



# Gold Coast Training College

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Student Manual

2017-2018

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Information

The Gold Coast Training College is a Registered Training Organisation #40816 registered to provide nationally accredited courses.

The information contained in this manual is to assist students who are about to begin a course with The Gold Coast Training College to enable the student to understand their rights and responsibilities.

We want to make sure that you have access to all the relevant information as you embark on your learning experience. This manual will help you make informed decisions and help you understand how you can seek assistance when needed.

We have a strong focus on providing opportunities for everyone to access and participate in learning and to achieve their learning outcomes.

The Gold Coast Training College Training ensures that its practices are as inclusive as possible and do not unreasonably prevent any clients from accessing its services. The Gold Coast Training College Training hereby states that we undertake to act always in an ethical manner. All activities of the Training Organisation will be carried out honestly, fairly, and accurately to give value to our clients and students. High standards such as fair marketing and advertising will always be maintained.

Our commitment to continually improve our business allows training programs to be the best they can be and ensure that students/clients receive value for money.

Before you complete and sign the enrolment form, please be sure that you have read this handbook and understand its contents. If you do not understand anything, please ask. By filling in and submitting the enrolment form, you are acknowledging that you have read the student handbook and will abide by the information it contains.

On our web site has a comprehensive range of information that will help you the student make an informed decision concerning the training. The student information gives you an indication of what is in the course and the assessments required.

Several courses e.g. first aid courses also list the competency skills sheets that are required for competency in that unit.

We support our clients by a variety of methods. If you feel that you would like to take advantage of this, please call our training coordinator on 07 5528 3591.

## **COURSE FEES**

Fees and charges are available on request from your trainer prior to enrolling into this course.

## **REFUND POLICY**

Course fees may be paid by:

- Credit card
- Direct deposit
- PayPal

If payment cannot be made please contact the office for a payment alternative method and Ph: 07 5528 3591 or email: [info@gctrainingcollege.com.au](mailto:info@gctrainingcollege.com.au)

All course fees include material and administration fees. Additional fees of \$15.00 per document will apply for additional copies of qualifications, statements of attainment and records of results.

Students enrolling in any course under the Certificate III Guarantee program must pay in full prior to course commencement. EZIPAY payment plans do not apply to Queensland Certificate III Guarantee programs or qualifications funded by the Higher-Level Skills Program at the Gold Coast Training College.

Payment plans are also available from Integrapay, please contact us for more details. Integrapay payment plans also do not apply to funded programs offered by the Gold Coast Training College in Queensland.

The Gold Coast Training College is a registered training organisation and does not accept payment of no more than \$1000 from each individual student prior commencement, the registered training organisation may require payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student does not exceed \$1,500.

Should the Gold Coast Training College need to cancel/reschedule any course, students/companies are entitled to their 100% deposit being fully refunded or transferred to a future course. Ideally, 48 hours' notice will be given to students/companies however in cases where this is not achievable as much notice as possible will be given.

No refund is available to students who leave before finalizing the course/competency/module unless they can provide a medical certificate or show extreme personal hardship. Students providing evidence of a medical certificate or extreme personal hardship may reschedule the course/competency/ assessment to a future date. The date will be at the discretion of the Gold Coast Training College. If a student fails to formally withdraw from a course prior to commencement without giving 5 days written notice in advance to the Gold Coast Training College will result in an automatic forfeiture of all fees paid.

**PROTECTION OF FEES PAID** - All deposits/prepayments received are placed in a separate account and are not accessed until the course commences. A relevant proportion of fees paid will remain in that account until the course is completed, to ensure refunds for eligible students.

Once a refund has been processed a cheque will be posted to the student/company nominated address by registered post. EFT is also available if requested.

Students will be given two opportunities to be assessed as competent. Should a student be deemed not yet competent following the second attempt of assessment no refund will be given.

The Gold Coast Training College reserves the right to cancel and refund an enrolment into any course funded under the Certificate III Guarantee if the student is found ineligible to participate.

The Gold Coast Training College Training undertakes that in the event they are unable to deliver training that has been paid for in full, they will refund the course fees or make alternative arrangements.

