for this course.
- Where extenuating or unforeseen circumstances prevent a student from completing a course after commencement, the student may be entitled to a course credit to complete the training missed at the next scheduled course. Documented evidence must be supplied to support the extenuating circumstances i.e. medical certificate. This course credit expires after 6 months unless otherwise advised in writing by the college or the college does not have the same course scheduled within the next 6 month period. In this circumstance the student may apply for a refund on the basis of personal hardship or sickness upon provision of substantiation of the claim. The student may only be eligible for a refund based on the pro-rata attendance of the course, against the remaining balance of the course. Each student will be assessed on their individual circumstances.
- Where a student does not attend a scheduled day or part of the course and can not provide satisfactory evidence as to why they did not attend, the college may charge the student to attend the missed portion of the course.
- Where an account has been paid using a Credit Card and that transaction incurred a processing fee, the processing fee is not eligible to be refunded. The refund amount calculated will be refunded onto the Credit Card in which it was originally processed.
- Where the account was paid for by a Third Party, the Third Party would be required to request a refund and the refund would be paid to the Third Party not the student.
- Where a Third Party has an account with Security Institute, the course fees must be paid within 30 days from invoice date.
- Where the account was paid by Cheque, Cash, EFTPOS or bank transfer the refund will be processed via Bank Transfer into the recipients nominated account.

Fees will be:

- Kept in a separate account with a recognised banking institution
- Accessed on a week-by-week basis only when the service is rendered
- Not used for any other purpose until clients have commenced the program relating to the fees.

5 Language, Literacy & Numeracy Support

Students may be assessed in order to ascertain if their Literacy and Numeracy skills are sufficient to successfully undertake the training program. This is usually via interview or completion of an exercise contained in the proposed training program. Those who require further assessment or remedial support will be referred to a qualified expert. Any costs incurred will be the responsibility of the student.

6 Student Support & Records Retention

6.1 Student Services, Welfare and Guidance

CALIBRE PTY LTD uses quality management practices to ensure effective student services. Operational standards ensure timely issuance of training assessments, results and qualifications, appropriate to competence achieved and issued in accordance with National guidelines. All student results and documentation is recorded, kept confidential and securely archived. Records are kept in safe custody, with access restricted to authorised staff. Students can access their files by request, with 14 days notice in writing. All relevant organisational documents carry a version number and date. Records of updated version numbers are kept on file.

Calibre Pty Ltd is a Registered Training Organisation registered with the Australian Skills Quality Authority, National Provider Number is 31962.

In accordance with the Standards for NVR Registered Training Organisations, student results will be kept for 30 years.

Information about a student will not be disclosed to a third party without the written consent of the student. In the event of the RTO ceasing operations, all student records will be, within 14 days, transferred to the ASQA. In the event of change of ownership of the RTO, all student records will be retained by the new organisation in such a format that qualifications and statements of attainment can be reproduced if required.

100% of student records which includes all assessment items submitted by the student, assessment records, checklist etc for the term of the appeals period stated in the Student Handbook as per the Appeals/Grievance Policy. At the end of the appeals period 100% of student records will be retained for a further 6 months following completion.

Student records will be held on site at the training centre for a period of 1 annual year , from the year the last completed training with the college. All student records 2 years or older will then be stored in Archives. A student may request in writing to have their records retrieved from archive. This will incur a fee of \$25.00

CALIBRE PTY LTD has student welfare and guidance services relevant to its training products. Where necessary, students requiring literacy and/or numeracy support are referred to relevant qualified experts. Any fees incurred are the responsibility of the student.

CALIBRE PTY LTD has access to personnel with experience in developing diagnostic assessment services for diverse client needs.

CALIBRE PTY LTD informs students of all fees and charges prior to enrolment. Students are advised of course content, outcomes, and assessment procedures before training commences.

CALIBRE PTY LTD's quality focus includes access and equity, recognition of prior learning, fair and equitable refund policy, complaint and appeal policy and procedure. For any matter outside of CALIBRE PTY LTD's expertise or control, CALIBRE PTY LTD will make every attempt to refer the student to the relevant agency or expert.

6.2 Procedure for Student Support/Counselling

CALIBRE PTY LTD is at all times concerned with the welfare of our students. Staff will counsel students as appropriate and/or refer them to qualified counsellors. The staff are required to respond to and attempt to alleviate any signs of distress or discomfort by students, and to actively render appropriate assistance.

