



**RACING
QUEENSLAND**

Student Handbook

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© Racing Queensland
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Provider Details

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) have developed a Fact Sheet to use when making this decision. [Link: Choosing a Training or Education Provider.](#)

Name of RTO	Racing Queensland
RTO Number	31452
Phone Number	07 3869 9749
Website	http://www.racingqueensland.com.au
ABN	80 730 390 733

Registration Details

Our scope of training is listed on the National Register. The link to our registration is training.gov.au - [31452 - Racing Queensland Board](#)

As a National VET Regulator (NVR) Registered Training Organisation, we are required to comply with the Standards for Registered Training Organisations (RTOs) 2015 which guide nationally consistent, high-quality training and assessment services in the vocational education and training system.

Purpose of the Student Handbook

The information contained in this document has been developed to assist students who are considering undertaking a course with Racing Queensland (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 the course the student should discuss with the trainer/RTO their individual needs and therefore be able to gain access to the educational and support services outlined in this document. This would be a great opportunity to discuss your existing skills and knowledge to allow the trainer/RTO to provide the best practice training and assessment services.

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

- Making a difference
- Achieving excellence
- Earning and showing respect
- Doing what we say
- Valuing team above self

We invite all students to share our values, and this will allow Racing Queensland and their Educators to continue to be a significant contributor to Australia's continuing role as a leader in racing education. We have a strong focus on providing opportunities for everyone to access and participate in learning and to achieve their learning outcomes. We believe the time you invest with us will provide you with strong skills and extensive knowledge which will enable you to achieve your career and life goals. Racing Queensland ensures that its practices are as inclusive as possible and do not unreasonably prevent any clients from accessing its services.

Racing Queensland hereby states that we undertake to always act in an ethical manner. All activities of the Training Organisation will be carried out honestly, fairly and accurately to give value to our clients and students. High standards such as fair marketing and advertising will always be maintained. Our commitment to continually improve our business allows training programs to be the best they can be and ensure that students/clients receive value for money.

While we will do everything, we can to make your experience productive and enjoyable, there are procedures and responsibilities of which you need to be aware.

This handbook outlines our responsibilities as an RTO and your responsibilities as a student of this RTO. Please read and retain this handbook for your future reference.

Racing Queensland will only enrol students who:

- Have made an informed decision about their course of learning through information provided via Racing Queensland staff, this student handbook or the website, and;
- Agree to abide by Racing Queensland policies and procedures, code of conduct and WHS obligations.

The contents of this handbook are accurate at the time of publication but are updated regularly and it is therefore necessary to ensure that the information is the latest that is available. For any enquiries, please contact the Compliance Team

Student Induction and Acknowledgement

Before you complete and sign your enrolment form, please be definite that you have read through this handbook and understand all its contents.

If you do not understand some information, we urge you to contact us on 07 3869 9749 to speak to one of the friendly Racing Queensland team.

By finalising, signing and submitting your enrolment form, you are acknowledging that you have read this handbook and understand all its contents.



Marketing and Advertising

Racing Queensland ensures that all marketing and advertising of AQF and VET qualifications to prospective clients is accurate and consistent with its scope of registration and that no comparisons are made (notably of a disparaging nature) with any other training organisation.

All Racing Queensland promotional information and course outlines, profiles and schedules can be found on the Racing Queensland website www.racingqueensland.com.au

Nationally Recognised Training

What is a Registered Training Organisation (RTO)?

Registered training organisations (RTOs) are government-approved providers and assessors of nationally recognised training. This means simply that RTOs, such as Racing Queensland, are recognised as providers of quality training, and are the only organisations that can issue nationally recognised qualifications or statements of attainment.

Student Protection

For your protection as a student, Racing Queensland maintains governance arrangements across all of its operations, within its scope of operation. The CEO and RTO Manager ensure that Racing Queensland RTO complies with the VET Quality Framework and any national guidelines approved by the Australia Skills Quality Authority (ASQA) and the Australian Qualifications Framework (AQF).

This means that you are receiving training that complies with the regulated standards and that Racing Queensland will continue to improve our training products and systems to maintain our registration as a reputable RTO.

In addition, Racing Queensland ensures that the decision making of senior management is informed by the experiences of its trainers and feedback from students and other stakeholders.

Governance and Legislation

Racing Queensland is required to operate in accordance with the law. This means we comply with the requirements of legislative and regulatory requirements. The following legislation is a list of the Acts that Racing Queensland has recognised it has compliance responsibilities to.



