



# **GOLD TRAINING STUDENT HANDBOOK**



## **IMPORTANT INFORMATION FOR POTENTIAL AND CURRENT STUDENTS**

RTO PROVIDER: 40515 | ABN: 39 123 157 | CAN: 123 157 120

Level 2, 20 Innovation Parkway, Birtinya QLD 4575.

P: 1300 885 121 | [gt.studentadmin@goldtraining.edu.au](mailto:gt.studentadmin@goldtraining.edu.au) | [www.goldtraining.edu.au](http://www.goldtraining.edu.au)

## Contents

INTRODUCTION & YOUR COMMITMENT TO GOLD TRAINING	3
GOLD TRAINING CONTACT DETAILS	3
STUDENT SELECTION & RECRUITMENT	3
STUDENT INDUCTION INFORMATION	3
ENROLMENT AT GOLD TRAINING	4
STUDENT USI	4
STUDENT ENROLMENT	5
STUDENT CONTACT DETAILS	5
CHANGE OF ENROLMENT	5
COURSE FEES	5
PAYMENT	6
PAYMENT PLAN	6
COURSE CANCELLATION, REFUND & AGREEMENT	6
HOW TO REQUEST A REFUND	7
COPYRIGHT ACKNOWLEDGEMENT	7
FINANCIAL & ADMINISTRATIVE PRACTICES	8
STUDENT PRIVACY & PRIVACY STATEMENT	8
STUDENT AGREEMENT	9
STUDENT CODE OF CONDUCT	9
YOUR ALLOCATED TRAINER & ASSESSOR	10
GOLD TRAINING'S APPROACH	10
FLEXIBLE LEARNING & ASSESSMENT	11
LANGUAGE, LITERACY & NUMERACY	12
STUDENT SUPPORT SERVICES	13
PLAGIARISM, COLLUSION & CHEATING - POLICY	14
RECOGNITION OF PRIOR LEARNING (RPL)	15
CREDIT TRANSFER	16
APPLYING FOR RPL (& CREDIT TRANSFER) – OUR PROCESS	16
RECOGNITION OF QUALIFICATIONS ISSUED BY OTHER RTO'S	16
STUDENT ATTENDANCE POLICY	17
STUDENT ABSENTEEISM POLICY	17
STUDENT HEALTH & SAFETY	17
DRUGS & ALCOHOL	17
OCCUPATIONAL HEALTH & SAFETY	18
LEGISLATION	18
APPEALS AND COMPLAINTS	18
ACADEMIC APPEAL PROCESS	19
GROUND'S FOR APPEAL	19
CONTINUOUS IMPROVEMENT	20
STUDENT TRAINING RECORDS & INFORMATION	21
ACCESS TO YOUR STUDENT TRAINING RECORD	21
STUDENT FEEDBACK	21
ISSUING OF CERTIFICATION	22
RE-ISSUING OF CERTIFICATES	22
MINIMUM INFORMATION TECHNOLOGY REQUIREMENTS	22

## INTRODUCTION & YOUR COMMITMENT TO GOLD TRAINING

This Student Handbook is provided to all prospective students of Gold Training prior to completing their enrolment with Gold Training. The handbook provides accurate, relevant and up-to-date information for all students that are contemplating and/or commencing study with us. Please take the time to read this handbook and sign the student acknowledgement on the enrolment form which will be retained in your student file.

When you make the choice to engage in study with Gold Training, you are also giving your commitment as a student towards achieving your personal goals and future aspirations. We will support and assist you along this learning journey to achieve your goals. All students are expected to maintain high standards of academic honesty and integrity. Additionally, as a Gold Training student, your active participation and self-motivation to engage and execute your studies will enable you to complete your chosen qualification within the specified course duration. This is a two-way learning partnership between yourself and Gold Training's Trainers and Assessors all the way through to your course completion.

## GOLD TRAINING CONTACT DETAILS

If at any point before, during or after your study Gold Training (RTO: 40515) can be contacted on:

Phone: 1300 885 121  
Email: [gt.studentadmin@goldtraining.edu.au](mailto:gt.studentadmin@goldtraining.edu.au)  
Website: [www.goldtraining.edu.au](http://www.goldtraining.edu.au)  
Mail: Level 2, 20 Innovation Parkway, Birtinya QLD 4575

NB: For all mailed items, please ensure you retain a copy for your personal files).

## STUDENT SELECTION & RECRUITMENT

Students will be recruited responsibly and ethically at all times and recruitment will be consistent with training package/product requirements. Gold Training complies with equal opportunity and anti-discrimination legislation with regards to selection and recruitment of students.

In some instances, there may be course entry requirements and qualification prerequisites that need to be adhered to, due to health and safety or language and literacy, comprehension and understanding requirements. Gold Training team members will discuss these entry requirements into these courses with potential students before the Enrolment and Induction Process.

## STUDENT INDUCTION INFORMATION

Prior to commencing training all students of Gold Training will receive information on and have the opportunity to discuss:

- Chosen course, qualification, skill set or other training, the duration and time commitment involved,
- Training and assessment strategies – how the training and assessment will be conducted,
- Our expectations of you and your student contribution towards course completion,
- Recognition of Prior Learning (RPL),
- Total cost of the course and enrolment procedures,
- All additional information relating to your study,
- A copy of the student handbook,
- Information on access to your student file,
- Ensure your enrolment details and personal details are correct, advice to complete a Unique Student Identifier (USI) – required to be provided by all students prior to commencing their chosen course,

- Complaints' policy and procedure, access and equity policy,
- Refund Policy, Appeals process,
- Code of Conduct, Harassment policy,
- Language, Literacy, Numeracy, Comprehension and Understanding (LLN) assessment and opportunity to discuss any learning challenges to advise Gold Training to ensure modified/adjusted learning is engaged with you.

