



**THE SERVICE TRADES COLLEGE**

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A U S T R A L I A

## **Student Handbook**

**ABN: 50 109 049 096**

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## **WELCOME**

The staff of The Service Trades College would like to extend to students a warm welcome and we hope the time spent with us during your course of study is both productive and enjoyable.

The staff at The Service Trades College are very approachable and well equipped to deal with any queries a student might have. Your first point of contact is .

### **Who is The Service Trades College?**

Formally Joint Industry Services Training (established in 2004), The Service Trades College (RTO) Pty Ltd (The Service Trades College) is a not-for-profit organisation established in 2013 specifically to provide trade, post trade and other training in the plumbing related trades and fire protection industry. The Service Trades College is a partnership of union and industry focused on addressing training requirements.

### **Core Business**

Quality, value added, training of post trade and apprentices in the Services Trades industries.

### **Vision**

The Service Trades College is a not for profit organisation which leads the development and delivery of high quality, flexible, industry focussed training, for the Services Trades industries in Queensland, Australia and beyond.

### **Community and Industry Citizenship**

- A commitment to provide training and resources that are environmentally responsible and add value to the general health of the community
- Using our influence and resources to provide support for community organisations
- Creating meaningful career pathways

### **What is The Service Trades College's Role?**

The Service Trades College's role as a Registered Training Organisation (RTO).

As an RTO, The Service Trades College's responsibilities include:

- Assessing your current competency
- Developing a training plan
- Delivering off-the-job training
- Conducting assessment during training
- Monitoring your progress
- Issuing your qualification

All this is done in consultation with you and your employer.

As an industry established and owned organisation, The Service Trades College can draw on specialist information, equipment and technical expertise to provide you with up-to-date, high quality training.



### What is The Service Trades College Training Centre?

Your off-the-job training will be delivered at The Service Trades College Training Centre, an industry-based centre for training excellence.

The Centre provides up-to-date, industry-specific training and professional development for fire protection industry and mechanical plumbing apprentices, tradespeople, technicians, designers and managers.

Specialist training facilities include a state-of-the-art simulated work environment comprising a water storage tank, pump room, sprinkler demonstration modules, two story building, domestic house and special hazards training simulator. Supporting the simulated work environment are fully equipped workshops and training rooms.

The Service Trades College has worked closely with the Queensland Plumbers Union, Hydraulic Contractors Association, National Fire Industry Association Queensland and the Department of Education, Training and Employment to establish the Training Centre.

The \$2,000,000 cost of constructing the Training Centre has been funded by the Australian Government, Building and Construction Industry Training Fund, Department of Education, Training and Employment, Services Trades Industry Fund and Fire Protection Industry Board of Queensland. Queensland fire protection companies have donated over \$230,000 of materials and equipment.

### The Service Trades College Contacts:

Phone: 07 3255 5698

Fax: 07 3255 5686

Postal address: PO Box 102, Salisbury Qld 4107

Location: Construction Training Centre,  
Shed 3, 460-492 Beaudesert Road,  
Salisbury Qld 4107

Position	Name	Contact Number	Email
Operations Manager	Brent Mills	07 3255 5698	brent@tstca.com.au
Senior Trainer	Gordon MacGregor	0422933186	gordon@tstca.com.au
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Trainer	Kim Wyatt	07 3255 5698	kim@tstca.com.au
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Training Office Coordinator	Maya Burdett	07 32555698	maya@tstca.com.au
Training Support Officer	Maree Gorry	07 3255 5698	maree@tstca.com.au
Training Support Officer	Jessica Gorry	07 3255 5698	jessica@tstca.com.au
Training Support Officer	Christine Nufer	07 3255 5698	christine@tstca.com.au
Apprentice Mentor	Tony Shaw	0412 984 156	tony@stqld.com.au

## Our Approach

Our approach focuses on:

- Development of consultative partnerships with our clients;
- Provision of tailored and quality solutions that reflect workplace practices;
- Creation of training environments that encourage learners to innovate and share; and
- Ongoing research into national and international best practice in employment services.

