



THE SERVICE TRADES COLLEGE

AUSTRALIA

RTO: 31239



Student Handbook

Apprentice and Post-trade



THE SERVICE TRADES COLLEGE

A U S T R A L I A R T O : 31239



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General Manager's

Welcome



As the General Manager Queensland of the College, I am extremely proud to be part of an organisation that produces a workforce that is highly regarded for its skills, knowledge and professionalism.

As the premium training provider in Australia, we ensure our trainers are skilled in the latest training technology and techniques, and contemporary adult learning principles. This ensures a clear pathway for our post-trade students and our apprentices from a four-year apprenticeship to a long career in the building and construction industry.

Our impressive campuses boast state-of-the-art equipment and simulated work environments. In our modern classrooms, we use a tailored e-learning platform to achieve a flexible approach to theory components of training.

We have introduced eProfiling, a workplace skills and training monitoring tool, and our eligible apprentices receive iPads and electronic log books.

Through our strong industry partnerships, we will continue to ensure our training is the best available and relevant to the needs of industry and real jobs, and we will continue to prioritise the safety and wellbeing of our apprentices and trades people.



Adrian Shackleton
General Manager Queensland

The Service Trades College Contacts

Position	Name	Contact Number	Email
General Manager Queensland	Adrian Shackleton	07 3255 5698	adrian@tstca.com.au
Lead Trainer	Nathan Morgan	07 3255 5698	nathan@tstca.com.au
Trainer (Mechanical)	John Hobill	07 3205 4406	john@tstca.com.au.
Trainer (Fire Protection Control)	Chris Woodrow	07 3205 4406	cwoodrow@fit.edu.au
Administrative Team Leader	Mirjana Obradovic	07 3255 5698	mirjana@tstca.com.au
Training Coordinator (Apprenticeships)	Daniel Spark	07 3255 5698	daniel@tstca.com.au
Training Coordinator (Post Trade)	Megan Gordon	07 3255 5698	megan@tstca.com.au

Programs

The Service Trades College delivers the following programs:	
CPC32413	Certificate III in Plumbing
CPC32513	Certificate III in Plumbing (Mechanical Services)
UEE31011	Certificate III in Fire Protection and Control (Electrical)
30903QLD	Certificate IV in Fire Systems Compliance
CPCPWT4022A	Commission and maintain backflow prevention devices
CPCPWT4023A	Commission and maintain hot and heated water temperature control devices
QLD344REP1A	Prepare a fire protection certification statement or report

Vision

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

Our Approach

The Service Trades College Australia demonstrates a passion and commitment that makes us an integral part of the Service Trades sector. We nurture and mentor our apprentices and trades people, so that our results continue to speak for themselves for years to come. We maintain strong links with industry, union and employers' associations to ensure our training is cutting edge and provides value for money.

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
- Ongoing research into national and international best practice in employment services.

Our Values

- Honest and open communication with our clients
- Meeting contractual timelines
- Respecting client confidentiality

Work Health and Safety

The Service Trade College Australia (STC) is committed to providing and maintaining a safe and healthy working environment for all workers, apprentices, visitors and members of the public. Work, Health and Safety hazards will be removed or where this is not practicable, they will be managed so as to prevent injury, illnesses and dangerous events.

Ways to prevent potential hazards or accidents from occurring are:

- **Housekeeping** - ensure your work area is kept clean and tidy, maintain housekeeping within the area
- **Knowledge** - have correct knowledge of machinery and its correct safety procedures before beginning operation
- **Safety** - know where safety switches are located (e.g. emergency stop buttons)
- **Personal Protective Equipment** - always use the personal protective equipment recommended for the task
- **Listen** - pay attention to all instructions
- **Report** - all suspected hazards to your trainer or safety representative
- **White Card** - hold a current white card (Course in general safety induction - construction industry)

Incident and Investigation Report

In the instance of an incident, all parties involved would be required to complete the WHSF-013 Incident and Investigation Report form, and hand it in to the administration office on the day.

Under 18's Rights to Safety and Participation

STC encourages persons under 18 who use our services to 'have a say' about things that are important to them. We teach persons under 18 about what they can do if they feel unsafe. We listen to and act on any concerns persons under 18, or their parents raise with us.

STC welcomes feedback.

STC welcomes feedback in all its forms, whether a young person chooses to speak directly to the STC under 18s Safety Officer (contact number: 0432 330 677), a trainer and assessor, or to a member of staff. This contact can be verbal or written and STC will work with the person to ensure that their views are heard and issues addressed whether they be specific or generic.