If you require further information about any of Gold Training's policies and procedures, please contact Gold Training directly on 1300 885 121 or visit [www.goldtraining.edu.au](http://www.goldtraining.edu.au)

## ENROLMENT AT GOLD TRAINING

- Details of home and postal address
- Current phone numbers, email and emergency contact name and contact details.
- Details/Confirmation of previous qualification/s level/s completed in full.
- Copies of previous qualifications/statements completed relevant to the study (in particular if considering credit transfer or RPL) or a USI transcript.
- Photo ID: Driver's licence OR Proof of age card OR Passport OR Student card.
- Proof QLD Resident: Driver's licence, official letter from government, Bank OR Stat Dec if no other form is available to confirm the address.
- Proof Australian Citizen or Permanent Resident or New Zealand Citizen: Green Medicare card OR Passport OR Birth certificate.

In the initial Student Interview, all queries regarding course structure and timetables will be answered. The Administration team will be available to answer questions students have regarding subject selection and sequencing.

## STUDENT USI

Students studying nationally recognised training in Australia from 1 January 2015 will be required to have a Unique Student Identifier (USI).

You must have or apply for a Unique Student Identifier (USI). As a student, you are required to apply and provide Gold Training your own USI. This application can be completed on a smart phone or internet website.

Go to: [www.usi.gov.au](http://www.usi.gov.au)

Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016. When applying for a job or enrolling in further study, you will often need to provide your training records and results (transcript). One of the main benefits of the USI is the ability to provide students with easy access to their training records and results (transcript) throughout their life.

You can access your USI account online from your computer, tablet or smart phone anytime. In accordance with its' obligation as a RTO, prior to issuing a qualification or statement of attainment, Gold Training is required to:

- Collect a Unique Student Identifier (USI) from each student.
- Verify a USI supplied by a student.
- Ensure a student has a valid USI before conferring a qualification or statement of attainment for the student.
- Ensure the security of USIs and related documentation.
- Destroy any personal information which you collected solely for the purpose of applying for a USI on behalf of a student.
- Adhere to all legislative requirements under the USI legislative requirements.

All USIs and related documentation will be stored securely in accordance with Gold Training's Records Management and Privacy policies and procedures.

## STUDENT ENROLMENT

1. Complete and sign the Enrolment Form. PLEASE NOTE: Gold Training respects your right to be treated fairly, learn in an environment free of discrimination and racial, sexual or other harassment. By signing the enrolment form, you agree to abide by Gold Training's regulations and code of conduct. You are expected to conduct yourself in a manner that will not discredit yourself or Gold Training. Acts which seriously interfere with the basic purposes, necessities and processes of the academic community are prohibited.
2. Complete a Credit Transfer/Recognition of Prior Learning Application (if applicable).
3. Complete Language Literacy and Numeracy (LLN) assessment and reasonable adjustment form (if applicable).
4. Submit your enrolment form along with copies of your identification, your USI and any other required information and payment of the enrolment fee.
5. When your payment is received, and your enrolment is accepted, Gold Training can provide you (or your employer) with a receipt.

## STUDENT CONTACT DETAILS

It is important that the following information is accurately noted on your enrolment form. If any of this information changes you must notify Gold Training at the earliest opportunity.

- Correct and clear spelling of your name.
- Date of birth.
- Current address.
- Any assistance that you may require throughout the course.
- Any recognition of prior learning and/or credit transfer that you wish to apply for.
- Proof of payment of fees (where applicable).

## CHANGE OF ENROLMENT

Change of enrolment or extension to the 12 month – 24 month enrolment is assessed on an individual basis and applications for extension must be received in writing stating the student's reasons for applying for extension. An enrolment extension may be granted where reasonable cause of inability to complete is provided. Where enrolment applies to face-to-face study, transfer of registration may be made to a later session (if within the 12 month – 24 month enrolment period).

## COURSE FEES

Fees and charges for enrolment are set by Gold Training. These may vary and will be clarified prior to enrolment. Unless otherwise advised fees:

- Will include an enrolment fee and/or student contribution fee (set per course).
- Will include a tuition fee (set per course).
- May be subject to change, but you would be advised accordingly.
- Do not include is the cost of additional textbooks, stationery, materials, tools or other individual items of equipment necessary for the course (i.e. laptop).
- Reflect the content of the course and the above information, not the duration; therefore, there is no automatic reduction of tuition fees if you complete the course in a shorter time than the published length of the course.

Should you require a period greater than that stated on this offer to complete the course, you may be subject to additional fees. This can be discussed by contacting Gold Training Administration team.

## PAYMENT

A tax invoice for enrolment and tuition fees, with payment terms and conditions, is issued upon confirmation of your eligibility and place on the course.

Payments can be made by:

- Direct bank transfer
- Credit card – Visa or MasterCard (preferred) (please note that a 1.1% surcharge applies to credit card payments)
- Money order or Bank Cheque made payable to Gold Training Pty Ltd
- Payment plan, depending on course of study. See further information below - conditions apply.

For all courses, the total course fee is made up of an enrolment and tuition fee with the enrolment fee payable up front and prior to course commencement, to secure your place with the total balance payable on commencement of training. Gold Training accepts payment of no more than \$1000 from each individual student prior to course commencement or no more than \$1500 additional fees in advance from the student.

Your results and/or any Award owing to you for successfully completed units of competency will not be released until such time as all outstanding fees are paid.

### Payment plan

For courses of study charged at \$1000 or more, and where the student is not accessing any government funding entitlement, a payment plan may be available by application.

When applicable, course fees, including enrolment and tuition can be paid according to a delayed payment arrangement managed by independent billing service provider, whereby:

- An enrolment fee is payable up front, prior to the commencement of training in order to secure your place on the course.
- The balance of enrolment and tuition fee is paid by direct debit as weekly or fortnightly payments with additional administration and transactions fees payable as per the providers terms and conditions.
- The balance of all fees must be paid by the completion of training and before any results are issued.

