



# Student Handbook 2020

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Quest Training Solutions

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## SECTION 1 – QUEST TRAINING SOLUTIONS

### 1.1 Welcome

We are pleased to welcome you to Quest Training Solutions and wish you well in your studies and hope you enjoy the experience with us. Quest has been delivering professional accredited training programs in the ACT and NSW since 1987 and is considered one of the leading Registered Training Organisation in the ACT. We have won awards for training excellence including ***'Best Practice Training Provider', 'Winner ACT Training Provider of the Year', 'Winner ACT Small Business Award' and 'Runner-up National Small Training Provider of the Year'***.

We are proud of our excellent reputation and the results our graduates have in finding employment. If you have any questions during your time with us please approach Quest staff and they will be happy to assist.

#### **Our Obligation to you**

Quest Training Solutions is obligated to provide quality training and assessment outlined under the standards for Registered Training Organisations 2015. Quest is also responsible for the issuance of your qualifications and the retention of your student records for a minimum of 30 years

### 1.2 Student Rights and Responsibilities

Whilst in attendance at Quest Training Solutions as a student, it is your responsibility to adhere to certain rules and regulations:

- Students are to recognise other people's human worth and dignity.
- The student has a right to learn in an appropriate environment and all people using Quest Training Solutions have a right to be free from any form of harassment and/or discrimination.
- Students should attend Quest sober and drug free
- Students are encouraged to advise staff if they have a learning, mental or physical disability, so we can better assist you. The information is treated in the strictest of confidence.
- Students are advised it is highly recommended to let staff know if you have a pre-existing medical condition that may impact on your training or that you have a serious medical condition for which you are prescribed dependent medication (diabetes and insulin, heart condition and angina medication), or you are prone to seizures. Again, this is so we can best look after your welfare if a medical emergency arises.
- All fees and charges associated with the course must be paid prior to the completion of the training. Refunds will only be granted in accordance with our refund policy.
- Students are responsible for all personal possessions whilst attending the course.
- Each student is required to take responsibility for cleaning and tidying of their work area at the end of each training day, please push chairs in and remove any personal rubbish. Eating or drinking in the training areas is at the discretion of the trainer.
- All students have the right to normal privacy afforded to all citizens in relation to personal matters. No personal information will be divulged to third parties without written consent by the individual student. All student and staff information will be kept confidential except where a legal obligation exists such as a court order or for mandatory compliance reporting to authorised bodies such as the National Centre for Vocational Education Research (NCVER).
- All students have the right of access to all of their own personal student records when requested.

- Occupational Health and Safety is important to Quest Training Solutions and our policy is to ensure the health, safety and welfare of all employees and students where reasonably possible. All employees and students, however, have a responsibility for their own health and safety and the health and safety of other employees and students. You have a Duty of Care at all times toward other students.
- All students are required to report all injuries or any incidents of harassment by another student or Trainer, promptly to the Training Manager.
- If you are going to be absent, please notify our office so that the Trainer can be informed.
- All students are required to **turn off** mobile phones during class or have them on **silent** to avoid disruption to fellow students and the class in general.
- All students are required to advise the Quest office of any changes to their contact details.
- Smoking is prohibited within Quest Training Solutions premises.
- Student entry to the administrative area is not permitted, except under the supervision of a Quest staff member.
- Quest Training Solutions retain the right to refuse enrolment and to remove from class students who disrupt the learning experience of other students, students who do not behave in an acceptable and appropriate manner toward other staff or students, students who fail to respect the property of Quest Training Solutions, the staff or other students, or the premises in which courses are conducted. Quest does not have the facilities to cater for young children in a classroom environment and as such young children are not allowed in the training rooms.
- Should Quest Training Solutions cease to operate or cease to deliver a training programme you are enrolled in, Quest will refund all monies paid for the training programme. Quest will also make available all assessment records submitted by the student.

In respect of your program of study, you are responsible for:

- Completion of all listed assessment tasks to the best of your ability
- Fulfilling documented work placement requirements
- Meeting the timeframes for assessment
- Accepting responsibility for the management of your own learning
- Seeking help and support if you need it
- Raising and discussing any issues with us that affect your learning.