## Our Values

Our values are:

- Honest and open communication with our clients;
- Delivering value for money services;
- Meeting contractual timelines; and
- Respecting client confidentiality

## PROGRAMS

The Service Trades College is registered by the Queensland Training and Employment Recognition Council to issue the following qualifications.	
CPC32412	Certificate III in Plumbing
CPC32413	Certificate III in Plumbing
CPC32512	Certificate III in Plumbing (Mechanical Services)
CPC32513	Certificate III in Plumbing (Mechanical Services)
CPC32812	Certificate III in Fire Protection
CPC32813	Certificate III in Fire Protection
CPC50509	Diploma of Fire Systems Design
CPP20511	Certificate II in Fire Protection Inspection and Testing
UEE31011	Certificate III in Fire Protection Control
30903QLD	Certificate IV in Fire Systems Compliance
CPCCCM1015A	Carry out measurements and calculations
CPCCCM2001A	Read and interpret plans and specifications
CPCCOHS1001A	Work safely in the construction industry
CPCPCM4001A	Carry out work based risk control processes
CPCPCM4011A	Carry out work-based risk control processes
CPCPFS4011A	Commission domestic and residential fire suppression sprinkler systems
CPCPFS4014A	Design residential and domestic fire sprinkler systems
CPCPFS4021A	Commission domestic and residential fire suppression sprinkler systems
CPCPFS4024A	Design residential and domestic fire sprinkler systems
CPCPWT4012A	Commission and maintain backflow prevention devices
CPCPWT4013A	Commission and maintain heated water temperature control devices
CPCPWT4022A	Commission and maintain backflow prevention devices
CPCPWT4023A	Commission and maintain hot and heated water temperature control devices
CPPFES3044A	Interpret installation requirements for gaseous fire-suppression systems
CPPFES3045A	Install gaseous agent containers and actuators
CPPFES3046A	Decommission gaseous agent containers and actuators
PMBWELD301B	Butt weld polyethylene plastic pipelines
PMBWELD302B	Electrofusion weld polyethylene pipelines

## **EDUCATIONAL STANDARDS**

The Service Trades College gives an undertaking to provide only the highest quality professional services. This means that our trainers conducting our training programs are well qualified and have extensive experience in the field in which they train.

The Service Trades College provides a suitable, safe learning environment, with appropriate facilities and equipment, and conducts effective training programs using proven training methods and the most up to date information based on current research. Anonymous feedback is obtained from participants of our training programs to ensure that we are meeting learning needs.

## **ENROLMENTS PROCEDURE**

Enrolments are accepted by mail or email. On application, and again when students confirm their enrolment, The Service Trades College will discuss people's needs and provide information to assist them in choosing the training course most appropriate to their needs and situation.

## **UNIQUE STUDENT IDENTIFIER (USI)**

From 1 January 2015, every student who undertakes nationally recognised vocational education and training (VET) in Australia will be able to access their enrolment and achievement record from a single authoritative source. Anyone undertaking nationally recognised training from 1 January 2015 will need a USI. An individual can apply for a USI from October 2013. The USI must be provided to their training provider before the person can receive a statement of attainment or qualification post 1 January 2015. However, The Service Trades College, in most cases (with your permission), will apply for your USI if you do not already have one.

Under the USI initiative your USI is not collected, used or disclosed by anyone other than you, for a purpose other than those set out in the legislation. Your privacy is further protected by the legislation requiring that any personal information collected by a training provider solely for the purpose of applying for the USI on your behalf is to be destroyed after the USI is obtained. The USI will be stored by the Student Identifiers Agency, along with some personal information about you, such as your name, date of birth and a way of contacting you such as an email address. The USI will also be held by the National Centre for Vocational Education Research in a separate database along with your training records. Your personal information and training record will be linked only when you request a transcript of your achievements using your USI, you authorise someone else to do so or otherwise in accordance with the legislation.

