

Central Outback Training

Student Handbook



This Student Handbook
has been prepared for the students of:

Central Outback Training

RTO #31788

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INTRODUCTION

This student handbook has been developed to assist students who are undertaking a course with Central Outback Training to understand their rights and responsibilities. We want to make sure that our students have access to all the relevant information as they embark on their learning experience. This handbook will help to make informed decisions and understand how to seek assistance when needed and ensure that the investment in training provides the best possible training experience and outcomes.

Central Outback Training is a Queensland based Private Registered Training Organisation specialising in Agricultural Traineeships. Established in late 2008, Central Outback Training has a proven record in providing safe, practical and quality assured hands-on training delivered directly in the workplace for the rural and remote agricultural regions of Queensland, Western Australia and Northern Territory

Warren as the Trainer/Assessor has been actively involved in delivering qualifications in agriculture over the last 16 years. Warren volunteers his time outside of training & assessing to further develop his skills and knowledge in the industry and attends regular PD workshops and seminars. He spends 15 to 20 days in the workplace over the duration of the student's course giving continuity of support from enrolment through to final assessment.

Our goal is to ensure students are provided with the industry skills and knowledge that is relevant and current. We customise training plans to suit each student's needs and their working program so that the skills and knowledge they are learning every day will be used to formalise into a qualification. The teaching methods are predominately workplace observation tasks and are suitable for all forms of learning needs, utilising simple language where appropriate to communicate information most effectively to provide a rounded training experience.

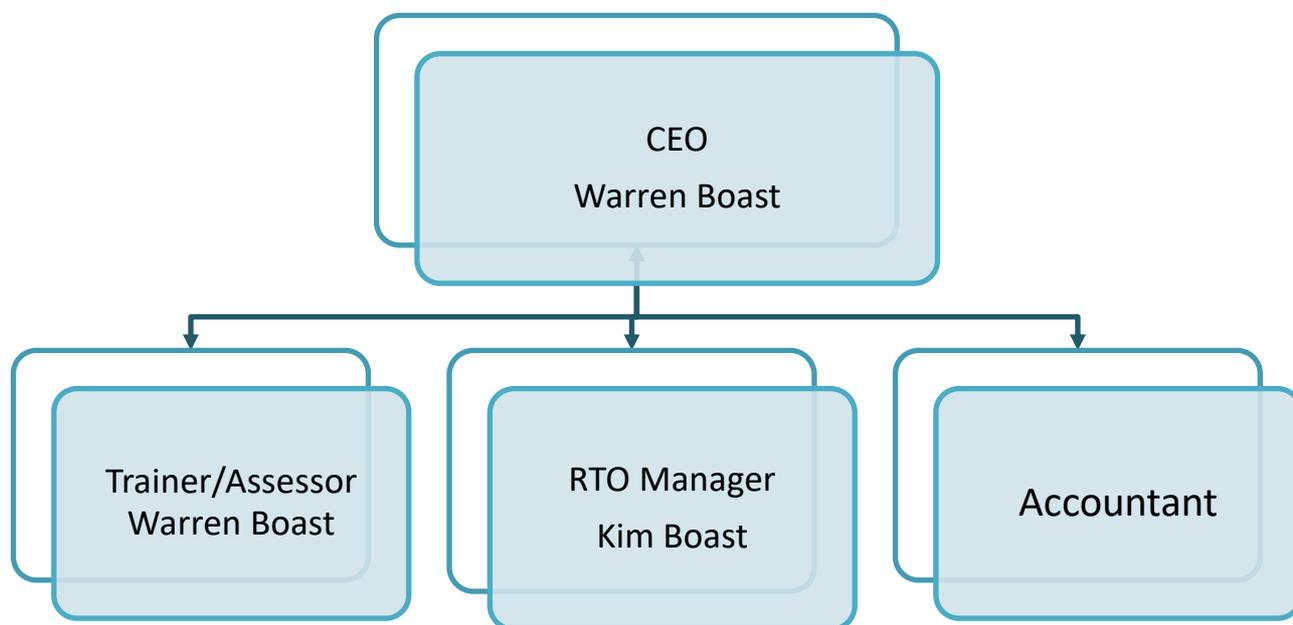
We welcome feedback from students and stakeholders as its proven to be an important and valuable factor in monitoring and developing quality training, ensuring the ever-changing needs and expectations of students are being met.

You may provide feedback, be it positive or negative, anytime by contacting either of us directly.

Warren: E- warren@centraloutbacktraining.com.au M- 0427 270 799

Kim: E- kim@centraloutbacktraining.com.au M – 0427 230 763

Organisational Structure



This organisational chart illustrates the two-way lines of communication between the CEO, management and trainers which ensures the decision making of senior management is informed by the experiences of its trainers and assessors.

COURSE INFORMATION

Programs offered by Central Outback Training provide a student with nationally recognised qualification on completion.