All students have access to any details concerning legislative requirements, pertaining to the training and course information, upon request to management. Some examples are as follows:

- Policies and Procedures Manual available on The Gold Coast Training College

- Student Handbook
- Mail outs
- Course brochure, Posters
- Student email, memos, and notices
- Reception desk

## **WORKPLACE HEALTH AND SAFETY (WHS)**

The safety of staff and clients is of primary importance. The Gold Coast Training College Training observes all WHS legislation and copies of the relevant Act are available to staff and clients. Trainers incorporate WHS considerations when planning and delivering training, and students will be advised of the WHS requirements of their programs and supervised accordingly. No staff member or student is to place themselves or other students in a position that contravenes the Work Health and Safety requirements. As a student, you have obligations to complete any training in a safe manner.

## **ACCESS AND EQUITY**

Access and equity policies are incorporated into the Code of Practice and all operational procedures. The Gold Coast Training College Training prohibits discrimination towards any group or individual in any form, inclusive of

- Gender
- Physical or intellectual or psychiatric disability, or any organism capable of causing disease
- Pregnancy
- Homosexuality (male or female, actual or presumed)
- Race, colour, nationality, ethnic or ethno-religious background
- Age
- Marital status

Our training programs are designed and wherever possible facilities are set up to enhance flexibility of delivery to maximize the opportunity for access and participation by all students. We do this by:

Promoting access to employment and training for all people regardless of gender, socio-economic background, disability, ethnic origin, sexual orientation, age, or race.

Ensuring training services are delivered in a non-discriminatory, open, and respectful manner.



Training all staff members so that they are appropriately skilled in access and equity issues.

Providing reasonable access to learners of all levels.

Conducting student selection for training opportunities in a manner that includes and reflects the diverse student population.

Actively encouraging the participation of students from traditionally disadvantaged groups and specifically aiding those most disadvantaged.

Providing culturally inclusive language, literacy and numeracy advice and assistance that help you in meeting personal training goals.

The Gold Coast Training College Training aims to identify and respond to the learning needs of all students. It is our intention that all trainers are to identify, at the start of training, the learning and assessment needs of their students. This may be accomplished informally through class discussion.

Trainers will ask questions that reveal the general English level of the students, understanding of subject concepts and technical skills, previous experience and considerations regarding possible assessment formats.

The trainers when formulating their lesson will use this information in assessment plans.

Students should express their views about their learning needs at all stages of their learning experience. We want to help students to identify their learning needs through the orientation procedure, Student Feedback Forms, Suggestion Box, lecturer discussion and an open invitation to approach staff with suggestions at any stage.

Again, these strategies provide staff with the required student based information for use in designing client training.

All courses incorporate competency units, which focus on communication skills. In addition, language, literacy, and numeric support is accessible to all students and can be organized on a case-by-case basis during student orientation day. The enrolment officer can organise required support when required. All delivery, assessment and instruction are carried out in English unless otherwise stated. We have available for your reasonable adjustment concerning the assessment process, depending on the level of support you require. This will be determined at the enrolment process.

### **Literacy**

- ⚙ Providing essential writing tasks.
- ⚙ Considering the use of group exercises for assessments.

- ⊗ Providing examples and models of completed tasks, such as those on our website in the form of video examples and skills sheets for the First Aid course.
- ⊗ Ensuring that documents and forms are written and formatted in plain English.
- ⊗ Using clear headings, highlighting certain key words or phrases.
- ⊗ Providing explanations of all technical terms used.

## **Language**

- ⊗ Presenting information in small chunks and speaking clearly, concisely, and not too quickly.
- ⊗ Giving clear instructions in a logical sequence.
- ⊗ Giving lots of practical examples.
- ⊗ Encouraging you to ask questions.
- ⊗ Asking questions to ensure you understand.

## **NUMERACY**

There is very little numeracy required in the short courses that we offer.

There is a numeracy standard required for higher qualifications. However, we encourage the use of calculators.

If a student meets essential entry requirements, the RTO must make 'reasonable adjustments' necessary for them to complete their course work or demonstrate competency. This may include adjusting the physical environment, student learning materials or the manner that a theory test is completed.

The Gold Coast Training College Training follows all relevant Commonwealth and State laws as detailed below.

The Gold Coast Training College Training abides by the principles of the Privacy Act, however the organisation may be required to provide student contact details to State or Federal authorised personnel for audit or upholding the law.