Where CALIBRE Pty Ltd is unable to assist you internally and where there may exist personal circumstances or issues that affect your participation, we offer the following contact numbers. Should you feel that you are unable to contact these agencies yourself, the staff of CALIBRE Pty Ltd will be happy to assist with any enquiries on your behalf where possible.

- Fruition Australia 1300 TUITION (884 846)
- Centrelink 131 021
- Mission Australia Helpline 1300 886 999
- Salvation Army Care Line 3831 9016
- Life Line 131 114
- Kids Helpline 1800 55 1800
- Alcohol and Drug Information Service 3236 2414
- Drug-Arm 1300 656 800
- Interpreting Service 131 450
- Statewide Sexual Assault Helpline 1800 010 120
- Youth Emergency Service (Accommodation) 3357 7655

7 Flexible Learning & Assessment

7.1 Training and Assessment Standards

CALIBRE PTY LTD's staff have appropriate qualifications and experience to deliver the training and assessment offered. Assessment will meet National Assessment Principles including recognition of prior learning and credit transfer. CALIBRE PTY LTD complies with the international Code of Conduct for Assessors developed by The National Council for Measurement in Education.

Sufficient training materials and physical resources are utilised to achieve the learning outcomes of the training product. Appeals procedures are in place for students who are not satisfied with assessment or training. All assessment processes are valid, reliable, flexible and fair.

Students are advised of assessment requirements before training commences.

7.2 Flexible Learning

CALIBRE PTY LTD provides students with learning flexibility by taking their personal situations into consideration so as (a) to maximise learning outcomes, and (b) to optimise access to learning activities. Any flexible arrangements must at all times adhere to the course assessment standards and requirements.

Students should initially discuss possible flexible arrangements with their trainer. If the desired change is feasible, authorisation should then be obtained from the Director.

7.3 Assessment

The assessment process for each course are detailed during course induction. CALIBRE PTY LTD applies the principles of validity, reliability, fairness and flexibility in all assessments.

The objective of assessment is for the student to show that they have achieved the unit's competencies. Students may be assessed by one or more of the following methods:

- **Observation** – the completion of a specified task, set of procedures or simulated scenario, normally performed under close supervision, using a detailed checklist.
- **Oral questioning** – a response is provided to a series of questions presented in order to demonstrate understanding of principles or reasoning behind the action taken.
- **Case study / scenario** – an opportunity to display problem solving and decision making skills is provided in a simulated context.
- **Simulation** - an opportunity to display problem solving and decision making skills is provided in a practical simulated context
- **Multiple choice** – a question or incomplete statement followed by several options [usually 4 – 5] from which the trainee selects the appropriate answer/s.
- **Written short answer** – a written response item consisting of a question/s with answers of a single word, a few words, a sentence, or a paragraph.
- **Project** – an exercise or investigation based on a real life situation, generally requiring a significant part of the work being carried out without supervision, and involving the completion of a project report.
- **Or any other method outlined in the course information**

Students will be advised of the assessment methodology before training commences.

8 Complaints & Appeals

8.1 Complaints

In the event of a complaint students should:

- try to resolve the problem with the person concerned;
- seek the assistance of their trainer;
- complete and lodge the institutes complaints form.
- consult the director;
- seek arbitration by a third party acceptable to all parties to the complaint.

If the complaint is still unresolved, CALIBRE PTY LTD will advise students of external organisations to which they can appeal.

8.2 Appeals

CALIBRE PTY LTD seeks to prevent appeals by ensuring students are satisfied with their training. Personnel are expected to be fair, courteous and helpful in all dealings with students.

Any complaint about any assessment will be treated seriously, investigated thoroughly, and dealt with according to the merit of the complaint. The circumstances and results of any appeal are analysed by the Director, and appropriate improvements made to prevent recurrence of the problem. Appeals must be made within 14 days of receipt of assessment. All records of any appeals are kept on file.

Appeal Procedure:

- Notify trainer within 14 days.

- Trainer and/or Director provide a written statement of outcome within a further 14 days.
- Seek reassessment or arbitration by a 3rd party/panel acceptable to all parties to the appeal.
- If the appeal is still unresolved, the student will be notified in writing within 14 days and advised of external organisations, eg Consumer Affairs or relevant Government Departments that may be able to assist.