Further information on the USI is available at

<http://www.innovation.gov.au/skills/National/UniqueStudentIdentifierForVET/Pages/AboutTheUSI.aspx>

## **FEES**

### ***Apprenticeships***

The Service Trades College charges apprentice tuition fees in accordance with the requirements of Department of Education, Training and Employment (DETE). DETE determines the maximum rate at which tuition fees can be charged.

Tuition fees are your contribution to the cost of training. The Service Trades College will calculate and charge tuition fees at the completion of each block/module of training. Apprentices will be invoiced at that time for the units that they were enrolled in at The Service Trades College.

Tuition fees are also charged where an apprentice is assessed through a recognition of prior learning (RPL) process.

While the tuition fee may be paid by the apprentice, employer or parent, the fee will be charged to the apprentice.

Payment plan options are available, if they are applied for on the grounds of hardship.

If you are subject to a Queensland's Plumbers' Union EBA, these fees are payable by your employer in accordance with the EBA. For further information, please discuss with your employer or the union.

### ***Exemption from Apprentice Tuition Fees***

Where an apprentice might suffer financial disadvantage, The Service Trades College will make provision to partially exempt or exempt the apprentice from tuition fees.

Partial exemption may be provided where an apprentice falls into one of the following categories:

- the apprentice was or will be under 17 at the end of February in the year in which The Service Trades College provides training, and the apprentice has not completed year 12;
- the apprentice holds a health care card or pensioner card issued under Commonwealth law, or is the partner or a dependant of a person who holds a health care card or pensioner concession card, and is named on the card;
- the apprentice issues the registered training organisation with an official form under Commonwealth law confirming that the apprentice, his or her partner or the person of whom the apprentice is a dependant, is entitled to concessions under a health care card or pensioner concession card; or
- the apprentice is an Aboriginal or Torres Strait Islander person.

Where the tuition fee would cause extreme financial hardship, The Service Trades College may exempt the apprentice from tuition fees.

Apprentices must apply to The Service Trades College for an exemption from tuition fees. The Service Trades College will assist apprentices to do this and all information provided will remain confidential.

### ***Post Trade Course fees***

All fees are payable in advance and must be cleared through the bank before services are provided. Fees must be paid in the form of electronic funds transfer, visa/mastercard or cheque made payable to The Service Trades College. The Service Trades College employs financial management strategies to protect fees paid in advance.

The following services are available on receipt of the fees

- Reissue of a training record book \$85
- Reissue of a workbook \$15
- Reissue of a Certificate or Statement \$35
- Replacement of PPE \$10

## **REFUND OF FEES**

Students may make application for a refund of fees in writing to The Service Trades College by completing a Refund Request Form, stating the reason for the request for refund. Where an

applicant has paid the fees for a training program and wishes to cancel prior to the commencement of that training program, a full refund of the fees will be made, less \$50 administration fee.

Where a training program is cancelled by The Service Trades College, and alternative training programs do not suit the applicant, a full refund of fees will be made within fourteen (14) days of receipt of application for refund.

Where a cancellation is made after the commencement of the training program for a reason beyond the control of the participant, they will be offered the opportunity of completing the training program at the next available opportunity.

No refund of fees will be made after the commencement of the course. In exceptional cases of financial hardship or other extenuating circumstances, the participant may complete a Refund Request Form for full or partial refund and forward this to the Operations Manager of The Service Trades College. The Operations Manager of The Service Trades College will then determine whether the application is approved, and if approved, will make sure the participant is removed from the class roll, and the full or part amount of refund is returned to the participant.