## COURSE CANCELLATION, REFUND & AGREEMENT

Gold Training ensures that all fees paid are correctly receipted and recorded in accordance with the financial management policy and procedures and state based contractual requirements. All refunds are considered as per the Gold Training Refund Policy and will only be provided under the below circumstances\*Excluding Construction Skills Queensland Courses:

<u>Reason</u>	<u>Amount Refunded</u>
Course cancelled or postponed by Gold Training prior to commencement. Fees and charges have been paid in full before the commencement of the training and the cancellation occurs during the enrolment period.	Full refund
Gold Training is unable to provide an alternative course or other arrangement acceptable to the student for which the original offer was made.	Full refund
Withdrawal at least 1 week prior to the agreed commencement of training.	Full refund

<u>Reason</u>	<u>Amount Refunded</u>
Withdrawal within 1-6 days prior to the agreed commencement of training.	50% refund (course handling/ student contribution fee retained by Gold Training)
Withdrawal on or after the agreed start date.	No refund

Once the course has commenced, refunds will not be provided unless:

- The student can provide medical reasons with a Medical Certificate, OR
- The student can provide reasoning for their course enrolment to cease

AND

- The student applies in writing to the RTO Manager, Gold Training with supporting documentation attached. If a refund is granted, the refund amount is to be proportionate depending on attendance and/or completed training and assessment and is dependent on the return of any unused course materials.

If a refund is not granted, any outstanding fees must be fully paid by the student.

Enrolments under Construction Skill Queensland funding will not be able to apply for a refund regardless of time of withdrawal. Gold Training will issue a full refund if the course is cancelled by Gold Training prior to commencement.

## HOW TO REQUEST A REFUND

- Student must request a Refund Request Form from the Administration Team and return it with the following information.
- Refund requests for full or partial refunds must:
- Set out the reasons for the request and
- Be accompanied by supporting documents as may be appropriate; and
- Information provided by the student must include:
- Date of the claim
- Full name of student
- Course in which the student was enrolled
- Basis for making the claim
- Amount claimed
- Student's payment details
- Student's signature; and
- All documents relevant for consideration of the claim
- Refund is provided to student within 14 days as per this Refund policy and procedure.

This agreement and the availability of the complaints and appeals procedure do not remove the student's rights to take action under Australia's consumer protection laws. Gold Training dispute resolution process does not circumscribe the student's right to pursue other legal remedies. The student can refer to Gold Training's complaints and appeals procedure if they wish to appeal the refund policy.

## COPYRIGHT ACKNOWLEDGEMENT

It is a condition of enrolment that you acknowledge and agree that all copyright and other intellectual property rights, in the materials provided to you as a student, remain the property of the Gold Training.



## FINANCIAL & ADMINISTRATIVE PRACTICES

Gold Training guarantees the sound financial position of the business at time of print production, website publishing and other forms of communication in writing. Measures have been taken to ensure that all course fees paid in advance are identified and protected and the business maintains appropriate financial management practices.

Students' records are managed to ensure confidentiality and security of all student information maintained. All student records are stored and archived in accordance with the requirements of the VET Quality Framework (VQF) 2015 and the national regulatory authority, and retained records are retrievable for perusal by students or regulatory authorities if requested.

## STUDENT PRIVACY & PRIVACY STATEMENT

Under the Data Provision Requirements 2020, Gold Training is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on the enrolment form), may be used or disclosed by Gold Training for statistical, administrative, regulatory and research purposes. Gold Training may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVER

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- Populating authenticated VET transcripts;
- Facilitating statistics and research relating to education, including surveys and data linkage;
- Pre-populating RTO student enrolment forms;
- Understanding how the VET market operates, for policy, workforce planning and consumer information; and
- Administering VET, including program administration, regulation, monitoring and evaluation.

You may receive a student survey which may be administered by a government department or NCVER employee, agent or third-party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at [www.ncver.edu.au](http://www.ncver.edu.au)).

Your Information is protected under the Privacy and Personal Information Protection Act 1988. The information requested on your enrolment form will be used for the purpose of enrolment and for statistical reporting to government agencies only. All information is kept confidential and access to this information is only available to you, and administration staff at Gold Training. If a third-party requires a student information we will obtain your written consent prior to releasing any information.

Gold Training takes all reasonable steps to protect the personal information and student submissions it holds from misuse and loss, and from unauthorised access, modification or disclosure. Gold Training is subject to auditing by Government agencies. For the purpose of these audits your training file may be given to officers from agencies such as Australian Skills Quality Authority (ASQA).

Gold Training recognises a student's right to privacy. The Gold Training Privacy Policy identifies how we handle all



student information we are in the possession of. We collect and store student enrolment details and progress reports. The policy is accessible on the Gold Training website, and a hard copy may be provided to students on request.

Where State or Commonwealth funding supports training, we are obliged to submit your enrolment details for statistical purposes. The information we collect from you is protected. Personal student files will only contain information pertinent to the student's training program. The confidentiality of all personal information in our records will be protected under current commonwealth legislation governing this area.