### 1.3 Our quality Commitment to You

Quest Training Solutions is a Registered Training Organisation (RTO). A Registered Training Organisation (RTO) is a company that is registered to deliver nationally recognised qualifications. RTO's have to meet criteria defined in the *Standards for Registered Training Organisations (RTOs) 2015*, and we are audited against the criteria regularly. This means that we have met a set of quality standards that are designed to ensure the integrity of the nationally recognised qualification that you complete with us.

The purpose of the Standards is to:

- describe the requirements that an organisation must meet in order to be an RTO in Australia
- ensure that training delivered by RTOs meets industry requirements (as set out in training packages and accredited courses) and has integrity for employment and further study
- ensure RTOs operate ethically and consider the needs of both students and industry.

The standards we adhere to are:

Standard One	The RTO's training and assessment strategies and practices are responsive to industry and learner needs and meet the requirements of training packages and VET accredited courses.
Standard Two	The operations of the RTO are quality assured.
Standard Three	The RTO issues, maintains and accepts AQF certification documentation in accordance with these Standards and provides access to learner records.
Standard Four	Accurate and accessible information about an RTO, its services and performance is available to inform prospective and current learners and clients.
Standard Five	Each learner is properly informed and protected.
Standard Six	Complaints and appeals are recorded, acknowledged and dealt with fairly, efficiently and effectively.
Standard Seven	The RTO has effective governance and administration arrangements in place.
Standard Eight	The RTO cooperates with the VET Regulator and is legally compliant at all times.

Each of the policies identified in this handbook relates to the above standards in some way.

## SECTION 2 – FEES AND PAYMENT

### 2.1 Fees

Unless you receive government funded assistance, fees are levied on all courses. Certificate III level requires a deposit of \$500 at least seven days prior to commencement of training. Further \$1000 must be paid prior to arranging work placement. Remaining fee to be paid upon completion. For Certificate IV level a deposit of \$1000 must be paid at least seven days prior to commencement of training and an instalment plan will be put in place with you for the remaining balance to be paid over the next six months. All outstanding fees must be paid for any certification to be awarded.

All students should be aware that all fees paid on all courses are refundable only under the guidelines of Quest's *'Refund Policy'*. Please note that different administration fees may apply for some funded programmes.

### 2.2 Methods of Payment

Course payments may be made by cash, credit card, direct debit or bank cheque (cheques are to be made payable to 'The Quest Group Pty Ltd').

**Note:** A student's signature on the enrolment form constitutes contractual acceptance for payment of all fees. In the case of a student under the age of eighteen years, a parent's signature is also required.

### 2.3 Other Fees

- **Deferment Fee:** If a student wishes to change a course after the commencement of the originally enrolled course, or if they wish to defer to finish their studies at a later time an administration fee of \$25 will be charged.
- **Recognition of Prior Learning Fee:** There is a schedule of charges for all RPL applications and they may vary depending on the number of Units of Competency (UOC) being awarded. A processing payment of \$150.00 at time of application will apply and is non-refundable should the application be withdrawn. Quest will then charge the normal unit fee price for any UOC awarded under RPL.
- **Certificate Reprint Fees:** Should you lose your certificate or statement or require additional copies, a reprint fee of \$25 is charged.

### 2.4 Refund and Credit Policy

Please note the following conditions apply:

If a course is cancelled, or in extenuating personal circumstances such as illness or bereavement, students will be granted credit for their fees and may transfer from one course to another course, subject to availability of space in the alternative course. Fees will also be refunded in full in the case of these exceptional circumstances should the student not wish to transfer or receive credit.

#### Cooling off Period

If a student wishes to cancel their enrolment prior to the commencement of the course, they must inform the Training division seven days beforehand. If this occurs a refund in full will be provided. If students provide advice of cancellation later than the 7 day period, Quest will retain a \$25 administration fee.

### 2.5 Extenuating Circumstances

As a general guide extenuating circumstances are circumstances, which are:

- beyond the student's control (i.e. they could not have reasonably been anticipated, avoided or guarded against);
- sufficiently grave or of a nature or duration to have caused considerable disruption to the student's capacity to study effectively or to complete subject requirements; and
- have interfered with the otherwise satisfactory fulfillment of the subject requirements

Circumstances which can be deemed as extenuating include:

- administrative problems - such as the late arrival of teaching materials, texts, enrolment errors or delays
- legal commitments - jury duty or court appearance
- medical reasons
- family/personal reason

The following circumstances will not be considered extenuating:

- Self-discipline needed to study effectively
- Stress or anxiety normally associated with examinations, required assessment tasks or any aspect of course work. Some students who have not been in a learning environment for a long time will experience anxiety or learning phobias and Quest trainers will discuss this on day one of your training and will attempt to give you every assistance possible and provide options to assist you.
- Clash of appointments or last minute routine appointments



## **SECTION 3 – TRAINING AT QUEST**

### **3.1 Course Withdrawals**

If a student desires to withdraw from a full-time course at Quest prior to completion of the normal expected training period offered by Quest, there will not be a refund of the course fees except under the exceptional or extenuating circumstances outlined above.