These accredited training programs have been developed based on the AHC Agriculture, Horticulture and Conservation and Land Management Training Package.

By undertaking a nationally recognised course, students learn in accordance with the nationally agreed industry standards. The qualifications are recognised in every state of Australia.

Qualifications delivered by Central Outback Training		
Unit Code	Unit Title	Certification
AHC30116	Certificate III in Agriculture	Qualification
AHC32816	Certificate III in Rural Operations	Qualification
AHC40116	Certificate IV in Agriculture	Qualification

How is training delivered?

Training courses with Central Outback Training are delivered directly in the workplace, students **must** be employed to be eligible.

Modes of delivery include;

- On-the-job
- Face to face

What are the prerequisites?

There are no prerequisites.

Though it is preferred an individual at least has some skills and/or understanding of the agricultural Industry to be successful in completing a qualification.

How long will each course take?

Generally, full-time courses take 12 months to complete.

Students are encouraged to undertake self-paced study in between training visits to complete the program within this time. As delivery is directly in the workplace, outside factors can sometimes inhibit completion of a course i.e. weather and/or the workplace work program.

For more information on courses offered and units suggested please visit our website; <https://www.centraloutbacktraining.com.au/courses-information/>

Fees - Funded

Central Outback Training operates predominately as a state funded training business, under the User Choice Programs in Western Australia & Queensland, and the QLD VET Investment Program. These training programs attract student co-contribution fees only, no other course fees are charged. (*refer appendix 1*)

Student co-contribution fees are not required up-front, only once training has begun. Most instances, employers pay these fees for their employee's, in which case, an Employer Training and Resource Agreement (ETRA) will be required for the payment of student fees.

Fees – Fee for Service

The fees listed below are for students who are not eligible for Government funding as a traineeship and must pay these fees themselves, by an employer or by a third party.

Qualifications

AHC30116 Certificate III in Agriculture	Total Course Fee = \$7,500.00
AHC32816 Certificate III in Rural Operations	Total Course Fee = \$7,500.00
AHC40116 Certificate IV in Agriculture	Total Course Fee = \$7,500.00

RPL fee

As per the course fees listed above.

Payment required in advance

No payment required in advance.

Enrolment fee

No enrolment fee is applicable.

Withdrawal fee

No withdrawal fee is applicable.

Re-submit fee

No re-submit fee applies.

Re-assessment fee

No re-assessment fee applies.

Credentials

No fee applies to produce an initial statement of attainment, certificate or statement of results.

Re-print credentials

Where the student requests a new copy of his / her credential, a total cost of **\$30.00** will apply. However, if an emailed PDF copy of credentials are requested, no fees apply.

Refunds

There are no refunds.

Payment

There are no pre-paid fees.

A *non-refundable* fee of \$1000.00 will be invoiced on commencement of training, followed by quarterly *non-refundable* payments of no more than \$1500.00 until payment is made in full.

Where payment is required an invoice will be issued detailing;

- The total amount of fees to be paid
- How to make payment
- Timeline for payment

Payment methods are;

- Direct debit via Electronic Bank Transfer (EFT)
- Payment plans may be discussed at enrolment

STUDENT INFORMATION

We are committed to delivering high quality services that support students throughout their training and assessment. This commitment is based on a student focused operation that produces the best possible outcome for students.

We will ensure students are informed of the services they are to receive, their rights and obligations, and the responsibilities of the RTO. Students who undertake training with us receive every opportunity to successfully complete their chosen training program. We will provide students with information prior to commencement of services. If a situation arises and we need to employ a subcontractor, we will notify of the subcontracting arrangements affecting the delivery of training and/or assessment.

Student advice

We take a systematic approach to establish and recognise the needs of each student and do our utmost to meet these needs. Where a student's need is outside our scope or skill set, they will be referred to an appropriate service or an alternate training organisation.

Central Outback Training will provide:

- Training programs and services that promote inclusion and are free from discrimination
- Support services, training, assessment and training materials to meet the needs of a variety of student students
- Consideration of everyone needs to provide the best opportunity for skill development and attainment of qualifications that can lead to further training or employment
- Opportunity for consultation between staff and students so that all aspects of student circumstances can be taken into consideration when planning training programs
- Consideration of the views of students' community, government agencies and organisations, and industry when planning training programs
- Access to information and course materials in a readily available, easily understood format
- Information to assist students in planning their pathway from school or the community to vocational education and training

Training Guarantee

We at Central Outback Training guarantee that students will receive the full training services they have either paid for themselves or been provided as a government funded traineeship.

Disclaimer: We cannot guarantee a student will successfully complete the course in which they are enrolled or that the student will obtain a particular employment outcome outside our control.

Enrolment Procedure

Enrolment

The enrolment procedure commences when a student, or an employer contacts Central Outback Training expressing interest in training program(s). We will either make arrangements for an onsite visit to conduct the enrolment in person, or email an enrolment form, student handbook, literature on the program(s) being considered and any other documentation which may be relevant.