## STUDENT AGREEMENT

In making a contract to enrol in a course at Gold Training, you acknowledge and agree:

- That the information you provided in your application is complete and correct.
- To be bound by Gold Training's rules and regulations and any amendments made to the rules and regulations.
- To undertake a testing requirement prior to any course entry, if deemed necessary by Gold Training.
- To pay all fees required on or before the due date as notified in writing by Gold Training or as per the invoice. Gold Training will access these fees in accordance with the procedures established by the (Queensland) State Government (<https://det.qld.gov.au>) and the Australian Department of Education and Training (<https://www.education.gov.au>)
- That Gold Training reserves the right to accept or reject any application for enrolment at its discretion.
- That Gold Training reserves the right to cancel any course prior to the commencement date of the course should it be deemed necessary and, in that event, shall refund all payments received from you and as per the Refund Policy above.
- That any refund is made in accordance with the policy above and full refunds of amounts owed to you will be made within 14 days.
- That tuition fees are not transferable to another person or institution.
- Gold Training reserves the right to withhold granting the Award attained by you if your fees remain outstanding.
- Any information that you give to Gold Training or that Gold Training collects about you can be given to authorised State and Commonwealth Agencies.
- Gold Training reserves the right to change, alter or amend curricula, syllabi, course structure, and any other matter pertaining to the provision of a course at any time. Such changes, alterations and amendments may be made without notice.
- Refunds will only be paid to the person that enters the contract with Gold Training unless Gold Training receives written direction to pay the refund to somebody else.
- Requests for refunds should be made in writing and addressed to the RTO Manager at Gold Training.

It is important that you have read and understood or have the information explained to you within Gold Training's enclosed Refund Policy. Your Enrolment form must be signed as confirmation of your acceptance of the refund and transfer of credits policy, and then returned with your payment of fees. In addition, payment of fees is deemed as acceptance of these terms and conditions.

## STUDENT CODE OF CONDUCT

Gold Training requires that all students observe the following principles whilst undertaking training and assessment:

- Respect other students and the Trainer/Assessor
- Feel free to contribute but let everyone have their say
- Not to cause disruption to the training and assessment process
- All work should be the original work of the student
- Complete and submit all assessment material on time
- Submit assessment tasks of a high quality and reflect business norms pertaining to layout and format as required in any instructions in an assessment task.

- Submit assessment tasks in English

All students are also asked to operate within the general guidelines of the policies and procedures as outlined here in the Student Handbook. For students, these do not replace or override the policies and procedures of the workplace where the student is employed, but rather apply only in regard to their training with Gold Training.

Gold Training is required as part of the apprenticeship/traineeship to report regularly to the employer. Therefore, Gold Training reserves the right to report all incidents that might be handled under this procedure to the apprentice's/trainee's employer. Gold Training expects all students to conduct themselves with honesty and integrity in all their dealings with staff and other students. This is especially important in the verification that a student's work is genuinely his or her own. This environment of mutual respect and understanding is important to foster the learning process, and it is all of our responsibility to maintain.

Failure to uphold the policies and rules as described in this Student Handbook is considered to be misconduct and may result in disciplinary action. All notices and notes of verbal discussions relating to misconduct and counselling sessions will be placed on the individual's student file.

Gold Training has the right to withhold any applicable certificates wherever a student is requested to cease training for disciplinary reasons.

## YOUR ALLOCATED TRAINER & ASSESSOR

When you enrol with Gold Training, you will be allocated a Trainer and Assessor. This trainer/assessor may not be the same Trainer and Assessor who assesses every unit in your course due to subject expertise and availability. At Gold Training we endeavour to have the highest standards of Trainer and Assessors to support you through your study. As mentioned, we regard our Trainers and Assessors as Subject Matter Experts (SME's).

Your Trainer and Assessor will:

- Support you to achieve satisfactory completion in each unit of competency,
- Support you towards successful completion of your chosen course,
- Provide you with relevant industry knowledge and experience,
- Create a fun and interactive learning environment,
- Be mindful of any LLN, comprehension or understanding challenges and adjust their training and assessment style to accommodate each individual learning requirements,
- Provide regular, relevant feedback to progress you through your study to completion.

## GOLD TRAINING'S APPROACH

Gold Training has a flexible approach to training and assessment and students in any of our courses should feel free at any time to request flexibility and individual consideration from the training/assessment and/or

Administration teams in relation to all training and assessment matters. The following principles will be considered and applied when Trainers and Assessors are engaging with Gold Training students:

- Adults are autonomous and self-directed.
- Adults are goal-oriented and usually know what goal they want to attain.
- Adults are practical, focusing on the aspects of a lesson most useful to them in their work.

They may not be interested in knowledge for its own sake. Adults are relevancy oriented. They must see a reason for learning something. Learning has to be applicable to their work or other responsibilities, to be of value to them.

## FLEXIBLE LEARNING & ASSESSMENT

Gold Training recognises the principles of flexible delivery. Programs are designed to emphasize flexibility of delivery and assessment to maximise the opportunity for access and participation by disadvantaged students. Delivery alternatives vary with each course, but may include self-paced learning, flexible timetabling, face-to-face lecture/tutorial and Trainer/Assessor feedback via face-to-face, verbal, and/or email enquiries.

Gold Training's flexible training approach supports the national training system, the values and methodology which increases choice on what, when, where and how people learn. Employers benefit from the capacity to integrate training system into their workplace in a way that suits their business, while students can be provided with training that best fits their learning methods and assists them in their balance of work, life and educational commitments.

Gold Training offers flexible learning and assessment in all of their accredited courses. This includes:

- The scheduling of the learning sessions.
- Providing self-paced learning experiences.
- Negotiating workplace learning projects.
- Providing learning materials that meet your individual needs and reflect your current workplace activities.
- Allowing for a variety of assessment methods and tools.
- Providing flexible assessment to meet specific special needs.

Gold Training applies at all time the principles of flexible delivery to maximise the opportunity for students to access information for learning and achieve the desired outcomes of assessment. A variety of learning methods are used which to encompass the success of every Gold Training student and include distance delivery, self-paced, online learning, scheduled Trainer/Assessor contact and facilitated training and practice of new skills and knowledge.

## LANGUAGE, LITERACY & NUMERACY

Gold Training recognises that all vocational training includes language, literacy and numeracy tasks and all Gold Training 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;

- All training and assessments are conducted in English;
- Clear models of the language/literacy/numeracy task;
- Opportunities for repeated and supported practice; and
- Opportunities for independent practice.