## **WELFARE AND GUIDANCE SERVICES AND CLIENT SUPPORT**

If you have a problem with your course, you should see your trainer who will help you find the assistance you need.

## **STUDENT PUNCTUALITY**

Students should be at the course at least 15 minutes prior to the start of training. Some

courses have enrolment proof of identity requirements and students must be able to satisfy these prior to attendance.

Failure to be on time may preclude you from attending. Transfer to another course is possible, a refund in these circumstances will not be available.

## **COMPETENCY BASED TRAINING**

All training is based on the principles of Competency Based Training. Delivery and assessment will involve students in accomplishing the tasks required to demonstrate competency in any unit. Students will be provided with every opportunity to demonstrate that they can carry out required tasks.

All accredited courses, delivery and assessment comply with the requirements of the nationally endorsed Training Packages or Accredited Courses. These documents are found on our web site under the tab of the corresponding course. Students may access these packages or course outlines and familiarize themselves with each competency unit criteria. Some courses e.g. first aid will also display competency sheets to help you understand what tasks are required and what competencies are required.

## **TRAINING – TRAINERS AND ASSESSORS**

All training staff are employed based on having the qualifications, skills, knowledge, experience, and attitude for the position. The Gold Coast Training College Training follows employment legislation and promotes EEO principles in its recruitment practices.

## **TRAINING - FLEXIBLE DELIVERY OF YOUR TRAINING**

The Gold Coast Training College Training practices the principles of flexible delivery. Programs are designed and delivered in a way that is best suited to the course content and the needs of the students. At times this means courses are available to be delivered in a classroom environment, on line or using a combination of classroom and on-line methods.

At the start of each course trainers will identify the delivery needs of the students and may adapt delivery strategies to meet the needs of the students, provided the content and evidence of competency still meets the needs of the training package or accredited course. The Gold Coast Training College Training pre-delivery approves changes. This ensures proper accredited qualifications can be issued.

Delivery alternatives may include: presentations, role play, case studies, demonstrations, excursions, guest lectures, group work, calculations, exercises, journals, projects, observations, computer assisted learning, tutorial style and individualized learning, library use, magazines and newspapers, video, and audio-visual.

All delivery and assessment is geared towards one outcome - that is the awarding of a nationally recognised qualification or statement of attainment. Hence delivery and assessment will be conducted according to the competency unit criteria as stipulated in the training package or accredited course.

### **ASSESSMENT – INDUSTRY CONSULTATION**

The Gold Coast Training College Training liaises with industry to confirm that the current course material and training reflects industry needs, covers knowledge and skills to meet employment and skill demands of industry; proposed courses are reflective of future industry and employment growth and assessment strategies, assess significant points and provide results that are useful to prospective employers.

### **ASSESSMENTS – VALIDATION AND MODERATION**

The Gold Coast Training College Training ensures that our business model moderates all assessment tasks to ensure that the tasks and hence the results are reliable, valid, and fair and to ensure that the marking procedures are also fair and valid. Validating an assessment task involves checking that the assessment tool produces valid, reliable, sufficient, current, and authentic evidence to enable reasonable judgments to be made as to whether the requirements of the relevant aspects of the Training Package or accredited course have been met.

It includes reviewing and making recommendations for future improvements to the assessment tool, process and/or outcomes. Assessment tasks and course results are moderated (results and assessments made are reviewed to determine whether the tool is providing consistency and reliable outcomes) by course advisory committees at bi-annual meetings.

All delivered units will be assessed at the time of delivery by the trainer/assessor.

All assessment tasks are competency based and cover the entire scope of the units

covered in the training program. Assessments are then subjected to checking by The Gold Coast Training College Training prior to the issue of statements of attainment or course certificates

Assessment tasks are designed to evaluate evidence that a student can demonstrate competency in all relevant subject competencies.

Students are provided with every opportunity, within their course duration, to obtain and show competency. Students not able to show competency after the completion of their course will have the opportunity to redo the aspects of the assessment that require evidence of the student's competence.

This must be achieved within one month of completing the course, alternately, it may be decided that the student will need to re-enroll in the course and complete the outstanding assessment activity as part of the course. The trainer/assessor will indicate the requirements to demonstrate competencies required.

