



QUEENSLAND TRAINING  
& DEVELOPMENT

# Student Information Guide

Version 6

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# Introduction

Welcome to Queensland Training and Development Pty Ltd.

We specialise in delivering training in the mining, construction & other Industries. The training units we offer are:

## QTAD STANDARD 11 – Surface Operations

RIICOM201D – Communicate in the workplace

RIIERR205D – Apply initial response First Aid

RIIERR302D – Respond to local emergencies & incidents

RIIGOV201D – Comply with site work processes/procedures

RIIWHS201D – Work safely & follow WHS policies & procedures

RIIRIS201D – Conduct local risk assessment

## QTAD STANDARD 11 – Underground Operations

RIIERR203D – Escape hazardous situations unaided

## SUPERVISOR COURSE

RIIRIS301D – Apply Risk Management Processes

RIIWHS301D – Conduct Safety and Health Investigations

RIICOM301D – Communicate Information

## G2 COURSE

RIIRIS402D – Carry out the Risk Management Processes

## DRIVING/TERRAIN/4WD COURSES

RIIVEH201D – Operate Light Vehicle

RIIVEH305D – Operate & Maintain 4WD Vehicles

PMASUP236B – Operate Vehicles in the Field

TLIC3036A – Apply Safe Car Driving Behaviours

FPIFGM3215 – Perform Complex 4x4 Operations

FPICOT3259 – Operate a four wheel drive on unsealed roads

FPICOT3260 – Recover four wheel drive vehicles

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MISCELLANEOUS COURSES

- RIIWHS204D – Work Safely at Heights
- TLIC3037A – Apply Safe Heavy Vehicle Driving Behaviours
- HLTAID003 Provide First Aid
- HLTAID001 Provide Cardiopulmonary resuscitation (CPR)
- UETTDRRF06B Perform rescue from a live LV Panel

AVIATION COURSES

- HUET Course – AVIF2014A & PMAOHS214B
- EBS Course – AVIF2015A Emergency Breathing Systems
- Certificate III in Aviation (Rescue Crewman)
- Certificate IV in Aviation (Aircraftman)

Queensland Training and Development Pty Ltd, together with our partner Medical Rescue Training Academy is committed to providing ongoing learning opportunities and support. Our highly qualified staff has a wealth of knowledge and experience and are committed to providing a quality and enjoyable learning experience in a peaceful environment.

**Queensland Training and Development Pty Ltd Head office Contact Details:**

**Telephone:** 07 4954 6038

**Postal address is:** Shop 6 Bucasia Gardens, 839 Mackay Bucasia Road, Bucasia 4750

**Email:** [training@qtad.com.au](mailto:training@qtad.com.au)

**Website:** [www.qtad.com.au](http://www.qtad.com.au)

We look forward to working together with you to help you complete your chosen course of study and wish you the best in your chosen career path.

Yours sincerely

Deborah O’Shea & Kellie Tait  
Directors

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## Counselling

Where counselling is sought please contact your Trainer/Assessor to discuss or contact Queensland Training and Development Pty Ltd representative direct at the office **07 4954 6038**

Queensland Training and Development Pty Ltd can advise you of Counselling services to assist you with your training needs and requirements.

## Literacy & Numeracy Assistance

Our training program includes training and support in Literacy and Numeracy.

If you feel you need further information on this please contact Queensland Training and Development Pty Ltd office on **07 4954 6038** so we can help you.

## Aboriginal and Torres Strait Islander Support

Please contact your Training Coordinator or Queensland Training and Development Pty Ltd office direct line **07 4954 6038**

# Recognition of Prior Learning

*This guide contains information on:*

R.P.L recognises skills and knowledge already gained by assessment against established competency standards, regardless of where or how that skill or knowledge was obtained. This could mean formal or informal training, work experience and/or life experience. It is evidenced based

R.P.L. may lead to industry classifications, awards, exemptions or partial exemptions for competencies or programs of training. If you believe you have skills in your chosen area of study you should consult with the Queensland Training and Development Pty Ltd Trainer/Assessor prior to the enrolment process.

# Literacy & Numeracy

All Queensland Training and Development Pty Ltd courses involve Literacy and numeracy support.

If additional help and support is required the Trainer/Assessor will discuss with you options for extra Literacy and Numeracy training.

If students are not achieving successful outcomes in their course of study they can apply to Queensland Training and Development Pty Ltd for further assistance from the Trainer/Assessor

*Queensland Training and Development Pty Ltd can provide on request the following support:*

- Basic literacy and numeracy training
- One on one assistance
- Understanding assessment requirements
- Proof reading assessment pieces
- General Learning Support

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# Recognition of Qualification Issued by other NVR

## R.T.O.'s

Queensland Training and Development Pty Ltd will recognize and accept AQF and VET qualifications and VET Statement of Attainments issued by any other NVR R.T.O.'s.

They must meet current AQF Standards and should provide a Statement of attainment listing all units completed.

For further information and clarification on your Certificate or Qualification please submit to either your Trainer/Assessor or post to Queensland Training and Development Pty Ltd for verification.

All documents will then be reviewed to ensure they meet AQF standards and guidelines.