Evacuation Procedures

During emergency evacuations, trainers act as emergency coordinators. Please ensure that you follow the instructions of the officer in control for your safety. Information regarding evacuation procedures and assembly points will be covered at student induction.

Students are required to familiarise themselves with emergency procedures for their specified location of study.

First Aid

In cases where First Aid is required, notify a staff member who will look after you and contact a qualified First Aid Officer. The names and photos of the Fire Wardens and First Aid Officers are placed on the notice board for immediate access.

No Smoking Policy

Smoking is prohibited at the Service Trades College Australia campuses. Signage is available to direct to designated smoking areas.

Privacy

STC recognises that privacy and security of personal information is important to our students. To ensure the highest standards are maintained, STC complies with the principles of the Information Privacy Act 2009

The Act also allows you to access and alter your personal information to ensure its accuracy. STC will be collecting your personal information (e.g. enrolment form) to use and disclose for the following purposes:

- To process and manage your enrolment, attendance and progress of your training
- To report completion and assessment items to relevant external agencies and parties

- To undertake administrative tasks essential to the functioning of The College

As a matter of routine, your personal information (including attendance details, progress, and results) will be disclosed to following people, agencies and organisations:

- If you are a school-based apprentice or trainee—your school, the Queensland Studies Authority and the Queensland Tertiary Admissions Centre (for your results only).
- If you are enrolled in training paid for by your employer, or in which you consent to release information to your employer—your employer.
- If you are an apprentice or trainee—your employer / host employer
- Government departments and agencies and authorized VET related bodies.
- If you are under the age of 18—your parent / guardian (unless you have advised that you are estranged from them, you are classified as dependent).

Changes to Personal Details

To change your personal details, notify the administration office via email or in person. It is important that you keep your mailing address current, as STC may need to send materials to you during the course of your study and also your certificate or statement of attainment upon completion of your studies.

How to get access to your file

A person can gain access to the personal information STC holds about them by making a request in writing, detailing the information they seek, and by providing proof of their identity. Students will receive regular feedback regarding their progress throughout their qualification.

Use of Photographs and Videos

Upon enrolment STC asks for your written consent to use your photographs for marketing, promotion and publicity purposes. However, it is not compulsory.

Valuables

It is recommended that students do not bring valuable items to STC. If valuable items are essential to transport or study, it is the owners responsibility to ensure that such items are adequately protected from theft or damage. STC does not accept responsibility for the security of personal items or replace any valuables that are stolen or misplaced. No responsibility will be accepted by STC for vehicles parked on its grounds. Students should promptly report any instances of theft or crime to a staff member and / or the police.

Enrolment, orientation and support

STC's number one focus is on students. We aim to help every student reach their full potential with their training programs. We offer all students comprehensive information and advice before they enrol and during enrolment; an orientation before they start their course; and a wide range of support services during their course.

Enrolment

Before and during enrolment, STC provides students with comprehensive information about:

- Entry requirements
- Fees and charges for their program

- Other requirements for their program (such as materials and [personal protection equipment list)
- Arrangements for credit transfer, recognition of prior learning and articulate pathways
- The language, literacy and numeracy (LLN) test (BKSB) they must do before they start their course and the LNN help STC provides

Orientation

New students commencing a trade qualification training program, will have an induction day prior to the commencement of the training, and the post-trade students will receive an orientation session at the commencement 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.

Language, literacy and numeracy Support

Initial assessment of a learner's language, literacy and numeracy levels are assessed and identified through undertaking the Basic Key Skills Builder platforms initial English and Mathematics assessments. STC is committed to providing guidance where possible to assist in meeting the learning needs of students, by:

- Providing an Apprentice Mentor to assist with learning, work or personal issues
- Referring students to support agencies or Government Departments for guidance or assistance during and following training.
- A student can contact their trainer/assessor anytime during business hours, or as agreed by the trainer/assessor, by email or mobile phone

Prior to commencing 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 strategy for each individual to complete.

Where you have been identified with potential student 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.

STC provides learning support assistance through:

- In-class support
- Small group work
- Assistance with writing tasks
- Training and basic computer skills
- Improving your study skills
- Referencing skills
- Learning Support Contact (e.g. TAFE Learning Centres)

Support Plans

STC will develop individual support plans for any learner identified as having a need for additional support. Support may be in the form of:

- "Academic" support including Language Literacy and Numeracy, IT Literacy or similar;
- "Welfare" that may include psychological support (referral); or

- “Physical” including support as a result of hearing loss, vision impairment, support due to an injury.

