



RACING QUEENSLAND

Student Handbook

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© Racing Queensland
RTO Provider Number: 31452
ABN: 80 730 390 733
PO Box 63, Sandgate QLD 4017

racingqueensland.com.au
training@racingqueensland.com.au
(07) 3869 9777

About Us

Racing Queensland (RQ) is a dedicated Registered Training Organisation (RTO), committed to developing the next generation of skilled professionals in the vibrant racing industry. With a strong focus on quality education, industry compliance, and hands-on experience, we deliver nationally accredited training programs that meet the evolving needs of the thoroughbred, harness, and greyhound racing sectors.

Our mission is to provide students with the knowledge, skills, and confidence they need to excel in their careers—whether they're aspiring jockeys, trainers, stablehands, or industry support personnel. Backed by RQ, we ensure our training reflects the latest industry standards, safety protocols, and best practices.

We pride ourselves on fostering a supportive learning environment, with experienced trainers, real-world learning opportunities, and strong industry connections across the state. Whether you're starting out or looking to upskill, RQRQ RTO is your pathway to a rewarding career in racing.

When choosing a training or education provider, it is important to consider whether the provider and the course will meet your needs and expectations before undertaking the course.

The National VET Regulator Australian Skills Quality Authority (ASQA) Fact Sheet. [Choosing a Training or Education Provider](#).

Name of RTO	Racing Queensland Board
RTO Number	31452
Address	Head Office: LOT 2 Racecourse Road, Deagon QLD 4017 Postal: PO Box 63 Sandgate, QLD 4017
Phone Number	07 3869 9777
Website	http://www.racingqueensland.com.au RTO Education Services :: Racing Queensland
ABN	80 730 390 733

Parking

Available on site

Public Transport

Bus Stations are a short walk from the RQ. Services through this bus route occur approximately every 15 minutes.

Deagon Train Station is a 15-minute walk from RQ. **Food Options**

If you wish to purchase lunch while at our premises, there are numerous eateries in the Deagon and Sandgate areas. We are centrally located and within close proximity to a variety of takeaway shops, cafés, and restaurants.

Purpose of the Student Handbook

The information contained in this document has been developed to assist students who are considering undertaking a course with RQ (or one of our partners) to understand their rights



and responsibilities. We want to make sure that as a student, you have access to all the relevant information as you embark on your learning experience. This document will help you make informed decisions and help you understand how you can seek assistance when needed.

Prior to enrolment, students should contact us to assess their individual needs, vocational pathway and determine their eligibility to access any funding applicable outlined in this document.

At RQRQ RTO, we abide by our Board's timeless values:

- Making a difference (*Holding ourselves and others accountable*)
- Achieving excellence (*Contributing to industry*)
- Earning and showing respect (*Creating winning partnerships*)
- Doing what we say (*Acting with integrity*)
- Valuing team above self (*Connecting to our purpose with pride*)

We invite all students to embrace our values, supporting our ongoing contribution to Australia's leadership in racing education. We are committed to providing inclusive, accessible learning opportunities that enable all individuals to participate fully and achieve their educational goals. The time you invest with us will equip you with the practical skills and comprehensive knowledge needed to pursue your career and life ambitions. Our organisation upholds the highest standards of ethical conduct, ensuring all training activities are delivered honestly, fairly, and transparently. We maintain integrity across all aspects of our operations, including marketing and communication, and we are dedicated to continuous improvement to ensure our programs deliver real value. While we strive to make your learning experience enjoyable and rewarding, it is important to understand your responsibilities as a student. This handbook outlines both your obligations and our commitments as your training provider. RQ will only enrol students who have made an informed decision about their course based on information provided through our staff, this handbook, or our website, and who agree to comply with our policies, procedures, code of conduct, and WHS requirements. Please note that while the contents of this handbook are accurate at the time of publication, updates may occur, and we encourage all students to check for the latest information. For any questions or support, please contact our RQ Team.





Student Code of Conduct

At RQ RTO, we are committed to providing a safe, respectful, and inclusive learning environment. To support this, all students are expected to conduct themselves in a manner that upholds the values and standards of the organisation. The following Code of Conduct outlines the behaviours and responsibilities expected of all students during their enrolment.

General Behaviour

- Treat all staff, students, and industry professionals with respect, courtesy, and professionalism.
- Behave in a manner that supports a positive and inclusive learning environment.
- Follow all lawful and reasonable directions given by trainers, assessors, or authorised staff.
- Refrain from any behaviour that may disrupt the learning of others or damage the reputation of RQ.
- Follow the rules, policies, and procedures of RQ(RTO), including academic conduct and workplace health and safety guidelines.

Academic Integrity

- Submit only your own work for assessment and avoid all forms of plagiarism, cheating, or collusion.
- Use resources responsibly and appropriately, including learning materials and facilities provided by the RQ RTO.
- Notify your Industry Educator or RTO support staff if you are experiencing difficulty meeting course requirements.

Attendance and Participation

- Attend scheduled training sessions punctually and actively participate in all learning activities.
- Pay any applicable fees on time and understand the financial commitments of your enrolment.
- Notify your Industry Educator or RTO staff in advance if you are unable to attend a session.
- Complete and submit all assessments and course requirements by the due dates unless an extension has been approved.

Health, Safety and Wellbeing

- Comply with all Work Health and Safety (WHS) requirements and report any hazards, injuries, or unsafe practices immediately.
- Do not attend training under the influence of drugs or alcohol.
- Inform RTO staff of any medical condition that may impact your learning or safety so appropriate support can be provided.



Use of Property and Equipment

- Use all RTO equipment and facilities responsibly and for their intended purposes only.
- Report any damage or misuse of equipment to a staff member immediately.

Communication and Technology

- Use respectful and appropriate language in all forms of communication, including face-to-face, written, and digital formats.
- Do not use mobile phones or other devices in a way that disrupts training sessions unless permitted by your Industry Educator.
- Use the RTO's digital systems responsibly, including online platforms and email communication.

