



Student Information Guide

Introduction

Welcome to Queensland Training and Development Pty Ltd. RTO# 32238

We specialise in delivering high quality training and assessment in individual Units of Competency, full Qualifications and Skill Sets in the Resources and Infrastructure Industry Training Package (**RII**) which covers Mining, Construction and Support Industries. We also deliver training and assessment for the Health Training Package (**HLT**), Transport and Logistics Training Package (**TLI**), Forest and Wood Products Training Package (**FWP**), Aviation Training Package (**AVI**), Manufacturing Training Package (**MSM**), Automotive Retail, Service and Repair Training Package (**AUR**), Chemical, Hydrocarbons and Refining Training Package (**PMA**) and the Public Safety Training Package (**PUA**).

The amount and type of training and assessment you receive will be determined by your needs, the needs of your employer and/or the requirements of the Sites you will be attending.

Standards for Registered Training Organisations (RTOs) 2015

Standard 5

5.1 Prior to enrolment or the commencement of training and assessment, whichever comes first, the RTO provides advice to the prospective learner about the training product appropriate to meeting the learner's needs, taking into account the individual's existing skills and competencies.

Full course code and title

To ensure you are able to research the course you are enrolling in, the confirmation email you receive from us will list the full course code and title, for example, if you are enrolling to complete First Aid Training the confirmation email will list ***HLTAID011 Provide First Aid***. This allows you to research the course requirements.

Standards for Registered Training Organisations (RTOs) 2015

Standard 5

5.2 Prior to enrolment or the commencement of training and assessment, whichever comes first, the RTO provides, in print or through referral to an electronic copy, current and accurate information that enables the learner to make informed decisions about undertaking training with the RTO and at a minimum includes the following content:

a) The code, title and currency of the training product to which the learner is to be enrolled, as published on the National Register:

How to research the course requirements

1. Access training.gov.au
2. Nation Register of VET (*continue to training.gov.au*)
3. Enter code or title into 'Quick search' i.e. HLTAID011
4. Once you enter the code or title, this page opens
5. Information on this page will tell you, for example:
 - RTOs approved to deliver this unit of competency
 - Training packages that include this unit of competency
 - Qualifications that include this unit of competency
 - Skill sets that include this unit of competency
 - Accredited courses that have this unit in the completion mapping
6. Unit of competency requirements, i.e. the **Elements** and **Performance Criteria** for that unit of competency, the **Assessment Requirements** including **Performance Evidence** and **Knowledge Evidence** and the **Assessment Conditions**.

The screenshot shows the top portion of the training.gov.au website. At the top left is the logo for training.gov.au, a joint initiative of the Australian and State and Territory Governments. To the right is the Australian Government logo. Below the logo is a navigation bar with links for Home, Search, Reports, Resources, and More. A yellow banner below the navigation bar contains a message about new search functionality. On the right side, there is a 'Quick search' box with two search sections: 'Nationally recognised training' and 'Organisation / RTO'. Both sections have an 'Enter code or title' input field and a 'Search' button. Checkboxes for 'Include superseded data' and 'Include deleted data' are checked in the first section, and 'Include RTOs not currently registered' is checked in the second.

The screenshot shows the 'Unit of competency details' page for HLTAID011 - Provide First Aid (Release 1). The page includes a breadcrumb trail: Home > Training > HLTAID011. On the right side, there are links to 'Export summary to Word', 'Export summary to PDF', and 'Notify me of changes'. The main content area is titled 'Unit of competency details' and 'HLTAID011 - Provide First Aid (Release 1)'. Under the 'Summary' section, it shows 'Usage recommendation: Current' and 'Release Status: Current'. There are two tables: one for 'Mapping' and one for 'Releases'.