Where some students require additional practice and training Gold Training provides opportunities for this support to occur. Gold Training always aims to provide a positive and rewarding learning experience for all of its students. The enrolment form asks students to provide information regarding their LL&N requirements or any other special learning needs and a reading and comprehension exercise to ascertain suitability for enrolment into a course is offered. In the event of LL&N becoming an issue, the Administration Staff will contact the student to discuss their requirements.

Where language, literacy and numeracy competency are essential for course students, we have made every effort to ensure that students are adequately supported to enable them to complete their training. Some examples of the type of support that we can offer include:

### Literacy

- Providing students only essential writing tasks,
- To avoid fatigue, use of group activities so that writing can be shared
- Providing examples and models of completed tasks,
- Ensuring that documents and forms are written and formatted in plain English,
- Using clear headings, highlighting certain key words or phrases and providing explanations of all technical terms used.

### Language

- Presenting information in small chunks,
- Speaking clearly, concisely and not too quickly,
- Giving clear instructions in a logical sequence, and ample practical examples
- Encouraging students to ask questions,
- Asking all questions to ensure students understand.

### Numeracy

- Asking students to identify in words, what the exact problem is and how they might solve it,
- Showing students how to do the calculations through step by step instructions and through examples of completed calculations,
- Helping students to work out what math's/calculations/ measurements are required to complete the task,
- Encouraging the use of calculators and demonstrating how to use these.

## STUDENT SUPPORT SERVICES

Students should contact their Trainer/Assessor in the first instance if they require support or guidance. Gold Training Administration Officers can also provide support that may be needed in the completion of their course of study with this organisation. The RTO Manager is also available to assist in any way if your Trainer/Assessor or the administration staff cannot help.

Gold Training caters to diverse student learning needs and aims to identify and respond to the learning needs of all students. Students are encouraged to express their views about their learning needs at all stages of their learning experience from enrolment stage.

All students should contact the Administration Team if they wish to ask about any vocational education training or personal counselling services available.

Gold Training provides suitable resources to help students to identify their learning needs and provides staff with the required student-based information for use in designing student training and assessment strategies. In designing and adapting training and assessment products, Gold Training will do its best to ensure they are relevant to industry and legislative needs.

Gold Training is committed to providing assistance to students requiring additional support or advice while training. Additional support and services include:

- Counselling in the areas of Language, Literacy and Numeracy.
- Assistance when applying for RPL and Credit Transfer.

Should you be experiencing any difficulties with your studies, please discuss this immediately with your Trainer/ Assessor or a Gold Training Administration team member.

Useful support contacts include:

Police/Fire/Ambulance 000	Translation & Interpreting Services 13 14 50
Alcohol and Drug Information Service 1800 888 236	Poisons Information Centre 13 11 26
Family Drug Support hotline 1300 3368 186	Lifeline 24-hour counselling and information 131 114
Australian Council of Adult Literacy 03 9469 2650	Men's Line Australia 1300 789 978
Pregnancy Counselling Australia 1300 737 732	Salvation Army Salvo Care Line 1300 363 622

## PLAGIARISM, COLLUSION & CHEATING - POLICY

This policy will clearly describe the steps that Gold Training takes when plagiarism, collusion or cheating are suspected or identified to:

- Ensure that students do not gain unfair advantage by plagiarising, colluding or cheating at any time during their learning and assessment.
- Ensure that Gold Training takes responsibility for informing students about what constitutes plagiarism, collusion and cheating in assessment.
- Establish practices that recognise and counter plagiarism, collusion and cheating in order to quality assure Gold Training assessment protocols.

Plagiarism – Is to take someone's words or ideas or other materials and present them as your own.

Collusion – Is an understanding or agreement between two or more people to intentionally cooperate to gain an unfair advantage in assessment and may include:

- Unauthorised and unacknowledged joint authorship in an assessment task.
- Unauthorised and unacknowledged copying or use of material prepared by another person for use in assessment.

Cheating in an examination/simulated environment – Is to seek to obtain an unfair advantage in an examination or test.

Referencing – is a standardised method of acknowledging the sources of information and ideas and other material used in an assignment.

Suspension – is exclusion from participating in Gold Training activities for a defined period.

All completed assessments must be your own/original work. Plagiarism or getting others to do your work will not be tolerated. This goes completely against the Australian Quality Skills framework of standards of students being deemed Competent 'C' or Not Yet Competent 'NYC'. Copying from a published document (including the internet and learning materials) without referencing is not acceptable. You must follow correct referencing guidelines if you take another person's idea and put it into your own words [known as paraphrasing].

- Gold Training requires students to submit work that is their own, and considers that plagiarism, collusion and cheating constitute academic misconduct for which penalties may be applied.
- Gold Training recognises its responsibility for educating students about what constitutes plagiarism or collusion and cheating in their particular discipline.
- Gold Training has established a procedure to recognise and counter plagiarism, collusion and cheating to ensure the integrity of its assessment processes and outcomes.
- Countering plagiarism, collusion and cheating is the shared responsibility of staff and students.

Trainer/Assessor's are responsible:

- For explaining referencing, and for identifying and reporting plagiarism, cheating and collusion.
- To not engage in any activity whereby they knowingly collude with students for the purposes of plagiarism and/or cheating on a set assessment task or during an examination or test.
- To report suspected plagiarism to the RTO Manager of Gold Training.

Students are responsible:

- To avoid plagiarism by clearly referencing the use of words or ideas or other materials of other people in an acceptable format.
- To avoid presenting work done in collusion with another person or persons as solely their own work.
- To not engage in any situation whereby the student knowingly attempts, or assists another student to attempt, to gain an unfair advantage by cheating during an examination or test.
- To submit written assessment pieces, including logbooks and group work, with an attached Gold Training Assignment Attachment Sheet signed by the student(s) to attest that the work submitted is their own and that they are aware of the relevant Institute policy and procedure on plagiarism, collusion and cheating.

