



**Student
Handbook**

www.qss.edu.au

RTO Code 90791

Welcome to Quality Service Skills.

Quality Service Skills commenced trading as a Registered Training Organisation in 2002 under the name MAP Training. Delivering accredited training in NSW and south-east QLD, in 2017 we moved our head-office to Ballarat with a focus on community-based and regional training in Western Victoria.

QSS understand that not all regional areas have access to quality training & assessment, and that flexibility is required to meet your needs. We offer week-end and week-night hours to suit busy people; as well week-day classes by request or for employer-based training.

We can travel to your workplace or you can train in our local training rooms.

Registered with ASQA, our RTO Code is 90791. Audited for Re-Registration in December 2015, Quality Service Skills is now registered until 2022.

You can find further information and confirmation of our registration on the National Register at <https://training.gov.au/Organisation/Details/90791>

Contact Us

If your enquiry relates to:

- Our training courses or programs
- Any enquiry regarding our services
- Interest in a tailored program to suit your needs
- Pricing for group enrolments
- Corporate training discounts
- Workplace training
- Training in remote or regional locations
- Questions about your training or trainer
- Feedback or suggestions for improvement

You can ring Jackie Moriarty on 0438848850.

You can email at jackie@qss.edu.au

You can submit a Webform enquiry at www.qss.edu.au

If we can't answer your enquiry immediately, we will call you back within 24 hours.

Enrolment

For enrolment into a 1 or 2-day accredited training program, or any non-accredited training programs; the learner can directly enrol online via the website. The Enrolment Form link is at the bottom of the home page.

For accredited training programs of a longer duration, the learner is invited to speak with QSS (in person or by phone) and undertake a Pre-Enrolment Interview.

During that contact QSS will discuss with you:

- The training program overview and content
- Fees and charges
- Eligibility and entry requirements
- Assessments to be undertaken
- Applications for Recognition of Prior Learning and Credit Transfer (if applicable)

The Pre-Enrolment Interview is designed to ensure the learner has the relevant skills and interest to undertake the training; at both the Australian Qualifications Framework (AQF) level chosen and in the relevant industry of interest, taking into account the learners existing skills and knowledge.

If the learner decides that the training program suits their needs, then they may be asked to complete a written Pre-Training Review (Language, literacy and numeracy assessment) at a suitable time prior to course enrolment.

In other words, we want to make sure you are enrolling into the right course, that suits your needs, and will provide you with the skills and knowledge you need for your career, life choices, interests or abilities.

QSS delivers quality programs – we want to ensure you are enrolled into the right course for you.

Student Support

At QSS, all learners are supported, assisted and engaged with throughout the entire training program, from enrolment to completion.

QSS does not, however, offer any guarantees to learners that they will be found competent in their studies.

Competency outcomes are entirely up to the learner. Learners need to attend, participate, engage, and undertake all activities. QSS will support you and provide motivation and encouragement, however success is in your hands. (*More information on Competency based Training and Assessment is on the next page*).

If a prospective learner cannot meet the entry requirements (Pre-Enrolment Interview and Pre-Training Review) for a training program, we can refer you to support services such as:

- The Reading and Writing Hotline
- The Skills for Education and Employment Program
- Adult Community Education (ACE) Training Providers
- The Adult Migrant English (AMES) Program
- 26Ten Literacy Program (TAS)

If a learner is successful in meeting the entry requirements to one of our training programs but requires additional support during the training, QSS will meet assist you by offering the following:

- Additional tutorials
- One-to-one support with trainer
- Assistance in using technology

There may be an additional charge involved dependant on the resources required, the time scheduled, and the level of support and assistance provided.

Competency Based Training

To successfully complete Nationally Recognised Training, you must first be able to demonstrate your competency. Competency-based training emphasises what a learner can do in the workplace as a result of completing the training. Or, in the case of Recognition of Prior Learning, based on your life skills and experience.

The competency standards are set by industry, and listed within each Unit of Competency. The standards can include:

- Knowledge Evidence (the things you must demonstrate an understanding of)
- Performance Evidence (the things you need to demonstrate an ability to undertake), and
- Assessment conditions (when/how/frequency of assessment)

Assessment

To be deemed Competent, you must be able to complete the tasks set by your assessor, and demonstrate the ability to undertake that task in a different range of contexts and timeframes.

Assessment methods offered by QSS provide you with multiple opportunities and formats to demonstrate your newly-learned skills and knowledge.

QSS incorporate a variety of assessment tasks including:

- Written Questions
- Projects and Assignments
- Practical Demonstrations and Presentations

The assessments are completed both during and/or after the training, thereby allowing you plenty of time to learn, practice and demonstrate your competency.

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is the assessment process that involves assessment of an individual's relevant prior learning (including formal and informal learning) to determine the outcomes of an individual's application for credit.