Students may also seek legal redress through the usual court processes if they feel unsatisfied.

9 Disciplinary Procedures

9.1 Discipline Policy

Students at all times must maintain appropriate behaviour and follow CALIBRE PTY LTD rules. Penalties for breaches of rules or unsuitable or disruptive behaviour will be imposed depending on the nature and severity of the breach. In the case of minor breaches, a warning will be given and penalties imposed for subsequent breaches. In the case of major or repeated breaches, penalties may be imposed immediately and the student may be requested to leave the course, by either the instructor or the Director.

All disciplinary matters will be handled by the Director.

9.2 Rules & Regulations

The following apply to all persons, staff and students:

- An individual's property is to be respected and not interfered with without prior consent. Look after your own possessions, CALIBRE PTY LTD accepts no responsibility for personal property lost or stolen at training sessions.
- Nobody has the right to interfere with another's ability to learn through disruption of classes or harassment of any kind.
- No aggressive physical contact or verbal abuse is to occur between any persons.
- Smoking is not permitted inside training facilities.
- Drinking alcohol is not permitted inside training facilities.
- Eating or drinking is not permitted in any space other than the designated areas.
- Clothing and behaviour should be appropriate and not cause offence to anyone.
- Mobile phones are to be turned off during classes and in study areas.

10 Access And Equity

10.1 Access and Equity Principles

CALIBRE PTY LTD will meet the needs of individuals and the community through the implementation of access and equity principles to ensure the fair allocation of resources and the right to equality of opportunity without discrimination. CALIBRE PTY LTD increases opportunities for people to participate in the vocational education and training system, and in associated decisions, which affect their lives.

- CALIBRE is fully committed to access and equity across the services that we offer and within the constraints of work location and available resources.
- Our access and equity policy will be continuously implemented and reviewed for areas of improvement.
- CALIBRE will strive to meet the needs of individuals, and the community as a whole through the implementation of access and equity guidelines.
- CALIBRE staff and contractors will ensure that equity principles for all people are implemented through the fair allocation of resources and the right to equality of opportunity without discrimination.
- We will increase opportunities for people to participate in the vocational education and training system, and in associated decisions, which affect their lives by working very closely with relevant government organisations, employers and trainees.
- We will implement customer oriented programs and target the specific needs of market segments in enhancing the economic development of the organisation.
- To ensure that all staff take full responsibility for access and equity, CALIBRE has determined that access and equity principles are incorporated into all policies and procedures of the organisation and that staff act in accordance with CALIBRE's Code of Practice.

CALIBRE PTY LTD prohibits discrimination towards any group or individuals in any form, including:

- Gender
- Pregnancy
- Race, colour, nationality, ethnic or ethno-religious background
- Marital status
- Homosexuality (male or female, actual or presumed)
- Age (in relation to compulsory retirement)

10.2 Staff Responsibilities for Access and Equity

CALIBRE PTY LTD applies access and equity principles to all programs and provides timely information and suitable support to assist students to identify and achieve their desired outcomes.

Access and equity issues are considered during training product development, and in training delivery and assessment.

11 Recognition of Prior Learning (RPL)

11.1 Recognition of Other Qualifications / Credit Transfer

CALIBRE PTY LTD recognises Australian Qualification Framework qualifications and Statements of Attainment which are issued by any other Registered Training Organisation.

Students may be entitled to a credit transfer in the following circumstances:

- Completed units of competency from a relevant National Training Package.
- Approved units of competency from a National Training Product.
- Successful RPL application.

11.2 Recognised Prior Learning (RPL) & Recognised Current Competence

Learners who have completed appropriate training or who through prior learning and experience have gained the required skills/competencies stipulated for the modules of the course may be granted credit upon substantiation of that claim. Students may make an application on request.

CALIBRE PTY LTD advises all applicants of RPL opportunities and procedures on enrolment. The performance criteria of the course module sets the RPL benchmarks.

Evidence for credit of prior learning may include:

- evidence of current competence;
- performance, demonstration, or skills test;
- workplace or other pertinent observation;
- oral presentation;
- portfolio, logbook, task book, projects or assignments;
- written presentation;
- interview;
- simulations.

There are a number of stages in an RPL claim.

1. Information stage;
2. Initial support & counselling stage;
3. Application stage;
4. Assessment stage;
5. Post-assessment guidance stage;
6. Certification stage.
7. A candidate may appeal an unsuccessful claim. (See *Complaints*.)