## **LEGISLATION**

Key pieces of legislation that impact on the provision of vocational education and training services and the delivery of training and assessment include:

Vocational Education and Employment Act 2000

National VET Regulator Act 2011

Racial Discrimination Act 1992

Sex Discrimination Act 1984

Age Discrimination Act 2004

Disability Discrimination Act 1992

Disability Services Act 2006

Human Rights and Equal Opportunity Commission Act 1986

State Anti-Discrimination Legislation. In Queensland, Anti-discrimination Act 1991 and Justice and Other Legislation Act 2007

Privacy Act 2000

Privacy Amendment Act 2004

Archives Act 1983

Freedom of Information Act 1992

Trade Practices Act 1974

Workplace Relations Act 2009

Equal Opportunity for Women in the Workplace Act 1999

In Queensland: Work, Health and Safety Act 2011 and Work, Health and Safety Regulation 2011

Copies of current relevant legislation are available from The Service Trades College. The website <http://www.austlii.edu.au> provides copies of Commonwealth legislation.

## **ACCESS AND EQUITY**

The Service Trades College recognises and supports the principles of access and equity, including the recognition that participants differ in their needs and abilities and the level of service required.

If students experience any barriers to their full participation in training and assessment due to any personal circumstance or characteristic they should draw this to The Service Trades College's attention

The Service Trades College will make reasonable adjustments to ensure students are able to equitably participate in training and have equal opportunity to complete training and assessment.

Students may appeal against any result that they perceive to be unfair or that arises from personal circumstances. You may also lodge a grievance or complaint if you believe you have been given unfavourable treatment.



Students records are kept on The Service Trades College premises and participants are able to access these records and participation should they have an enquiry about their progress. Regular feedback will be provided to students on assessment results and where required, further assessment can be negotiated and arranged between the assessor and the student.

## **LANGUAGE, LITERACY AND NUMERACY SUPPORT**

Prior to commencing some training programs and after your enrolment, you will be asked to complete a short language, literacy and numeracy test. The test is designed to identify students who may find it difficult to achieve the outcomes of the course in the scheduled timeframe and identify the more appropriate learning and assessment strategies for each individual to complete. Where you have been identified with potential support needs, your trainer will discuss how best we can provide support to ensure successful achievement of your qualification. For example, a written examination can be conducted verbally. Please contact The Service Trades College administration for further information.

## **ANTI-DISCRIMINATION AND HARASSMENT**

It is every student's right to a harassment free environment. Where instances of discrimination or harassment occur, they will be investigated in a confidential manner. If proved, the person responsible will be disciplined. For further information, please visit the following website –

<http://www.adcq.qld.gov.au/>

## **STUDENT ORIENTATION**

New students commencing a trade qualification training program will have an induction day prior to the commencement of training and other students will receive an orientation session at the commencement of courses of study. At this time, students are given comprehensive information regarding their programs of study, delivery methods, assessment methods and dates and are made familiar with relevant policies and procedures.

## **EMPLOYABILITY SKILLS**

A summary of the Employability Skills developed through the qualifications offered by The Service Trades College can be downloaded from <http://employabilityskills.training.com.au>

## **STUDENT GUIDANCE AND WELFARE**

The Service Trades College is committed to providing guidance where possible to assist in meeting the learning needs of students, by

1. Providing an Apprentice Mentor to assist with learning, work or personal issues.
2. Referring students to support agencies or Government Departments for guidance or assistance during and following training.

## **STUDENT BEHAVIOUR AND DISCIPLINE**

Our aim is to provide quality learning for our students and for each student to have an equal opportunity to learn in a supportive manner. The Service Trades College insists that students must maintain a high standard of behaviour within the premises of The Service Trades College and must not indulge in any acts which may result in damage to property or unduly interfere with the comfort or convenience of any person lawfully entitled to be within the premises of The Service Trades College.