They also represent obligations to you as a student whilst training with Racing Queensland or an approved Third-Party delivering training on their behalf.

During your day-to-day work and when participating in training, you will need to be aware of the relevant legislation that may impact on your conduct and behaviour.

Racing Queensland take responsibility and follow processes to ensure our training and assessment practices comply with the *National Vocational Education and Training Regulator Act 2011*.

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 \(RTOs\) 2015](#)

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



Student Code of Conduct

When you successfully enrol in a course with Racing Queensland, you agree to participate in relevant practical and theory-based learning and assessment activities associated with your course. Failure to complete the requirements for assessment will mean that competency cannot be verified by the trainer and assessor.

Racing Queensland provides training services in a spirit of cooperation and mutual respect. When attending a course delivered by Racing Queensland or by any other individual or business on our behalf, we ask that students be courteous to each other, to our staff and to all people who you encounter in and around the venue.

Please consider and abide by these basic rules:

- Adhere to **Workplace Health and Safety** requirements;
- Report **illegal activity** of any sort and not engage in criminal behaviour;
- Treat other students and staff with **respect and fairness**;
- Avoid **discriminatory conduct** on grounds such as gender, sexuality, race, ability, cultural background, religion, age or political conviction;



- Respect the **privacy of others** in the collection, use or access of personal information whilst undertaking studies;
- Not disclose **confidential information** concerning any matter relating to Racing Queensland
- Avoid **disrupting or interfering** with any teaching, learning, or other academic activity;
- **Alcohol** is NOT permitted in the training environment. The influence of alcohol spoils the learning environment of the institution. A student who appears to be affected by alcohol cannot attend the training.
- **Smoking** is not permitted in and around the training environment.
- **Chewing gum** is not permitted in and around the training environment.
- **Drugs** are not permitted in the training environment. Anybody found having any sort of dealing with drugs will be expelled from the course and will be reported to the police. A student who appears to be affected by drugs cannot attend the training.
- **Theft** As the premises of many training facilities are open to the public, students are advised not to leave their valuables unsupervised. Racing Queensland or its approved trainers cannot be held responsible for anything which may be stolen from training premises.
- Refrain from **swearing, drinking and eating** in classrooms and other learning areas (water only allowed) unless otherwise directed or pre-approved;
- Complete all assessment tasks and final assessments honestly, and not engage in plagiarism, collusion or cheating;
- Use **property or resources**, including communication technology resources, cooperatively, legally, ethically responsibly and appropriately;
- Not behave in a way that would **offend, embarrass or threaten** others; this also applies to the use of social media outlets;

Medical Problems

Students who have medical issues that could affect their performance in the training course should identify this to the enrolment officer or to their trainer.

Racing Queensland reserves the right to call the ambulance for assistance if you collapse and require attention.



Telephones

Please do not make or receive calls or text whilst the trainer is conducting training. If it is expected that you might get an urgent call, please communicate this possibility to the trainer before the course begins.

If a staff member, trainer/assessor and or training/assessor delivering training on behalf of Racing Queensland is unhappy or dissatisfied with the behaviour or performance of a student, the trainer/assessor or staff member has the authority to:

- Warn the student that their behaviour is unsuitable or unacceptable;
- Ask the student to leave the training venue.
- Cancel the student's enrolment in the course without refund or acceptance into another course.

If a student wishes to provide feedback or express a complaint in relation to any disciplinary action taken, they have the opportunity by following Racing Queensland Complaints and Appeal Procedure.

Staff and associated individuals of Racing Queensland are expected to maintain a professional and ethical working relationship with their fellow staff, management and students. Any breach of our disciplinary standards will be raised with the RTO Manager and the appropriate action will be taken.

Rights and Responsibilities

Rights:

Racing Queensland recognises that students have the right to:

- Expect the provision of high-quality training that recognises their individual learning styles and needs.
- Have access to all services regardless of educational background, gender, marital status, sexual preference, race, colour, pregnancy, national origin, ethnic or socio-economic background, physical or intellectual impairment, and religious or political affiliation.
- Have their prior learning, acquired competencies, and experience appropriately recognised in determining their requirements for training and assessment.
- Be advised of the learning outcomes and prescribed assessment tasks for the training program of their choice prior to its commencement.
- Appeal for a review of the results of an assessment;
- Expect to achieve the published learning outcomes from their training program, if they, in turn, devote the necessary time and diligence to it;



- Learn from fully qualified and competent trainers who observe their responsibility to address students' learning needs, assist them to achieve the course outcomes, and assess their students' work fairly;
- Learn in an appropriately appointed, safe and clean learning environment, free of all forms of harassment and discrimination;
- Be treated with dignity and fairness;
- Expect that Racing Queensland will be ethical and open in their dealings, their communications and their advertising;
- Expect that Racing Queensland will observe their duty of care to them;
- Efficient handling of administrative matters and in the processing of fees, concessions, refunds etc;
- Privacy and confidentiality, and secure storage of student records in accordance with the organisation's policies, to the extent permitted by law.