The Support Plan must be created in conjunction with and with the consent of the learner.

Distance Learning

Students studying externally, or online, may request resources to be sent to their email and/or postal address. Post-trade students are expected to have access to the current and relevant standards organised prior to their enrolment.

Equity and Access Ability Services

STC 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 bring this to the Service Trades College’s attention.

STC 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.

Anti-Discrimination and Harassment

It is every students 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.

Student Conduct

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. STC insists that students must maintain a high standard of behavior within the premises of STC, 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 STC.

In this regard, STC considers the following important:

- Respect for each other and STC staff
- Clean and safe working environment
- Equal rights for all students
- Punctuality and maintaining required attendance standards
- Notifying in a timely manner your inability to attend class
- Respect for each other’s and STC’s property
- Following reasonable instructions from STC staff

The following will not be tolerated

Non-Academic/General Misconduct which includes, but is not limited to:

- Smoking within STC
- Use of mobile phones or other electronic equipment during classroom or workshop

- activities, except with the permission of STC staff or during recognised breaks
- Taking photographs or filming other participants or staff without their permission (including posting on Facebook and other social media without permission)
 - Failing to follow the reasonable direction or instruction of the college staff
 - Failing to punctually attend, without good reason, more than 10% of their classes
 - Engaging in behaviour which results in themselves or other persons being put at risk of harm
 - Persistent disruptive behaviour
 - Students under the influence of drugs, alcohol or any impairment,
 - Offensive language or gestures
 - Inappropriate use of internet
 - Assault or the threat of assault
 - Behaviour that constitutes discrimination or victimisation
 - Harassment or bullying
 - Abuse and misuse of tools and equipment
 - Wilful or malicious damage or destruction of facilities, equipment, materials or property on the premises of STC, regardless of whether it is the property of the College or private property
 - Theft of property on the college premises, regardless of whether it is the property of the College or private property
 - Failing to comply with the policies and procedures of the college.

Academic Misconduct which includes, but is not limited to:

- Plagiarism –involves the use of another person’s work without full and clear referencing and acknowledgment.
- Cheating - involves presenting another student’s work as your own

Appropriate action will be taken by STC, and an appeals process will be available to students upon any decision taken by the General Manager.

Fees, charges & enrolment status changes

Fees and charges

STC ensures consistent, fair and equitable fees and charges are levied to students and that this information is made available to students prior to enrolment.

In general students will be provided the following information prior to the enrolment in their chosen course:

- The total amount of all fees including course fees, tuition fees, administration fees, material fees and any other charges
- Payment terms, including the timing and amount of fees to be paid and any non-refundable deposit and administration fees
- Fees and charges for additional services such as reissuance of qualifications or statement of attainment, purchase of PPE (where applicable) and purchase of uniforms, where applicable
- Policy and fees associated with damage to College property
- Cancellation, withdrawal, deferment and substitution

STC accepts no more than \$1,500 in advance from a student before their course starts. If a course is above \$1,500 a payment schedule will be developed for the remaining course fees.

Payment can be received in the form of electronic funds transfer, Visa/MasterCard or cheque made payable to STC.

Please refer to the College's website for the current policy on student fees and schedule of fees.

Apprenticeship Tuition Fees

Tuition fees are the non-government financial contribution to the cost of the training and assessment services provided by the Preferred Qualified Supplier (PQS), Eligible apprentices and trainees that meet the Queensland state funding requirements will be charged student tuition fees of \$1.60 per nominal hour, which are subject to change. Tuition fees are invoiced at the commencement of each training block.

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 employer.

Payment plan options are available, for learners that are experiencing financial hardship. A FM – 066 Financial Hardship Request Form will be required to be submitted prior to approval for Financial 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.

A schedule of current fees is published on STC's website. This schedule provides a definitive list of fees that students will be charged in relation to undertaking their course. Students can contact the office for further clarification of fees.

Partial exemption

Eligible students will be charged 40 per cent of the tuition fees where the participant falls into one or more of the following exemptions;

- (a) The participant was or will be under 17 years of age at the end of February in the year in which they undertake training, and the participant is not at school and has not completed year 12
- (b) The participant holds a Health Care Card or Pensioner Concession 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.
- (c) The participant issues the PQS with an official form under Commonwealth law confirming that the participant, his or her partner or the person of whom the participant is a dependant, is entitled to concessions under a Health Care Card or Pensioner Concession Card.
- (d) The participant is an Aboriginal or Torres Strait Islander person. Acceptable evidence is as stated on the Training Contract and Enrolment Form.