Your Trainer/Assessor can provide you with more information to assist you in assuring correct referencing techniques are used. You will learn this from the moment you commence your chosen course of study with Gold Training. If you are ever uncertain, please ask.

**RECOGNITION OF PRIOR LEARNING (RPL)**What is Recognition of Prior Learning?

Recognition of Prior Learning (RPL) is an assessment process that assesses an individual's non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry into, and/or partial or total completion of, a qualification.

Definition: "Recognition by an RTO of the AQF qualifications and statements of attainment issued by all other RTOs, thereby enabling national recognition of the qualifications and statements of attainment issued to any person. Recognition by each state and territory's registering body of the training organisations registered by any other state or territory's registering body and of its registration decisions. Recognition by all state and territory course-accrediting bodies and registering bodies of each other's accredited courses and accreditation decisions" (AQTF 2010 Users' Guide to the Essential Conditions and Standards for Continuing Registration)

- Principles of recognition: Gold Training is committed to providing a fair and equitable recognition system which embraces the following principles:
- Access: Recognition must be available and offered to all students. Information provided to students should document support services available and how these services may be accessed.
- Accountability/Transparency: Decisions regarding recognition should be fully documented and defensible.
- Client focused service: The process for recognition should focus on the individual needs of clients and minimise the time and cost to applicants. It should include reasonable timeframes for Gold Training responses. Fees for recognition must not exceed those charged for equivalent study and assessment.
- Maximisation of credit: Gold Training is committed to assisting students to complete training without unnecessary duplication of learning or assessment. This facilitates students completing their studies in a shorter time frame. Opportunities for recognition should therefore be maximised. Gold Training accepts and recognises the outcomes of training from any other RTO or body in partnership with an RTO throughout Australia, thereby ensuring acceptance of the qualifications and statements of attainment awarded by all RTO's.



## CREDIT TRANSFER

Gold Training, similar to the RPL process, recognise the qualifications, certificates and statement of attainment issued by all other RTO's for nationally recognised training delivered in Australia.

Where it is identified upon enrolment that you have completed identical units of competency, you will be granted credit transfer automatically. You must provide a copy of the statement of attainment and/or qualifications (including transcript of results) to Gold Training's Administration team who will ensure the completion the Application for Credit Transfer Form. Students who fail to provide proof of Credit Transfer on enrolment and complete training will be liable for the cost of the training. Gold Training will advise you within 7 working days of the outcomes of your Credit Transfer application and the impact on your chosen course.

## APPLYING FOR RPL (& CREDIT TRANSFER) – OUR PROCESS

- Indicate your decision to apply for RPL and/or credit transfer as soon as possible to your Trainer/Assessor or Gold Training Administration team.
- Decide which units of competency are to be recognised.
- Read the RPL information contained in this Student Handbook.
- Complete enrolment form and indicate RPL and/or credit transfer will be sought.
- Request a RPL and/or Credit Transfer application form from our Administration team and/or Trainer/Assessor.
- Complete and submit the application form with the following supporting evidence to your Trainer/Assessor:
  - Verified/certified copies of AQF qualifications and/or statements of attainment awarded, or
  - USI transcript

Please note: AQF qualifications and/or statements of attainment provided must clearly identify the following:

- Nationally recognised training.
- Name of RTO issuing AQF qualification or Statement of Attainment.
- National provider number of RTO.
- Full surname and first name of the recipient.
- The qualification and/or units of competency attained.

Your Trainer/Assessor will then assess your application for RPL.

Once assessed you will receive a notification regarding your application outcome.

Should RPL not be granted you may submit a written appeal to the RTO Manager of Gold Training within 7 days of receiving your result (refer to Academic Appeals Policy and Procedure in this Student Handbook).

## RECOGNITION OF QUALIFICATIONS ISSUED BY OTHER RTO'S

Gold Training recognises and gives credit for the AQF qualifications and statements of attainment achieved by a student and awarded by other Registered Training Organisations (RTO's). Statements of Attainment and/or qualifications must be provided by the student, which clearly identify the units of competency that they have achieved. The student will then be exempt from studying these units, and these will be credited to their current studies with Gold Training where appropriate. Students who fail to provide proof of credit transfer on enrolment and complete training will be liable for the cost of the training. Gold Training is obligated to verify the issuance of any Qualification and/or Statement of Attainment with the issuing RTO prior to any Credit Transfer being granted.

## STUDENT ATTENDANCE POLICY

Attendance is an essential element of a student's program for face-to-face training courses. It is important that students try to arrive to class on time, including returning from morning and lunch breaks, as lateness interrupts other students and valuable work is missed. Training time should be seen as a high priority.

Students wishing to apply for deferment of training course are required to obtain a Request for Deferment/Extension Form from the RTO Manager and fill out the appropriate details. Students are then asked to organise/advise alternative arrangements for study. Students are required to return the form to the office for processing.

## STUDENT ABSENTEEISM POLICY

Students are required to notify Gold Training Administration team prior to the commencement of the face-to-face or online training sessions if they are unable to attend. This can be simply done by phoning 1300 885 121 or emailing [gt.studentadmin@goldtraining.edu.au](mailto:gt.studentadmin@goldtraining.edu.au)

Students must abide these conditions as follows:

- Students who are absent on the date of training or assessment must notify Gold Training of their inability to attend prior to the training / assessment time.
- Students who know in advance that an assessment date cannot be met must inform Gold Training.

NB: If your training or assessment is to be conducted after office hours student must contact their trainer directly.

