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Disclaimer
The information in this guide is correct at 1 July 2015 and is subject to change. It applies to UQ-GVEC staff as well as students who are undertaking training and assessment leading to Vocational Education and Training outcomes through UQ-GVEC. UQ-GVEC reserves the right not to offer a course and decline enrolments in a program or workshop based on consideration of student numbers and resource allocation. Program and subject codes, costs and content are subject to change.

References to VET FEE-HELP within this guide are only applicable to the VET Diploma of Vocational Education and Training (TAE50111), Diploma of Training Design and Development (TAE50211) and Diploma of Agriculture (AHC50110) (excluding Muresk enrolments).
Welcome

from the UQ Gatton Vocational Education Centre (UQ-GVEC)
and the Office of the Director, Gatton Campus (ODGC)

Welcome to the University of Queensland’s Gatton Vocational Education Centre (UQ-GVEC). This University is one of Australia’s premier providers of agricultural and rural education programs and is now listed as one of the top 10 agricultural providers in the world.

Whilst the great majority of the programs offered via the University are aligned to higher education and academic outcomes, UQ-GVEC specialises in teaching and assessment for vocational education and training (VET Sector) outcomes and providing pathways to higher academic education in rural related programs.

As a Registered Training Organisation (RTO1511) the outcomes attained through our accredited courses (either statement of attainment or full qualification) are nationally recognised outcomes, aligned to the Australian Qualifications Framework (AQF) and compliant with ASQA standards.

Our aim is to provide students with quality training opportunities that impart knowledge, skills and abilities to enhance employment opportunities or career advancement in the rural industries.

Further, we aim to provide the relevant pathways to enable those who successfully complete our courses and in particular the Integrated Diploma Program (IDP) to transition towards University sector offerings subject to their specific entry requirements.

I trust you will find the learning opportunities offered through this centre to be relevant, informative and rewarding and we look forward to your enrolment in our programs.

Yours faithfully,

Mark Pace
DIRECTOR
UQ-GVEC
Gatton Campus
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Code of Practice

UQ-GVEC has developed this Code of Practice to demonstrate our commitment to maintain the high standards with the provision of vocational education and training. Staff and students are required to comply with the policies and procedures contained within this manual as well as The University of Queensland Policies and Procedures Library (PPL) where required. UQ PPL applies to all staff and students.

Governance

UQ-GVEC is a Registered Training Organisation (number 1511) and complies with the Australian Skills Quality Authority (ASQA). ASQA is the national regulatory body for Australia’s vocational education and training (VET) sector. ASQA regulates providers according to the Standards for NVR Registered Training Organisations 2012. The Council of Australian Governments (COAG) Standing Council on Tertiary Education, Skills and Employment (SCOTSE), informed by advice from the National Skills Standards Council (NSSC), approves these standards.

UQ-GVEC is a centre within The University of Queensland (Gatton Campus) and conforms to relevant university policy and procedure where applicable.

Access, Equity, and Student Selection

UQ-GVEC has adopted the following principles, which reflect those of relevant equal opportunity legislation:

- The student recruitment and admission process is bias-free and non-discriminatory. If an individual does not meet entry requirements, all attempts are made to assist them to identify alternative courses of action.
- Curriculum is inclusive of a range of participant needs
- The assessment process is fair, valid, reliable and consistent
- Support is provided to those with special needs
- Grievances are addressed in a fair and equitable manner
- Adaptive technology is developed and used where possible.
Enrolment Documentation Requirements
Certified copies of credentials must be supplied with all applications for enrolment. A certified copy is a photocopy of an original document, which has been signed by a Justice of the Peace, Commissioner for Declarations or the issuing authority stating that the photocopy is a true and exact copy of the original. Proof of identity and residency is required.

Enrolment, Induction and Orientation
UQ-GVEC conducts an enrolment, induction and/or orientation session for all students prior to commencement of their program where important policies and procedures are communicated. All students receive a copy of the Code of Practice with their enrolment form. Students (and parents and guardians if the student is under 18 years of age) are asked to read the Code of Practice prior to submitting an enrolment form.