### **3.2 Change of Enrolment or Contact Details**

It is the student's responsibility to notify Quest of any change of enrolment or contact details provided at time of registration. Quest will make every effort possible to contact students as required to provide reminders for training dates, change of venues, postage of qualifications, but administrative staff find it hard to do when students may not have advised change of address, phone number, email or name.

### **3.3 Access and Equity**

Quest Training Solutions is committed to providing opportunities to all people for advancement, regardless of their background.

We ensure that our selection criteria are non-discriminatory, providing fair access to training for people from a wide demographic.

Student who meets the entry requirements (if applicable) as prescribed by the appropriate National Training Package will be accepted into any program within Quest Training Solutions scope of registration.

Quest will only refuse entry to certain training programs based on prescriptive industry requirements. These include:

- Security training: the industry requires the ability to successfully obtain a police clearance with no disclosed outcomes for the last ten years. It will be difficult if you have outcomes relating to fraud, theft, assault or drug infringements, to obtain a security licence. Quest also has to make a judgement on whether the student has the character and the traits required to be 'fit and proper person' for the purposes of security licensing and on occasion may have to refuse training to a person on this basis.
- Community Services, Aged Care and Disability Services: Working with vulnerable people also carries similar provisions to those attached to the security industry. In most cases you will need a police clearance and need to show traits that suggest you would pose no threat and would be partial to working with the disabled, elderly and youth at risk. From November 2014 all Community Care workers in the ACT will require a Working with Vulnerable People clearance.
- Quest Training Solutions endorses the national equity strategy by incorporating the principles of equity into all programs.
- All Quest staff are instructed in their responsibilities regarding Access and Equity Principles.
- Participants have equitable access to all programs irrespective of their gender, culture, linguistic background, race, socio-economic background, disability, age, marital status, pregnancy, or sexual orientation.
- Admission procedures will therefore be free of discrimination, and if an individual does not meet entry requirements, all attempts are made to assist them to identify alternative courses of action.

### 3.4 Equal Opportunity Policy

Quest Training Solutions is committed to the implementation of Equal Employment and Education Opportunity principles and practices.

This commitment will ensure that the RTO environment is free from any form of discrimination in the workplace and in the classroom situation, and that all RTO practices are based on merit and equality of access.

It is against the law to discriminate against someone (treat them unfairly compared with others), or harass them because of their:

- Sex
- Pregnancy
- Race, colour, nationality, ethnic or ethno-religious background
- Marital status
- Physical or intellectual or psychiatric disability, or any organism capable of causing disease
- Homosexuality (male or female, actual or presumed)
- Age (but only in relation to compulsory retirement)

Quest's policies are consistent with guidelines set out under the *Equal Employment Opportunity Act of 1987* and the *ACT Discrimination Act of 1991*.

A copy of this handbook is available on the Quest website at:

<http://www.questsolutions.com.au/documents/Handbook2012.pdf>

### 3.5 Disabilities Policy

The Belconnen Training Centre is where most of Quest's training is carried out. It has ease of access for wheelchairs on each level in the centre, has disabled toilets available or ease of access to toilet facilities utilising the adjacent Belconnen Library.

Quest has various support mechanisms in place to meet the special needs of students. Teaching staff may be requested to make them-selves available at various times or by appointment during their working periods, to assist students with any specific learning problems they may encounter.

It is a Quest policy that all students are informed at the start of a training session that they have the opportunity to speak to the trainer in private to raise any concerns around learning disabilities or learning phobias.

### 3.6 Student Texts and Use of Resources

Courses conducted by Quest Training Solutions may require the use of textbooks. In most cases the texts are covered under course costs and are for students to keep. If a library copy is used for the duration of the course, students are asked to keep it in good order and not to write on or deface the text in any way. Deliberate defacing of library copy texts will incur a replacement cost at the student's expense.