## STUDENT HEALTH & SAFETY

It is in the interest of all staff and students that self-responsibility for health is seen as a serious concern. If you are suffering from a temporary sickness or communicable illness which could affect others (e.g. colds, flu and viral infections) you should not attend classes or examination sessions. Students unable to attend the classes or examinations due to illness should advise Gold Training immediately by phoning or emailing the Gold Training Administration team.

All staff and students must comply with any and all Department of Health directives whether federal or state.

## DRUGS & ALCOHOL

To ensure the integrity of Gold Training and its programs and assessments, the consumption, use, sale or distribution of alcohol and/or prohibited drugs by any student at any of its premises, classes or examination sessions is strictly forbidden at all times. If you or someone you know needs support, contact the Drug & Alcohol Foundation: 1300 858 584 or visit [www.adf.org.au/help-support](http://www.adf.org.au/help-support) to find your local support service.

## OCCUPATIONAL HEALTH & SAFETY

Gold Training is committed to providing a safe and healthy environment for the benefit of all students, visitors and employees. Directors of Gold Training are responsible for ensuring that the level of Occupational Health and Safety is not compromised and recognises its obligations under the Federal and State rules and regulations of the Queensland Work Health and Safety Act 2011. It is important that students report ANY injury occurring on Gold Training premises immediately. If students have any concerns or notice a condition or practice that seems unsafe, it is important it is brought to the attention of our Administration team and/or Trainer/Assessor.

Gold Training schedules classes between the hours of 6am and 6pm Monday to Friday where possible, unless arrangements have been made to fit classes in with shift work at a student's workplace. Students are required to organise their own transport unless this is being organised through their employer, Job Network or other employment authorities/bodies. Gold Training schedules certain training to suit industry requirements on weekends. For weekend courses, all students are given appropriate assistance in contacting Gold Training employees should they require support in attending courses.

## LEGISLATION

Gold Training is a quality RTO that is dedicated to meeting all State and Federal legislative requirements. There are a range of these requirements that affect each and every one of us in our roles, as described more fully throughout this Handbook. These include (but are not limited to):

- National Vocational Education and Training Regulator Act 2020
- Work Health and Safety Act 2011
- Anti-discrimination Act 1997
- Racial Discrimination Act 1975
- Disability Discrimination Act 1992
- Privacy and Data Protection Act 2014

Legal and other requirements including Commonwealth or State/Territory legislation are identified by our RTO Manager through regular accessing of relevant websites such as:

- QLD Acts and Regulations - [www.legislation.qld.gov.au](http://www.legislation.qld.gov.au)
- Commonwealth legislation - [www.austlii.edu.au](http://www.austlii.edu.au)
- [www.asqa.gov.au](http://www.asqa.gov.au)
- [www.training.gov.au](http://www.training.gov.au)

If you require further information about any of Gold Training's policies and procedures please contact Gold Training directly or visit our website [www.goldtraining.edu.au](http://www.goldtraining.edu.au)

## APPEALS AND COMPLAINTS

If a Gold Training student is not happy with an assessment outcome they have the right to appeal the decision. The same instance applies, if a student would like to make a formal complaint, they are also entitled to do so. This should be discussed with the Trainer/Assessor, in the first instance, as soon as possible. If a student makes a complaint about any matter other than assessment, the Gold Training team member, to whom it is reported, will attempt to resolve it immediately. We welcome all student feedback – Student complaints can be made directly to the Trainer/Assessor or by simply phoning Gold Training Administration team on: 1300 885 121 or emailing: [gt.studentadmin@goldtraining.edu.au](mailto:gt.studentadmin@goldtraining.edu.au)

## ACADEMIC APPEAL PROCESS

An appeals and re-assessment process is an integral part of all training and assessment pathways leading to a nationally recognised qualification or Statement of Attainment under the Australian Qualification Framework and in accordance with the VET Quality Framework. A fair and impartial appeals process is available to you as a student of Gold Training. If you wish to appeal your assessment result, you must first discuss the issue with your Trainer. All appeals are recorded in writing on the Appeals against Assessment form, and the results of the appeal process will also be communicated to you in writing including reasons for the decision made.

The appeals process will allow for you to formally present your case, and will also allow for your appeal to be heard by an independent person or panel if requested. A copy of this communication will also be kept on file, both on the complaints register and your student file.

## GROUNDINGS FOR APPEAL

Your application for appeal will be considered if you are disadvantaged because:

- The Trainer/Assessor did not provide a subject outline,
- The Trainer/Assessor varied without consultation or in an unreasonable way the assessment requirements as specified in the subject outline,
- Assessment requirements specified by the trainer were unreasonably or prejudicially applied to you,
- It is believed that a clerical error has occurred in the documenting of the assessment outcome,
- There appears to be a discrepancy between the practical observation and the formal assessment. If the appeal for re-assessment is upheld Gold Training will make all necessary arrangements to conduct the re-assessment at a time that is mutually convenient for all parties concerned, and if required the appeal will be heard by an independent person or panel. All appeals are recorded and reviewed at Management Review Meetings.

If there is still disagreement about an appeal or complaint the student should lodge a written statement directly with the RTO Manager at Gold Training:

Subject: Private and Confidential – Appeals and complaints

Email: [gt.studentadmin@goldtraining.edu.au](mailto:gt.studentadmin@goldtraining.edu.au)

Postal: Level 2, Innovation Parkway, Birtinya. Qld 4575

Gold Training takes all student complaints and appeals very seriously. All appeals and complaints will be reviewed and investigated, and a written outcome provided to the student. Records of all appeals and complaints are maintained by the RTO Manager and stored in the Compliance database. If the student/candidate is not happy with the outcome from Gold Training, they may seek independent avenues of appeal, including Australian Skills Quality Authority (ASQA), [www.asqa.gov.au](http://www.asqa.gov.au) or National Training Complaints Hotline on 1800 000 674.