Mapping	Notes	Date
Supersedes HLTAID003 - Provide first aid		15/Oct/2020

Release	Release date
1 (this release)	16/Oct/2020

Venue, length and modes of delivery

Standards for Registered Training Organisations (RTOs) 2015

Standard 5

5.2 Prior to enrolment or the commencement of training and assessment, whichever comes first, the RTO provides, in print or through referral to an electronic copy, current and accurate information that enables the learner to make informed decisions about undertaking training with the RTO and at a minimum includes the following content:

- b) The training and assessment, and related educational and support services the RTO will provide to the learner including the:
 - i. Estimated duration;
 - ii. Expected locations at which it will be provided;
 - iii. Expected modes of delivery;
 - iv. Name and contact details of any third party that will provide training and/or assessment, and related educational and support services to the learner on the RTO's behalf; and
 - v. Any work placement arrangements

The confirmation email you receive from us will include:

- The date the course you are enrolled in will be undertaken
- Address/location the training and assessment will be undertaken
- The start time
- Approximate duration **Please note:** *The length of time it will take for you to complete the training and assessment will be determined by a number of factors, including but not limited to:*
 - ❖ *The level of knowledge and experience in the room (i.e. is this the first time you have completed this type of training and assessment)*
 - ❖ *The number of people in the room (i.e. are there 2 participants or 8)*
 - ❖ *Reasonable adjustment for Language, Literacy and Numeracy levels*
 - ❖ *Required contingencies (i.e. power outages, technical issues, etc)*
- Modes of delivery **Please note:** *QTAD courses comprise of both a written and a practical component. Participants are required to be deemed competent in both modes of delivery by the relevant Trainer/Assessor to be eligible to attain the relevant credential.*

Venue, length and modes of delivery



**Queensland Training and Development
Pty Ltd contact details:**

Telephone: 07 4954 6038

Email: training@qtad.com.au

Website: www.qtad.com.au

Address: 6/839 Mackay Bucasia Road,
Bucasia, 4750

The RTO's obligations to the learner

Standards for Registered Training Organisations (RTOs) 2015

Standard 5

5.2 Prior to enrolment or the commencement of training and assessment, whichever comes first, the RTO provides, in print or through referral to an electronic copy, current and accurate information that enables the learner to make informed decisions about undertaking training with the RTO and at a minimum includes the following content:

c) the RTO's obligation to the learner, including that the RTO is responsible for the quality of the training and assessment in compliance with these Standards, and for the issuance of the AQF certification documentation

Our highly qualified staff have a wealth of knowledge and experience and are committed to providing a quality and enjoyable learning experience. Queensland Training and Development Pty Ltd will provide all training aids and assessment materials including, but not limited to:

- Learning materials i.e. manuals, notes, handouts etc.
- Power point displays (*where relevant*)
- Training aids i.e. resuscitation manikins, testing equipment, harnesses, etc
- Access to the internet whilst on Site at Queensland Training and Development
- A plan for 'further training' should the trainer/assessor deem the learner FTR (Further training required)
- On becoming deemed 'competent' by the trainer/assessor, the issuance of the AQF certification documentation (credential) i.e. a Statement of Attainment for the Unit/s of competency undertaken; or, in the event of completion of a full qualification , the relevant Certificate
- Credentials issued by Queensland Training and Development contain a QR code for verification of authenticity (*a QR code is a type of matrix barcode first designed in 1994 for the automotive industry in Japan. A barcode is a machine-readable optical label that contains information about the item to which it is attached*)



The RTO's obligations to the learner

Standards for Registered Training Organisations (RTOs) 2015

Standard 1

1.12 The RTO offers recognition of prior learning to individual learners.

Standard 3

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

- a) AQF certification documentation issued by any other RTO or AQF authorised issuing organisation; or*
- b) Authenticated VET transcripts issued by the Registrar*

QTAD offers both RPL and RCC (credit transfer) services to all students.

To determine your eligibility, discuss the amount of evidence required, or generally enquire about these processes, please call us on 07 4954 6038.

The learner's rights

Standards for Registered Training Organisations (RTOs) 2015

Standard 5

5.2 Prior to enrolment or the commencement of training and assessment, whichever comes first, the RTO provides, in print or through referral to an electronic copy, current and accurate information that enables the learner to make informed decisions about undertaking training with the RTO and at a minimum includes the following content:

d) the learner's rights, including:

- i. Details of the RTO's complaints and appeals process required by Standard 6; and*
- ii. If the RTO, or a third party delivering training and assessment on its behalf, closes or ceases to deliver any part of the training product that the learner is enrolled in*

Complaints and Appeals

In accordance with Queensland Training and Development Pty Ltd's Quality Management System all clients of Queensland Training and Development Pty Ltd may voice any complaints or concerns they may have in relation to the service provided.