Students may also be issued with other resources i.e. iPad's for technology courses. We ask that you treat these resources as if they were your own and any wilful damage to Quest resources will incur a replacement or repair cost at the student's expense.

## Dress Code

All students attending classes at Quest Training Solutions are required to dress neatly and appropriately for the course they are undertaking. Quest is not prescriptive and does not impose dress codes on students, we simply ask that you respect your fellow students and do not pass comment on how somebody may be dressed.

For safety we do however ask that students do not wear thongs or slippers to class and if students are conducting activities offsite, enclosed footwear is worn.

## 3.7 Discipline

Signing of the Quest *'Registration Form'* signifies an agreement with the rules and regulations as outlined in this handbook and the intention to abide by those rules and regulations.

The Training Manager may at his/her discretion, suspend or require the withdrawal of a student if Quest believes the student:

- Has acted inappropriately toward another student or staff member. Definitions include:
  - Use of offensive language
  - Sexual harassment
  - Inappropriate sexual comments
  - Threats of violence
  - Comments about a person's race, religion or sexual persuasion
- Does not have the traits and characteristics necessary to work in certain industries for which Quest trains i.e. Security, Disability and Aged Care Services

## 3.8 Course attendance pattern

All students are expected to attend and be punctual throughout the duration of the course as it can impact on the training program, other students and your own learning outcomes.

In the case of daily or extended absence because of illness, accident or other, you must notify administrative staff or your trainer so options for your continued learning can be put in place. Extended or unforeseen absence does not mean you cannot finish your training. Quest is very flexible with delivery options and we can normally provide you with an alternative to complete your studies provided you work with staff and advise them as early as possible.

For students who are referred by a Job Services Australia provider, Quest will advise the provider or the case manager on progress and attendance.

## 3.9 Additional Support

We encourage all students to seek classroom support from the training facilitator, and trainers have the skills and experience to identify if a student is struggling or displaying other indicators that additional support may be required. Our first support response is to provide immediate support in the classroom environment. Quest Training Solutions will make every effort to provide as much support as possible within its policies and resources for students to achieve the required level of competency in all accredited courses. If this does not achieve the outcomes, the student can be referred to an external service provider if required. If any student presents with support needs beyond what can be supported by Quest, we can refer them to appropriate sources of specialist help. This may include community support services such as CIT or specialist agencies (Advanced Personnel, Lifeline, CRS). A list of community support services is located at <https://www.education.act.gov.au/support-for-our-students/support-services-in->

[the-act-community/pathways-into-act-support-services###hlcbs](#) The cost of any external support services will not be covered by Quest except if the student is eligible to receive additional funding support from government funding.

### 3.10 Assessment

Students will be informed at registration or at the start of each training program how they will be assessed and what form the assessment will take (written, oral, observation, practical). If you are not sure about what is required, or it is not clear please ask your trainer to clarify any points of doubt.

Students must be present for all required assessment sessions and will be required to reschedule if they miss an assessment.

Task	'Satisfactory' Result	'Non Satisfactory' Result
<b>Portfolio Evidence</b>	The assessor will mark evidence provided against the key competencies of the unit	Evidence provided does not meet all of the key competencies in the unit
<b>Questions (Written or verbal)</b>	All questions answered correctly	Incorrect answers for one or more questions
	Answers address the question in full; referring to appropriate sources from your workbook and/or workplace	Answers do not address the question in full. Does not refer to appropriate or correct sources.
<b>3rd party judged on performance in the workplace</b>	Supervisor or manager observes work performance and confirms that you consistently meet the standards expected from an experienced operator	Could not demonstrate consistency. Could not demonstrate the ability to achieve the required standard
<b>Written activity</b>	The assessor will mark the activity against the detailed guidelines/instructions	Does not follow project guidelines/instructions
	Attachments/appendices if requested are attached	Requested supplementary items are not attached
	All requirements of the written activity are addressed/covered.	Response does not address the project requirements in full; is missing a response for one or more areas.
	Responses must refer to appropriate sources from your workbook and/or workplace	One or more of the project requirements are answered incorrectly.  Does not refer to or utilize appropriate or correct sources of information

<b>Observation in workplace by assessor</b>	All elements, criteria and critical aspects of evidence, are demonstrated at the appropriate AQF level	Could not demonstrate elements, criteria and critical aspects of evidence, at the appropriate AQF level
<b>Case Study Comprehension and Associated Questions</b>	All comprehension questions answered correctly; demonstrating an application of knowledge of the topic to the case study	Lack of demonstrated comprehension of the underpinning knowledge (remove) required to complete the case study questions correctly.  One or more questions are answered incorrectly.
	Answers address the question in full; referring to appropriate sources from your workbook and/or workplace	Answers do not address the question in full; do not refer to appropriate sources.