### **ASSESSMENT APPEALS.**

All appeals should in the first instance be discussed with your trainer to allow you to see if it is possible to be re-assessed. Students wishing to make an appeal should first make an appointment with the trainer/assessor. If the matter is not resolved an appointment (or telephone/email) should be made for an interview with the Manager.

RPL is an assessment process that assesses the 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 to, and/or partial or total completion of, a qualification.

Students may apply for RPL based on previous and or current work experience, life experience or training. Only the RPL supervisor or General Manager of The Gold Coast Training College Training can grant RPL to the student.

Students are required to indicate their intention to apply for RPL upon registration and complete the RPL & Exemption Information kit available from The Gold Coast Training College.

The RPL assessor is available to discuss applications or provide advice on evidence that may support an application. The responsibility of providing complete and accurate documentation is a student responsibility

The assessor or The Gold Coast Training College Training will advise the cost prior to

the application being submitted. The cost may vary by course and must be paid at the time of application to your assessor or direct to The Gold Coast Training College Training.

### National Recognition

Under national recognition, The Gold Coast Training College Training recognises the qualifications issued by other Australian RTO's and will grant an exemption for all previous training resulting in a competent result where the unit of competency can be identified, either as listed in the relevant Training Package or NTIS website.

Students are required to indicate their intention to apply for exemption at the time of registration and complete the RPL & Exemption Information KIT. Students will be informed in writing regarding the cost prior to application, the results of their application and any further evidence required.

Credit transfer: Where a student is assessed, and considered previously to have completed the equivalent of a unit or a proportion of a course through formal study or other study, work, or life-experience (see Recognition of prior learning), they may receive credit for that unit or proportion, and the course requirements may be correspondingly reduced. Fees associated with this process will be advised prior to the assessment of the material.

### Records Management

All courses are scanned and entered our database. Files are stored for the legislated period and electronic files are backed up regularly. Information concerning contact details, financial status, academic status, attendance status, registration details, identification details, evaluations, feedback, and surveys are all confidential. The files are securely secured.

Students have access to personal records upon request to the General Manager. In all cases The Gold Coast Training College Training will require proof of identity to protect the privacy of all client information.

Students are obligated to keep The Gold Coast Training College Training informed of their current contact details and to inform us immediately of any change in these details. Students should be advised that if they do not receive any correspondence due to incorrect contact details they are fully responsible.

### **Grievance, Complaint, and Appeals Procedure**

The Gold Coast Training College Training has a Student Grievance and Appeals Policy and Procedure ensuring that all student grievances are considered confidentially with expediency and to the satisfaction of all parties involved.

Students are encouraged to make all grievances, complaints or appeals known to management through the Grievance and Appeals Policy and Procedure form. Students may complete a Grievance and Appeals form and lodge it at the reception. An appropriate staff member will contact the student and organise a meeting to discuss their concerns.

If an amicable result cannot be achieved the student may access 3rd party intervention as made available by The Gold Coast Training College Training. Students will receive a student complaint, grievance, or Appeals outcome statement. The Gold Coast Training College Training Grievance and Appeals Policy and Procedure does not restrict the student's right to pursue other legal remedies.

The Gold Coast Training College Training has in place arrangements for a person or body independent of and external to The Gold Coast Training College Training to hear complaints or appeals arising from the Gold Coast Training College Training's internal complaints and appeals process. Students are referred to an existing body, where that body is appropriate for the complaint or appeal. Each party may be accompanied and assisted by a support person at any relevant meetings.

#### Issuance of Qualifications

On completion of a course, subject to checking of documentation students will be issued with the appropriate certification. On completion of delivery of the unit's trainers will submit Student Results Forms to the course completion supervisor for checking and entry into the electronic data managements. On successful course completion students will be eligible to receive qualifications/Unit of competency.

If students do not complete all required subjects at competent level they will not be eligible to receive a qualification. They will, however, be eligible to receive a Statement of Attainment for the units completed within the course.

All qualifications and statements of attainment issued will be issued without alteration or erasure and be identified by a unique number – printed on the qualification or statement.

The Gold Coast Training College Training will maintain a record of all qualifications/statements of attainment issued for a period of 30 years.

### **RULES ENSURING COMFORT & CONVENIENCE FOR ALL STUDENTS.**

Alcohol is NOT permitted on training. A student who appears to be affected by alcohol cannot attend the training.

