



VET Student Handbook

RTO Code: 30417

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'Correct at time of publication but subject to change'

NDSHS VET Student Handbook

Introduction

Vocational Education and Training (VET) at Noosa District State High School provides you with a variety of exciting career pathways. The information in this handbook is designed to give you all of the information about the policies and procedures relating to VET qualifications offered by Noosa District SHS as a Registered Training Organisation (RTO). Please ensure that you read and understand the information in the handbook.

Subject selection and enrolment procedures

Noosa District State High School is inclusive of all students. Enrolment at Noosa District SHS is processed through the School Office. Subject selection forms a part of the SET Plan procedure in Year 10.

Qualification information

The following qualifications are available on the Noosa District SHS Scope of Registration:

CODE	QUALIFICATION NAME	QCE CREDITS
ACM20121	Certificate II in Animal Care	4
AHC30122	Certificate III in Agriculture	8
BSB30120	Certificate III in Business	8
CUA20220	Certificate II in Creative Industries	4
FSK20119	Certificate II in Skills for Work and Vocational Pathways	4
ICT30120	Certificate III in Information Technology	8
MSM20216	Certificate II in Manufacturing Technology	4
SIR20216	Certificate II in Retail Services	4
SIT20322	Certificate II in Hospitality	4

Further information on the units of competency, duration of courses, modes of delivery, assessment, work placement requirements, pre-requisites and materials required can be found in the Noosa District SHS Senior Schooling Pathway Options via the school website.

Fee information

Noosa District State High School does not charge a VET Service Fee for VET services relating to the qualifications listed above. Students requiring a replacement qualification testamur must contact the RTO Manager. A fee may be charged for this service.

Where NDSHS enters into a Third-Party Agreement with another RTO, the fees must be paid prior to the commencement of the course. The specific fees for a qualification or individual competencies delivered by other RTOs are listed in the Noosa District SHS Senior Schooling Pathways Options via the school website. Fees paid in advance for VET services are held in trust. Students may request a full refund up to 3 weeks prior to the commencement of the qualification/competency. Any other refunds are subject to the Third-Party RTO Refunds Policy.

Student Support, Welfare and Guidance Services

Students have access to vocational, educational and personal counselling through our Welfare team.

The key personnel are:

- Mrs Riley - Head of Department Senior School & RTO Manager
- Ms Harvey - School Based Youth Health Nurse
- Mr Quinn - Guidance Officer
- Ms Blair – Industry Liaison Officer
- Ms Klein - School Chaplain

Appointments can be arranged directly with the relevant personnel or through the office for appointments with the Guidance Officer.

Language, Literacy and Numeracy Support

Basic literacy and numeracy elements are incorporated in the units of competency to be completed. Students who may require additional adjustment/support to complete competencies are able to access Support Services for assistance.

Behaviour Management and Attendance

Information on the NDSHS Student Code of Conduct has been received on enrolment at NDSHS. It can also be accessed on the school website and a version is printed in the student diary. Students enrolled in VET qualifications will adhere to this Code of Conduct. Attendance in VET qualifications complies with the school's expectations of 90% attendance.

Competency based assessment

Competency based assessment is the process of collecting evidence and making judgements on whether competency has been achieved. It confirms that an individual can perform to the standard expected in the workplace. The assessment guidelines from the relevant Training Package will be applied.

This means that a student is considered competent when they are able to apply their knowledge and skills to successfully complete activities in a range of situations and environments to a standard expected in the workplace. Students are awarded the full certificate if they are deemed competent. A statement of attainment is awarded to students who partially complete a qualification.

Principles of Assessment

Assessment at Noosa District SHS is conducted in accordance with the Principles of Assessment. Assessment is designed to be valid, reliable, flexible and fair and complies with the school's Assessment Policy.