## Fees

## Cancellation/Refunds Policy

*NVR guidelines require an R.T.O. to protect fees paid by the client...*

Refunds of fees for non government-funded courses are available under the following circumstances:

1. Cancellation of course by the **Director** after enrolment and commencement. (The Student does not have to make an application for a refund; Queensland Training and Development Pty Ltd will process it automatically).
2. Cancellation by a **Student** after commencement of a course for special circumstances such as:
  - Illness - Medical certificate
  - Show extreme personal hardship
  - Family difficulties
3. Cancellation by a Student with no special circumstances after enrolment into course:
  - No refund will be given

The Student must complete an application for a refund. (Written evidence must be provided to qualify for special circumstances).

A student should request an “Application for a refund form” from the administration office. However, should Student’s wish to participate in competencies in a future course, the original fees paid, can be used as credit towards that course if it starts within 6 months of the initial payment.

**No refund will be given if the attendee is found “Not Competent” on completion of the course.**

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# Course Prerequisites & Study Assistance

There are no entry requirements for any of our courses.

## Attendance

At the commencement of the course, all students will be required to sign on to the course, and complete a Student Enrolment Form.

## Manner of Assessment

Assessment is the process of collecting evidence and making judgments on whether competency has been achieved with 100% accuracy. The Student is deemed to be competent or not yet competent based on the evidence collected.

Each assessment can be attempted up to three (3) times in order to achieve competency.

### **Assessments may include:**

- Group discussions, case studies, projects, self assessment surveys
- Practical assessments
- Practical tasks, test/exam, and observable tasks
- Individual presentations or research activities

Each piece of assessment submitted must be signed and dated by the Student and the Trainer/Assessor and duly recorded in the Training Record Book.

## Rights and Obligations

As a Student you have the same rights as all workers, such as the right to:

- A safe working environment
- No Discrimination on the basis of race, colour, creed or sexual orientation
- No harassment (either bullying or sexual harassment)

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## Student Records

Student records are managed securely and confidentially and are available for perusal on written request and sighting of identification by the Student.

All records are kept on a hard drive and all assessments are scanned in and kept on an external hard drive (Electronic copy).

## On successful Completion

Once you have been found competent in the skills and knowledge of your specified course you will be presented with a **Nationally Recognised AQF VET Qualification**

**On completion of your course you will receive a certificate and/or statement of attainment if payment has been received.**

### Assessment Results

Student's completing competencies will be assessed as either:

- C** - Competency Achieved; or
- NC** - Not Competent

## Student Feedback

Feedback is encouraged and in the first instance should be directed towards your Trainer/Assessor. If you are not satisfied with the response, please make an appointment with the **Queensland Training and Development Pty Ltd Management: 07 4954 6038**

At various times throughout, and at the completion of your course, we will seek your comments and feedback in relation to the competency content, delivery methods and Trainer/Assessor performance.

This form is called a “Student feedback form” and will be issued by the Trainer/Assessor at the end of each individual unit session.

This feedback can be anonymous and helps us to identify processes for continuous improvement of future programs of study.

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## Appeals and Complaints

Queensland Training and Development Pty Ltd seeks to provide a safe and professional learning environment free from discrimination.

Assessments are conducted in line with the principles of;

- Validity
- Reliability
- Fairness
- Flexibility

As a Student you are encouraged to discuss any issues with the Trainer/Assessor.

Students who are dissatisfied with academic decisions, procedural matters or any issues that directly relate to the successful completion of their course please email or phone for a Complaint/Appeals form.

If any Student has a complaint about their Trainer/Assessor or the delivery of training or the NVR R.T.O. material and resources they:

- Must complete a Queensland Training and Development Pty Ltd Student Complaints/Appeal form – **“all contact NVR R.T.O. details on form”**
- This form must be either handed to your Trainer/Assessor or
- Posted direct to Queensland Training and Development Pty Ltd or
- Emailed to either Trainer/Assessor, C.E.O. or Director

The grievance/complaint can be presented in person or in writing within **14 days** of the incident occurring.

### Steps to follow once completed:

On date of receiving the complaints form, Queensland Training and Development Pty Ltd will process the form within **14 days**

The complaints form is then reviewed and followed through with one of the following:

1. If a complaint about the Trainer/Assessor – The Director is notified, the Trainer/Assessor and the Employer or a third party are notified, and meetings will be made to discuss the issue and work towards a solution. The student is notified via letter from Queensland Training and Development Pty Ltd as to the outcome reached.
2. If a complaint about the NVR R.T.O. and resources – the Director, the Trainer/Assessor, third party and/or the Employer is notified. A meeting is held and actions implement to rectify the complaint.
3. Upon agreement of both parties Queensland Training and Development Pty Ltd will send a letter to the student of agreement reached, this letter will then be scanned, saved and filed for future records.

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### External - Informal complaints resolution

4. If a complaint cannot be resolved internally students may lodge a complaint to ASQA only after exhausting the NVR R.T.O. internal complaints procedures.
5. Student complaints must be lodged using ASQA’s online complaint form.

## Training Schedule

At Queensland Training and Development Pty Ltd we keep restrictions on class sizes, this ensures that each student gets the best training possible.

### We supply the following:

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- pens/highlighters
- paper work
- note pads forms etc
- manuals
- student assessments

### What is required of you in the training room;

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- In closed shoes
- Casual comfortable clothing

### Breaks

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- Will be detailed as part of your orientation.

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