Breach of Code of Conduct

Any breach of this Code of Conduct may result in disciplinary action, which could include a verbal or written warning, suspension from training, or cancellation of enrolment, depending on the severity of the breach. Serious breaches may also be reported to relevant authorities. By enrolling in a RQ RTO course, students agree to abide by this Code of Conduct and uphold the standards of respectful, responsible, and professional behaviour at all times.

Student Responsibilities:

Students are responsible for:

- Understanding and accepting the enrolment conditions for the courses they undertake.
- Providing accurate information about themselves at time of enrolment, and to advise RQ of any changes to their address or phone numbers within 7 days.
- Providing all required enrolment information, including proof of identity where required.
- Paying of all fees and charges associated with their course and providing their own course requirements where notified.
- Recognising the rights of staff and other students to be treated with dignity and fairness and behaving in an appropriate and acceptable manner towards them.
- Ensuring they attend classes sober and drug free, and smoke only in open areas away from other people.
- Contribute to learning in a harmonious and positive manner irrespective of gender, race, sexual preference, political affiliation, marital status, disability or religious beliefs.
- Actively participating and monitoring your own progress by ensuring assessment deadlines are observed.
- The security of their personal possessions while attending a course.
- Promptly reporting all incidents of harassment or injury to your Industry Educator or RQRTO staff.
- Respecting RQ and their partner's property and observing policy guidelines and instructions for the use of equipment.
- Seeking clarification of their rights and responsibilities when in doubt.



Student Misconduct

RQ is committed to maintaining a safe, respectful, and productive learning environment. Misconduct of any kind will not be tolerated. Students engaging in inappropriate behaviour may be asked to leave the premises or be withdrawn from the course without refund. Behaviours that may result in disciplinary action, including removal from the course, include but are not limited to:

- **Academic misconduct**, including cheating, plagiarism, or falsifying assessment results.
- **Disruption of learning**, such as impairing the ability of others to study or participate in training.
- **Conduct detrimental to RQ's reputation**, including slander or defamatory comments about RQ, its staff, or students.
- **Failure to follow reasonable directions or supervision** provided by staff.
- **Endangering the safety of others**, whether physically, verbally, or through threatening behaviour.
- **Assault**, whether physical, verbal, or through threatening gestures or comments.
- **Discrimination, harassment**, or any form of disorderly, disruptive, abusive, or anti-social behaviour.
- **Damage to property**, including deliberate destruction or misuse of RQ's property or facilities.
- **Theft** of personal or organisational property or equipment.
- **Persistent lateness** or disruptive behaviour that interferes with the learning environment.
- **Use of offensive language**, intoxication, or being under the influence of illegal substances while on premises.
- **Failure to complete assessments** as required under the course curriculum.
- **Breaches of privacy**, including violations of the Commonwealth Privacy Amendment Act (2014).
- **Criminal or anti-social behaviour** that impacts the safety or wellbeing of others.

Harassment and Bullying Policy

RQ has a zero-tolerance policy toward harassment and bullying. We are committed to providing a safe and inclusive environment for all students and staff. Any reports of harassment will be treated seriously and handled through a fair, confidential process led by qualified personnel.

Definitions

- **Bullying**: Persistent, offensive, and intimidating behaviour that undermines, humiliates, or harms a person or group. This may include verbal abuse, unjustified criticism, spreading rumours, social isolation, or deliberately withholding necessary resources.
- **Confidentiality**: Information is treated as private and is only shared with individuals directly involved in addressing the issue.
- **Discrimination**: Unfair treatment based on characteristics such as gender, race, age, sexual orientation, religious beliefs, disability, or other personal attributes. Discrimination includes victimisation.
- **Harassment**: Unwelcome or uninvited behaviour that causes a person to feel offended, humiliated, or intimidated.
- **Personnel**: All RQ employees involved in training delivery.
- **Racial Harassment**: Hostile behaviour based on race, ethnicity, language, or cultural background, including insults, jokes, or visual material that offends or marginalises.



- **Sexual Harassment:** Any unwelcome sexual advance, comment, or physical conduct. This includes suggestive remarks, inappropriate touching, or displaying offensive material.
- **Victimisation:** Unfair treatment of a person who has made, or is believed to have made, a complaint or supported someone who has done so.

Reporting & Disciplinary Procedures

Any student or staff member who believes they have been subjected to harassment, bullying, or discrimination should report the matter promptly to a RQ RTO representative. An investigation will be initiated, and concerns will be documented and addressed with due diligence and confidentiality.

The Reporting respondent will ensure the complainant is informed of progress and outcomes throughout the investigation process until a resolution is achieved.

RQRTO reserves the right to exclude students who display behaviour that the staff perceive as detrimental to the progress of other students and which shows no signs of improvement after staff have taken reasonable action to ensure the students has equal access to training. RQ RTO's action that will be taken when a student or students are not complying with these is:

1. A verbal and/or written warning will be given by the Industry Educator. The Industry Educator will document this and your employer/school/parent or guardian, may be advised if you have been excluded from the class at that point.
2. If the behaviour continues, then a second warning in written form will be given. This may come from your Industry Educator or it may come from RQ's Management Team. The Management Team will proceed with investigating the best action from there.
3. You may be placed on an automatic suspension until further notice by the Management Team
4. The Management Team will advise you of your outcome and if your enrolment with RQRTO is to remain active or cancelled.

RQRTO will review students who have been excluded from the program very stringently if the student applies for re-entry into the program. Past exclusion may be grounds for not allowing an applicant to re-enrol in the training program.



Before you Enrol

Eligibility

As some of our courses have State Government funding attached to it, you must meet this eligibility outlined by the relevant State Government to access it. If you are unsure or would like to know if you meet the eligibility of the funding, please discuss this with our administration team prior to completing your enrolment form.