Full exemption

Eligible students will not be charged tuition fees where the participant falls into one or more of the following exemption;

- (a) Where payment of the student contribution fee would cause extreme financial hardship, then the PQS may waive these fees.
- (b) The participant is a school-based apprentice or trainee
- (c) The participant is undertaking a qualification as part of the Skilling Queenslanders for Work – Work Skills Traineeship program.
- (d) Commences an apprenticeship/traineeship within 12 months of completing Year 12 (that is, by the end of the calendar year following completion of Year 12
- (e) Where credit transfer/national recognition has been applied to a unit of competency (please be aware that the student will still be required to pay tuition fees for units of competencies that have not been granted competent from prior learning)

Cancellations

Students who cancel a unit of competency/module must contact the office immediately. Students will be advised that the cancellation must be by mutual agreement with their employer and to state valid reasons for the cancellation. Students will be provided an alternative date for the unit of competency and formal correspondence confirming the change to course dates.

Apprentices are also able to cancel their training contract at any time provided they have mutual agreement from their employer. Where an apprentice intends to cancel their training contract and ultimately their enrolment, they will be advised by STC to complete a Department of Education and Training (DET) Cancellation Form prior to their enrolment being cancelled. This form can be sent to STC for forwarding direct to DET.

Where an apprentice does not respond to the a training request or fails to make progression the employer will be contacted first by STC Administration Staff to ascertain the reason the apprentice has failed to make progress in the apprenticeship. The employer must be made aware of the contractual agreement and the apprentice rebooked for training.

Refunds

Tuition fees **will not be refunded** to students for those units of competency/modules that have been trained at STC. Refund of tuition fees will only be considered by the College in exceptional circumstances i.e. financial hardship, medical reasons or extraordinary circumstances. The student may complete a Refund Request Form for full or partial refund and forward this to the General Manager. The General Manager will then determine whether the application is approved, and if approved, will ensure a full or partial refund is paid to the student.

Post Trade Tuition Fees

Cancellation and Refund of Fees

STC is committed to offering the best possible training and assessment products and services to its students and corporate clients.

STC reserves the right to cancel a course if an insufficient number of students enrol in it. For the same reason STC may change or postpone course dates when circumstances beyond its control require it to do so. The student or employer will be provided an alternative date. STC reserves the

right to provide an alternative date within a reasonable time frame, which will be no longer than 6 weeks from the date of cancellation. Where alternative training dates do not suit the student or employer, within 7 days of being notified of the new date, a full refund of fees will be made within 30 days of receipt of application for refund.

A student or employer is able to cancel a course within 10 days of the enrolment confirmation date (Cooling off period). Upon confirmation of cancellation within the cooling off period, the student or employer is eligible to receive a reimbursement of the full course fee. After the cooling off period has lapsed or if the student has accessed learning resources, the student or employer waives his/her/their right to request a refund.

Further, STC recognises that there may be special circumstances whereby students or corporate clients may have to cancel their course/unit of competency/module and where appropriate seek a refund of fees and charges. Clients who wish to cancel a course/unit of competency/module will need to apply for a refund of fees in writing to STC by completing a **Refund Request Form**, stating the reason for the request for refund and where applicable, including evidence to substantiate the claim submitted to STC General Manager for processing.

The first initial response from STC for these types of requests will be a review of the student's circumstance with a view to approving an extension of time to finish the course.

The College reserves the right to consider and approve each refund application on a case by case basis in light of each students or employers differing circumstances.

Refunds will be calculated according to the following table.

Number of days' notice	Refund
More than 10 days before course starts	Full refund of all fees, less \$200 administration fee
4 - 9 days before course starts	50% refund of fees
Within 4 days of course starting	No refund of any fees
After commencement of course	No refund of any fees
Online/correspondence courses	
Within 10 days of the enrolment confirmation date (cooling off period)	Full refund of fees

Educational Standards

STC gives an understanding 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. STC 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.

Online Training

Some post-trade courses are delivered online using the External Management systems. For these courses where online training is being conducted, access will be arranged after enrolment, providing you with your login details.

Credit Transfer

Credit Transfer is an administrative process, by which a training provider recognizes and accepts Australian Qualifications Framework (AQF) qualifications and Statements of Attainment issued by another Registered Training Organization (RTO).

It allows a student to obtain credit for already, success- fully completed formal training which is equivalent to a component in a current program the student is enrolled in. To be granted Credit Transfer the student must provide evidence of successful completion of the component, generally in the form of an academic transcript. Where Credit Transfer is granted, no training needs to take place in that component of the program.