Pre-course letter

This will be conducted face to face at enrolment or sent to the student prior to the commencement of training. Information includes the time, date and location of training, the resources the student should bring to the course and overview of the units of competency to be studied and the format/style of training to be provided.

Pre-course evaluation checklist

This will be conducted on enrolment. Questions are designed to identify the student's prior skills, and any specific needs, so we can evaluate any requirements the student may have to improve his/her learning experience and outcome. These questions are integrated within the enrolment form.

Based on the information in the checklist, the enrolment form, interview, induction and any other relevant correspondence and conversation, we may offer additional support.

Examples of the support services may include:

- Language, literacy and numeracy (LL&N) programs or referrals to
- Equipment, resources and / or programs to increase access for students with disabilities
- Learning resources
- Mediation services or referral to appropriate services
- Flexible scheduling and delivery of training and assessment
- Counselling services or referral to appropriate services
- Information technology support
- Learning materials in alternative formats i.e. large print
- Learning and assessment programs customised to the workplace

Induction

On successful completion of the enrolment process, all students will undergo an induction program including:

- Introduction to Trainer/Assessor
- Confirmation of the course being delivered
- The training and assessment procedures including method, format and purpose of assessment
- Qualifications to be issued
- Log-in to student portal provided via email
- Access to student handbook and course information via email and/or student portal or website at www.centraloutbacktraining.com.au

Unique Student Identifier

The Unique Student Identifier is a National Government initiative for all students from 1st January 2015. Your USI account will contain all of your nationally recognised training records and results completed from this date. This will assist when you are commencing employment with a new employer or if you are commencing study with a new training organisation.

Every student from January 1, 2015 is required to provide Central Outback Training with a verified USI before we can issue any certification.

Traineeships

Central Outback Training recognises that traineeships in Agriculture are the perfect tool for training and developing new and existing staff. Our programs are designed to be delivered directly within the workplace. All the training is done within the workplace working program, where the skills a trainee acquires are customised to the specific needs of an organisation which in turns gives the trainee the skills that are current to the industry.

Funding opportunities

Traineeships - Existing worker

This scheme targets employees who have been employed for longer than 3 months full-time (or 12 months part-time) and is dependent upon existing qualifications. Commonwealth incentives of up to \$3000 (up to \$1,500 for part-time) may be available and would be paid directly to employers if eligibility requirements are met.

Queensland Certificate 3 Guarantee & Higher-Level Skills Program

Central Outback Training is approved to deliver these funded programs that provides a government subsidy to support eligible students to access subsidised training in QLD for existing workers.

Students participating in a QLD subsidised training program must be employed and complete a student training and employment survey within three months of completing.

Traineeships - New entrant

This scheme targets employees who have been employed for less than 3 months full-time (or 12 months part-time) and is also dependent upon existing qualifications. Again, Commonwealth incentives of up to \$4000 may be available and would be paid directly to employers if eligibility requirements are met.

User Choice Program

User Choice is a national policy initiative that facilitates the disbursement of funding and incentives to RTO's. Designed to make Vocational Education & Training (VET) more responsive to the strategic needs of Australian industry. User Choice works with Australian Apprenticeships/Traineeships in order that employers, apprentices, and trainees may:

- Choose the RTO that best provides them with training services
- Negotiate key aspects of training (where, how, and when it is provided)
- Funding is paid directly to the relevant RTO, potentially reducing direct outlays by the employer.

For further information on the Australian Apprenticeships Incentive program click [here](#)

Cancelation or Withdrawal

If a student has cancelled as a result of their withdrawal from their qualification – either by mutual cancellation or by leaving their place of employment - they are not entitled to any refunds. Students who withdraw from a course, prior to completing the qualification will be given recognition for any units satisfactorily completed up to the date of withdrawal.

Process Withdrawals

- Where there has been no formal withdrawal, the student has not engaged in learning for the past 4 months, or they have left their place of employment, we will endeavour to contact the student by their provided contact details on enrolment to discuss their options for further training by either off the job, continuing their traineeship with another employer or if preferred transferring to another SRTO.
- If the student cannot be contacted or has left their place of employment or has agreed not to continue their traineeship or course, we will fill out the necessary paperwork, contact the Apprenticeships Office and formally advise of the student's abandonment of employment and the student will be withdrawn.
- A cancelation form will be sent to the employer for signing and last date of employment

Administration will then process the withdrawal by;

- Ensuring the student management system, (SMS) has all completed units of competency recorded against the student's attendance record on file
- Confirm all completed units of competency and ensure Evidence of Participation is held on file
- For units commenced but not completed (70) review the Evidence of Participation and the amount of training provided to the student, input the number of hours and change the outcome code to withdrawn (40) in SMS
- Change enrolment status to Withdrawn/Cancelled in SMS
- Check with documentation signed by employer for students last date of employment.
- Input final date of enrolment for student's SMS enrolment
- Issue Statement of Attainment for completed units of competency

Recognition of Prior Learning

Recognition of prior learning (RPL) means recognition of competencies currently held, regardless of how, when or where the learning occurred. These competencies may be attained through any combination of formal or informal training and education, work experience or general life experience.