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 Racing Queensland 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 their trainer or Racing Queensland administration office.
- Respecting Racing Queensland 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.

REMEMBER: You are expected to behave appropriately always whilst you are enrolled in a course with Racing Queensland. Your trainer reserves the right to speak with you and act if your behaviour is disruptive to the training and/or assessment process.

Student Misconduct & Disciplinary Procedures

Racing Queensland will not tolerate misconduct under any circumstance and a student may be asked to leave the premises, (or the course) with no refund available. Circumstances that may result in a student being asked to leave may include:

- Cheating or lying about marks or assessments;
- Impairing others freedom to pursue their study;
- Conduct that brings Racing Queensland into disrepute or slander of Racing Queensland other course students or staff;
- Plagiarising material;
- Failure to comply with reasonable instruction or supervision;
- Conduct that places others at risk;
- Assault to any member of our staff or students including verbal, physical or threatening comments or gestures.
- Discrimination, harassment (of any sort), disorderly conduct, disruptive, abusive or anti-social behaviour;
- Destruction or damage to our property or premises used by Racing Queensland.
- Stealing any property or equipment belonging to a student or Racing Queensland.
- Persistent lateness or unacceptable disruption in the classroom.
- The use of profanities, crass or obscene language, drunkenness or influence by illegal substances.



- Failure to undertake assessments as set out by Racing Queensland:
- Behaviour that breaches the Commonwealth Privacy Amendment Act (2014);
- Criminal or anti-social behaviour.

Racing Queensland has in place a Harassment Policy in order to create a safe environment for staff and students. The aim of this policy is to give any staff member or student who has a harassment concern, access to a fair and confidential process assisted by understanding personnel within RQ.

Staff and students need to be aware of the following definitions:

'Bullying' - is unwelcome and offensive behaviour that intimidates, humiliates and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insult, spreading false or malicious rumours about someone, isolating or ignoring a person, putting people under unnecessary pressure with overwork or impossible deadlines, and sabotaging someone's work or their ability to do their job by not providing them with vital information and resources.

'Confidentiality' - refers to information kept in trust and divulged only to those who need to know.

'Discrimination' - is treating someone unfairly or unequally simply because they belong to a group or category of people. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender, history, impairment, age or sexual orientation. Victimisation is also treated as another form of discrimination.

'Harassment' - is any unwelcome and uninvited comment or action that results in a person being intimidated, offended, humiliated or embarrassed.

'Personnel' - refers to all employees of Racing Queensland delivering training on their behalf

'Racial Harassment' - occurs when a person is threatened, abused, insulted or taunted in relation to their race, descent or nationality, colour, language or ethnic origin, or a racial characteristic. It may include derogatory remarks, innuendo and slur, intolerance, mimicry or mockery, displays of material prejudicial to a particular race, racial jokes, allocating least favourable jobs or singling out for unfair treatment.

'Sexual Harassment' - is any verbal or physical sexual conduct that is unwelcome and uninvited. It may include kissing, embracing, patting, pinching, touching, leering or gestures, questions about a person's private or sexual life, requests for sexual favours, smutty jokes, phone calls, emails, facsimiles or messages, offensive noises or displays of sexually graphic or suggestive material.

'Victimisation' - is punishing or treating an individual unfairly because they have made a complaint, or are believed to have made a complaint, or to have supported someone who has made a complaint.

If a staff member or student feels they have been harassed in any way they should report it to the CEO, CEO or Compliance Manager who will initiate an investigation. The RTO manager will

document the concerns and keep the concerned party informed at all times as the investigation proceeds until a satisfactory outcome is achieved.

Student Information

Course Information

Our website has a comprehensive range of information that will help you make an informed decision concerning the training we provide.