In this regard, The Service Trades College considers the following important:

- Respect for each other and The Service Trades College staff
- Clean and safe working environment
- Equal rights for **ALL** students
- Punctuality
- Respect for each other's and The Service Trades College's property
- Following reasonable instructions from The Service Trades College staff
- Notifying, in a timely manner, your inability to attend class

**The following will not be tolerated:**

- Smoking within The Service Trades College Training Centre
- Use of mobile phones or other electronic equipment, except with the permission of The Service Trades College trainers or during recognised breaks
- Students under the influence of drugs, alcohol or any impairment
- Offensive language or gestures
- Inappropriate use of internet
- Assault or the threat of assault
- Discriminative behavior
- Harassment or bullying
- Plagiarism
- Cheating
  - *Plagiarism* involves the use of another person's work without full and clear referencing and acknowledgement
  - *Cheating* involves presenting another student's work as your own

Appropriate action will be taken by the Operations Manager of The Service Trades College should this be deemed appropriate, and an appeals process will be available to students upon any decision taken by the Operations Manager of The Service Trades College.

## **WORK, HEALTH AND SAFETY**

The Service Trades College requires students to:

- Comply with trainers' instructions issued to protect their safety and the safety of others
- Work safely and not endanger themselves or others training/working around them
- Have a current "White Card" - Course in general safety induction (Construction Industry) – if applicable
- Comply with The Service Trades College's safety policies and procedures including the apprentice safety handbook
- Use and take good care of tools, equipment and personal protective equipment
- Wear appropriate clothing
- Report all hazards, injury, near misses and damage to the trainer immediately

Evacuation procedures are posted in training rooms. Students should familiarise themselves with the appropriate exit and meeting points. If an apprentice has a disability that may cause difficulty during an evacuation, then they must inform their The Service Trades College trainer.

## **COMPLAINTS AND APPEALS**

Students have the right to make a complaint or appeal a decision made by the Service Trades College. It is imperative that, failing an initial approach by the complainant to have the matter resolved, all complaints and appeals are made in writing (ask admin staff for the appropriate forms). Complaints are welcomed as a means of ensuring that we overcome problems faced by students

and have the opportunity to continuously improve the operation and delivery of our training programs.

If a student has a complaint about any matter, or wishes to appeal any decision made by The Service Trades College, the student should follow these steps to have the matter resolved:

- In the first instance, the student should make an informal approach to the person with whom the participant has the complaint or against whose decision the student wishes to appeal, to see if the matter can be resolved in a mutually satisfactory way.
- If the matter is not satisfactorily resolved, a formal complaint or appeal outlining the facts and circumstance must be made in writing to the Operations Manager, The Services Trades College.
- The Operations Manager may invite the complainant/appellant to the College for an interview at which time the student can request a third party be present for support purposes
- Following the interview and investigation, Operations Manager will prepare formal correspondence for the complainant/appellant outlining his decision and the reasons for the decision. This will be forwarded to the complainant/appellant within 14 days.
- If the student is not satisfied, the student may request that the complaint or appeal be forwarded for resolution by the Board of Directors.
- The Board will refer the matter to an independent review by an external person.
- The student will be informed of the details of the external review in a timely manner in order that the student may make representation to the external review.
- The student will be given a written statement of the appeals outcomes, including reasons for the decision
- The Service Trades College will act upon the subject of any complaint found to be substantiated
- All records pertaining to the appeal or complaint will be confidential and kept secure and will not be released to any other party without the direct written permission of the student.
- Generic details of complaints (which do not identify the individual student) including details of action and outcomes will be recorded using the Improvement Form.

We support a student's right to lodge complaint, and will not restrict this right in any way. We will do everything possible to address any complaints or appeals in an unbiased, professional manner.

Appeal outcomes may result in the decision standing, opportunity for reassessment or completing the unit of competency and assessment again.

## **RECOGNITION OF PRIOR LEARNING (RPL)**

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."

You will be required to provide conclusive evidence that you possess the skills and competencies for which you are claiming RPL. An RPL application kit is available; please contact the office for more information.

*Apprenticeships:* In partnership with an apprentice, The Service Trades College will gather evidence of skills and knowledge for RPL. If The Service Trades College is satisfied the evidence provided clearly demonstrates competency, it may be used to grant credit towards a competency in the Certificate III in Fire Protection.