Course Information
Prior to commencement of courses students will be provided with:
• An outline of the subjects to be undertaken
• The assessment requirements and/or alignments were applicable
• Any special health and safety requirements
• Details of fees and charges
• The Code of Practice, which includes policies and procedures

Integrated Diploma Program (IDP) Structure
The IDP is structured as a two-year full-time program. The model proposes an academic transcript within the Academic Program in Agricultural Technologies issued through the University and a VET sector AHC50110 Diploma of Agriculture awarded through UQ-GVEC as the University’s Registered Training Organisation (RTO – 1511) operating within the Gatton Campus. IDP resources are developed with an academic orientation and are conversely delivered in alignment with the VET Sector subjects to achieve the VET sector Diploma of Agriculture (AHC50110).

Language, Literacy and Numeracy
UQ-GVEC recognises that all vocational training includes language, literacy and numeracy tasks and all UQ-GVEC trainers and assessors provide:
• Materials, resources and assessment tools and tasks do not require students to have language, literacy and numeracy skills of more complexity than those used in the workplace for the competencies being taught/assessed;

• Clear models of the language/literacy/numeracy task;
• Opportunities for repeated and supported practice; and
• Opportunities for independent practice.

Where some students require additional practice and training UQ-GVEC provides language, literacy and numeracy support.
Privacy - Access to Students’ Records

Each student’s records are available to them on request. Student records are not available to other people unless UQ-GVEC is requested in writing by the student to allow such access. Circumstances that would require a student’s information to be provided to another department, include instances when a student elects to defer their tuition through a Commonwealth student loan scheme such as VET FEE-HELP, when a student requests GVEC to create or verify their Unique Student Identifier (USI) number, when a high school student fails to provide their Learner Unique Identifier (LUI), when a student applies for a government funded place. In any such occasion, advice pertaining to the need to share a student’s information with another department is declared in the disclaimer of their enrolment form. Any student wishing to have access to their records should make a request to their trainer and/or assessor or the Student Records Administration Coordinator located within the UQ-GVEC administration office. In a situation where UQ-GVEC engages in auspice arrangements the final decision rests with the principal RTO as the issuer of vocational competencies.

Assessment

UQ-GVEC has demonstrable experience and skill in providing or facilitating assessments which meet the endorsed components of relevant training package(s) and/or accredited courses in the areas of recognition sought. UQ-GVEC is committed to ensuring valid and reliable assessment of achievements against industry competency standards and all assessment undertaken by UQ-GVEC remain consistent with the National Assessment Principles.

Assessment Principles

UQ-GVEC ensures that all assessment conducted within the organisation is reliable, flexible, fair and valid.

- Reliable - All assessment methods and procedures will ensure that competency standards/modules are applied consistently and that there is always consistency in the interpretation of evidence.

- Flexible - Assessment will be offered in the workplace (on-the-job), in the training environment (off-the-job), in a combination of both or via recognition of prior learning/recognition of current competence. UQ-GVEC will ensure that all assessment methods and practices allow for diversity with regard to how, where and when competence has been/will be acquired.

- Fair - Assessment methods and procedures will not, under any circumstance, disadvantage any student.

- Valid - Assessment activities will always meet the requirements as specified in the subject/unit. Sufficient evidence will always be collected, and will be relevant to the standard/module being assessed.

Conducting Assessment

When conducting assessment, UQ-GVEC ensures it has personnel with appropriate qualifications and adheres to the ASQA Standards. UQ-GVEC ensures that the personnel conducting assessment utilise appropriate methods for recording, storing and accessing assessment outcomes.

Assessment activities undertaken by UQ-GVEC follow the methodology outlined below:

- Assessment procedures are fully explained to students. Throughout all training, students are regularly reminded of the ongoing availability of assessment.

- Opportunities for Recognition (recognition of prior learning/recognition of current competence and credit transfer) are also discussed, as are any available flexible methods
of assessment.
- Opportunity for appeal and reassessment exists.
- The assessment requirements of the subject/unit(s) are outlined, and any particular arrangements for the workplace/training environment are arranged.
- All evidence-gathering methods remain reliable, flexible, fair and valid.
- As assessments are undertaken, UQ-GVEC records individual student assessment results.
- Post-assessment guidance is available to students.
- A fair and impartial appeals process is available.
- Evaluation of assessment processes and procedures is gathered through staff meetings and student feedback.