To grant RPL, the assessor must be confident that the student is currently competent against the endorsed industry or enterprise competency standards or outcomes specified in Australian Qualifications Framework accredited courses. The evidence may take a variety of forms and could include certification, references from past employers, testimonials from students and work samples. The assessor must ensure that the evidence is authentic, valid, reliable, current and sufficient.

RPL process

Students who believe they have already obtained current skills and knowledge that would otherwise be covered in the qualification / unit of competence for which they intend to attain, can apply for RPL at the time of enrolment. The student's skills and knowledge will be assessed and validated, and where appropriate, units of competency acknowledged, and face-to-face training reduced. ASQA regulations state that RTO's must show evidence of competence associated with RPL.

To meet these requirements students applying for RPL will be required to:

- Complete the unit assessments of each RPL
- A demonstration of existing skills and knowledge
- Documentation evidence of prior skills and knowledge e.g. Resume or CV

As part of our enrolment policy, students will be advised of the availability of RPL policy, explain what the process involves and how it relates to the attainment of the qualification.

When approached by a student seeking RPL we will:

- Provide the student with copies of an RPL Introduction Letter
- Provide the student with information about the types of evidence that can be used to support an RPL application

Recognise qualifications of another RTO

We will recognise AQF qualifications and statement of attainments issued by another RTO. Students will be made aware of the recognition of relevant qualifications or statements of attainment at the time of enrolment and be offered the opportunity to have current competencies recognised.

Students must either provide a "*Certified*" copy of the qualification/s they are seeking recognition for, or can provide us, as your training organisation, permission to view the transcripts via the *USI Portal*. By giving permission to view transcripts via *USI Portal* it removes the requirement to have copies of transcripts certified and is instant verification of competencies achieved. Once verified the student will be offered a credit transfer if applicable.

Credit Transfer

Credit transfer refers to the transferral of academic credit obtained by students through participation in courses or national training package qualifications with other RTOs.

Credit transfer is granted on the basis that the credit validates the student's competency within the relevant qualification / unit of competency. Credit transfer of a qualification / unit of competency is available to students enrolling in any training program with Central Outback Training.

TRAINING AND ASSESSMENT

All aspects of our Training and assessment is informed by meaningful industry engagement. To maximise the outcomes for students, trainers ensure that every opportunity to connect training and assessment with the workplace is utilised. Trainers are onsite regularly where they can assess the needs, provide a schedule of industry liaison and consultation takes place. These consultations are documented, including phone consultations and face to face meetings, on an Industry Consultation Form relative to the development of training and assessment strategies.

Central Outback Training will:

- Involve workplace personnel in planning workplace training programs
- Ensure that the training and assessment program makes full use of opportunities at the workplace
- Monitor each student's progress and the support provided to them by workplace personnel
- Inform workplace personnel of the training and assessment program

Competency Based Training

All training is based on the principles of Competency Based Training. Delivery and assessment will involve students accomplishing tasks required to demonstrate competency. Students will be provided with every opportunity to demonstrate that they can carry out required tasks. Trainers do not undertake final assessment until they believe the student is competent in that unit.

Assessment Methods

Central Outback Training uses a combination of assessment methods as below;

Logbooks: trainers record of the participation of training conducted during the students normal working program specific to the skills and knowledge requirements of each unit. Used to record consistent performance over a period of time and in a suitable range of contexts.

Observation: where the student will be observed performing a series of tasks over a period of time to determine their skills and knowledge.

Written Assessment: students will be given the opportunity to demonstrate competency through written short answers, multiple choice questions, written reports or documentation.

Clustered Assessment Delivery

As our delivery is totally in the workplace, we select the units of competency that reflect the workplace and students needs so that they are effectively learning the skills and knowledge required while they work. Training and Assessment can then be combined in clustered groups as they have significant similarities in knowledge, skills and performance requirements.

This makes for an efficient approach as the clustered units are identified and addressed together instead of multiple times with each separate unit. Thus, removes repetition and over assessment and provides the volume of learning required over the whole qualification.

STUDENT SUPPORT

Trainers are responsible for ensuring that all students are aware they can contact their trainer or other staff members if they are experiencing difficulties with any aspect of their studies. Staff will ensure students have access to the full resources of Central Outback Training to assist them in achieving the required level of competency in their chosen qualification.

If a student is experiencing personal difficulties, training staff will encourage the student to contact Central Outback Training who will provide discreet, personalised and confidential assistance as per the nature of the difficulties.