### 3.11 Requests for Special Consideration

From time to time requests for special consideration may be lodged with the Trainer for the purposes given below:

- An extension of time to submit assessment tasks
- An extension of time to complete a subject
- Permission to re-sit for a supplementary examination
- Appeal against assessment results

If you have a request which you feel is a special consideration, please approach Quest staff at the earliest opportunity.

### 3.12 Competency-Based Training and Assessment

Competency Based Assessment (CBT) is measuring actual skills and knowledge a person will be required to perform in a workplace against a set of benchmarks or standards set by relevant industries. We are not measuring your knowledge; we are looking at how you would apply that knowledge.

CBT doesn't measure you against other students, you are not competing, we are simply looking at how you would perform against a set of standards given what you have learnt, and you are providing us with the evidence to do that. You are part of the process and with guidance in most cases we can help you attain those competencies through eventual demonstration of the key skills.

You can show us those skills through practical demonstrations and questioning, role play and simulations, submitting projects or conducting written or short answer/multiple choice tests.

Quest adheres to the key CBT principles:

- **Reliable:** All assessment methods and procedures will ensure that competency standards/modules are applied consistently and that the interpretation of evidence is always consistent.

- **Flexible:** Assessments will be offered in the training environment (off-the-job) or via recognition of prior learning/recognition of current competency. Quest Training Solutions will ensure that all assessment methods and practices utilised will allow for diversity with regard to how, where and when competency has been or will be acquired.
- **Fair:** Assessment methods and procedures will not, under any circumstance, place any student at a disadvantage.
- **Valid:** Assessments will always meet the requirements as specified in the unit of competency/module. A sufficient amount of evidence will always be collected and will be relevant to the standard/module being assessed.

Quest Training Solutions ensures that all staff involved in the assessment process meet the assessor requirements as set by:

- The National Standards for Registered Training Organisations 2015 and
- The Australian Qualifications Framework 2013

### 3.13 Recognition of Prior Learning (RPL) and Credit Transfer (CT)

*Recognition of Prior Learning (RPL)* means a process that assesses an individual's formal, 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 to, and/or partial or total completion of, a VET qualification.

It is the determination on an individual basis of the competencies obtained by a student through:

- previous formal training of an AQF qualification,
- informal training and/or workshops,
- work experience, and/or
- life experience.

Quest offers RPL to all students and those students, who consider they already possess the competencies identified in all or part of any course/qualification, are encouraged to seek RPL for those competencies. To assist the student gaining recognition, an RPL information kit is available at enrolment or at any time from the Quest office. The information kit explains in detail the steps involved in gaining recognition.

Recognition can also include the opportunity for *Credit Transfer (CT)* for previous study and must also be accompanied by evidence of currency in the study area. This is where you may have completed a formal accredited unit from another qualification, and that unit is also included in the new course you are studying. An RTO like Quest can simply sight evidence you have completed the common unit and that it directly matches and automatically award it to you.

It is the student's responsibility to gather sufficient evidence to support his/her application for recognition. This evidence may include:

- Collecting any documentation, references and relevant examples to support your application
- Submitting certified copies of qualifications
- Employer references
- Position descriptions from previous work

The processes used to determine recognition are fair to all parties and Quest Training Solutions ensures that it provides adequate support to all potential applicants.

If you wish to apply for RPL or CT, please advise your trainer or administrative staff at least 7 days prior to the commencement of training so you can gather and provide the evidence required and to provide Quest staff the time to assess your material.

Quest must also recognise AQF and VET qualifications and VET statements of attainment issued by any other RTO.

### **3.14 Plagiarism Policy**

Plagiarism is the deliberate copying of another person's work and claiming it as your own work without acknowledging the source of this information. Some examples of plagiarism are;

- if you cut and paste from the internet (even with minor changes) without acknowledgment.
- If you copy word for word from a book or other published works (even with minor changes) without acknowledgment.
- If you copy from another student (even with minor changes) without acknowledgment.