Evidence gathering methods commonly include, but are not limited to:
- Demonstration
- Questioning
- Workplace performance
- Role-play
- Simulation
- Oral presentation
- Graphic presentation
- Projects/assignments
- Audio/visual/creation/development/presentation
- Written tests
- Skills portfolio

Extensions to assessment due dates
Students wishing to apply for an extension to an assessment deadline must do so in writing prior to the assessment due date. Supporting evidence such as doctor’s certificate or other documentary evidence supporting the reasons for an extension should accompany the application. Applications can be submitted to the relevant Trainer, Lecturer or Training Manager.

Training and Assessment Strategies
UQ-GVEC undertakes the following steps when developing a training and assessment strategy:
- Determine structure, mode and sequence of delivery and assessment
- Arrange training and assessment infrastructure requirements
- Arrange the assessment validation process
- Document and deliver assessment strategies
- Validate the delivery and assessment strategies

Notification of Results
UQ-GVEC will endeavor to issue a statement of attainment and/or certificate of completion to eligible students within three weeks of the date of completion of the program or course.

Third party training
From time to time UQ-GVEC may engage in auspice arrangements or receive funding to deliver training on behalf of another training provider. In this event UQ-GVEC students may be asked to sign a second enrolment form and eligible students may be issued dual qualifications/credentials.
UQ-GVEC Trainer and Assessor Competency Policy

With respect to all UQ-GVEC program structures, academically aligned and vocational (VET) programs, UQ-GVEC has six classifications of teaching categories. A brief outline of each is as follows:

**Lecturers**
Lecturers teach core Diploma level course matter and vocational competencies where aligned. They are academically accredited via higher education (University level) and vocational qualifications within specialised disciplines.

**Tutors**
Tutors deliver classes that are usually supplementary to what has been taught in the lecture. Tutors are usually academically accredited via higher education (University level) qualifications or in the process of completing their respective fields of study and are vocationally accredited.

**Trainer and Assessor**
UQ-GVEC uses the ‘National Skills Standards Council, Determination of Trainers and Assessors’ guidelines when considering trainer and assessor competency.

A Trainer and Assessor may act as a technical expert, head teacher, mentor or assessor. He/she is responsible for regularly providing leadership with a focus on the safety, quality and consistency of their subject area, in relation to learning and assessment tools, processes and judgments, OH&S and resource development, validation and moderation. He/she may be called upon to provide mentoring for other trainers and assessors working within their specialist area.

Trainer and Assessors should:

i. Hold the TAE40110 Certificate IV in Training and Assessment from the TAE10 Training and Education Training Package as a minimum qualification or be able to demonstrate equivalence of competencies; and

ii. Be able to demonstrate vocational competencies at least to the level being delivered and assessed; and

iii. Be able to demonstrate how they are continuing to develop their VET knowledge and skills as well as maintaining their industry currency and trainer/assessor competence.

**Trainer**
A Trainer must work under the direct supervision of a person who has the competencies and be able to demonstrate vocational competencies at least to the level of those being delivered.

**Assessor**
An Assessor must hold the following three competencies or skill-set from the TAE10 Training and Education Training Package or demonstrate equivalent competencies:

- TAEASS401A Plan assessment activities and processes
- TAEASS402A Assess competence, and
- TAEASS403A Participate in assessment validation.

**Direct supervision training model**
Supervision is the provision of regular and ongoing guidance, direction and leadership from a person holding the TAE40110 Certificate IV in Training and Assessment or from a person who
has demonstrated equivalent competencies. The supervising person monitors and is accountable for the training delivery but does not need to be present at all times during delivery.

A trainer under supervision - must work under the direct supervision of a person who has the competencies and be able to demonstrate vocational competencies held within two years of commencing delivery, at least, to the level of those being delivered and assessed as well as maintaining their industry currency.

An assessor under supervision - must hold the following three competencies or skill-set from the TAE10 Training and Education Training Package i.e. TAEASS401A Plan assessment activities and processes; TAEASS402A Assess competence; and TAEASS403A Participate in assessment validation, or must be able to demonstrate equivalent competencies to all three units of competency listed above. Also, they must be able to demonstrate how they are continuing to develop their VET knowledge and skills as well as maintaining their industry currency and assessor competence.