If a student's needs exceed the capacity of the support services we can offer, they will be referred to an appropriate external agency. Extensive information regarding support agencies, resources and services may be sourced online and trainers will assist students to source the appropriate support.

Flexible delivery and reasonable adjustments

Central Outback Training recognises that some people are better suited to learning via teaching methods not usually obtained in the traditional classroom setting. With some minor adjustments to teaching and assessment methods, a student who is having trouble learning and achieving the desired results in the traditional setting may show considerable improvements. For example, the inability to complete a written assessment will not be interpreted as a sign of incompetence, provided the student can verbally demonstrate competency.

Acceptable adjustments to teaching and assessment methods may include; having a trainer read assessment materials to students, having a student's spoken responses to assessment questions recorded or allowing a student to sit for an assessment alone in a different room.

In the event that a student's needs exceed the capacity of the support services Central Outback Training can offer, they will be referred to an appropriate external agency.

Access and Equity

Central Outback Training prohibits discrimination towards any group or individual in any form, inclusive of

- Gender
- Physical or intellectual or psychiatric disability
- Pregnancy
- Homosexuality (male or female, actual or presumed)
- Race, colour, nationality, ethnic or ethno-religious background
- Age
- Marital status
- Socio-economic factors

Our training program design are set up to enhance flexibility of delivery in order to maximize the opportunity for access and participation by all students.

We do this by:

- Promoting access to employment and training for all people regardless of gender, socio-economic background, disability, ethnic origin, sexual orientation, age or race.
- Ensuring training services are delivered in a non-discriminatory, open and respectful manner.
- Training all staff members so that they are appropriately skilled in access and equity issues.

- Providing reasonable access to learners of all levels.
- Conducting student selection for training opportunities in a manner that includes and reflects the diverse student population.
- Actively encouraging the participation of students from traditionally disadvantaged groups and specifically offering assistance to those most disadvantaged.
- Providing culturally inclusive language, literacy and numeracy advice and assistance that help you in meeting personal training goals.

Language, Literacy and Numeracy Assistance

Language, Literacy and Numeracy skills are critical to almost all areas of work. This is particularly true in many vocations where Language, Literacy and Numeracy skills influence the performance of workplace tasks such as measuring, weighing and comprehending written work instructions

To support this approach Central Outback Training will:

- Assess a student's Language, Literacy and Numeracy skills during their enrolment to ensure they have adequate skills to complete the training. This will be in the form of a self-assessment using checklists for skills and knowledge.
- Support students during their study with training and assessment materials and strategies that are easily understood and suitable to the level of the workplace skills being delivered
- Provide clear information to students about the details of the language, literacy and numeracy assistance available
- Refer students to external Language, Literacy and Numeracy support services that are beyond the support available within Central Outback Training, and where this level of support is assessed as necessary
- Negotiate an extension of time to complete training programs if necessary.

All delivery, assessment and instruction are carried out in English unless otherwise stated. There may be the opportunity available for you for 'reasonable adjustment' concerning the assessment process, depending on the level of support you require. This will be determined at the enrolment process.

Discipline

Central Outback Training makes every effort to practice cooperation and mutual respect in all internal and external dealings to uphold high quality, professional training and assessment services. The same disciplined behaviour is expected of students as a contribution to a functional learning environment, and as a sign of respect to staff and fellow students.

Any trainer or staff member who is dissatisfied with the behaviour or performance of a student they have the authority to:

- Warn the student that their behaviour is unsuitable, or
- Ask a student to leave the class, without refund or acceptance into another course, or
- Immediately cancel the class.

If a student wishes to object or lodge an appeal against the disciplinary action taken, they have the right and opportunity to follow the Central Outback Training complaint procedure

Plagiarism

Plagiarism is considered academic dishonesty and a breach of journalistic ethics. It is subject to serious sanctions such as expulsion. It is quite reasonable to research material during undertaking assessment. All sources, however, must be clearly referenced. Central Outback Training's CEO takes a very strict approach to plagiarism and proven incidents will not be tolerated.

Complaints / Appeals Procedure

All persons wishing to make a complaint, appeal or any other manner of objection in relation to the conduct of Central Outback Training have access to the following procedure:

Informal complaint / appeal:

- An initial complaint or appeal will involve the student communicating directly with Central Outback Training verbally or by other appropriate means. Central Outback Training management will decide, discuss their judgement with the student and record the outcome of the complaint or appeal
- Students dissatisfied with the outcome of Central Outback Training's decision may initiate the formal complaint procedure

Formal complaint / appeal:

- It is normal procedure that all formal complaints proceed only after the initial informal complaint or appeal procedure has been finalised
- The formal complaint or appeal is to be submitted in writing, and the procedure and outcome recorded by Central Outback Training management
- On receipt of a formal complaint, the CEO will convene the complaint committee to hear the complaint
- The complaint committee will consist of a panel of members with no previous involvement or vested interest in the outcome of the complaint or appeal. Members of the committee should include:
 - A representative of Central Outback Training management
 - A Central Outback Training staff member
 - A person independent of Central Outback Training
- The complainant / appellant shall be given an opportunity to present the case to the committee and may be accompanied by one (1) other person as support or as representation
- Staff member(s) involved shall be given an opportunity to present their case to the committee and may be accompanied by one (1) other person as support or as representation
- The complaint committee will reach a decision on the complaint or appeal after consideration of each case presented
- The complaint committee will inform all parties involved of the outcome in writing within five (5) working days of making the decision

All complaints and appeals will be reviewed as soon as they are received. Continuous improvement procedures may be actioned when the complaint / appeal procedure results in identification of factors appropriate for improvement to internal operations. When the initial causative factor of the complaint identifies a problem with current Central Outback Training policies and / or procedures, the continuous improvement procedure will ensure changes are made to prevent reoccurrence of the problem.

COMPLYING WITH LEGISLATION

Staff will be advised at induction and kept up to date with changes to legislation through management meetings and written correspondence. Policies and procedures will be updated to reflect updates to legislation as soon practical following advice. Any training that is required will be organised in a professional and timely manner.

All staff are encouraged to view current legislation online at: <http://austlii.edu.au>

Examples of legislation relevant to the training business and its staff includes but is not limited to:

Commonwealth legislation:

- Copyright Act 1968
- Commonwealth Privacy Act 1988/Privacy Amendment Act 2012/Privacy Regulation 2013
- Commonwealth Sex Discrimination Act 1984
- Commonwealth Racial Discrimination Act 1975
- Commonwealth Age Discrimination Act 2004
- Commonwealth Disability Discrimination Act 1992
- National Vocational Education and Training Regulator Act 2011
 - Standards for VET Regulators 2015
 - Standards for Registered Training Organisations 2015

Queensland legislation:

- Commission for Children and Young People Act 2000
- Disability Services Act 2006
- Anti-Discrimination Act 1991
- Fair Trading Act 1989
- Vocational Education, Employment and Training Act 2005
- Work Health and Safety Act 2011

Training authorities / regulators:

- National VET Regulator (NVR)
- Department of Education
- Department of Employment
- Australian Skills Quality Authority (ASQA)
- Council of Australian Governments Industry and Skills Council (COAGISC)

Work, Health and Safety Policy

Central Outback Training has an ongoing commitment to workplace health and safety on each workplace site used for training delivery.

It is obligation under legislation that all Central Outback Training employees and management contribute to and assist in maintaining workplace health and safety and risk management operations as part of their role within the RTO. Central Outback Training management is responsible for providing the following standards as part of its commitment to employees and students:

- A safe workplace, with a safe system of work
- Adequate workplace health and safety professional development for Central Outback Training students, employees, management and stakeholders
- Properly maintained facilities and equipment
- A clean, tidy, suitably designed workplace with the safe storage of goods.

The following procedures and standards are confirmed by Central Outback Training at each workplace where training is delivered to achieve a safe working and learning environment:

- Maintain a safe, clean and efficient working environment
- Evacuation plan (fire, bomb, major incident)
- Emergency control
- Accident / Incident reporting
- Rehabilitation
- Risk identification reporting
- PPE / chemicals (storage)
- Manual handling techniques and training
- Store and dispose of waste according to WHS regulations
- Equipment checks and maintenance
- Equipment safe storage
- Fire hazards identified and fire prevention
- Student safety
- Unsafe situations identified and reported
- First aid and safety procedures displayed

Harassment and Discrimination Policy

Students and staff working with Central Outback Training are made known that if a person considers that he or she has been or is being harassed, this person should be encouraged to inform the other party that their behaviour is objectionable and should not be continued, provided they are comfortable with confronting the offender. In instances where the person is not comfortable discussing the matter with the offending party, a trainer or another Central Outback Training staff member should be informed of the situation. In this case, it becomes the responsibility of the relevant staff member to follow Central Outback Training policy and procedures to rectify the situation.

All students and staff have the right to discuss matters of harassment with the relevant members of staff without making a formal complaint; all discussions are dealt with in confidentiality. The right to lodge a formal complaint of misconduct against the offending party is available and will be actioned per Central Outback Training policy and procedures.

Central Outback Training ensures that staff are adequately trained in dealing with harassment and discrimination to fulfil their roles and responsibilities in creating and contributing to a harassment and discrimination free workplace.