**Smoking** is not permitted in and around the training environment.

**Chewing gum** is not permitted in and around the training room.

**Drugs** are not permitted in the training program. Anybody found having any sort of dealing with drugs will be expelled from the course and will be reported to the police. A student who appears to be affected by drugs cannot attend the training.

All **litter** to be removed following the class and there will be cleaning tasks required after each training session. See your trainer for this information.

Lipstick should not be worn when you are attending first aid courses because of the stain it may leave on manikin faces.

### **Medical Problems**

Students who have medical issues that could affect their performance in the training course should identify this to the enrolment officer or trainer. The Gold Coast Training College Training reserves the right to call the ambulance for assistance if you collapse and require attention.

### Induction Requirements at the Training Course

Housekeeping responsibilities will be explained at the induction process and at the beginning of the course.

Fire and evacuation procedures. Your trainer will provide you with this information at the start of your course. If this does not occur, please bring this to your trainer's attention as it may have been an oversight.

Assessment requirements will be explained on how you can gain competency for this course.

### Student Misconduct & Disciplinary Procedures

The Gold Coast Training College Training will not tolerate misconduct under any circumstance and a student may be asked to leave the premises, (or the course) with no refund or recognition of competencies already achieved for the following;

- Cheating or lying about marks or assessments
- Impairing others freedom to pursue their study
- Conduct that brings The Gold Coast Training College Training into disrepute or slander of The Gold Coast Training College Training, participants, or staff
- Plagiarizing material
- Failure to comply with reasonable instruction or supervision
- Conduct that places another at risk
- Assault to any member of our staff or participants including verbal, physical or threatening comments or gestures



- Discrimination, harassment (of any sort), disorderly conduct, disruptive, abusive, or anti-social behaviour
- Destruction or damage to our property or premises used by The Gold Coast Training College Training
- Stealing any property or equipment belonging to a student or our equipment
  
- Persistent lateness or unacceptable disruption of classroom
- The use of profanities, crass or obscene language, drunkenness or influenced by illegal substances
- Failure to undertake assessments as set out by The Gold Coast Training College Training and the AQTF
- Behaviour that breaches the Privacy Act 1988
- Criminal or anti-social behaviour

The Gold Coast Training College has in place a Harassment policy and procedure to create a safe environment for staff and students. The aim of these procedures is to give any staff member or student who has a harassment concern, access to a fair and confidential process assisted by understanding personnel within The Gold Coast Training College.

### **STAFF AND STUDENTS NEED TO BE AWARE OF THE FOLLOWING DEFINITIONS:**

Bullying - is unwelcome and offensive behaviour that intimidates, humiliates, and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insult, spreading false or malicious rumors about someone, isolating or ignoring a person, putting people under unnecessary pressure with overwork or impossible deadlines, and sabotaging someone's work or their ability to do their job by not providing them with vital information and resources.

Confidentiality - refers to information kept in trust and divulged only to those who need to know.

Discrimination - is treating someone unfairly or unequally simply because they belong to a group or category of people. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender, history, impairment, age, or sexual orientation. Victimisation is also treated as another form of discrimination.

Harassment - is any unwelcome and uninvited comment or action that results in a person being intimidated, offended, humiliated, or embarrassed.

Personnel - refers to all employees of The Gold Coast Training College Training

Racial Harassment - occurs when a person is threatened, abused, insulted, or taunted in relation to their race, descent, or nationality, colour, language or ethnic origin, or a racial characteristic. It may include derogatory remarks, innuendo and slur, intolerance, mimicry, or mockery, displays of material prejudicial to a race, racial jokes, allocating least favourable jobs or singling out for unfair treatment.

Sexual Harassment - is any verbal or physical sexual conduct that is unwelcome and uninvited. It may include kissing, embracing, patting, pinching, touching, leering or gestures, questions about a person's private or sexual life, requests for sexual favors, smutty jokes, phone calls, emails, facsimiles or messages, offensive noises or displays of sexually graphic or suggestive material.

Victimisation - is punishing or treating an individual unfairly because they have made a complaint, or are believes to have made a complaint, or to have supported someone who has made a complaint.