**Recognition of Prior Learning**

Recognition of Prior Learning (RPL) means an assessment process that assesses the competency(s) of an individual that may have been acquired through formal, non-formal and informal learning to determine the extent to which that individual meets the requirements specified in the training package or VET accredited courses.

a) formal learning refers to learning that takes place through a structured program of instruction and is linked to the attainment of an AQF qualification or statement of attainment (for example, a certificate, diploma or university degree)

b) non-formal learning refers to learning that takes place through a structured program of instruction, but does not lead to the attainment of an AQF qualification or statement of attainment (for example, in house professional development programs conducted by a business), and

c) informal learning refers to learning that results through experience of work-related, social, family, hobby or leisure activities (for example the acquisition of interpersonal skills developed through several years as a sales representative).

Students will be offered the opportunity to apply for RPL prior to the commencement of their training. Students are welcome to ask their Trainer about this in class if they feel they already have the knowledge of a subject area.

Students wanting to receive RPL may be asked to supply the following evidence:

- Documentation, references and relevant examples
- Proof of ownership of any examples of work
- Certified copies (not originals) of qualifications. (A certified copy is a photocopy of an original document, which has been signed by a Justice of the Peace, Commissioner for Declarations or the issuing authority stating that the photocopy is a true and exact copy of the original).

If a student is unable to supply documentary evidence to support their RPL application they may be required to sit for a “Skill Test” to determine competency.
Credit Transfer
Credit transfer applies to Vocational and Academic programs. Students who are eligible to receive Credit Transfer may be able to reduce the duration of their program by not repeating subjects deemed to be comparable to accredited subjects undertaken in previous studies. Students wishing to apply for Credit Transfer must complete the ‘Application for Credit Transfer form’ and supply certified true copies of documentary evidence.

Marketing
UQ-GVEC marketing is conducted in accordance with The University of Queensland’s protocol for marketing and advertising. UQ-GVEC will:

- Market its products and services with integrity, accuracy and professionalism. Specific course information is available prior to enrolment.
- Always gain a student’s written permission before using information about that individual in any marketing materials.
- Always accurately represent training products and services to prospective students.
- Ensure that students are provided with full details of conditions in any contractual arrangements with the organisation.
- Identify nationally recognised products separately from courses recognised by other bodies or without recognised status.
- Provide recognition where applicable for funded programs as requirements of respective contracts.
- Ensure names of training packages, qualification codes and titles (names) and/or accredited courses comply with the names/titles as endorsed by the National Register.
- Ensure the Code of Practice, and/or fees and refund policy is referenced.
Student Responsibilities

It is the student’s responsibility to:
- Attend orientation and induction
- Attend every class and advise GVEC when absences are required
- Pay fees and charges by the due dates
- Complete all assessment tasks by the due date
- Check email regularly as this is the preferred method of correspondence with students
- Advise UQ-GVEC when their contact details change
- Advise the teacher in advance if you need to be absent from training, where possible
- Maintain your duty of care to others and yourself
- Participate in OHS and Risk Assessment activities
- Be responsible for your personal progress. Students will be expected to consult with their trainer on a regular basis if they are to derive the greatest benefit and appropriate individual guidance
- Not smoke in the building or within 10 meters of the building
- Abide by the UQ parking restrictions
- Switch mobile phones off during classes
- Comply with all UQ-GVEC’s rules, policies and procedures contained in this Code of Practice, as listed on our web site, and as explained to you at induction
- Adhere to the UQ Policy and Procedure Library (PPL) https://ppl.app.uq.edu.au/ and the UQ Student charter https://ppl.app.uq.edu.au/content/3.60.01-student-charter (IDP students only)
- Not join a class or reattempt assessment in a unit/subject for which they have been deemed ‘Not Yet Competent’, until a new enrolment form and applicable fees have been paid.
- All students are required to obtain a Unique Student Identifier (USI) before completion of any assessments. GVEC administration can assist students to create a USI if need be.