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is an acknowledgement of a person's skills and knowledge acquired through previous relevant training, work or life experience, which may be used to grant status or credit in a subject or a whole qualification. A student may apply for RPL upon enrolling with STC. The applicant must supply evidence to substantiate the claim for credit. This may be in a form of a portfolio with relevant documentation such as a resume, third party verifications, statutory declarations, photographic evidence of work performed, copies of current licenses and academic transcripts and competency conversations, etc.

RPL cannot be given for partial Units of Competency. Where a Not Yet Competent (NYC) decision is given by the assessor, a student may complete those particular units through Gap Training.

RPL Timeframe

In the case of apprentices, STC is governed by User Choice Pre-qualified Supplier policy. Due to these apprenticeship requirements, STC aims to ensure that the RPL process is commenced within three (3) months of the Training Plan being signed. Any apprenticeship learner submitting an RPL application after this period or after the commencement of their apprenticeship training (whichever is the earlier) will be advised in writing by the college that they are not eligible for RPL and will need to complete the entire apprenticeship through training.

Once the assessor receives an RPL Application from STC administration, there is a 6 – 8 week timeframe for the RPL process to be completed, exhausting all avenues of evidence gathering with the client. It is therefore important that the learner acts quickly to obtain missing evidence so that the 6 – 8 week timeframe is met, otherwise the gap training option will be recommended for that unit. At this point, in cases where the applicant has failed to provide sufficient evidence within the specified timeframe, they will be notified in writing by the college that the RPL application has expired and they will be expected to complete the entire unit/s as part of their Training Plan.

Assessment

STC ensures that students and trainers/ assessors work together to achieve the training program aims. The following principles will be applied by STC 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.

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

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 Plan

Every apprentice must have a training plan. The training plan details the vocation, qualification title and qualification level to be undertaken by the apprentice, the sequencing and timing of the training and assessment arrangements, the mode of training delivery and the training to be delivered to the apprentice by either the employer or the SRTO. The training plan must be signed by the apprentice, employer, trainer and the SRTO representative, both at the commencement to agree to the proposed plan.

Failure to make reasonable progress

The training plan in place, indicates all parties agreeing on what constitutes “reasonable progress” by the apprentice. Furthermore, the training plan must detail the competencies to be achieved during the apprenticeship, and the milestones to achieving these competencies.

When an apprentice experiences difficulties in achieving competence within the timeframe scheduled in the training plan, the SRTO will work with the employer and the apprentice to develop a strategy to assist the apprentice to achieve competence. This strategy may include, for example, opportunity to undertake extra training and assessment, extra tuition, improved exposure to appropriate work in the workplace and/or a review of the training plan.

If, after intervention by the SRTO, the employer decides the apprentice is still failing to make reasonable training progress in their apprenticeship, the employer must notify the office of Training Queensland of their decision in writing within 14 days.

Completion Process

Apprenticeships and traineeships in Queensland are competency based, which means when parties agree that all competencies have been achieved the apprenticeship or traineeship is completed and the qualification and completion certificate can be issued, irrespective of time served.

All parties have a role in a completion process. When all parties agree that the training and assessment is completed, the SRTTO:

- Confirms the completion date with the employer and apprentice
- Issues the qualification
- Notifies Training Queensland of the qualification issued

Qualification Issue

Qualifications, Certificates & Statements of Attainment issued by The Service Trades College Australia meet the Australian Qualifications Framework (AQF) standards. Issuance will occur within 30 days of the final assessment result.

Records Management

The Service Trades College Australia 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 STC 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.

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

Complaints and Appeals

STC will ensure that the complaints process allows for the making of a complaint regarding:

- The actions of STC as a company;
- The actions of STC trainers, assessors, or staff members;
- Any learner of STC; or
- Any other party with whom STC has a relationship, including any third party who is providing services on its behalf.

It is the policy of STC to ensure that the appeals process allows for the making of an appeal against any decision made by STC a staff member or a third party contractually bound to the RTO, including but not limited to:

- Assessment decisions;
- Disciplinary decisions;
- Refund or other fee decisions; or
- Any other decision.