RPL is managed by qualified staff. A candidate may receive recognition for all competencies required for the course module or recognition of partial completion of the qualification through a Statement of Attainment being issued. Issuance of a Statement of Attainment indicates that some but not all competencies for the course module have been attained. The benchmarks for RPL are the learning outcomes of the module.

Candidates are charged a fee 75% of the standard course fee when making application for RPL assessment. On assessment completion the student is advised of the outcomes available which could be:

1. Issuance of Qualification
2. Outcomes of initial assessment – the student may have obtain some but not all the competencies required for the qualification. In which case they are given options:
 - to put in a second submission with further evidence relevant to the additional competencies required, the fee would be the remaining balance of the standard course fee (25%)
 - or attend the required classes to complete these competences, the fee would be the remaining balance of the standard course fee (25%)
 - or indicate they wish to have these competencies granted via a Statement of Attainment. If this option is selected the application will then be closed, if the student at a later date wishes to complete the remaining units they will be subject to the normal course fees.

Evidence considered for assessment is the Application Form plus a wide range of supporting evidence. Initial assessments are conducted with candidates self assessing against the learning outcomes of the competencies. Assessments are evaluated by the relevant instructors or a panel consisting of a course/subject expert and the relevant instructor.

The process may take any practical form consistent with the assessment criteria for the claimed competencies and the principles of validity, reliability, fairness and flexibility. It may include a further interview, written assignment, workplace assessment or collection of other material. Assessment must be conducted by a qualified assessor.

The RPL applicant is advised promptly of the RPL outcome. If the application is not successful, the reasons are given and unsuccessful applicants are advised of the appeal mechanisms. "Competent" is recorded on the student's record if recognition is granted. RPL applications will be processed over a minimum of 14 workings and a maximum of 30 working days. Please allow at least 14 workings from the date of the institutes recorded receipt of the RPL Application, before making any inquiries into it's status.

12 Human and Physical Resources

12.1 Human Resources

CALIBRE PTY LTD is committed to a high standard of training through high quality trainers with:

- a thorough knowledge of their subjects through formal study and practical on-the-job learning;
- extensive experience in industry in their field; and
- appropriate qualifications in training and assessment.

Trainers keep current with industry developments through release to industry and participation in industry training programs. In addition they participate in an ongoing basis in training to enhance their training and assessment skills.

12.2 Physical Resources

Students have access to or provision of necessary facilities/materials/equipment. These include:

1. Training Room Facilities:

- adequate ventilation, heating/cooling to maintain a temperature at which people can work for sustained periods;
- provision of comfortable chairs, designed for use over a sustained period;
- adequate lighting for normal viewing, writing and reading but avoidance of glare, brightness and competing visual stimuli;
- tables that are suitable for writing and which do not cramp students for space;
- clear sight and hearing from all points and to the point of presentation;
- audio visual equipment that is not intrusive;
- strategically placed power points;
- clearly accessible amenities such as toilets and drink stations;
- telephones placed away from training rooms;
- rooms located away from external noise of any kind likely to disturb proceedings;
- pleasing overall aesthetics; and
- shape and size of the room(s) and the type of furniture conducive to varied layouts.

2. Reference Materials

3. Refreshment Facilities

13 Procedure for Issuing Certificates

The student will be issued with a certificate on completion. If the student completes only one or more Units but not a complete qualification, a Statement of Attainment will be issued. A Statement of Attendance may be issued where appropriate.

Before certification is issued the instructor verifies competency has been properly assessed, all tasks completed, and administration verifies all fees paid. Once all is in order, the certification is issued. Students who have not paid their fees in full will receive their certification once the account is settled in full. In this instance the certification will be held on the students file reading to be issued.

When a student has completed their course and a certificate has been issued, the student's file is filed as per the student records policy..

14 Legislation

CALIBRE PTY LTD identifies and complies with relevant State or Territory laws including Commonwealth or State legislation:

- Work Health and Safety Act 2011
- Workers' Compensation and Rehabilitation Act 2003
- Anti-Discrimination Act 1991
- Equal Employment Opportunity 1987
- Vocational Education, Training and Employment Act 2000
- Workplace Health and Safety Act 1995
- Building Fire Safety Regulations 2008
- Occupational licensing requirements
- Security Providers Act
- QLD Weapons Act
- Relevant local council regulations (e.g. physical access, hours of operation)
- Apprenticeship and traineeship requirements where appropriate.