This student agreement contains general information regarding the services we provide. Course specific information is located on our website for each specific course. The course specific information will provide you an indication of what is in the course and the assessments required, as well as vocational outcomes.

Enrolment

Enrolment and admission into some of Racing Queensland courses are subject to meeting certain prerequisite conditions. Specific details of the prerequisites pertaining to these training courses are contained in individual course documentation and are made available prior to enrolment. All course information is located on our website.

Racing Queensland staff will also discuss whether you have any existing qualifications or training, or skills that could be recognised in this program.

As part of our enrolment process, you should discuss your training and assessment program with Racing Queensland staff to ensure you understand the course or qualification and the training and assessment requirements prior to enrolling.

In the case that a potential student does not meet the prerequisite conditions, we will endeavour to assist you in understanding your options regarding meeting the standards. Any questions regarding prerequisites can be addressed by telephoning our Administration team on 07 3869 9749.

Unique Student Identifier (USI)



The Unique Student Identifier is a National Government initiative for all students from 1st January 2015.

Your USI account will contain all of your nationally recognised training records and results completed from 1st January 2015 onwards. This will assist when you are commencing employment with a new employer or if you are commencing study with a new training organisation.

Every student from January 1 2015 is required to provide Racing Queensland with a verified USI before we can issue any certification. For further information on what a USI is and how this number will affect you please refer to the Racing Queensland website, or to the USI website: <https://www.usi.gov.au/>

Learner Unique Identifier (LUI)

A Learner Unique Identifier (LUI) is a 10-digit number used by the Queensland Curriculum and Assessment Authority (QCAA) to identify a student. Upon commencement of Year 10 the school



will register the student with QCAA, and a learning account will be opened on the student's behalf. Once the learning account is opened, all eligible learning will be recorded in the account, as well as where and when the learning took place, and the results achieved by the student.

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>

Training and Assessment are our core business – What's it all about?

As a nationally recognised RTO, Racing Queensland's provision of training and assessment services are developed to fully meet the requirements of the VET Quality Framework.

Nationally recognised training programs such as Certificates and Diplomas are considered **competency-based training (CBT)** which means that training and assessment activities or recognition of your skills and knowledge (via a recognition of prior learning process – RPL) focuses on your ability to apply relevant knowledge and skills to actually demonstrate your performance of workplace tasks to a standard specified by that industry.

The specific skills and knowledge required for successfully performing tasks in the workplace are detailed in what we call Units of Competency and these may be delivered on their own, or 'packaged' together by Racing Queensland to make up a short course or a nationally recognised qualification, based on Racing Queensland's consultation with that industry area and the requirements specified in the training packages.

To be considered competent in any unit of competency you must be able to demonstrate the required skills and knowledge detailed in the unit to complete work tasks in a range of situations and environments. This will include demonstration your skills in real work situations or in simulated applications, over a period of time and generally under differing circumstances. stakeholders

Your Educator will collect evidence to be confident that you have the required knowledge and are able to consistently perform the specified competency or task/s to the required standard over a period of time. Your evidence (assessment) must demonstrate the following:

- That you can do the job or task to the required standard;
- That you understand why the job should be done in a particular way;
- That you can handle unexpected issues or problems;
- That you know the industry or workplace legislation, rules and procedures.

Competency based training and assessment is all about providing you with every opportunity to develop competencies. If your evidence (assessment) does not satisfy the assessment requirements (criteria, benchmarks) your trainer will provide feedback and possibly additional support (such as allowing you the opportunity to provide additional evidence, do more research or practice skills before you demonstrate them again) and may negotiate additional or alternative assessment for resubmission or re-assessment.

Quality Training and Assessment

Racing Queensland adopt a professional and targeted approach in the development of training and assessment strategies and ensures that the learning and assessment resources are valid, current, accurate, comprehensive, industry relevant and flexible, and are in line with appropriate training packages and standards for registered training organisations.



Racing Queensland, regularly gains feedback from clients, accredited trainers, employers and industry stakeholder, and part-takes in on-going audit and review processes within the organisation, to maintain continuous quality improvement in training and assessment.

Course Progression and Milestone

All Racing Queensland courses are designed with *Unit Completion Dates*, established to provide Students with a guideline that will assist planning their study schedule throughout the duration of their nominated course enrolment.

These *Unit Completion Dates* ensure that each student can establish a feasible, progressive momentum in which to achieve their study goals in the time frame provided by Racing Queensland, for the completion of the course in which they have enrolled.