Importance of email
For IDP students, it is important to regularly check your free UQ email account through my.UQ, as the University sends important information on topics including enrolment and fees via the student email account. Your email account will also be used by lecturers or tutors trying to get in contact with you. my.UQ provides a Web-based interface, called myMail, to your UQ email account, using iPlanet Messenger Express or IMP. If you have a favourite email program, such as Outlook Express, you can continue to use that as well. For student email account enquiries especially regarding your Username and/or Password, contact the Information Technology Services (ITS) Help desk on telephone (07) 3365 6000 or via email: help@its.uq.edu.au

High school students
High school students undertaking vocational studies as part of their high school studies are required to uphold school rules in addition to the above mentioned responsibilities whilst they are undertaking training on campus. High school students should note that any absences, behavioural or
OHS issues as well as their progress will be reported to the school. Students who are required to leave class early are required to have permission from their school coordinator firstly. UQ-GVEC staff may request identification to be supplied from anyone who is collecting a high school student from class prior to its usual completion time.

**Changes to enrolments**

Students wishing to make changes to their enrolment must do so via the UQ-GVEC Variation to enrolment application form. Students need to understand their fee liability before making any changes to their enrolment and should consult the UQ-GVEC Fees and Refund policy and UQ PPL (for IDP students) when considering a change to their enrolment.

Enrolment changes include;
- Withdrawal from a unit/course/subject
- Swap a unit/course/subject
- Cancel enrolment
- Change programs

**Census dates**

Census dates are applicable only to students enrolled in Diploma programs. It is vital you are aware that your fee liability is your liability for all fees and charges, and is finalised based on your enrolment details recorded at the census date appropriate to you. Census dates are listed in the Schedule of Fees for the Diploma programs.

**Cancellation/Withdrawal after census dates**

Cancellation or withdrawal from a program and subjects after a census date, will not reduce your financial liability. If a withdrawal from a program or subject after census date was due to exceptional 'special circumstances', a student can apply for re-credit or remission of liability. If you withdraw from your program/subjects after the census date, you will need to make a special case for a removal of financial liability.

**Apprenticeships and traineeship obligations and responsibilities**

**Apprentices and trainees responsibilities**

The apprentice or trainee must:
- participate in negotiating the training plan for the apprenticeship or traineeship
- follow all of the employer's lawful instructions
- obey all workplace health and safety (including dress and equipment) and code of conduct workplace rules
- attend work, perform duties required and make reasonable progress to achieve the competencies negotiated in the training plan
- as instructed, undertake and attend any training or assessment related to the training plan
- pay tuition and student fees to your training organisation (your employer may pay these on your behalf)
- keep the training record in their possession, and produce it to their employer and/or training organisation, when requested
- maintain courteous and professional behaviour
- acknowledge that all workplace instructions and other material that comes into the apprentice's or trainee's possession as a result of the training remains the property of the
employer
• understand that all information obtained from the employer and given in confidence must be kept confidential
• where the apprentice or trainee will be school-based:
• gain approval from the school prior to entering the school-based training contract
• talk to the school to discuss how the training and employment will impact on the timetable.

Additionally, the apprentice or trainee must not:
• terminate employment with their employer, unless the apprenticeship or traineeship is completed, or the training contract has been cancelled
• enter into a second training contract with a second employer for the same apprenticeship or traineeship currently being undertaken without the written consent of the first employer.

Obligations of the apprentice or trainee
• Attend work, do the job and follow the employer’s lawful instructions.
• Work towards achieving the qualification or statement of attainment stated in the training contract.
• Participate in negotiating the training plan for the apprenticeship or traineeship.
• Obey all workplace health and safety (including dress and equipment) and code of conduct workplace rules.
• Undertake the training and assessment required under the training plan.
• Pay student contribution fees to your training organisation (the employer may pay these on the apprentice or trainee’s behalf).
• Keep the training record and produce it to the employer, training organisation and/or the Department of Education, Training and Employment (DETE) when requested.
• Where the apprentice or trainee is school-based:
  o obtain the school’s approval before entering into a school-based training contract
  o talk to the school about how the training and employment will impact on the timetable.
• Do not terminate the apprenticeship or traineeship, except upon completion, or by providing written notification (including the employer’s signed agreement) to DETE, or upon cancellation by DETE.
• If it appears all required training and assessment will not be completed before the nominal completion date, talk to the employer and training organisation about applying to extend the training contract.

It is the responsibility of both the employer and apprentice or trainee to select the training organisation.