If a staff member or student feels they have been harassed in any way they should report it to the Manager who will initiate an investigation. The Manager will document the concerns and keep the concerned party informed always as the investigation proceeds until a satisfactory outcome is achieved.

## **PRIVACY**

We understand the importance people place on their privacy and personal information. As such we take your privacy very seriously and comply with the requirements of the National Privacy Principles of the Commonwealth Privacy Act (2001) and where they apply to our dealings with you the participant.

In some cases, we will be required by law to make participant information available to others such as Registering Bodies from State or Federal Government Departments. In all other cases, we ensure that we will seek the written permission of the participant. The relevant Privacy Principles are summarized as:

**Collection** We will collect only the information necessary for our primary function and

you will be told the purposes for which the information is collected.

**Use and disclosure** Personal information will not be used or disclosed for a secondary purpose unless the individual has consented or a prescribed exception applies.

**Data quality** We will take all reasonable steps to make sure that the personal information we collect, use, or disclose is accurate, complete, and up to date.

**Security** We will take all reasonable steps to protect the personal information we hold from misuse and loss and from unauthorised access, modification, or disclosure.

## **YOUR FEEDBACK OR SURVEY REPORTS**

Feedback from you is pivotal in our efforts to continue to improve the services and courses that we offer. When your trainer asks you to complete a survey, please take time to give a considered response. If, for any reason you, are unable or uncomfortable completing the form in class, there is an additional opportunity to print off a feedback form (in the documents section) print off and simply email, fax, or mail it to us.

## **CONTACT DETAILS:**

For further information relating to the information contained in this Student handbook please contact The Gold Coast Training College.

## **Complaints Policy**

We are committed to providing a learning and working environment in which complaints are responded to promptly and with minimum distress and maximum protection to all parties. As part of its commitment to creating a supportive and open organisational culture, The Gold Coast Training College is committed to ethical and responsible management, transparency in its decision-making processes, and a visible, accessible, and fair complaints process.

The Gold Coast Training College views student complaints as providing an opportunity to review and improve its policies and practices, and to gain insight into student (Student employer and instructor) levels of satisfaction. It is an integral part of The Gold Coast Training College Continuous Improvement Policy.

### **Responsibilities of Managers, Staff, and Students**

Managers and other designated staff at The Gold Coast Training College are responsible for responding appropriately to complaints.

A designated manager is responsible for coordinating the resolution process in keeping with The Gold Coast Training College complaint handling principles, relevant policies, and procedures. The designated manager is also responsible for ensuring that staff and complainants involved in the complaint resolution process understand their rights and responsibilities in relation to this policy.

All students and staff have a responsibility to contribute to the achievement of a productive, safe, and equitable study and work environment at The Gold Coast Training College. , students and staff have a responsibility to:

- Participate in the complaint resolution process in good faith
- Co-operate fully in any investigation process
- Assist the complaint handler in reaching satisfactory resolution wherever possible
- Avoid complaining about the same matter to several different units or individuals at the same time
- Avoid making complaints or counter-complaints with a mischievous or malicious intent.
- This policy applies to all aspects of training at The Gold Coast Training College.
- The actions/performance of people involved in the delivery and management of

- The quality, content, and relevance of training programs.
- The support services provided by The Gold Coast Training College.
- Students may make a complaint about any matter, which relates to their program of study at The Gold Coast Training College, even if the incident, which is the basis of the complaint, did not occur on a course.

### **Accountability for Student Complaints**

A key principle in The Gold Coast Training College complaint resolution process is that complaints are resolved wherever possible at the lowest appropriate level of management.

Students are encouraged to raise their complaint in the first instance directly with the person concerned. This is appropriate in matters where the student feels comfortable with making a direct approach, or where the complaint does not relate to allegations of unlawful behaviour (e.g. assault, illegal discrimination or harassment, corruption).

Where it is not appropriate for the student to raise the issue directly with the other person/s, they can make a complaint to the Manager or other person in authority at The Gold Coast Training College.

The Manager of The Gold Coast Training College is responsible for receiving and investigating complaints from students.

All students have the option of making a formal written complaint to the Manager. The Manager will gather information and seek advice from all parties before responding to the complaint

## **Assistance for Students in Making a Complaint**

Students may wish to seek advice and assistance in lodging a complaint from one of the instructors at The Gold Coast Training College.