Plagiarism is a form of theft and is regarded as a very serious offence at Quest Training Solutions. Students caught plagiarizing may face disciplinary action, including being asked to resubmit works suspected of being plagiarized or expulsion from the Quest Training Solutions.

### **3.15 Appeals Process**

#### **Overview**

Quest Training Solutions is committed to providing an effective, efficient, timely, fair and confidential grievance handling procedure for all Students. This policy covers both academic and non-academic grievances and appeals.

Academic matters include those matters which relate to student progress, assessment, course content or awards in a VET course of study.

Non-academic matters include those matters which do not relate to student progress, assessment, course content or awards in a course and include grievances in relation to personal information that the provider holds in relation to the student. Non-academic grievances tend to arise from events occurring at a provider or from decisions made by a provider.

Complainants are entitled to access the grievance procedures regardless of the Complainant's place of residence or mode of study.

### **3.16 Consumer Protection Mechanisms**

Quest Training Solutions ensures that we have consumer protection mechanisms in place to support quality training delivery and ensure that the rights of students are protected, and that they are fully informed.

Quest Training complies with all relevant Commonwealth and State Legislation and Regulations to ensure students are protected, including but not limited to

- Standards for Registered Training Organisations (RTOs) 2015
- National Vocation Education and Training Regulator Act 2011
- ACT Quality Framework
- Privacy and Personal Information Protection Act 1998
- Australian Consumer Law 2011

We have policies and procedures in place to ensure students are protected and informed, including policies and processes for:

- Marketing materials we provide
- Enrolment processes and the pre course information provided to you
- Discrimination
- Ensuring we let you know if there are any changes to the program you enrolled in
- Accessible Complaints and Appeals policy and procedures
- Transparent information on Fees & Refunds
- Privacy policy that is accessible on the website
- Assessment Policy
- Continuous Improvement

Much of this information is provided through the student handbook, but it also appears in various forms through our website and other documentation provided to you at various times.

We always encourage you to contact us if you have any questions or concerns. If you feel you have been unable to get a resolution, you are welcome to contact:

- ASQA (Australian Skills Quality Authority) Ph: 1300 701 801 or via <https://www.asqa.gov.au/complaints/complaints-about-training-providers>
- ACT Fair Training at [https://www.accesscanberra.act.gov.au/app/answers/detail/a\\_id/2270/~~/fair-trading-for-consumers](https://www.accesscanberra.act.gov.au/app/answers/detail/a_id/2270/~~/fair-trading-for-consumers)
- Skilled Capital for funded courses in the ACT <https://www.skills.act.gov.au/skilled-capital>

### **Responsibility**

The General Manager is responsible for implementation of this policy and procedure and ensuring that all staff are fully trained in its operation and Students and Complainants are made aware of its availability.

### **General principles**

These principles, which will be adhered to by Quest Training Solutions, apply to all stages of this grievance procedure:

- The Complainant and any respondent will have the opportunity to present their case at each stage of the procedure.
- The Complainant and any respondent have the option of being accompanied/assisted by a third person (such as a family member, friend or counsellor) if they so desire.
- The Complainant and any respondent will not be discriminated against or victimised.
- At all stages of the process, discussions relating to grievances and appeals will be recorded in writing. Reasons and a full explanation in writing for decisions and actions taken as part of this procedure will be provided to the Complainant and/or any respondent if requested.
- Records of all grievances will be kept for a period of five years. These records will be kept strictly confidential and stored at Quest Training Solutions.



- A Complainant shall have access to the internal stages of this grievance procedure at no cost. Costs for an external appeal will be shared equally by Quest Training Solutions and the Complainant.

### **Grounds for appeal**

Examples of ground for an **Academic Appeal** include:

A student claims a disadvantage:

- because the subject Trainer varied without consultation or in an unreasonable way the assessment requirements as specified in the subject outline
- because the Trainer did not provide a subject outline or clarify assessment methods
- because assessment requirements specified by the Trainer were unreasonably or prejudicially applied to him or her
- because he/she has the view that a clerical error has occurred in the documenting of the assessment outcome
- because he/she believes there is a discrepancy between the practical observation or skills and theory taught and the formal assessment

Examples of grounds for a **non-Academic Appeal** include:

A student:

- claims they have been sexually harassed
- claims they have been racially or sexually discriminated against
- claims they have been unfairly treated
- claims they have been physically or verbally abused
- has concerns about Quest's facilities, environment, health and safety or equipment
- believes his/her needs arising from disability have not been catered for.