Specific principles:

- It is the right of all staff and students to work and study in an environment free of any form of harassment and discrimination
- All reports of harassment and discrimination will be treated seriously, in an unbiased, respectful and sensitive manner. Any form of harassment and discrimination is considered unacceptable behaviour and will not be tolerated by Central Outback Training
- When Central Outback Training management is informed of any event involving harassment or discrimination, it is their responsibility to take immediate and appropriate action to address it
- In dealing with all complaints, the rights of all individuals involved should be respected and confidentiality should be maintained
- It is the intention of Central Outback Training management that a process of discussion, cooperation and conciliation will resolve all complaints. The aim is to achieve an acceptable outcome for the involved parties while minimising any potential damage to the organisation
- Both the person making the complaint and the person against whom the complaint has been made will receive information, support and assistance in resolving the issue from Central Outback Training management
- Victimisation is unacceptable and will not be tolerated. No person making a complaint or assisting in the investigation of a complaint should be victimised

Working with Persons Under 18 Years of Age

Students under eighteen (18) years of age who are enrolled with Central Outback Training have a right to feel and be safe. Central Outback Training supports and respects all children and is committed to the safety, participation and empowerment of children.

Central Outback Training will ensure that all students are protected from all forms of harm, including bullying, harassment, discrimination and intimidation. Staff are required to report to management any behaviour that can reasonably be considered harmful or potentially harmful to students, or where it is reasonable to believe that a student has been harmed or requires protection from harm.

Central Outback Training has zero tolerance for child abuse, and all allegations and safety concerns will be treated very seriously. In cases where allegations or information indicate it is reasonable to believe a student has suffered from or may require protection from harm, Central Outback Training will report to the Department of Communities, Child Safety and Disability Services.

If allegations may constitute child abuse by a person external to Central Outback Training, the matter will be reported to the Police or the Department of Communities, Child Safety and Disability Services.

Central Outback Training will comply with all relevant State and Federal legislation in working with children.

Central Outback Training management ensures that all staff obtain the appropriate Police check for child related employment. Information is available at: <http://afp.gov.au>

Consumer Rights

Consumer protection

On 1 January 2011, the Australian Consumer Law commenced and the Trade Practices Act 1974 was repealed and replaced by the Competition and Consumer Act 2010. The Australian Consumer Law provides for:

- National consumer protection and fair-trading laws
- Enhanced enforcement powers and redress mechanisms
- A national unfair contract terms law
- A new national product safety regime
- A new national consumer guarantees law

Contractual agreement

Students who enrol in a training program with Central Outback Training should be aware that they are entering a contractual agreement. With a view to ensuring all students are fully aware of their rights and obligations, Central Outback Training will design agreements, enrolment forms, service agreements or similar using a logical format and simple English.

Privacy Principles

Central Outback Training is committed to your privacy. The Privacy Act 1988, Australian Privacy Principles and any relevant registered privacy codes govern the way we manage personal information.

Collection of Personal Information

In order to process your enrolment, Central Outback Training is required to collect personal information from students such as - Name; Unique Student Identifier; Date of Birth; Contact Details; Training Outcomes and Performance; Sensitive Personal Information.

We collect this information so we can process and manage your enrolment in a vocational education and training (VET) course with us. Please note – if you do not provide your personal information to us, we cannot enrol you as a student.

Sharing of Personal Information

Central Outback Training ensures that, except as required under the *National Vocational Education and Training Regulator Act 2011*, or any other relevant legislation, or by law, information about a student is not disclosed to a third party without the written consent of the student.

Central Outback Training will seek your consent to contact relevant Training Providers to authenticate the issuance of a qualification /Statement of Attainment you submit for recognition purposes.

Under a traineeship Central Outback Training will share information regarding progression of your study with your employer and state training provider as per the terms of the contract.

Data Security

Central Outback Training will take all reasonable measures to ensure all collected students' personal information is protected from misuse, loss or damage, and that all data and record storage is secure from unauthorised access, modification or disclosure.

APPENDIX 1 GOVERNMENT FUNDED QUALIFICATIONS

Student Co-Contribution Fees

These are a compulsory contribution towards publicly funded traineeships where Trainees are legally liable to pay the fees and charges. Student fees may be paid by the employer where an agreement is in place (Employer Training and Resource Agreement) for Audit purposes.

Fee Structure QLD – User Choice Traineeships

The Non-Concession Student Co-Contribution Fee delivered in Queensland for 2021 is calculated at **\$1.60** per nominal hour for each unit of competency delivered. Tuition fees are exempt from GST.

- Students paying their own fees are sent a quarterly invoice of completed hours. Payment can be made via direct deposit to the nominated bank account on the invoice.
- Employers who are paying the student co-contribution fees will be invoiced once training has commenced and paid via direct deposit within 14 days.

In the event a student cancels their Traineeships once training has commenced, i.e. leave their place of employment, an invoice will be sent out for any units of competency where training has commenced.