Gold Training conducts regular continuous improvement initiatives. We will review all complaints and appeals and make changes, where appropriate, to our policies and procedures.

Access & Equity principals (including harassment, bullying & discrimination) Gold Training operates within the access and equity framework with all students and team members. We ensure our team are aware of and implement the relevant legislative and regulatory requirements, in our dealings with partners, employees, prospective employees, and with all students.

We will meet the needs of individuals, and the community as a whole through the integration of access and equity guidelines. These are incorporated into Gold Training's operational procedures, and we prohibit discrimination towards any group or individuals in any form. Gold Training 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 practices. Gold Training will ensure that equity principles are implemented through the fair allocation of resources and the right to equality of opportunity without harassment, bullying and discrimination. Programs are designed and wherever possible facilities set up to enhance flexibility of delivery in order to maximise the opportunity for access and participation by disadvantaged clients.

If you require further information about any of Gold Training's policies and procedures please contact Gold Training directly or visit our website [www.goldtraining.edu.au](http://www.goldtraining.edu.au)

## CONTINUOUS IMPROVEMENT

Gold Training maintains a Quality Framework that improves service delivery to students and clients alike through effective management systems and a commitment to continuous improvement. We conduct regular internal reviews of our training and assessment methods and supporting management systems, to identify any challenges or improvements required on a cyclic basis.

Gold Training Management meets regularly to discuss:

- Data collected from internal reviews,
- Students feedback
- Compliance and complaints register
- Analysis of student evaluation forms and assessments completed
- Trainer's feedback and review
- Moderation and validation

## STUDENT TRAINING RECORDS & INFORMATION

Gold Training has in place a policy and procedure for the collection, storage and protection of all the training records of individual students to meet training and assessment activity requirements. Training Records cover all types of documentation and information relating to training and assessment activities including but not limited to:

- Student enrolment data,
- Commencement and completion dates for individuals of all competency units,
- Individual student assessment information for each unit of competency,
- Information on awards issued (award, date, certificate number),
- Individual student participation data (assignments/assessments where practicable, attendance),
- Documentation / records of complaints, appeals,
- Recognition (RPL/RCC) and national recognition process documents (application and results).

We are committed to maintaining and safeguarding the confidentiality and privacy of your student information. Gold Training will document and implement procedures to assure the integrity, accuracy and currency of your records. Hard copy student records are stored in secure premises requiring key access. Electronic records are backed up weekly to a backup system and are protected from unauthorised access by password controls.

Further protection of the electronic data and its computer systems is provided by the antivirus software systems which automatically update their virus definition files on a needs basis. Further computer system protection is provided by the firewall software which monitors and protects Gold Training's computer systems from unauthorised access from the internet.

Your results will be archived for a period of not less than 30 years. Training records other than student results will be collected and stored for a period of six months from the date on which the judgment of competence was made.

## ACCESS TO YOUR STUDENT TRAINING RECORD

Access to your individual student training record must meet Commonwealth and State Privacy legislation and will be limited to:

- Accessing your own personal/training record, via making an official request in writing to our Training Administration team,
- Authorising release of specific information to third parties in writing,
- Gold Training staff who require this information as part of their job role,
- Officers from the ASQA or their representatives for activities required under the VQF for Registered Training Organisations and Skills Queensland funding,
- Legal requirements (e.g. subpoena/search warrants/social service benefits/evidence act).

You may obtain more information about Australia's privacy laws at [www.comlaw.gov.au](http://www.comlaw.gov.au) or at the Privacy Commissioner's website at [www.oaic.gov.au](http://www.oaic.gov.au) or phone 1300 363 992.

## STUDENT FEEDBACK

Gold Training periodically collects statistical information to monitor, maintain and achieve on going continuous quality improvement in the delivery of vocational education and training. We value and welcome constructive feedback from our students and staff concerning educational and service improvements or changes that would improve existing educational and student services provided by Gold Training.

To provide Gold Training management with this feedback for evaluation, students are periodically asked to complete a student survey which will provide the opportunity to review learning outcome and goals.

## ISSUING OF CERTIFICATION

Vocational education and training undertaken at Gold Training is competency based. Assessments determine whether a student is Competent 'C' or Not Yet Competent 'NYC'. You will also receive your certificate in the mail within 30 working days of completion of assessments and returned to Gold Training. You will be issued with a statement regarding competency. Students are issued with certification listing Units of Competency undertaken and results are listed on the certificate.

## RE-ISSUING OF CERTIFICATES

Should you require a copy of your original certificate or statement of attainment, this will incur a cost of \$30. You will be required to complete and sign a Certificate/SOA Request Form and provide to Gold Training administration. This can be completed by simply emailing your request, along with identification to: [gt.studentadmin@goldtraining.edu.au](mailto:gt.studentadmin@goldtraining.edu.au). For any further information or clarification of information contained in this Student Handbook, please don't hesitate to contact us directly.

## MINIMUM INFORMATION TECHNOLOGY REQUIREMENTS

The following are the minimum information technology requirements to enable optimal access to online learning:

- A desktop computer or laptop
- One of the following operating systems on the computer or laptop:
  - Windows 10 or higher
  - MAC operating system (Apple Mac computers may need additional software to recognise the functionality settings of the learning materials)
- Stable internet connection with a minimum download speed of 3mbps. Prospective students can go to [www.speedtest.net](http://www.speedtest.net) to perform a speed test of their internet connection.
- Current version of a web browser, for example: Google Chrome OR Safari
- An email account – such as yahoo, hotmail and gmail
- The latest version of Adobe Reader and Windows Media Player
- Microsoft Office (version 2019 or later such as Microsoft 365) that includes Word, Excel and PowerPoint or Google Docs that includes Docs, Sheets and Slides (Google Docs is free with a Google user account)
- Set up of folder for each unit of study.