### **3.16 Student Welfare and Guidance**

Quest Training Solutions will make every effort to provide as much support as possible within its policies and resources for students to achieve the required level of competency in all accredited courses.

Students may make an appointment at any time to talk to their trainer for advice relating to:

- managing your time
- setting and achieving your goals
- motivation
- ways of learning
- coping with assessments
- looking after yourself
- career advice, including resume writing and portfolio building

### **3.17 Language, Literacy and Numeracy**

The inclusion of Language Literacy and Numeracy and the Australian Core Skills Framework (ACSF) in training and pre-training assessment

QUEST Training addresses the LLN skills of all potential and current learners in relation to their aspirations and course requirements, as well as ensuring the currency of all staff in terms of LLN knowledge.

## **Procedure:**

Learners/Students

Foundation skills will be defined by two key areas;

### **a. Preparing participants for the LLN demands of the training course.**

All participants will undergo a diagnostic assessment of their LLN skills mapped to the Australian Core Skills Framework (ACSF). This assessment will not be used as a barrier to entry into qualifications but as a tool to better support participants' training needs. Participants with LLN below the level of LLN required in the course/qualification can be counselled on appropriate pathways for training, including pre-enrolment workshops or enrolment in entry level qualifications. This is intended to develop LLN skills to a level required for realistic chances of success.

In line with the National Foundation Skills Strategy for adults, the development of foundation skills will be embedded, as appropriate, into core learning activities of all nationally accredited training at Quest Training Solutions.

### **b. Preparing students for the LLN skills as part of vocational skills development.**

All nationally accredited training at Quest will involve input from industry and relevant subject matter experts to replicate as much as possible authentic LLN skills requirements in the workplace. Validation meetings with industry representatives will be conducted on a biannual basis with a continuous improvement model to ensure materials and training methods will continue to prepare participants effectively for the LLN demands of the workplace.

Staff

a. Administration staff with a customer liaison role will be trained to have suitable underpinning knowledge of the ACSF. Staff will then have the ability to provide provisional counselling for participants in relation to suitable training pathways for participants. This counselling is designed to inform participants of the LLN demands of the training course and the likelihood of successful completion of the accredited training.

b. All training staff will be expected to complete TAELLN411 or equivalent prior to July 2014. Training staff will also attend in-house workshops to facilitate a comprehensive understanding of the ACSF and how to identify LLN support needs of participants. Training staff, in consultation with management, will be expected to provide additional LLN support for participants in class through use of contextualised training materials and one-on-one support where necessary.

Refer to the following documents:

- Pre-Training Course assessment
- Enrolment form
- Staff Induction Manual
- Staff Professional development forms

## **3.18 Enrolment, Induction and Orientation**

Quest Training Solutions conducts an induction and orientation program for all students. This program reviews the Code of Practice and also includes:

The completion of an enrolment/registration form and any specific needs of the individual student with regard to:

- Language, Literacy and Numeracy support;

- Venue safety and facility arrangements;
- Relevant legislative requirements and accessibility;
- Review of the training and assessment program and flexible learning and assessment;
- Student support, welfare and guidance services arrangements;
- Appeals, Complaints and Grievance procedures;
- Disciplinary procedures; and
- Recognition arrangements and Credit Transfer.

## **SECTION 4 – SAFETY AT QUEST**

### **4.1 Work Health and Safety Policy**

The Work Health and Safety Act of 2011, prescribes the employers duty of care to provide a safe and healthy working environment (learning environment) for all employees, visitors (students) and contractors. It also prescribes an employee’s (staff), visitors (students) duty of care to take reasonable care for the health and safety of others in the workplace (learning environment). This includes the provision of among other things:

- a workplace that is safe to work in (the classrooms and Quest facilities)
- properly maintained facilities and equipment, including the provision of first aid services
- amenities and facilities (toilets, drinking water, break out area)

The following procedures and standards must be observed to achieve a safe working and learning environment:

- Maintain cleanliness of office space and training rooms
- Keep personal items and bags out of the way to avoid them becoming trip hazards
- Report faulty equipment to office staff
- Store equipment safely after use
- Use safe lifting and carrying techniques (safe manual handling)
- All unsafe situations or potential hazards recognised and reported to training or office staff promptly.