Course selection

RQTO wants to ensure that your training with us is a positive and achievable outcome for your personal and career growth. A part of this is ensuring that the qualification you choose with us helps you achieve where you want the growth to go. You can access more information about all our courses on offer by visiting our website:

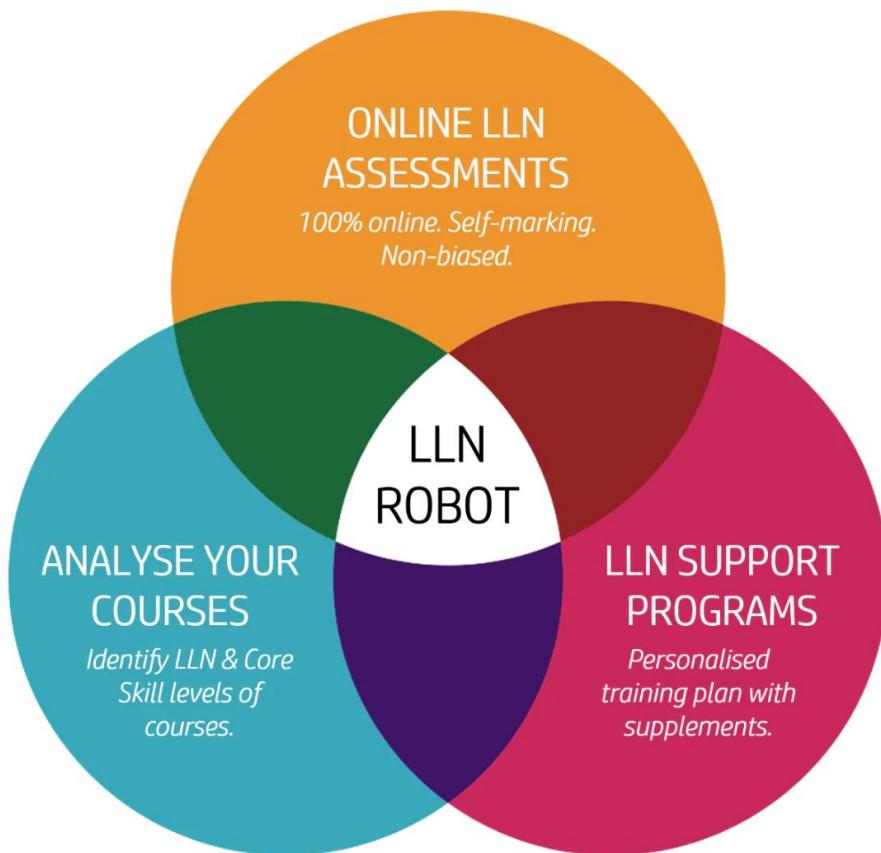
[RTO Education Services :: RQ](#)

Language, Literacy,Numeracy and Digital (LLND)

Mandatory assessment to assess your ability to successfully complete your chosen course. If the assessment identifies that additional supports are required, your trainer will make the arrangements and discuss the options with you. This may include note taking, one-on-one tuition, specialised activities and reasonable adjustments to assessment tasks.

Here at RQ, we use LLN Robot online system as it combines ACSF testing, Course profiling and LLND Support into one easy to use package.

[Introducing LLN Robot](#)



Support Services

QRTO provides a range of educational and support services to its students when it is identified that such supports will improve the training and employment outcomes. Support services are made available either directly or via arrangements with a third party. Support services include, but are not limited to:

- Pre-enrolment materials;
- Study support and study skills programs;
- Language, literacy and numeracy (LLN) programs or referrals to these programs;
- Equipment, resources and/or programs to increase access for students with disabilities and other students in accordance with access and equity;
- Learning resource centres;
- Mediation services or referrals to these services;
- Flexible scheduling and delivery of training and assessment;
- Counselling services or referrals to these services;
- Learning materials in alternative formats, for example, in large print;
- Learning and assessment programs contextualised to the workplace; and
- Any other services that QRTO considers necessary to support students to achieve competency.

QRTO is dedicated to ensuring that all students experience an environment that is safe, supportive, and conducive to their overall wellbeing. This policy establishes guidelines to proactively support student wellbeing and provide resources to manage challenges that may impact students' mental, physical, and emotional health. It is underpinned by compassion and a commitment to act in a timely, professional and an inclusive manner when a student's needs are identified.

Principles of Student Wellbeing

1. Safe and Inclusive Environment: We will provide a learning environment that is free from discrimination, bullying, harassment, and prejudice.
2. Holistic Support: We recognise that student wellbeing encompasses mental, physical, social, and emotional aspects and integrates support in all these areas.
3. Empowerment and Resilience: We aims to equip students with the skills and resources needed to build resilience, self-esteem, and coping mechanisms.
4. Access to Support Services: We will ensure that students have access to appropriate internal and external support services when needed.
5. Respect for Privacy and Confidentiality: We will ensure that all information related to student wellbeing concerns will be managed with respect for the individual's privacy and confidentiality.

We do this by creating a positive and supportive classroom environment, ensuring staff are aware of the supports available in this policy and procedure, identifying early signs of wellbeing issues, our mental health qualified staff will provide students with information or referring them to appropriate support services as needed.



Referral Services Available

Youth who need mental health support, and their parents or carers:

Kids Helpline (1800 551 800)

You can talk about anything! Maybe something has happened at home or school and you're not sure what to do about it. You might be feeling sad, scared, angry, lonely, or just want to talk to somebody who understands.

Young people contact us about all kinds of things including friendships and relationships, family issues, bullying and cyberbullying, school and study stress, gender identity, sexuality, mental health, feeling sad or upset, body issues, or because they're feeling unsafe.

Head Space (1800 650 890)

Headspace is a national [online](#) or phone mental health support service for young people aged 12 to 25, and for family who are seeking support about how to help a young person (aged 12-25) in their life.

Designed for short term support; one session might be enough for you or you can come back at any time for another session.

Complex mental health issues:

SANE Australia (1800 187 263) or [chat online](#)

Provides support to anyone in Australia affected by complex mental health issues, as well as their friends, family members and health professionals.

Blue Knot Foundation Helpline (1300 657 380)

Is the National Centre of Excellence for Complex Trauma. It provides support, education and resources for the families and communities of adult survivors of childhood trauma and abuse.

Aboriginal and Torres Strait Islander specialisation:

13YARN (13 92 76)

Provides 24/7 free and confidential crisis support. Call 13 92 76.

Thirrili (1800 805 801)

Provides support to Aboriginal and Torres Strait Islander peoples in the aftermath of suicide or other fatal critical incidents, 24 hours/7 days a week.