It is very important that parties maintain open lines of communication and attempt to resolve disputes between themselves in the first instance. If these attempts fail, disputes should be referred to the Department of Education, Training and Employment for further assistance and early intervention.

Leaving school
If a SAT has not completed prior to the student leaving school, the enrolment must be converted to full-time or part-time arrangements. DETE will convert school-based apprentices and trainees to full-time arrangements the day after their Year 12 school year ends. However, for school-based apprentices and trainees who leave school before the end of Year 12, the employer, apprentice or trainee and parent or guardian must submit the ATF-035 Amendment of a registered training contract form to convert the training contract to full-time or part-time. Once converted, appropriate award wages and conditions apply - contact the Fair Work Ombudsman for assistance.
Once a student’s training contract has been converted from school-based, they are eligible to pay
the student contribution fees and charges to the training organisation. The student should contact the training organisation to discuss these fees.

**Employers’ responsibilities**
Employers’ responsibilities can be viewed at:

**School-based apprentices (SAT) obligations**
In signing up to a SAT, the parties undertake to convert to full-time or part-time arrangements if the SAT has not been completed when the student leaves school. Once a SAT leaves school, student contribution fees applicable to that year will apply. Refer ‘Fees and Charges’ for further information. A full list of SAT responsibilities can be viewed at

**Further information**
- Apprenticeships Info 1800 210 210 (For further information regarding apprenticeship or traineeship obligations under the training contract).
- Fair Work Infoline 13 13 94 (For information regarding employment conditions).
- Workplace Health and Safety QLD 1300 369 915 (For information regarding health and safety concerns).
- A guide to School-based apprenticeships and traineeships is available at

**Disciplinary Procedures**
All UQ-GVEC students are expected to take responsibility in line with all current workplace practices and legislation for their own learning and behavior during both on and off-the-job training and assessment. Any breaches of discipline will result in the student being given a verbal warning. Further breaches will result in the student having to “show cause” as to why they should not be excluded from further participation in the program.

**Occupational Health and Safety**
Students should be familiar with the University policies on workplace health and safety
https://ppl.app.uq.edu.au/content/2.-workplace-health-and-safety

**Authority to drive University vehicles**
Please note that UQ-GVEC students are not permitted to drive university vehicles without prior approval. Refer to the policy for instructions on how to apply for approval at
www.fbs.uq.edu.au/motor-vehicle-insurance

**Cover yourself against Q-FEVER**
Students who work with cattle, sheep, goats and feral animals are:
- At risk of contracting Q-Fever
- Should be vaccinated against Q-Fever to reduce the risk of contracting this disease
- May not be able to undertake practical work if not immune to Q-Fever
Each vaccination program consists of two visits to UQ Gatton Health Services separated by one week:
  • First visit - a skin and blood test are performed
  • Second visit one week later - tests are read and Q-Fever vaccine given if tests show no immunity to Q-Fever

UQ Gatton Health Services run vaccination programs at the beginning of each semester. For program dates, registration forms and to make a booking, please call (07) 5460 1396 or visit UQ Health Services (Ground floor at the NW Briton Annexe, Building No 8101A).

Cost of testing is $25.00 (payable first week). If vaccination is required the cost is $80.00 (payable second week). Costs are subject to change.

Options available to students who are deemed not yet competent on completion of training and assessment

Students who receive a grade of ‘Not Yet Competent’ on completion of training and assessment have the option to repeat training and re-attempt assessments. However, a new enrolment form and enrolment fee will apply. Upon receipt of a grade of ‘Not Yet Competent’, students are not permitted to re-join a class, undertake training, or re-attempt any assessments without a valid enrolment.
Student Rights

As a student you have a right to:

- Work and study in an environment free from harassment, discrimination or threatening behaviour.
- Be treated fairly and with respect by other students and staff.
- Your personal records kept confidential unless permission is granted to pass on information.
- The provision of information about your proposed program.
- Have a say and be listened to by other students and staff.

Student Welfare, Guidance and Support Services

All students of UQ-GVEC are treated as individuals and are offered advice and support services to assist students in achieving their goals. UQ-GVEC does not offer formal welfare or guidance services but every effort will be made to assist students to access appropriate support agencies. Students enrolled in UQ-GVEC higher programs (IDP) have access to UQ Student Services.