Participant Feedback Forms are supplied at the conclusion of all courses and, once completed by the learner, may be handed to the trainer/assessor or to the administration staff for review by the Directors.

Lodgement of complaints must be in writing to Queensland Training and Development Pty Ltd within five (5) working days of the course completion.

All concerns will be acknowledged by management with a resolution expected within seven (7) days of receiving the complaint.

To view the full Complaints and Appeals policy please send an email request to training@qtad.com.au

Queensland Training and Development have a number of long-standing client companies and will take very seriously all concerns raised by any client.

We will endeavour to maintain consistency in the delivery of training and assessment and ensure the confidence of our clients.

Third Party Agreements

Queensland Training and Development Pty Ltd work in conjunction with a number of non-RTO Third Party providers. All assessment materials are supplied by Queensland Training and Development Pty Ltd and all credentials issued by Queensland Training and Development Pty Ltd are issued after the completed assessment materials have been closely scrutinised by the compliance team at Queensland Training and Developments head office in Mackay.

Any changes to a Third Party Agreement will be communicated to all participants currently enrolled in training affected by the change.

Learner's obligations

Standards for Registered Training Organisations (RTOs) 2015

Standard 5

5.2 Prior to enrolment or the commencement of training and assessment, whichever comes first, the RTO provides, in print or through referral to an electronic copy, current and accurate information that enables the learner to make informed decisions about undertaking training with the RTO and at a minimum includes the following content:

- e) The learner's obligations:*
 - ii. Any requirements the RTO requires the learner to meet to enter and successfully complete their chosen training product; and*
 - iii. Any materials and equipment that the learner must provide*

Queensland Training and Development Pty Ltd require that Participants arrive prior to the start time for the course they are enrolled in, sign in at reception and make their way to the relevant training room as directed by the reception staff. We are unable to delay the start of a course that will affect other participants.

In the event that the course you have enrolled in includes work placement as part of the training programme, you will be notified prior to the course and we will request all relevant support evidence, i.e. logbooks, site attendance/training transcripts, etc.

The confirmation email you receive from us includes:

NOTE: PLEASE READ THE FOLLOWING TERMS & CONDITIONS CAREFULLY

Please ensure that you bring all relevant Statements of Attainment applicable to this course.

You will be required to provide your USI details, in order to be issued your credential on completion of this course.

Please come dressed in smart casual attire or work gear with closed in shoes.

We do not provide lunch, however there are a number of options either walking distance, or a short drive away, and a refrigerator and microwave available for use.

If you require any additional information please do not hesitate to contact our office.

Please notify us if you are unable to attend: **NO CANCELLATION FEES APPLY**

Standards for Registered Training Organisations (RTOs) 2015

Standard 5

5.3 Where the RTO collects fees from the individual learner, either directly or through a third party, the RTO provides or directs the learner to information prior to enrolment or the commencement of training and assessment, whichever comes first, specifying:

- a) All relevant fee information including:
 - i. Fees that must be paid to the RTO; and*
 - ii. Payment terms and conditions including deposits and refunds;**
- b) The learner's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies;*
- c) The learner's right to obtain a refund for services not provided by the RTO in the event the:
 - i. Arrangement is terminated early; or*
 - ii. The RTO fails to provide the agreed services**

Fees

The total cost of the course you are enrolled in is included in your confirmation email.

Queensland Training and Development Pty Ltd does not accept payment for any courses prior to the commencement of the training and assessment. Payment may be made after signing in at the reception desk via eftpos or cash payment. The reception staff will issue a tax invoice/receipt at that time.

Cancellation

Where a company/participant has cancelled a course or removed a participant prior to the commencement of the course, Queensland Training and Development Pty Ltd will not seek to charge a cancellation fee.

Where a course is booked to be undertaken on site at the clients location, and no notice of cancellation is received, then a cancellation fee will be applied to that client. This cancellation fee shall be determined by the following factors:

- The Trainer/Assessors day rate
- Travel costs
- Accommodation costs

Refunds



Queensland Training and Development Pty Ltd does not accept pre-paid fees. Fees are payable on the commencement of the course, or as otherwise arranged by the client company.