LGBTIQ+ specialisation:

QLife (1800 184 527)

Provides nationwide telephone and web-based services for peer support and referral for people wanting to talk about a range of issues including sexuality, identity, gender, bodies, feelings or relationships.

Pride in sport

Here at RQ, it is a safe and accepting environment for people with diverse sexualities and genders. From strappers, jockeys, trainers and stable hands, the three codes of racing in Queensland are about LGBTIQA+ inclusion.

Through RQ's Racing with Pride series, we will showcase and highlight our participants that identify as LGBTIQA+ and they will speak about their experiences in the sport.



[Alcohol & Drug Foundation – Seeking Help](#) (1800 250 015)

Alcohol & Drug Foundation is a service provided by the Australian Drug Foundation that offers information about alcohol and other drugs and prevention of related harms

[Reading and Writing Hotline](#) (1300 655 506)

[Skills for Education and Employment \(SEE\) Program](#)

The Skills for Education and Employment (SEE) Program is an Australian Government program that delivers free language, literacy, numeracy and digital skills training to eligible Australians.

The program is delivered by a national network of 22 training providers across metropolitan, regional and remote Australia. It is delivered in two distinct and complementary streams:

- General SEE Delivery: skills training delivered by contracted training providers, offering both accredited and non-accredited training, providing more support for learners and includes workplace-based training options.
- SEE First Nations: dedicated to whole of community skills training delivery to First Nations people. SEE First Nations Grants fund First Nations organisations including Aboriginal Community Controlled Organisations (ACCOs), Registered Training Organisations (RTOs), Adult Community Education (ACE) providers or peak bodies (applying on behalf of their eligible members) to design appropriate training to suit their needs.

****Eligibility criteria applies**

For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

[Apprentice Connect Australia Provider \(ACAP\)](#) (1800 020 108)

Apprentice Connect Australia Provider services handle all matters related to traineeships and apprenticeships. If you want to become an apprentice or hire one, Apprentice Connect Australia Providers are the first point of contact to get started. They connect apprentices and trainees with employers, and support you throughout your apprenticeship. If you're already an apprentice and don't know who your Apprentice Connect Australia Provider is, call the Skilling Australia hotline on 1800 020 108.

[Inclusive practices in training | Department of Trade, Employment and Training](#)

Vocational education and training (VET) students encompass a range of abilities, learning styles, educational needs and cultural backgrounds. Inclusive practice ensures everyone has the opportunity to learn and to access the support needed to engage purposefully and experience learning success. Inclusive practice in VET provides these opportunities and enhances the realisation of economic and social benefits.

- Inclusive practice resources
- Foundation Skills
- Disability Support
- Visa eligibility under VET investment budget

Centrelink: [Phone us - Accessing our services - Services Australia](#)



Enrolment

Unique Student Identifier (USI)

Introduced in 2015, the USI is a linkage key, providing an important foundation for understanding and improving vocational education and training (VET) and higher education performance. The USI initiative supports targeted policy making and resource allocation by the Commonwealth, state and territory governments to better meet the needs of students, education or training providers and employers.

Students need a USI if they are:

- studying nationally recognised vocational education and training (VET)
- seeking a VET student loan
- enrolling in a [Commonwealth Supported Place](#) or seeking [Commonwealth financial assistance](#) such as a HELP loan
- a higher education student graduating.

USI Registry System is committed to handling your personal information in accordance with the Privacy Act 1988 (Privacy Act). Set out in Schedule 1 of the Privacy Act, we are an 'APP entity' that must comply with the Australian Privacy Principles (APPs). The Privacy Act and APPs regulates how we must collect, use, disclose and hold personal information, and how you may access and correct your personal information.

This privacy policy has been developed in accordance with APP 1. The purpose of this privacy policy is to explain:

- the personal information we collect, use and disclose
- how we collect, use, disclose and hold your personal information
- why we collect, use and disclose your personal information
- how you can access your personal information we hold and ask for the information to be corrected (if necessary)
- what you can do if you have a query, concern or complaint about our handling of your personal information.

This Privacy Policy also provides information about accessing information under the Freedom of Information Act 1982.

Learner Unique Identifier (LUI) (QLD Students Only)

Your 10-digit learner unique identifier or LUI is created when your school or learning provider registers you with the QCAA. It is different from your school ID and the Unique Student Identifier (USI). In most instances, schools will provide this to an RTO for recording ATAR (The Australian Tertiary Admission Rank) points.

You'll need your LUI when you first [register](#) to access the Student Portal. Then you can log in with the email and password you nominate during registration.

Make sure you keep a record of your LUI number in a safe place. You may need to use your LUI again to identify yourself for other applications and purposes.

For further information about the LUI number, please refer to the QCAA website: <https://www.qcaa.qld.edu.au/parents-carers/senior/Student-learning-accounts>



Record Keeping and Privacy

RQ RTO is committed to honouring your privacy. In the course of our business, we will collect information from students' enrolment applications, including information that personally identifies individual users. RQ will also record communications between individuals and our Educators and/or staff.

In collecting personal information, RQ will comply with the Australian Privacy Principles set out in the Privacy Act 1988 (Cth). All collected information is private and confidential and access is restricted to authorised personnel only. RQ will only pass on academic related information to other PRA's, Educational Institutes, Licencing Bodies and/or Employers with a student's consent. The privacy of our students is paramount.

Access to Student Records

RQ will generally give individuals access to the personal information we hold about them on their request. To respond to such request, we will ask for the request to be in writing and evidence of identity. If an agent is acting for the person seeking access, we will also ask for evidence of the agent's authorisation.

No application fee is payable for access to a document if the only document applied for contains personal information of the applicant.

The personal information we hold about individuals might be or become inaccurate, out of date, incomplete, irrelevant or misleading. Where we become aware that this is the case, we may ourselves take reasonable steps to correct the personal information.

Individuals may also request us to correct their personal information. Where they do so, we will ask that the request be in writing and that it be accompanied by some information we need to respond to such request.

More information about how to apply to RQ is contained on our website at [How to make an RTI application :: RQ](#).