Unit Completion Dates are scheduled and provided to prospective students in the course specific *training plan*

Student Support

RQ is dedicated to identifying and addressing the needs of individuals participating in training and assessment to achieve successful completion of their studies.

Prior to enrolment, students are to complete a LLN screening to determine their language, literacy and numeracy skills. If it is identified that a student requires extra support over a period of time, a Student Training and Support Plan is to be completed by the Educator with the student. In other instances, there will be LLN support as necessary.

If the results from the screening tool indicates a requirement for additional support, RQ will provide hard copy resources to build a student's capability to complete the qualification in which they are enrolled.

Students may encounter academic or personal issues throughout the course of their studies and RQ Educators are committed to providing all students with necessary support. There are a number of options available to students encountering support needs which include, but are not limited to

- One-on-one tutoring
- Modification to the delivery and assessment methodology
- Assistance with referral to support services
- Coaching and mentoring
- Other methods to suit the individual e.g., scribing, interpreter
- Flexible delivery of training and assessment
- Time Management strategies
- Careers Pathways advice

If you are encountering any difficulties or feel you need support, please speak with your Educator as soon as possible.

Credit Transfer

You may be eligible for a Credit Transfer if you have previously undertaken training through a Registered Training Organisation. Credit Transfer may be granted for one or more units of competency. Three (3) major factors need to be considered:

1. How current the Qualification/Statement of Attainment is;
2. Mapping to the current training; and



3. If the training was undertaken with a Registered Training Organisation.

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 to your Educator (must be certified by a JP or Commissioner for Declarations). No cost is involved in being awarded a Credit Transfer.

Recognition of Prior Learning (RPL)

Recognition of prior learning (RPL) is a process that assesses an applicant's competency to determine if they meet the requirements for a unit of competency/Qualification. RPL is an assessment process only and no training is provided. Suitable evidence **MUST** be provided for ALL Performance Criteria in the unit of competency for a student to be assessed as successful displaying competency in that unit.

If you think you may be eligible to gain RPL, ask your Educator for an RPL kit. You will need to complete the RPL application and attach the necessary evidence of your claim prior to the commencement of any training. You will have 5 weeks from the date of commencement to submit your application.

Racing Queensland will ensure that all RPL applicants are provided with:

- Information about the units and performance criteria relevant to their RPL application
- Student handbook containing RPL policy
- The complete RPL toolkit
- Adequate information and support to enable you to gather reliable evidence

All applications must provide the following:

- Portfolio of evidence against the Unit of competency
- A third-party report
- A competency conversation

Evidence may include:

- Video evidence of current competence
- performance, demonstration, or skills test
- portfolio, logbook, task book, projects, or assignments
- written presentation
- testimonials
- third party reports (statutory declarations)
- photographic evidence that is clearly dated and verified as your work.

RPL Process

- Student applies for RPL
- RQ email RPL kit to student
- RQ conduct telephone interview explaining the RPL process to student
- Student has 5 weeks to complete their RPL portfolio (including and submit to RQ for assessment)
- Students are notified of any competency gaps in the evidence provided and Educators advises the student they have 1 week to submit outstanding evidence
- Educator conducts a competency conversation with the student
- 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 is based on the needs of each student and the number of units of competency for which they are seeking recognition. As such, the cost will vary from application to application.



For further information regarding RPL please contact Racing Queensland's for a copy of our RPL policy and procedure

Results

All students will receive their assessment feedback within 10 working 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.

Evaluation

Your feedback is particularly important to our commitment to ongoing improvement. Throughout your training you will be asked to provide your thoughts and comments on the training received. RQ encourages all students to make contact should they wish to provide feedback or comments on any aspect of the service they have received.

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, please complete the Certificate Request form and return with payment of \$25.00 (including GST).

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:

Fee for service (full fee) – are calculated at the qualification level and are invoiced in equal payments of no greater than \$1500 per invoice. Payment terms are 30 days

Certificate 3 Guarantee Fee for Service (full-paying students) fees are calculated at the unit of competency level and are invoiced at the time of enrolment, payment terms are 30 days

User Choice students fees are calculated at the unit of competency level and invoiced at the commencement of each unit, payment terms are 30 days

Refunds

- In the event RQ is unable to deliver the agreed service, the student will receive a full refund.
- All requests for refunds need to be made in writing and be accompanied by supporting documentation where applicable.
- No refund is available to students who remain enrolled and do not progress.
- In accordance with the RTO Standards no more than \$1500 of a student's monies will be held in advance.
- Students have the right to obtain a refund for services not provided by the RTO in the event the:
 - arrangement is terminated early, and fees have been paid in advance, or
 - the RTO fails to provide the agreed services.