### **4.2 First Aid**

A number of First Aid Kits are kept on the premises and Quest has designated First Aid trained staff. Please alert staff if you require First Aid assistance.

### **4.3 Accident Procedure**

In the case of an accident occurring on the premises, Quest staff will determine the extent or severity of any injury, render First Aid where applicable, and may take further steps in more urgent cases, including calling for an ambulance.

### **4.4 Emergency and Evacuation**

**000** is the emergency telephone number for Fire, Ambulance and Police, **or** 112 on your mobile.

In the event of an emergency you will be advised by a staff member on how to proceed, please do not panic and wait for the advice. The emergency evacuation point for staff and students is the grass area out the front of Northpoint Plaza (*Margaret Timpson Park*), on the Chandler Street side. Evacuation plan diagrams are located in each classroom.

### **4.5 Security**

Student should advise staff if they feel at any time that there is a threat to their personal safety. For courses conducted after hours Quest controls access to and from the building to ensure it is secure at all times. If you are under 18 and being picked up by a parent or guardian after hours, Quest will ask that you remain inside the building until your transport has arrived and the trainer will ensure you have been collected.

Quest does not take responsibility for personal items of value. Please ensure you keep your valuables safe at all times as there are very rare occasions where instances of theft have occurred.

## **SECTION 5 - GRIEVANCES**

### **5.1 Grievance policy and procedures**

#### **Grievance Procedures**

##### **Stage One – Informal Grievance**

Complainants are encouraged to first attempt to resolve academic or non-academic grievances informally with their Trainer/Assessor or other persons concerned. This can be done by speaking directly to the Trainer/Assessor or other persons concerned or by requesting mediation in a meeting with the aim of resolving the issue or grievance.

If the grievance cannot be resolved informally, then all complainants have the right to access the following formal grievance procedure.

##### **Stage Two – Formal Grievance**

Formal grievances should be submitted in writing to the General Manager at Quest Training Solutions Unit 104 Northpoint Plaza 8 Chandler Street Belconnen ACT 2617. The Complainant is invited to include suggestions about how the grievance might be resolved.

The General Manager will then assess the grievance, determine the outcome and advise the Complainant in writing of their decision within 20 working days.

The Complainant will be advised of their right to access stage three of this procedure if they are not satisfied with the outcome of Stage One.

##### **Stage Three**

If the Complainant is not satisfied with the outcome of Stage Two they may lodge an appeal in writing with the Director at Quest Training Solutions, Unit 104 Northpoint Plaza 8 Chandler Street Belconnen ACT 2617

The Complainant's appeal will be determined by the Director who will conduct all necessary consultations with the Complainant and other relevant persons and make a determination of the appeal. The Complainant will be advised in writing of the outcome of their appeal, including the reasons for the decision within 20 working days.

The Complainant will be advised of their right to progress to Stage Four of the grievance procedure if they consider the matter unresolved.

##### **Stage Four**

A student may lodge an appeal against the decision of the Director to CRS – Conflict Resolution Service for a review of the decision. More information about lodging a complaint is available at:

If the Complainant remains unsatisfied with the outcome of the mediator's decision, then they may contact the Australian Skills Quality Authority (ASQA). For contact details and information please see: <http://www.asqa.gov.au/complaints/making-a-complaint.html>.

##### **Remedial action:**

Quest Training Solutions agrees to be bound by the recommendations arising from any external review of the complaint and the Director will ensure that any recommendations made are implemented within 30 days of receipt of the recommendations.

Any ruling made by ASQA, or an appointed third party, in relation to appeals will be published on Quest Training Solutions website [www.questsolutions.com.au](http://www.questsolutions.com.au). Adverse findings made against Quest Training Solutions or its staff members will be communicated to relevant parties in writing. Quest Training Solutions will implement recommendations from the relevant third parties to its procedures and policies where appropriate.

Thank you, we hope you enjoy your training with Quest and all the best for your future endeavours.

**Evan Jones**  
General Manager

**Ph: (02) 6253 0588**  
**Fax: (02) 6253 0598**

<http://www.questsolutions.com.au>