Other parties will not be permitted to access student files without written consent from the student unless they are the Parent/Guardian of a student under 18 years of age (must be documented on the enrolment form and/or training contract)

We do not use or disclose your personal information without your consent, unless the disclosure is:

- In accordance with this Privacy Policy or any agreement you enter into with us; or
- The use or disclosure is required or authorised under an Australian law or a court or tribunal order; or
- For health and safety reasons, or another authorised reason under the Information Privacy Act 2009 (Qld) or the Right to Information Act 2009 (Qld).

Students are responsible for ensuring their details is always up to date.

To ensure that Registered Training Organisations meet the national standards and offer quality training to students, ASQA conducts regular audits. The audit process involves a review of a training organisation's policies, procedures, record keeping and practices. On occasion, ASQA may contact past and present students to conduct an interview to confirm that the organisation is complying with its obligations and providing a service which meets the needs of students and industry.

Upon request RQ is required to supply the following information to ASQA:

- Contact details including address, telephone numbers and email address.

Disability



RQ celebrates diversity and is committed to supporting the achievement and participation of all students. We give students who identify with a disability the same rights as other students. Students with disability are treated with dignity and respect. RQ creates a safe and inclusive learning environment, ensuring students feel valued and have support to increase participation in training.

We implement inclusive practice by:

- designing, developing and implementing accessible training and assessment;
- consulting students with disability about their needs;
- determining, documenting, implementing and monitoring reasonable adjustments; and
- continuously improving our practices.

Medical Conditions

Students with medical conditions that may impact their participation or performance in the training program are encouraged to inform the Administration Team upon enrolment or their Industry Educator as early as possible. This information will be treated confidentially and used to ensure appropriate support is provided throughout the course. Please note that RQ reserves the right to contact emergency services, including calling an ambulance, if a student experiences a medical emergency or requires urgent medical attention during training.

Credit Transfer

Credit transfer is a process that provides you with credit for previous formal study that is equivalent to your nominated qualification.

For Vocational Education and Training students, credit transfer may be granted below 100% of a qualification.

Current and prospective students are eligible to apply for credit transfer when:

- You have previously successfully completed the unit/s through a Registered Training Organisation (RTO) or higher education provider;
- The unit/s for which you are applying for credit was not awarded by the previous registered training organisation or higher education provider through credit;
- The unit/s is embedded within the qualification in which you are applying for admission or enrolled. Where the relevant unit/s are electives within the qualification's packaging rules, only the required number of electives for the qualification will be eligible for credit; and
- For Career Start (apprenticeships and traineeships) students, the completed units/s are relevant to the vocational outcome of the current qualification (leading to employment outcome/career progression).

If you think you may be eligible for a Credit Transfer, you will need to provide a certified copy of your Certificate/Statement of Attainment or USI transcript to RQ and we will verify the accuracy of the document with the issuing organisation. No cost is involved in being awarded a Credit Transfer.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is a process that provides you with an opportunity to receive credit for the formal and non-formal learning you have undertaken.



The RPL process takes into account all relevant skills, knowledge, and experience that you have. Through the assessment process you may be able to gain a complete qualification (vocational education and training students only) or, if you have gaps in your knowledge, parts of a qualification, which you can then complete with additional training.

As part of your RPL interview, you will be assessed and advised how much of your qualification can be achieved through RPL.

RQ will request that RPL applicants submit the following supporting evidence including but not limited to;

1. RPL Expression of Interest Application

- This is the initial step where you express your intent to apply for RPL.
- RQ to conduct interview determining whether RPL is suitable for the applicant. Representative will navigate applicant through training.gov to review the requirements of the module/package and discuss process and evidence that would be required to support the RPL outcome for relevant modules.

2. Resume / CV

- Details of your work history, roles, responsibilities, and relevant experience.

3. Portfolio of Evidence

This is usually the core of the RPL process and might include:

- Work samples (documents, reports, presentations, designs, etc.)
- Photos or videos of your work
- References or letters from employers or supervisors
- Position descriptions
- Payslips or contracts
- Awards, certificates, or prior qualifications

4. Third-Party Reports / Employer References

- A supervisor or manager confirms your abilities against the unit criteria.

5. Self-Assessment Questionnaire

- You assess your own skills and provide examples of how you've applied them.

6. Interview or Competency Conversation

- An assessor will interview you to verify your claims and ask follow-up questions.

7. Challenge Task or Practical Demonstration (if needed)

- You may be asked to complete a task or demonstrate a skill if the evidence provided isn't sufficient or current.

ALL evidence must be:

- **Valid** (matches unit requirements)
- **Authentic** (your own work)
- **Sufficient** (covers all elements of the unit)

RPL Process

- Student advises they wish to apply for RPL via the [Expression of Interest](#) portal.



- RQ to conduct interview determining whether RPL is suitable for the applicant. Representative will navigate applicant through [training.gov](#) to review the requirements of the module/package and discuss process and evidence that would be required to support the RPL outcome. Student will make decision whether to proceed with standardised training or RPL process.
- If student proceeds with RPL journey, student is required to complete their RPL portfolio (including submission of evidence to support assessment pieces)
- Students are notified of any competency gaps in the evidence provided by Industry Educator and Industry Educator will advise the student if they must submit any outstanding evidence
- Industry Educator conducts a competency conversation with the student
- Industry Educator collects third party assessments, Resumes, position description and any other documentation to support skills and knowledge has been satisfied.
- Industry Educator assesses knowledge questions provided in Student Management System (SMS)
- If there is sufficient evidence in the RPL portfolio and supporting documentation, no further assessment is necessary
- Student is advised of the result for their RPL submission

The cost of RPL remains the same as competency based standardised training as it is still assessed and eligible for funding under the eligibility requirements. For more information please contact our Administration Team.



Principal Racing Authorities (*Licencing*)

Racing Queensland (RQ)

[The Queensland Racing Integrity Commission](#)

The Queensland Racing Integrity Commission (QRIC) is an independent statutory body which oversees the welfare standards of racing animals and the integrity of racing industry participants in Queensland.