- Students will be given clear and timely information on assessment including assessment methods and procedures, the elements and/or performance criteria that will be assessed, feedback and appeals processes.
- Evidence will be gathered to enable a fair and accurate judgement
- Language, literacy and numeracy needs will be considered
- Reasonable adjustments where appropriate will be made to ensure equity for all students

Recognition of prior learning (RPL) procedures

RPL recognises current skills and knowledge obtained through:

- other subjects
- previous training
- things learned outside school e.g. community or sporting involvement
- work experiences or industry placement
- part-time jobs

If you feel that there are some competencies you can already do you might be eligible for RPL. Talk to your teacher about the RPL process below:

- Obtain a copy of the RPL application form from the school website or ask your teacher.
- Collect evidence of your prior learning from a variety of sources eg. Letters or testimonials from employers, photographs, videos, reports, awards, certificates, qualifications.
- Discuss this evidence and your application details with your VET teacher.
- Submit the RPL application.
- You will be notified within 15 working days of the outcome of your application.
- Should you wish to appeal the decision, complete the Complaints and Appeals Form which can be obtained from the RTO Manager

Recognition of Australian Qualifications Framework (AQF) credentials, and statements of attainment issued by other RTOs

Noosa District State High School will recognise all qualifications issued by any other Registered Training Organisation (RTO). The school will seek verification of the certification from the relevant RTO. Credit will be given to verified competencies that are listed on the school's scope of registration and form part of the course a student is enrolled in.

School RTO's obligations to the student in regard to providing quality training and assessment, and issuance of AQF certification

The VET qualifications offered are within The Australian Qualifications Framework (AQF), Australia's national policy for regulated qualifications in accredited vocational education and training. All VET certificate courses meet the needs of industry. Noosa District SHS is a Registered Training Organisation (RTO) which is monitored and audited by the Queensland Curriculum and Assessment Authority (QCAA). It fulfils all of the requirements of the Australian Skills Quality Authority (ASQA) and standards for registered training organisations.

Student's rights if the school RTO or a third-party delivering training on its behalf ceases to deliver any part of the qualification that a student is enrolled in.

Noosa District State High School is committed to completing the outlined training and assessment once students have started study in their chosen qualification/s or accredited course/s from the course start date, (including delivery by a third party on the school RTO's behalf) and meeting all of their student responsibilities. Students who enter the course after the start date will have a negotiated package of units that will lead to a statement of attainment.

In the event of the school being unable to complete delivery of training, Noosa District SHS will, if possible, arrange for agreed training and assessment to be completed through another RTO. (Fees may be incurred.) Prior to the transfer to another RTO, affected students will be formally notified of the arrangements, and an agreement to those arrangements, including any refund of fees, will be obtained. If a transfer is not possible, NDSHS will gain a written agreement for a subject/course change from the student and parent.

Complaints and appeals process

An appeal or complaint may be made if you are dissatisfied with any aspect of the VET course, for example:

- Non-issue of statements of attainment/qualification
- Another person in the school impacting on your ability to complete the course

- An aspect of the course or its delivery
- The results of an assessment or how the assessment was completed

Complaints and appeals can be verbal or written.

Complaints and appeals procedure

- All formal complaints must be in writing using the Complaints and Appeals form. The complaints and appeals form is available on the school website.
- On receipt of a written complaint:
 - a written acknowledgement will be given to you
 - the complaint is forwarded to the RTO Manager
- If the complaint is not finalised within 60 calendar days, you will be informed of the reasons in writing and regularly updated on the progress of the matter.
- The Principal and/or the RTO Manager will either deal with the complaint or convene an independent panel to hear the complaint; this shall be the complaints and appeals committee.
- The complaints committee shall not have had previous involvement with the complaint and will include representatives of:
 - the Principal
 - the teaching staff
 - an independent person
- The complainant shall be given an opportunity to present their case and may be accompanied by other people as support or as representation.
- The relevant staff member, third party or student (as applicable) shall be given an opportunity to present their case and may be accompanied by other people as support or as representation.
- The outcome/decision will be communicated to all parties in writing within 60 days.
- If the processes fail to resolve the complaint, the individual making the complaint will have the outcome reviewed (on request) by an appropriate party independent of the RTO.
- If the complainant is still not satisfied, the Principal will refer them to the QCAA website for further information about making complaints (www.qcaa.qld.edu.au/3141.html).

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