### **How to Raise a Complaint**

A complaint to a person in authority can be in writing on the complaints form, and due to the requirements of procedural fairness the complainant will have to be identified unless the facts of the matter are not in dispute.

Often the complainant may not wish to complete a customer complaint form and so makes the complaint verbally to a member of staff. It is the duty of the member of staff to document this complaint.

- If the complaint is about a staff member, the complaint should be made to the Manager.
- If the complaint is about another The Gold Coast Training College student, the complaint should be made to the Instructor and/or the Manager, and the complaint will then be reviewed and resolved.
- If the complaint relates to behaviour by a person external to The Gold Coast Training College who the student is interacting with in the course is the assessor or a training instructor, the complaint should be made to the Manager who will then follow the policy and take appropriate action.

### **Complaints - principles for handling a complaint**

The Gold Coast Training College procedures for handling student complaints are based on confidentiality, impartiality, procedural fairness, and prompt resolution.

- Where appropriate, complaints will be resolved at the lowest possible level of management or in accordance with the hierarchy above. However, all complaints will be recorded in The Gold Coast Training College complaints register so that all levels of management are aware of complaints made. The Manager will monitor progress, engage all relevant levels of management, and ensure that action is taken in each case.
- Procedural fairness will be observed in all aspects of handling a complaint. In practice, this means that all parties to a complaint will be informed of the complaint,

the specific allegations being made, and all parties will be given the opportunity to respond to any allegations made. Procedural fairness usually requires that the complainant must be willing to be identified, unless the facts of the matter are not in dispute, or where the matter involves allegations of corruption, misadministration, or serious waste.

- Management will ensure that they have no conflict of interest or bias in relation to any party to the complaint, and that there is no perception by the parties that they have a conflict of interest or bias. If the person in authority does not believe they can handle the complaint in an impartial way, they will exclude themselves from the process, and refer the matter to their supervisor. In the case of a conflict of interest or an inability to resolve the complaint, the complaint should be referred to the relevant governing/regulatory body for mediation.
- Confidentiality will be respected wherever possible within the constraints of the need to fully investigate the complaint, and matters pertaining to the complaint will not be discussed beyond the parties to the complaint and staff involved in resolving the complaint. In some cases, resolution of the complaint may also involve appropriate bodies external to The Gold Coast Training College, e.g. trade unions or statutory bodies.
- Resolution of the complaint will usually consider the preferred process of resolution of the person who made the complaint. However, there may be instances where a complaint is of such a serious nature that formal action is required that is beyond the wishes of the complainant, e.g. when a complaint raises or relates to allegations of unlawful behaviour or corruption or when The Gold Coast Training College duty of care to staff or students may be compromised if no action is taken. All complaints will be dealt with in accordance with The Gold Coast Training College Policy and procedures.

- Management have a responsibility to respond to complaints within a reasonable timeframe. Complaints will be responded to as quickly as possible in the circumstances, and complainants will be advised of the proposed timeframe for resolution. Unless a complaint is unusually complex or involves allegations of misconduct, The Gold Coast Training College will achieve resolution of a complaint within 4 weeks of the complaint being lodged with the appropriate person in authority. If it is not possible to achieve resolution within this timeframe the complainant will be advised of this, and will be kept informed of the progress of the matter. Students should be aware that if the matter has been lodged initially at an inappropriate level of authority, it might take longer to respond to the complaint.

Where the Gold Coast Training College considers more than 60 calendar days are required to process and finalise the complaint, the Gold Coast Training College will inform the complainant in writing, including reasons why more than 60 calendar days are required, and

Will provide regularly updates to the complainant on the progress of the matter.

*The Gold Coast Training College will provide for review by an appropriate party independent of the RTO and the complainant, at the request of the individual making the complaint, if RTO process fail to resolve the complaint.*

### **Outcomes of the complaint resolution process**

Complainants will receive a written statement documenting the outcome of their complaint unless resolved at the time the complaint is raised and further correspondence would serve no purpose. The outcome will be in keeping with the seriousness of the incident, which was the basis of the complaint, and outcomes will be applied consistently across The Gold Coast Training College. Some of the possible outcomes of a student complaint include:

- Through the resolution process the student gains a better understanding of the situation so that his/her concerns are addressed.
- A mutually acceptable resolution is reached through conciliation or mediation.
- The complainant receives an apology, and/or the issue or behaviour that was the basis of their complaint is modified.
- In some cases, the complaint cannot be substantiated and no further action will result.
- In more serious cases, The Gold Coast Training College formal disciplinary processes will be invoked.