[Thoroughbred standards and rules](#)

The Queensland Racing Integrity Commission has approved a new Licencing standard to assess applications and renewals for participants in the racing industry. The Licencing standard is based directly on the Licencing scheme policy previously used by RQ.

Thoroughbred Licencing Standard as at July 2021.

- [Standard for Licencing Thoroughbred](#)

[Greyhound Standards and rules](#)

The QRIC licencing standard is used to assess applications and renewals for participants in the racing industry. The Licencing standard is based directly on the Licencing scheme policy previously used previously by RQ.

Queensland Racing Integrity Commission Licencing standard as at July 2020:

- [Standard for Licencing scheme – greyhounds.](#)

[Harness Standards and Rules](#)

The Queensland Racing Integrity Commission has approved a new licencing standard that will be used to assess applications and renewals for participants in the racing industry. The licencing standard is based directly on the licencing scheme policy previously used by RQ.

Queensland Racing Integrity Commission licencing standard as at 25 June 2020:

- [Standard for licencing scheme – harness \(PDF, 580KB\)](#)

Racing South Australia

To apply for a licence, [click here.](#)

TAS Racing (Tasmania)

There are many types of licences available within the Thoroughbred racing industry. Each type of licence requires differing levels of experience and knowledge. To ensure that new applicants are fully aware of the requirements of any category of licence, application forms are not available electronically but will be forwarded to interested persons upon enquiry.

[Thoroughbred - Application for Licence Requirements 2025-26](#)

[Harness - Application for Licence Requirements 2025-26](#)



Pre-requisites

A pre-requisite is a module or course that must be completed prior to another specified module or course may be commenced. Pre-requisites ensure that students possess the necessary background knowledge and skills to succeed in subsequent, more complex material. To find out whether your desired course or module has pre-requisite requirements, call us for further information or visit <https://training.gov.au/> and search the course or module you wish to enrol into.

Re-assessment

Students who are assessed as 'Not Yet Competent' will be provided with a detailed verbal and written feedback to assist them in identifying the gaps in their knowledge and skills. This will be addressed through further training. These students are to be provided with additional training and learning support to target their specific gaps in knowledge and/or skills and prepare them for additional assessment.

It is the policy; RQ will provide a total of three attempts in training and re-assessment at no additional cost to the student or employer. The initial assessment is one and therefore the student will have two remaining opportunities to achieve competency. Reasonable adjustment will be considered and applied where applicable, if you are not able to demonstrate competency on the first attempt. Students who require additional training and re-assessment after they have exhausted their three opportunities will be required to pay a fee for additional training and re-assessment. Please refer to the RQ [Schedule of Fees and Charges](#) to identify the re-assessment fee. Where students repeatedly do not demonstrate competence following significant learning and assessment support, a student's enrolment may be cancelled through mutual agreement.

Results

All students will receive their assessment feedback within 14 days of the assessment being completed in its entirety.

On completion of a qualification, RQ will issue Certificates within thirty (30) days of having all required documentation.

If you cancel your enrolment, RQ will issue you with a Statement of Attainment for any completed units within thirty (30) days of us having all required documentation.

Plagiarism

Plagiarism means to take and use ideas of another person and pass it as their own. This includes but is not limited to work published or not published, printed material, information on the internet (eg; AI), recordings and work of other students. RQ takes plagiarism seriously and penalties will apply if you breach this policy. Your obligations and responsibilities include, but are not limited to:

- read, understand and comply with information and obligations relating to plagiarism legislation and policy.
- apply suitable referencing.
- appropriately acknowledge work that has been sourced from others.
- take reasonable steps to avoid work being reproduced by other students.

Please ask your Industry Educator if you wish to read this policy in full.

Appeals and Complaints

RQ is committed to providing a high standard of training, assessment, and student support. We understand that, at times, students may feel dissatisfied with aspects of their experience or may



disagree with assessment outcomes. In these situations, students are encouraged to raise their concerns through our formal [complaints and appeals process](#).

An appeal refers to a student's right to formally question an assessment decision — for example, if they have been deemed '*Not Yet Competent*' and believe the result is inaccurate or unfair. A complaint, on the other hand, refers to any dissatisfaction with the quality of training, facilities, services, or the conduct of staff, trainers, assessors, or fellow students. This includes issues such as discrimination, harassment, or any behaviour that impacts your learning experience.

RQ is committed to handling all complaints and appeals fairly, efficiently, and respectfully. We apply the principles of natural justice and procedural fairness at every stage of the process. All students have the right to have their concerns heard without fear of negative consequences and may be supported by a third party throughout the process if they choose.

We aim to resolve all complaints and appeals within 30 calendar days. If, for any reason, a matter cannot be resolved within that time, the student will be informed in writing, provided with reasons for the delay, and given regular updates on the progress of the matter. Where a satisfactory resolution cannot be reached internally, students may request a review by an independent third party.

If the matter remains unresolved after all internal steps, you may contact one of the following independent bodies:

- ASQA (Australian Skills Quality Authority)
🌐 www.asqa.gov.au/complaints
- Queensland Training Ombudsman
🌐 www.trainingombudsman.qld.gov.au

All complaints and appeals are documented and stored securely. This information is reviewed regularly to identify areas for improvement and ensure similar issues do not reoccur. The complaints and appeals policy is reviewed as part of RQ's ongoing commitment to continuous improvement.

Students are welcome to submit a complaint or appeal regarding any aspect of their training or the conduct of the organisation, including staff, contractors, and other learners. Full details of how to lodge a complaint or appeal are provided on our website, via [this link](#).

What is a Workplace Activity?

You will be issued with Workplace Activities throughout the duration of your studies.. The Workplace Activities is a employer verification (if applicable) of your training activity in the workplace and will be signed off by the employer in support of the achieved competency in each unit of study. All Workplace Activities must be finalised prior to RQ resulting the subjected unit of study, if they are not signed RQ are not able to finalise the subject. It is the responsibility of the Trainee/Apprentice to ensure their employer is making these verifications to support a competency result.

It is recommended that the Trainee/Apprentice record their training experiences on a minimum of a weekly basis.

What if I need my Certificate or Statement of Attainment re-issued?