Partial exemption — tuition fees

The PQS must charge 40 per cent of the student co-contribution fee where the student falls into one or more of the following exemption categories:

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

Financial Hardship and special circumstances Fee Exemption

- (a) Where payment of the student co-contribution fee would cause extreme financial hardship the PQS will exempt the student from payment of tuition fees. Students must provide a copy of the approved Centrelink form for proof of eligibility
- (b) Students who are a school-based apprentice or trainee are exempt from tuition fees
- (c) Proof of eligibility for concession and a copy must be provided at the time of enrolment

QLD Certificate 3 Guarantee

Given the benefits that accrue to individuals from training, students undertaking certificate III training and non-concessional students undertaking lower level training, will be required to contribute to the costs of their training through a co-contribution fee.

The total *non-refundable* fee payable for students enrolling after July 2020 is **\$100.00**

This fee may be paid for on behalf of the student by an employer or third party.

Students or Employers who are paying the student co-contribution fee will be invoiced once training has commenced. *Please note this fee is non-refundable.*

QLD Higher Skills Program

Given the increased benefits that you can gain from higher-level training, you are required to contribute to the cost of your training through a co-contribution fee, payable to the training provider.

The total *non-refundable* fee payable for students enrolling after July 2020 is **\$150.00**

This fee may be paid for on behalf of the student by an employer or third party.

Students or Employers who are paying the student co-contribution fee will be invoiced once training has commenced. *Please note this fee is non-refundable.*

CONCESSIONAL STUDENT (50%) status applies when it is proven:

- a) the student holds a Health Care concession card or Pensioner concession card issued under Commonwealth law, or is the partner or a dependant of a person who holds a health care concession card or pensioner concession card, and is named on the card
- b) the student provides the SAS with an official form under Commonwealth law confirming that the student, his or her partner, or the person of whom the student is a dependant, is entitled to concessions under a health care or pensioner concession card
- c) the student identifies as Aboriginal or Torres Strait Islander
- d) the student is a school student and is enrolled in a VETiS program (may include young people in detention)
- e) the student has a disability
- f) the student is an adult prisoner.

Proof of eligibility for concession must be provided at the time of enrolment.

Fee Structure WA – User Choice Traineeship

The Non-Concession Student Co-Contribution fees for 2021 is **\$3.25** per nominal hour for each unit of competency delivered in WA. Tuition fees are exempt from GST.

- Students paying their own fees are sent a quarterly invoice of completed hours. Payment can be made via direct deposit to the nominated bank account on the invoice.
- Employers who are paying the student co-contribution fees will be invoiced after each training block for units of competency where training has commenced per student.
- If a student terminates employment before payment has been made on commenced units of competencies, an invoice will be issued to the employer and payment requested within 14 days.

Fee Concessions

Concession rate is **\$0.97** for the persons who fall under the following:

- a) Persons and dependants of persons holding:
 - i. Pensioner Concession Card.
 - ii. Repatriation Health Benefits Card issued by the Department of Veterans' Affairs
 - iii. Health Care Card.
- b) Persons and dependants of persons in receipt of AUSTUDY or ABSTUDY.
- c) Persons and dependants of persons in receipt of the Youth Allowance.
- d) Persons and dependants of persons who are inmates of a custodial institution.
- e) Secondary school aged persons not enrolled at school. For these students, maximum course fee chargeable in 20-21 is **\$420.00**. In 2021, these persons will be born on or after 1 July 2003.

Proof of eligibility for concession must be provided at the time of enrolment.

Payment Options

On enrolment, students will take up one of the following payment options:

- a) Agree to pay the full cost of fees and charges once training has commenced
- b) Present a signed authority from an employer to invoice that employer for the student's fees and charges;
- c) Pay fee by instalment;
- d) Make application on the grounds of severe financial hardship for fees and charges to be waived

Interstate Students

Students residing in other Australian States or Territories are charged at fee-for-service rates, with no specified maximum.

Apprentices and trainees may be eligible for publicly funded training if the:

- training contract is registered in Western Australia; and
- workplace is in Western Australia; and
- training occurs in Western Australia, unless the training is only available in another state or territory

Lower fees, local skills for qualifications commencing 1 July 2020

For any student undertaking the below qualifications from 1 July 2020–31 December 2021, the annual course fees will be capped at *\$400 for a concession eligible student* and *\$1,200 for a non-concessional student* for any units commenced on or after 1 July 2020.

- **AHC30116 Certificate III in Agriculture**
- **AHC40116 Certificate IV in Agriculture**

The Lower Fee, Local Skills Course Fee Rate only applies to the above listed courses and will be worked out at *\$1.62 for a non-concessional student*, and *\$0.48 for a concessional student*.

Student eligibility

All Western Australian residents entitled to undertake publicly funded training, as set out in the Department of Training and Workforce Development's *WA VET Fees and charges policy*, are eligible for subsidised training offered under this initiative.

The exception is existing worker trainees, who must pay normal fees as defined in the policy.

Fee Caveat

The student tuition fees are indicative only and are subject to change given individual circumstances at enrolment. Additional fees may apply such as student service and resource fees.