- Any disciplinary action will be undertaken in accordance with the processes prescribed in relevant industrial agreements (for staff) or The Gold Coast Training College Rules (for students). Formal warnings about inappropriate behaviour are a common outcome in the first instance, unless the behaviour is of a very serious nature (for example, involving repeated incidents of inappropriate behaviour or serious breaches of the code of conduct). Serious staff and instructor breaches will result in immediate dismissal.

All documentation relating to complaints will be kept strictly confidential and will not be accessible to anyone who is not directly involved in handling the complaint. Any material about the outcome of the complaint will be placed on the appropriate student and/or personnel file in accordance with the requirements of the Policy on Employee Records and the Policy on the Privacy of Student Records, and will only be accessible to authorised officers of The Gold Coast Training College and the individual concerned. Student Feedback Forms are available after all courses to be completed and forwarded to the proprietors. Lodgment of complaints must be in writing to the Manager of the Gold Coast Training College within 5 working days of course completion. All concerns will be acknowledged by management within seven days. Any substantiated complaint will be acted upon, with the initiator being advised of the outcome in a timely manner.

Any student wishing to appeal an outcome of complaint may approach the Chief Executive Officer of The Gold Coast Training College to discuss possible solutions or lodge a written appeal within 5 working days of the decision.

Any such appeals will be kept on file for future reference. Any unresolved appeals will be referred to the appropriate authority.

Any student wishing to appeal an outcome of assessment may informally approach the trainer of that course at any time to discuss possible solutions or lodge a written appeal within 5 working days of course completion to The Gold Coast Training College.

Any such appeals will be kept on file for future reference. Any unresolved appeals will be referred to the appropriate authority.



If you have a complaint about the Gold Coast Training College or their staff please raise your concerns with one of our managers this can be done either verbally or supplying details on this form

Please provide details of your complaint here

Please note that in keeping of our complaints Policy

Lodgment of complaints must be in writing to the Manager of the Gold Coast Training College within 5 working days of course completion.

All concerns will be acknowledged by management within seven days. Any substantiated complaint will be acted upon, with the initiator being advised of the outcome in a timely manner.

Any student wishing to appeal an outcome of complaint may approach the Chief Executive Officer of The Gold Coast Training College to discuss possible solutions or lodge a written appeal within 5 working days of the decision.

Any such appeals will be kept on file for future reference. Any unresolved appeals will be referred to the appropriate authority.

### **Legislation**

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

The purpose of these Standards is to:

- set out the requirements that an organisation must meet to be a registered training organisation (RTO);
- ensure that training products delivered by RTOs meet the requirements of training packages or VET accredited courses, and have integrity for employment and further study; and
- ensure RTOs operate ethically with consideration of learners' and enterprises' needs.

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

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

Further information can be found at <http://www.comlaw.gov.au/Details/F2014L01377>

## **ASQA**

The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector.

ASQA regulates courses and training providers to ensure nationally approved quality standards are met.

Further information can be found at <http://www.asqa.gov.au/>

## **Queensland Government Funded Students**

The Gold Coast Training College provides funding under the Certificate 3 Guarantee

Program. All potential students are to visit the following factsheets prior to enrolment.

All students will be asked to acknowledge that the following factsheets have been accessed and read as part of the enrolment process. The factsheets are below:

<https://training.qld.gov.au/site/providers/Documents/funded/certificate3/c3g-factsheet-student.pdf>

<https://training.qld.gov.au/site/providers/Documents/funded/certificate3/c3g-disadvantaged-learners-fact-sheet.pdf>

<https://training.qld.gov.au/site/providers/Documents/funded/hls-student-factsheet.pdf>

<https://training.qld.gov.au/site/training/Documents/incentives/year12-fee-free/year-12-fee-free-fact-sheet.pdf>

<https://training.qld.gov.au/providers/funded>

<https://training.qld.gov.au/docs-data/strategies/vetinvest>