Complaints v’s Appeals

Complaints are issues that may arise about both training and other matters, while an appeal is when a person does not agree with the final decision made. For example when an assessment has been made and a student has been deemed not competent, the student may not agree with this ‘decision’ and therefore may ‘appeal’.

Complaints Procedure

In the event of a student wishing to lodge a complaint, a formal or informal approach will initially need to be made by the student (or a nominated representative chosen by the student) to the student’s trainer/assessor. This complaint will be forwarded to the Training Manager and/or Centre Director and recorded in writing using the UQ-GVEC Student Grievance form. If, however, the complaint involves the student’s trainer/assessor, a formal or informal approach will need to be made by the student (or a nominated representative) to the Training Manager and/or Centre Director.

All attempts will be made by UQ-GVEC to resolve the complaint internally with all parties involved. If, however, the grievance/complaint cannot be resolved internally, an appropriate legal or independent impartial body will be approached immediately to act as an objective and impartial arbitrator. The student will be consulted as to the selection of the appropriate legal/impartial body.

UQ-GVEC will allow the student to be represented by a third party in any subsequent discussion. In such instances, The University of Queensland’s HR division will be approached to assist and its policies and procedures will be enacted.

Students will be given a written statement of the complaint outcome including reasons for the decision and informed that they have the opportunity to lodge a complaint with ASQA (complaintsteam@asqa.gov.au or 1300 701 801).
Appeals Process (including appeals of assessment decisions)

An appeals and reassessment process is an integral part of all training and assessment pathways leading to a nationally recognised Qualification or Statement of Attainment under the Qualification.

A fair and impartial appeals process is available to students of UQ-GVEC. If a student wishes to appeal his/her assessment result, he/she may first discuss the issue with the trainer/assessor. If the student would like to proceed further with the request after discussions with the trainer/assessor a formal request is made in writing outlining the reason(s) for the appeal. This is forwarded to the Training Manager and/or Centre Director who will take responsibility for implementing a formal process and who will record the appeal in writing.

UQ-GVEC’s time period for the acceptance of appeals is 28 days after the student has been issued with the results of their assessment. Feedback in writing will be provided within four weeks after the appeal has been lodged.

Every effort is made to settle the appeal to both the student’s and UQ-GVEC’s satisfaction. Each appeal will be heard by an independent person or panel. Each applicant has an opportunity to formally present his or her case and is given a written statement of the appeal outcomes, including reasons for the decision.

Should the outcome not be acceptable to the student, they will be informed, in writing, of the opportunity to lodge a complaint with ASQA (complaintsteam@asqa.gov.au or 1300 701 801).
Fees and charges

Programs offered by UQ-GVEC can be classified as either Fee for Service or State Funded programs. Fee for Service programs are not government funded and students undertaking such programs will incur a charge representative of the costs for preparation and delivery. Fees and charges also apply to government funded programs offered by UQ-GVEC. These fees and charges are determined in accordance with the Department of Education, Training and Employment (DETE) regulations pertaining to State funded training programs or VET FEE-HELP Commonwealth guidelines. These charges and fees are applied consistently, but total cost depends on program outcomes. Students are advised of any fees and charges at the time of enrolment into such programs.

Exemptions from Fees and Charges

While no exemptions from fees and charges apply to fee for service programs, partial or full exemption of fees and charges may apply to funded programs and vary depending on the source of the funding and student circumstances. The nature and extent of any exemptions and the method of applying for such exemptions will be included in the program specific material supplied prior to the program commencement.

Muresk Institute

Students who are undertaking the Integrated Diploma Program at the Muresk Institute are subject to the Government of Western Australia Department of Training and Workforce Development VET Fees and Charges Policy. This document includes procedures relating to refunds also.

VET FEE-HELP

Students applying for VET FEE-HELP need to clearly understand the requirements and obligations entered into between all parties. VET FEE-HELP information is available at the Study Assist website.

Census dates

Census dates are applicable only to students enrolled in Diploma programs. It is vital you are aware that your fee liability is your liability for all fees and charges, and is finalised based on your enrolment details recorded at the census date appropriate to you. Census dates are listed in the Schedule of Fees for the Diploma programs.