The complaints and appeals process will:

- Be based on the principles of natural justice;
- Be made publicly available through the STC administration;
- Be published in the STC Learner Handbook;

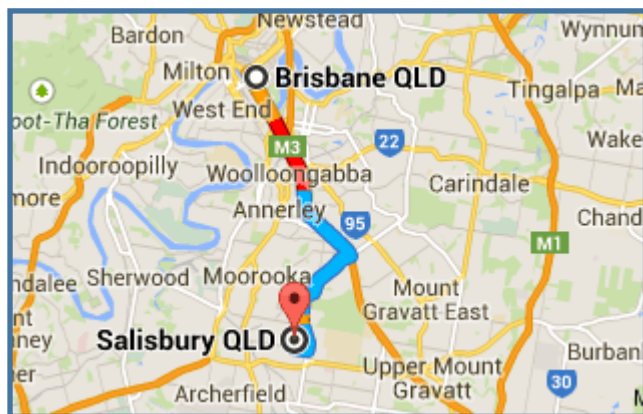
- Ensure that all formal complaints or appeals are acknowledged in writing;
- Be finalised within 60 days, with a target set for the finalisation of all complaints or appeals within 30 days;
- Make provision for informing the complainant or appellant of the reason finalisation cannot be made within 60 days, where this is true;
- Ensure that a complainant or appellant is continuously kept notified as to the status of their complaint or appeal;
- Provide for an independent third-party to review the complaint or appeal if the complainant or appellant deems it necessary; and
- Make provision for the secure storage of records related to the complaint or appeal.

When a complaint or appeal is filed, the appropriate process has been conducted, and the complaint or appeal is concluded, it will be used as a key input into the improvement systems of the organisation. The Chief Executive Officer, or their elected delegate, will ensure that the complaint or appeal is analysed to determine the cause and, where possible, actions are taken to prevent recurrence of the cause.

Discover your Campuses

Salisbury

Construction Training Centre (CTC)
 Building 3
 460-492 Beaudesert Road
 Salisbury Qld 4107
 Phone: 07 3255 5698



Parking

STC has limited free parking facilities. Please comply with signage in parking areas. While on STC property, students should operate all vehicles with due care and attention, and in accordance with displayed speed signs.

Public Transport

The Salisbury train station is within walking distance from the campus

Facilities

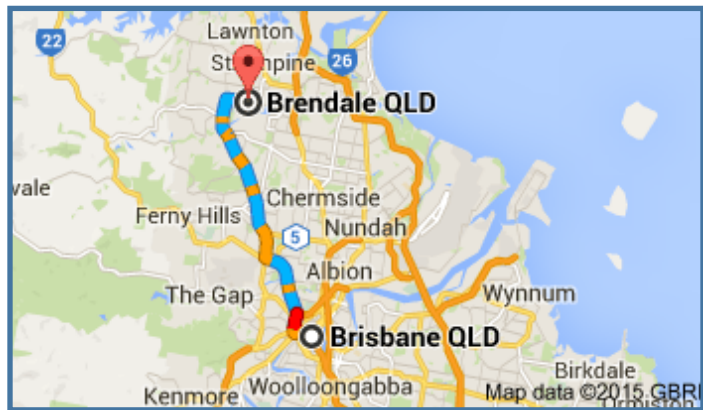
- Student inside and outside lunch area
- Complimentary tea and coffee services
- Close proximity Canteen to purchase lunch

Go Wireless

As a student of STC, you will receive access to free WiFi facilities on your personal devices.

Brendale

300 Southpine Road
Brendale Qld 4500
Phone: 07 3205 4406



Parking

STC has limited free parking facilities. Please comply with signage in parking areas. While on STC property, students should operate all vehicles with due care and attention, and in accordance with displayed speed signs.

Public Transport

The Salisbury train station is within walking distance from the campus

Facilities

- Student inside and outside lunch area
- Complimentary tea and coffee services
- Close proximity Canteen to purchase lunch

Go Wireless

As a student of STC, you will receive access to free WiFi facilities on your personal devices.

Travel and Accommodation Subsidies

Training Queensland provides financial assistance to subsidise the additional costs incurred by apprentice or trainees who travel specified distances to attend off-the-job training.

For comprehensive information and eligibility criteria refer:

<http://apprenticeshipsinfo.qld.gov.au/apprentices/advice-support/travel-accommodating/index.html>

Claims are usually paid after The Service Trades College Australia attendance is completed, however special circumstances can apply. Application forms must be signed by a teacher upon block completion and it is an apprentices/ trainees responsibility to submit this form.

Further Information

Training Guarantee:

- The Service Trades College Australia will honour all commitments made in this Student Handbook.
- 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
- Further Information on our programs available through our interactive website:
www.theservicetradescollege.com.au

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.