Learning consists of skills, experience and knowledge gained during your working life. You will be required to provide evidence of your experience, knowledge and skills; which may be (for example) included in the following:

- Resume and Position Descriptions
- Attendance at seminars, conferences and other internal training undertaken at work
- External training including accredited and non-accredited training
- Testimonials or references from prior employers
- Portfolios or evidence of your work-products

Learners are required to complete an RPL Application Kit, which includes an Evidence Matrix for each Unit of Competency being applied for.

Learners are welcome to speak to Quality Service Skills regarding Recognition of Prior Learning. Please read our RPL & CT Procedure on the website for further information.

There is a fee for Recognition of Prior Learning which will be negotiated and agreed to with the individual learner prior to commencing the process.

Credit Transfer

Credit Transfer (CT) is the process that provides students with agreed and consistent credit outcomes for Units of Competency based on identified equivalence in content and learning outcomes.

Quality Service Skills are under no obligation to issue a Statement of Attainment for Units of Competency based solely on a Credit Transfer outcome*.

Please see our RPL & CT Procedure on the website for further information.

Students are required to provide the original (or certified copy) of their Statement of Attainment from the issuing Registered Training Organisation to apply for Credit Transfer. Alternatively, students can provide QSS access to the USI portal so we can view your Transcript. Our RTO Code is 90791 (you will need this to provide access). QSS cannot amend, alter or update your USI records or transcripts through this process – we can only view your results from previous training.

There is no charge for Credit Transfer. There is no charge to assess your Statement of Attainment to determine equivalency/currency. If however the Units of Competency listed on your Statement of Attainment are not equivalent to Units of Competency on QSS Scope of Registration, they may still be used in a Recognition of Prior Learning Application, which does attract a fee.

** Standards for Registered Training Organisations 2015*

Nationally Recognised Training

Nationally Recognised Training is any programme of training leading to vocational qualifications (or individual units of competency) that are recognised across Australia.

Only Registered Training Organisations can deliver Nationally Recognised Training. QSS is a Registered Training Organisation and our details can be found on www.training.gov.au by selecting “National Register of VET” on the right hand side of the website and then:

- Completing a search under Organisation/RTO for our RTO Code of 90791
- Completing a search under Organisation/RTO with our name Quality Service Skills
- Typing <https://training.gov.au/Organisation/Details/90791> into your search engine address bar.

Nationally Recognised Training is often referred to as Accredited Training. Accredited Training is different to non-accredited training, in that you will be issued with either a:

- Statement of Attainment, or
- Certificate / Testamur

Upon successful completion. Both of these documents may have the Nationally Recognised Training logo on them. The logo is easily identifiable and can only be used by Registered Training Organisations.



Plagiarism

Plagiarism is the practice of taking someone else's work and passing it off as your own.

When completing your assessments with QSS, we provide clear and easy to understand instructions.

You must always submit your own work.

Plagiarism is not acceptable. Any learner of QSS who is found to have plagiarised their work will be asked to meet with QSS Management.

In the first instance, the learner will be asked to resubmit a replacement (alternate) assessment. The learner will be advised of the repercussions of their actions and provided with a final warning.

A second instance of plagiarism by the same learner will result in the learner being withdrawn from their course of study. Please see the QSS Academic Misconduct Procedure for further information.

Privacy and Confidentiality

Under the *Data Provision Requirements 2012*, Quality Service Skills is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on our enrolment forms and your training activity data) may be used or disclosed by Quality Service Skills for statistical, regulatory and research purposes. Quality Service Skills may disclose your personal information for these purposes to third parties, including:

- School - if you are a secondary student undertaking VET, including school-based apprenticeships or traineeships
- Employer – if you are enrolled in training paid by your employer
- Commonwealth State or Territory government departments and authorized agencies
- NCVER
- Organisations conducting student survey's, and
- Researchers

Quality Service Skills takes the privacy and confidentiality of all learner's information very seriously. Your original Enrolment form and any other completed paperwork is stored in locked filing cabinets. Information transferred into our Student Management System is only accessible from one computer, which is in a locked office and is protected by stringent password requirements.

We do not share, sell or promote your personal information. No information is stored overseas. Our Student Management System is VETtrak which is run by a company called OzSoft; and owned by ReadyTech.

Google Analytics

Google Analytics is a service provided by Google which transmits website traffic data to Google Servers in the United States. Google Analytics do not identify users or associated your IP address with any other data held by Google. We use reports from Google Analytics to help us understand website traffic and webpage usage.

Website Cookies

Cookies are small text files that websites place on the computers and mobile devices of people who visit those websites. This includes our website www.qss.edu.au

Cookies are then read by the website each time you return to the site. These text files allow a website to remember your device and how you interacted with the website, which is useful for a number of different purposes. For example, cookies can be used to remember usernames and passwords, so you don't have to login to certain websites every time. Cookies do not access information stored on your computer or any personal information such as your name, phone number or email address.