Cancellation/Withdrawal after census dates

Cancellation or withdrawal from a program and subjects after a census date will not reduce your financial liability. If a withdrawal from a program or subject after census date was due to exceptional ‘special circumstances’, a student can apply for re-credit or remission of liability. If you withdraw from your program/subjects after the census date, you will need to make a special case for a removal of financial liability.
Failure to pay fees

Fees and charges will be predetermined and communicated in writing prior to enrolment. Payments plans will meet all ASQA requirements. Students who fail to pay fees and charges by the due date will be given the opportunity to discuss financial hardship and recalculation of their payment plan. Requests for payment extensions should be submitted in writing to the Director of UQ-GVEC. Where students fail to meet the subsequent payment plan, UQ-GVEC reserves the right to cease training and cancel the enrolment. In this instance students will not achieve the full qualification and will only receive a Statement of Attainment/Transcript for subjects completed to date.

Tax File Number

VET FEE-HELP students must supply a valid Tax File Number (TFN) with their enrolment form. Students who do not have a TFN number must apply for one through the Australian Taxation Office (ATO). Failure to supply UQ-GVEC with a TFN or a Certificate of Application for a TFN on or before census date will result in cancelation of enrolment.

Fees for Re-printing Credentials

Students will receive, free of charge, one copy of credentials consistent with their study outcomes at the conclusion of their studies. Students wishing to receive additional copies will incur a reprinting charge of $60 per qualification. Requests for reprinted credentials need to be supplied in writing. Proof of identity may be requested.

GST Charges

GST does not apply to accredited programs. If a program is comprised of accredited and non-accredited units then GST will be charged on the non-accredited portion. Training delivered through a third party may be subject to GST.

UQ-GVEC Refund Policy

Applications for refunds must be made on the approved forms available from all UQ administration offices.

Non VET FEE-HELP Funded Students

PRIOR TO CLASS COMMENCEMENT, A REFUND IS AVAILABLE UNDER THE FOLLOWING CIRCUMSTANCES.

Refund if program is cancelled by the delegated Director
If the UQ-GVEC Director cancels a program before it starts, the UQ-GVEC Director must refund the fees paid for the program.

Refund if enrolment cancelled before a program starts
Where the student cancels their enrolment in a program before training commences, the UQ-GVEC Director must refund the fees the student paid for the program after deducting an administration fee of 10%.
ONCE A CLASS HAS COMMENCED, A REFUND IS NOT AVAILABLE EXCEPT UNDER THE FOLLOWING CIRCUMSTANCES.

Refund after a program starts
If any of the following happens while a student is undertaking a program, the student may apply to the UQ-GVEC Director for a refund of the fees for the program.

The Student suffered an illness or injury preventing the student from completing the program, OR where exceptional circumstances prevent the student from completing the program.
The student must apply on the approved form before the assessment for the program ends.

The UQ-GVEC Director may refund the fees after deducting an administration fee for all subjects to which the application refers.

Refund if academic exemption received
If a student has received an academic exemption from a program since enrolling in it, the student may apply to the UQ-GVEC for a refund of fees for the program. The student must apply on the approved form within 5 weeks after the program starts.

Refund if re-evaluation successful
The UQ-GVEC Director must refund the fee for re-evaluation of a student’s result in a program if the student’s result is upgraded to a result of competent or an equivalent result.

Materials Fees
No refunds will be processed for materials that are considered to be used.

Refused applications for fee exemptions, refund and time to pay
If the UQ-GVEC Director refuses a person’s application for a fee exemption, refund or time to pay, the UQ-GVEC Director must give the person written notice of the reason for the refusal.

The person may, within 7 days after the written notice is given, apply to the UQ-GVEC Director for a reconsideration of the refusal.

A UQ-GVEC staff member more senior than the staff member who refused the original application must reconsider the refusal.

Where a refund is less than $10.00, no refund will be made.

In all cases, an individual assessment is made and circumstances taken into account.

VET FEE-HELP Funded Students

VET FEE HELP Funded Students enrolled in Diploma level programs are subject to academic and financial penalties if withdrawing from the program or units/subjects after the census dates. (Refer Census Dates).

For Diploma level students, special rules and regulations will apply to those receiving Commonwealth VET FEE-HELP financial assistance packages (refer to the Study Assist website for further information).