In the event of a lost or damaged Certificate or Statement of Attainment, you can access this through your student portal. If your student portal is no longer accessible, please contact the team and RQ will email you the documentation.



Fees and Refunds and Consumer Rights

All prospective students have rights as a consumer, in accordance with Queensland laws. See <https://www.qld.gov.au/law/your-rights/consumer-rights-complaints-and-scams/consumer-education-and-resources>

How student fees are calculated:

RQ charges fees for services provided to students undertaking training and assessment. These charges are generally for items such as course materials, textbooks, student services and training and assessment services.

Fees are payable at different stages depending on the type of course the student is enrolling in. As an example:

- a) for a Short Course, the total fee may be required to be paid via the website or at reception at the point when the student is registering for the course.
- b) for a Long Course with a scheduled start date, the student will be required to make a payment for their initial payment within 5 days of being issued an invoice or prior to the course commencing, whichever occurs first.

The payment requirements for all courses are specified within the current RQ [Schedule of Fees and Charges](#). The Schedule will identify the amount and when the initial payment must be made and any subsequent payments that are due as the course progresses. This information is provided to the prospective student as part of the pre-enrolment information accompanied by the Student Handbook.

As tuition fees vary depending on the nature of enrolment, the specific fees associated with an individual student's enrolment in a training product will be confirmed in the confirmation of enrolment, which is issued upon receipt of a valid application for enrolment.

The fees associated with a student's enrolment in a training product will be taken to have been accepted once the student (and, if the student is under 18 years of age, their parent/guardian) completes the signs and returns the letter of offer to RQ.

RQ may discontinue training if fees are not paid in accordance with the agreed payment terms. If a payment is required prior to a service being delivered, the student is not permitted to undertake the service unless prior approval has been given by RQ's Education and Workforce Development Manager (E&WDM).

Where a student is required to pay an enrolment fee, this fee is non-refundable.

Where services are being delivered directly on behalf of another entity, fees will be invoiced as agreed between RQ and that entity.

Changes of tuition fees will not apply to students who have paid and or have already commenced their course.

Refunds

Withdrawals and Cancellations

Students may withdraw from training products by completing the 'Withdrawal/Refund Application Form' and emailing it to training@racingqueensland.com.au.

Students under 18 will require the consent of their parent/guardian to withdraw.

The following refund policy will apply:



(a) **Prior to commencement:** Students, who give notice to cancel their enrolment 10 business days or more prior to the commencement of a course, will be entitled to a full refund of fees paid.

Students who give notice to cancel their enrolment 9 business days or less prior to the commencement of a course will be entitled to a 75% refund of fees paid. The amount retained (25%) by RQ is required to cover the costs of staff and resources which will have already been committed based on the student's initial intention to undertake the training.

(b) **After commencement:** Students who cancel their enrolment after a course has commenced will not be entitled to a refund of any fees paid in advance (subject to the terms of any relevant government or other funding arrangement).

(c) **Other refund conditions:**

- (i) refunds for textbooks or materials will not be provided once issued unless returned in as-new condition and approved in writing.
- (ii) Refunds are not transferable to another person.
- (iii) No refunds will be granted for missed classes.
- (iv) Students withdrawn for behavioural misconduct after formal warning will be not entitled to a refund.

Discretion may be exercised by RQ in all situations, if the student can demonstrate that extenuating or significant personal circumstance led to their withdrawal.

If RQ cancels a training product for any reason, students will be entitled to a full refund for any training services not yet provided. In this case, a statement of attainment for completed training will be issued, and the refund will be processed automatically within 30 days.

Students who are dissatisfied with RQ arrangements for the collection and refunding of tuition fees are entitled to lodge a complaint in accordance with RQ's *Complaints & Appeals Policy*.

Refund Applications

Upon receipt of a completed Withdrawal/Refund Application Form, RQ's E&WDM will assess the student's eligibility for a refund.

Students will be notified in writing of a refund decision within 14 days of RQ receiving the completed form (including all supporting information required).

Approved refunds will be processed within 30 days of the date of the decision notice.

Refunds will be issued via electronic funds transfer to the student's (or other payee's) nominated bank account. Students must provide accurate bank account details on the Withdrawal/Refund Application Form for electronic funds transfer.

If a refund request is not approved, the student will be advised of their appeal rights in accordance with RQ's [Complaints and Appeals Policy](#).

If you believe you are entitled to a refund, please submit your request in writing to training@racingqueensland.com.au



Relevant Legislation – to be complied with

At a foundation level, RQ is required to operate in compliance with the following laws:

- Fair Trading law
- Privacy law
- Work Health and Safety law
- Employment law
- Anti-discrimination law
- Consumer protection law
- Fair Trading law

This legislation must be applicable to the State or Territory in which RQ is operating.

In addition to these foundation level law, RQ is also responsible to operate in compliance with the following laws which are applicable to the Australian Vocational Education and Training sector:

Legislation

- National Vocational Education and Training Regulator Act 2011
- Student Identifiers Act 2014

Legislative Instruments

- Outcome Standards for Registered Training Organisations 2025
- Compliance Requirements for Registered Training Organisations 2025
- Credential Policy for Registered Training Organisations 2025
- Financial Viability Risk Assessment Requirements 2021
- Data Provision Requirements 2020
- Disability Standards for Education 2005

Other legislation that may be applicable to our operation includes:

- Corporations law
- Child Protection laws
- Environmental Protection laws

<https://www.asqa.gov.au/>

<https://www.safeworkaustralia.gov.au/> and the relevant State and Territory safety authority

<https://www.accc.gov.au/> and the relevant State and Territory fair trading authority

<https://www.fairwork.gov.au/>

<https://www.oaic.gov.au/>

<https://humanrights.gov.au/> and the relevant State and Territory authority

The following Commonwealth, State and Territory legislation registers:

<https://www.legislation.sa.gov.au/>

<https://www.legislation.qld.gov.au/>

<https://www.legislation.tas.gov.au/>

www.comlaw.gov.au (Federal)



Queensland Key Student-Focused Funding Programs

[Department of Trade, Employment and Training \(DTET\)](#) in Queensland oversees workforce development, TAFE and vocational training initiatives, apprenticeship and traineeship funding, and skills strategies.