The various acts are held on site and are accessible on the Internet at

www.legislation.qld.gov.au or at the Australian Legal Information Institute web site:

www.austlii.edu.au. Staff and students should keep aware of the above requirements

through such means as orientation, staff and student meetings, handbooks, bulletins and noticeboards.

15 Privacy Policy

CALIBRE PTY LTD complies with the Privacy Act 2001. Information collected on clients is only used for the purpose of delivery of our services.

The information will not be released to a third party without the written consent of the client. Clients can request a copy of the information held about them by a written request to the Director.

Use and disclosure of personal information

Sensitive personal information will only be collected as required from students, is treated as confidential within CALIBRE PTY LTD and is used for the purpose for which it was collected or for a related purpose. This includes:

- providing the training services
- informing students about additional or upcoming courses available
- gathering feedback from students regarding training for CALIBRE PTY LTD's market analysis and course development.

CALIBRE PTY LTD does not disclose sensitive personal information to other third parties without permission or instruction from the student unless required by Law to do so. If you wish to authorise a third party to access your records please contact the Director. You will be supplied with some forms to complete before access can be granted.

Information about students from third parties

CALIBRE PTY LTD may need to source or verify information about students from a third party. Wherever possible this will be done with the student's authorisation, or if not possible, CALIBRE PTY LTD will inform the student when such information is collected.

Receiving marketing information

With students' consent, CALIBRE PTY LTD may provide them with information from time to time about new courses available to them.

Students' consent to this will be implied unless they notify CALIBRE PTY LTD that they do not wish to receive this information. You may do this by advising the Administration staff that you do not wish to receive marketing information.

Security of personal information

In line with new technology, CALIBRE PTY LTD continually improves the security of personal information collected. CALIBRE PTY LTD takes all reasonable steps to protect the personal information of persons by:

- securing all files with personal information in locked cabinets
- only providing staff with access to personal information, where required
- destroying information after the required retention period
- ensuring computer security at all times by the use of firewalls and up to date virus software
- password access to the computer system
- audits of the computer systems
- not releasing information to third parties without prior written authorisation.

Rights to access information

Under the Privacy Act, students have the right to access personal information held about them. If the information is incorrect, they have the right to require CALIBRE PTY LTD to amend the information.

To access this information students are required to contact the administration staff and complete a request for access form, this form is then submitted to the Operations Manager or Director for validation. The student's identity must be verified through either presentation of appropriate identification or answering a series of specific targeted questions. The request for access form must be signed by both the student and the Director as an official record of the access and identity verification. There may be a waiting period of up to 7 working days before access is granted.

Further information

To obtain further information about the Privacy Policy or access to personal information, please contact the administration staff.

Staff Confidentiality

CALIBRE PTY LTD complies with the Privacy Act 2001. Information collected on clients is only used for the purpose of delivery of our services. Staff must be aware of this act and its requirements and must at all times ensure student information remains confidential.

Student Information Requests

The Director is responsible for the processing of all requests for student information from students.

These requests require the completion of a request for access form and the verification of the student's identity through either sighting of appropriate photo ID or the correct answering of a checklist of questions derived from the student's personal details.

These questions are:

- Full Name
- Student Number
- Date of Birth
- Address (home and semester)
- Phone Number (home and semester)

The Director and the student must both sign the request form as an official record of identification. The Director may also, if deemed necessary, further ensure the student's identification through a signature comparison with their enrolment form.

The Director is to notify the student when access is available. The Director and the student must both again sign the form upon access as a record of such access. This form is then to be placed in the student's file for future reference.

Third Party Information Requests

No staff member is to release any information about students to any third party unless prior written authorisation is obtained from the student or disclosure is required by law.

Authorised Third Parties:

Students may nominate third parties they wish to access their records. This process is conducted by the Director who ensures a third party access form is completed and the security details for the third party obtained. These details will be entered into the student's file.

Any staff member who receives a request for information from a person claiming to be authorised must verify this authorisation and any related conditions through either a password or question list check prior to releasing any information.

Other Third Parties

Staff must not release any information to any other third party requesting student information. The Director will obtain details of the request and detail these to the student to determine whether they wish to authorise access through a written consent form.

***Good Luck
with
your course***