Our website may contain links to other websites. Please be aware we are not responsible for the privacy practices of such websites, and we therefore recommend you read and be aware of their privacy policy.

Our Trainers

At Quality Service Skills we believe the best people to deliver the training are those that have current, relevant and significant industry experience.

All QSS trainers hold the Certificate IV Training & Assessment (TAE40116 or its successor) as well as an industry-based qualification in their area of expertise.

All QSS Trainers hold a current Victorian Working with Children Check or are registered Teachers with the Victorian Institute of Teaching. QSS provide a workplace and training environment that meets the Child Safe Standards; we do not condone any form of abuse or mistreatment of children, (or adults).

Our trainers are experienced and put a lot of effort into making sure your training program is engaging, interesting and relevant to your needs.

In return, we ask that all learners demonstrate respect for the training by turning mobile phones to silent (or off) and only checking for messages during breaks.

Unique Student Identifier

From January 1st, 2015, all students undertaking Accredited Training in Australia are required to have a Unique Student Identifier (USI), consisting of 10 characters.

Creating a USI will only take a few minutes and it is free. You only need to create a USI once and it will stay with you for life. After you create your USI, you then need to give it to each training provider you train with when you enrol.

As a Registered Training Organisation, Quality Service Skills are unable to issue you with a Statement of Attainment or Certificate without a valid USI.

Whilst we understand that you may not have your USI on you during enrolment, it must be provided as soon as possible afterwards. QSS will contact you via text or email if we are unable to locate or validate your USI. Please refer to our USI Procedure on the website for further information or visit www.usi.gov.au

Feedback & Compliments

Quality Service Skills welcomes all compliments, feedback, suggestions and complaints.

You can submit all types of feedback via our web form at www.qss.edu.au or you can email jackie@qss.edu.au or you can call Jackie on 0438848850.

“If we don’t know about it, we can’t fix it”

QSS encourages all past, present and future students (as well as any member of the public or interested party) to speak to us in the first instance, where we will organise a face-to-face catch-up to discuss your concerns. If however you are not satisfied with the outcome of our conversations there are additional contact points for submitting complaints. These include:

Australian Skills Quality Authority (ASQA)

- www.asqa.gov.au
- enquiries@asqa.gov.au
- Ph: 1300 701 801

National Training Complaints Hotline

- 133873

Dispute Settlement Centre of Victoria

- Ph: 1300 372 888
- <http://disputes.vic.gov.au/>

Fees and Charges

A Price List is available on our website at www.qss.edu.au for our short courses and Accredited Training programs.

Quality Service Skills accepts payments by:

- Credit Card (in person or over the phone, process by SQUARE)
- Direct Deposit (we can provide you with our Bendigo Bank business bank account details)
- Cash (receipts issued immediately)
- Business cheques require clearance (3 business days) prior to course commencement. Personal cheques are not accepted.
- Payment Plans are available (subject to individual application)
- Quick-A-Pay (Interest free payments over 12 months)

Quality Service Skills abide by the *Standards for Registered Training Organisation's 2015* in relation to collection of fees and fees in advance and therefore cannot accept payment of more than \$ 1500 from individual learners in advance.

For fees and charges which are invoiced to an employer the full amount will be invoiced at the time of enrolment.

Tax invoices and receipts are issued to individual learners or employers. There is no GST on tuition however there may be GST on Materials, textbooks or learner guides. This will be itemised on your Invoice.

Our price list prices are fully inclusive for individual learners, there are no additional fees or charges. For workplace training or corporate training, a written quote will be provided which includes any applicable travel, accommodation or other service fee as per individual workplace needs. Please see our Fees, Refunds and Fee Protection Policy on our website at www.qss.edu.au for further information.

Refunds

All requests for refunds must be accompanied by a Withdrawal/Refund Application Form. The form can be found on our website at www.qss.edu.au. At a minimum, an email notification must be sent to jackie@qss.edu.au until a form can be completed and returned. Full refunds may be provided in the following circumstances:

- Written withdrawal at least 7 days prior to course commencement
- The Student/Employer overpaid the course fee.
- The Student enrolled in a course that has been cancelled by QSS
- The Student has endured extended illness or hospitalization supported by a medical certificate.
- Pregnancy/child birth of the Student or their spouse (other than in cases of medical complication covered by the above).
- The CEO is of the opinion that the Student would be unreasonably disadvantaged if they were not granted a refund, for example, if the Student met with a **serious** misadventure and were unable to continue their enrolment.
- QSS is to cease trading or fails to deliver the agreed services

For students who have commenced their training program, please refer to the Refund Policy available at www.qss.edu.au for further information.

In the first instance, we recommend you immediately contact QSS by phone or email to discuss your circumstances.

Thank you for reading our Student Handbook.

Additional information is available on our website at www.qss.edu.au

Please call Jackie on 0438848850 if you have any further enquiries.