A refund of fees can be provided to a company/participant enrolled with Queensland Training and Development Pty Ltd under the following circumstances:

- Queensland Training and Development Pty Ltd cancels a course before it commences – under this circumstance, Queensland Training and Development Pty Ltd will initiate the refund process
- Where Queensland Training and Development Pty Ltd has a prior arrangement with a client company that allows that client company to pay for their employees training prior to the commencement of that training, should there be a need to cancel a participant, a full refund of the money paid to Queensland Training and Development Pty Ltd for that participant shall be paid to the client company within seven days of the notification to Queensland Training and Development of that participant's withdrawal from the course
- Where a client company, or an individual participant, seeks a refund based on any incorrect amount paid to Queensland Training and Development Pty Ltd due to oversight or data error, the full amount of the overcharge shall be refunded to the relevant party within seven days
- Queensland Training and Development Pty Ltd assumes no responsibility for non-refundable airline-tickets, accommodation, deposits, or any other expenses incurred due to course cancellations by either party
- Queensland Training and Development Pty Ltd will refund the full cost of the course if the participant has not demonstrated the basic LL&N requirements to complete the chosen course and a 'Further Training Required' outcome is forecasted by the Trainer Assessor. The Trainer Assessor will assist the participant to understand this outcome and offer ongoing support to future learning opportunities.
- All refund requests can be made via a telephone conversation with one of the Directors (07 4954 6038) or in writing via email to training@qtad.com.au
- *At no time will a credit be provided after the course has commenced*

LL&N requirements

This section describes the Language, Literacy and Numeracy Skills that are essential to completing any course of training offered by Queensland Training and Development Pty Ltd and generally make up the Foundation Skills of the training packages as detailed on training.gov.au

SKILL	DESCRIPTION
Writing	•Produces and completes written documents required for workplace procedures
Numeracy	•Calculates resource requirements, including use of basic addition, subtraction, multiplication and division
Self-management	•Monitors and minimises own exposure to worksite risks and hazards during activities

Queensland Training and Development Pty Ltd can refer clients with additional LL&N requirements to providers specialising in LL&N services.

Standards for Registered Training Organisations (RTOs) 2015

Standard 3

3.6 The RTO meets the requirements of the Student Identifier scheme, including:

- a) Verifying with the Registrar, a Student Identifier provided to it by an individual before using that Student Identifier for any purpose;
- b) Ensuring that it will not issue AQF certification documentation to an individual without being in receipt of a verified Student Identifier for that individual, unless an exemption applies under the **Student Identifiers Act 2014**;
- c) Ensuring that where an exemption described in Clause 3.6(b) applies, it will inform the student prior to either the completion of the enrolment or commencement of training and assessment, whichever occurs first, that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the Registrar; and
- d) Ensuring the security of Student identifiers and all related documentation under its control, including information stored in its student management systems.

A USI (*Unique Student Identifier*) is a mandatory component of Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) enrolment and competency issuance data.

A USI is a reference number made up of numbers and letters. Creating a USI is free. It creates a secure online record of your nationally recognised training that you can access anytime and anywhere, and it's yours for life. The USI Office is responsible for administration of the USI scheme in accordance with the Student Identifier Act, 2014. NCVER (*National Centre for Vocational Education Research*), as the custodian of the VET (*Vocational Education and Training*) data standard (AVETMISS) and national VET administrative collections on behalf of the state, territory and commonwealth governments is responsible for the collection of data for the National VET administrative collections, and for supporting registered training organisations (RTOs) to meet their AVETMISS reporting obligations.

NCVER provides the AVETMISS data for the USI transcripts which is generated by linking the USI to the VET training activity held in the national VET database.

If you don't already have a USI and you would like to create one go to <http://www.usi.gov.au/Pages/default.aspx>

Queensland Training and Development Pty Ltd must be able to verify the learners USI and is **unable** to issue any credential to any Australian resident without a USI.



Queensland Training and Development Pty Ltd is a privately owned enterprise. We are a fee for service RTO. We do not offer government funded courses.

If you seek clarification about anything in this Student Information Guide please contact us:

Queensland Training and Development Pty Ltd contact details:

Telephone: 07 4954 6038

Email: training@qtad.com.au

Website: www.qtad.com.au

Address: 6/839 Mackay Bucasia Road, Bucasia, 4750