Sprinkler fitting is an important trade where poor work quality can endanger lives and property. Therefore, The Service Trades College adopts a rigorous RPL process for this qualification in particular.

RPL applications should be made at least four weeks before the scheduled commencement of the unit for which RPL is sought.

The minimum amount of RPL which can be awarded is one whole unit of competency from a training package qualification or a module from an accredited course.

## ASSESSMENT

The Service Trades College has an assessment policy, which is available for the information of students. This assessment policy ensures that students and trainers/assessors work together to achieve the training program aims. The following principles will be applied by The Service Trades College to all assessment:-

- **Validity** – assessments that are appropriate to the matter being assessed, meeting the standards from the training package as well as industry requirements.
- **Reliability** – ensuring that assessments are conducted consistently with different groups or individuals to reflect a common standard.
- **Flexibility** – adjustments are allowed, taking into account the varying situations and circumstances of participants, but maintaining a consistent standard.
- **Fairness** – making allowances to ensure assessment is equitable and overcoming any disadvantage participants might have in relation to disabilities, language and literacy or capacity to apply what they are learning.
- **Sufficiency** – sufficient evidence is collected to enable a sound assessment decision to be made.

Our policy also ensures that students are provided with clear, concise directions for assessment and recording of results.

## COMPETENCY BASED TRAINING (CBT)

To be eligible to pass a qualification, students must satisfactorily complete all the requirements of the unit of competency within a given time. This means that students will be assessed in terms of being able to do the job to industry standards.

Competency-based training (CBT) is an approach to vocational education and training that places emphasis on what a person can do in the workplace as a result of completing a program of training. Ideally, progress within a competency-based training program is not based on time.

Competency based training or CBT; focuses on what a learner can do as a result of participating in training. At the end of training, a learner needs to be able to demonstrate their competency in a new skill. There will also be situations where a learner doesn't need to do any training before they can demonstrate their competency. They may have learnt how to do the task in any other number of ways. What matters is that they can demonstrate their competency, not that they have taken part in training.

Under Competency Based Training (CBT), there are competency standards. The concept of competency focuses on what is expected of an employee in the workplace rather than on the learning process, and embodies the ability to transfer and apply skills and knowledge to new situations and environments. Competency is a broad concept that includes all aspects of work performance and not only narrow task skills. Each unit of competency describes the work performed in the workplace.

## WHAT IS A UNIT OF COMPETENCY?

A unit of competency is like a subject or unit of study. It is made up of elements and associated performance criteria.

There are a number of units of competency in the training program or training programs students will study.

### **ELEMENTS AND PERFORMANCE CRITERIA**

Competencies are subdivided into elements and elements are further subdivided into performance criteria. Students will need to successfully demonstrate the skills contained in both the elements and the performance criteria.

### **ASSESSMENT SUBMISSION**

All assessments must have a fully completed assessment cover sheet when submitted. The cover sheets will be provided to you by hand or via email. Your name must also be inserted into the header or footer of any document submitted in word format.

### **HOW WILL I BE ASSESSED?**

All assessment is set out in the overview to each competency or competencies, which is provided to students at the commencement of each training session or delivery of resources. Once this assessment has been successfully completed, students will receive a result which will count towards their qualification.

### **RESULTS**

Assessments will be marked “competent” or “not yet competent.” Units of competency results will be recorded for students. At the completion of the training program or individual unit a qualification will be issued showing the units of competency in which the student has achieved. If students do not complete the training program they will be eligible for a Statement of Attainment for any units of competency achieved.

### **TRAINING RECORD BOOKS**

Training Record Books are given to trainees and apprentices at the commencement of their training. Assessors, employers and trainees/apprentices are required to sign off each competency that has been successfully completed. At the completion of training the record book needs to be returned to The Service Trades College fully signed before a qualification can be issued.

### **ISSUANCE OF QUALIFICATIONS**

Qualifications, Certificates & Statements of Attainment issued by The Service Trades College meet the Australian Qualifications Framework (AQF) standards. Issuance will occur within 21 days of the final assessment result.