From 1 July 2025, the User Choice funding model will transition into 3 targeted programs, with funding for [Apprenticeship and Traineeship funding](#) now allocated across these programs:

Career Start

The program provides training to help job seekers secure a job and supports those already employed to move into more skilled roles or full-time employment, including after completing an apprenticeship or traineeship.

From 1 July 2025, Career Start will provide eligible Queenslanders with:

- access to certificate III qualifications in priority and emerging industries
- access to apprenticeship and traineeship training in priority and emerging industries
- access to lower-level qualifications identified by industry as the entry point for jobs
- expanded access to foundation skills such as language, literacy, numeracy, digital literacy and employability skills
- increased access to training in regional and remote areas
- supported training pathways for women and priority cohorts to take-up skilled careers.

****Eligibility criteria applies**

Career Boost

Career Boost will help Queenslanders to level-up at work, enabling them to grow their skills to existing or new roles, and to support productivity growth and workplace innovation.

The program delivers training to help individuals develop the higher-level skills needed to secure employment, advance their careers, or progress to further education and training

Under Career Boost, a student may access either:

- One subsidised training place in Certificate IV, Diploma, or Advanced Diploma, or
- One higher-level apprenticeship or traineeship (Certificate IV or higher), plus

****Eligibility criteria applies**

VET in Schools (VETiS) (*training in schools fact sheet*)

Queensland school students can undertake nationally recognised vocational education and training (VET) qualifications while they are still at school. VET courses can be undertaken in Years 10, 11 and 12.

Students can undertake VET at school:

- as part of their school studies – delivered and resourced by a school that is also a registered training organisation (RTO)
- by enrolling with an external RTO – funded either by the Queensland Government's VET in Schools program or through fee-for-service arrangements, where fees are paid by an individual such as a student or parent, or another entity such as a community or industry group.
- as a [school-based apprentice or trainee](#) – funded either by the Queensland Government or fee-for-service arrangements.

Additional Notes

- [Free Apprenticeships for Under 25s](#) will cover the cost of training for Queensland apprentices or trainees who commenced or are undertaking one of the high priority apprenticeships or traineeships from 1 January 2021 to 30 June 2027.
- From 1 July 2025, Career Start and Career Boost replaced older funded programs like Certificate 3 Guarantee, User Choice, and Higher-Level Skills



South Australia Key Student-Focused Funding Programs

To deliver accredited training under subsidised arrangements in South Australia, Registered Training Organisations (RTOs) must hold an executed Funded Activities Agreement (FAA) and a Funded Activities Annexure (Attachment 4 – STL Qualifications) with the Minister for Education, Training and Skills.

Access to a subsidised training place is available to participants that meet eligibility and entitlement criteria. Subsidised training may be subject to course conditions or only available to certain participants, such as those undertaking Training Contracts or VET for School Students

General Criteria

A student may be eligible for a subsidised training place if they live or work in South Australia, and:

- are an Australian or New Zealand citizen, or
- are a permanent Australian resident, or
- hold a state sponsored visa on a pathway to permanent residency (see Eligible visa types)

and are:

- 16 years or over and not enrolled at school.
- School-enrolled students are subject to separate eligibility criteria, see Training School Students.

To seek further advise around the eligibility criteria, [click here](#).

Tasmania Key Student-Focused Funding Programs

General Criteria

Eligible learners must be an apprentice or a trainee with a registered training contract in Tasmania, and can be new or existing workers, school aged learners or previously qualified apprentices or trainees.

Training contract

The learner must be an apprentice or trainee and therefore a signatory to an active and registered training contract approved by the Tasmanian Traineeships and Apprenticeships Committee (TTAC).

School-based apprentices and trainees

Subsidies for school-based apprentices and trainees will not be paid where the school at which the apprentice or trainee is enrolled is also the RTO providing training and assessment or if the RTO is the Tasmanian Department of Education, Children and Young People (DECYP).

Apprentices and trainees previously funded under the ATTF

Apprentices and trainees with a qualification that was subsidised within the past 5 years will be eligible for further ATTF subsidies for a subsequent qualification if:

- the qualification is unrelated to any previous subsidised qualification.
- the apprentice or trainee progresses to a higher-level qualification in the same training package within 12-months of completing the previous subsidised qualification.
- the training package Qualification Description indicates that the qualification provides a different occupational outcome and/or additional skills and knowledge to the previously funded qualification completed by the apprentice or trainee.
- Skills Tasmania determines that a subsequent version of the same qualification contains significant changes and/or additions and that it has become the new industry benchmark of essential skills and knowledge for that industry.
- there are changes to, or the introduction of Government standards, licensing or legislation requires staff to update their qualification.

Eligible learners will also need to meet any course specific essential entry requirements, or other applicable eligibility conditions set out in the Skills Tasmania Grant Agreement and Standard Conditions Manual.

For further information on eligibility and program guidelines, [click here](#).



Contact Us

Email: training@racingqueensland.com.au

Mail: PO Box 63, Sandgate QLD 4017

Web: www.racingqueensland.com.au

Racing Queensland (RQ) acknowledges the Traditional Custodians of the land on which we operate and conduct our business across Queensland. We pay our respects to Aboriginal and Torres Strait Islander peoples and to Elders, past, present and emerging.

Copies of State and Federal legislation can be found on the Internet at www.australia.gov.au and www.legislation.com.au.

The following is a summary of the legislation that will generally apply to your day-to-day work and training:

[Work Health and Safety Act 2011](#)

[Privacy Act 1988 \(Cth\)](#)

[Disability Discrimination Act 1992](#)

[Age Discrimination Act 2004](#)

[Sex Discrimination Act 1984](#)

[Racial Discrimination Act 1975](#)

[Copyright Act 1968](#)

[Fair Work Act 2009](#)

[National Vocational Education and Training Regulator Act 2011](#)

[Standards for Registered Training Organisations \(RTOs\) 2025](#)

For further information on any of the above Acts or Regulations, please click on the relevant link.