### **RECORDS MANAGEMENT**

The Service Trades College is committed to keeping accurate and confidential records in relation to its students and the activities conducted on their behalf. All records are maintained through a combination of manual and computer based systems designed to ensure it can provide detailed and timely information to its students.

No information provided to The Service Trades College as part of the enrolment process is used for any other purpose than as a record of the student for the duration of their chosen course or as required by the Department of Education, Training and the Arts.

All records associated with Student Results are kept for a period of thirty (30) years from the date of their issue. These records are backed up electronically and are kept in an offsite location.

#### **WITHDRAWAL FROM A TRAINING PROGRAM**

If a student wishes to withdraw from a training program or a unit of competency, the student or employer must contact the training administration staff at the earliest possible opportunity, prior to the commencement of training. Where a student needs to reassign him/herself to another training block then that initially allocated, it will be dependent on the numbers already assigned to blocks and cancellations, the training coordinator will notify the student of block availability as soon as possible.

#### **RECOGNITION OF QUALIFICATIONS OR STATEMENTS OF ATTAINMENT ISSUED BY ANOTHER RTO**

The Service Trades College supports the national policy of this recognition of qualifications and Statements of Attainment issued by other Registered Training Organisations (RTO), regardless of the location, provided that the RTO is registered to offer the qualification.

## **Training Guarantee:**

- The Service Trades College Australia will honour all commitments made in this Quality Policy.
- The Service Trades College Australia will honour all agreements and commitments for the provision of training including:
  - Access to resources (training and assessment)
  - Access to physical resources (in the ownership of The Service Trades College Australia or sourced externally)
  - Access to appropriately qualified and industry current trainer and assessors
  - Supporting its learners through their qualification/course including the provision of flexible and assessment options for special needs students or students requiring specific assistance
- The Service Trades College Australia will support the transition of its students to new qualifications or accredited courses
- The Service Trades College Australia will transition students to a new registered training organisation in circumstances where The Service Trades College Australia cease to operate

The Service Trades College Australia is committed to meeting its obligations under the Standards for NVR Registered Training Organisations and National VET Regulator Act 2011, requirements of training packages and accredited courses for which it is registered. The Service Trades College Australia accepts that if it does not meet its obligations under these requirements and fails to address and follow its policies and procedures, it may or the Australian Skills Quality Authority may amend, suspend or cancel its registration.

Should The Service Trades College be unable to meet its training obligations it is committed to work with other RTO's with the required scope to deliver the specific training to ensure a satisfactory outcome is achieved. Where the training falls under an apprenticeship model or user choice arrangements, The Services Trades College will work with the Department of Education and Training to reach a satisfactory outcome, so as an apprentice is not disadvantaged to the best of the organisations ability.

*We hope you enjoy your course of study!*

**Brent Mills**  
**Operations Manager**  
**The Service Trades College**

## Study Tips

The following study tips may support you in completing your course of study:

1. Plan your study program around your weekly schedule.
2. Where possible, select times for study when your mind is freshest.
3. Allow yourself breaks in your study periods e.g. 40 minutes study and 10 minute break.
4. Choose a study area where you feel most relaxed and set it up for study with a table and chair.
5. Choose study clothes that allow you to study e.g. tracksuits or loose clothing.
6. Leave your desk with books open at the appropriate page so that you can easily pick up where you left off when next you study.
7. Negotiate your study program with your family so they are aware of your commitments.
8. Leave “family connection” time in your weekly schedule.
9. Do not waste time in your study period tidying up the study area – get straight into it.
10. Use study aids such as highlighting pens, page markers, and folders especially when undertaking research tasks.
11. When completing written assignment or assessment tasks check drafts for accuracy of spelling and language selection before submissions.
12. Assure you have a completed assessment cover sheet for every assessment you submit.
13. Check that your name has been entered on your assessment cover sheet.
14. Reward yourself when you complete an assessment.