- If you believe you are entitled to a refund, please submit your request in writing to the Education Department.

Record Keeping and Privacy

RQ 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, Licensing Bodies and/or Employers with a student's consent. The privacy of our students is paramount.

Access to Student Records

Students may wish to access their records to check on work completed, progress or for other reasons. Please organise with the Education Department a time suitable to view your training records. 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)

Release of Contact Details and information

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 occasions, 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.

For audit purposes and in the event of a complaint or appeal, ASQA may request to view student files. The purpose of this is to ensure compliance with regulations and standards.

Change of Personal Details

Should you change any of your personal details, please contact the Education Department to update these changes.

Appeals and Complaints

Appeals are the expression of the dissatisfaction of an assessment result. This would occur when a student has been deemed not yet competent and does not agree with this decision.

Complaints are the expression of the dissatisfaction with the quality or any aspect of the business operations and service, including nuisances, discrimination or similar against another person, inclusive of students, staff and contractors.



RQ is dedicated to providing a high standard of service. Should a student have a complaint or wish to appeal an assessment result, they are encouraged to do so by using the following processes:

Policy Statement

Complaints and appeals are managed by Racing Queensland in a fair, efficient, and effective manner. The RTO will create an environment where learner's views are valued.

This policy will be made publicly by being made available on the RTO's website and in materials provided to learners on commencement of enrolment.

The RTO ensures that the principles of natural justice and procedural fairness are adopted at every stage of the complaints and appeals process. The RTO ensures that all complaints and appeals will be heard with resolutions reached within 60 calendar days of receiving the complaint or appeal, where possible. In the case of the time frame being longer than this, the RTO will communicate with the complainant/appellant why the process is taking longer and an estimated timeframe for resolution as well as being kept informed regarding ongoing progress.

If the processes fail to resolve the complaint or appeal, a review by an independent party will be provided if requested. Details of all complaints and appeals will be securely maintained in a Register of Complaints and Appeals and will take appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.

Any substantiated complaints, as well as the complaints and appeals policy, will be reviewed as part of the continuous improvement processes. The RTO has a complaints and appeals policy specific to the RTO operations.

A complaint can be made to the RTO regarding the conduct of: - The RTO, its trainers, assessors or other RTO staff; and students of the RTO. An appeal can be made to the RTO to request a review of a decision, including assessment decisions.

Complaints Procedure

1. Informal resolution of complaints is preferable. Students are encouraged to speak immediately with the relevant staff member. If the student is not willing to do so, they may contact the RTO Manager via email: jgeiblinger@racingqueensland.com.au
2. If the issue is not resolved, the student must make a formal complaint in writing within seven (7) calendar days of the incident occurring using the **Complaints and Appeals Form**.
3. RTO Manager or delegate staff member to receipt and acknowledge complaint within two (2) business days.
4. The complaint will be processed in accordance with the Complaints Procedure.
5. Complaints where possible, will be resolved within ten (10) business days of the complaint being received or soon as practicable, and notified in writing to the complainant.
6. If the complainant is not satisfied with the decision, they may appeal the decision by following the Complaints and Appeals Policy.
7. Complainants will be advised of the outcome of their complaint within fourteen (14) business days of a decision being made in accordance with legislative guidelines, such as the Privacy Act.
8. If the Complainant is dissatisfied with the result, advise the client of their right to further progress the complaint through an External Arbitrator.

If the matter pertains to delivery, training, assessment, support and/or administrative services of the RTO, or a potential breach of the National Vocational Education and Training Regulator (NVR) Act, the client should be referred to the Australian Skills Quality Authority (ASQA's) Complaints website information: [Complaints | Australian Skills Quality Authority](#)



[\(ASQA\)](#) OR the Qld Government Training Ombudsman by completing the complaints form: [Queensland Training Ombudsman - Jira Service Management \(atlassian.net\)](#)

Racing Queensland will abide by any resolutions as recommended by the External Arbitrator.

Appeals Procedure

Resolve the informal appeal if possible, documenting the appeal, its cause, actions taken and decisions made in the secure Complaints and Appeals Register.

If the appeal cannot be promptly and simply resolved, advise that an appropriate staff member will deal with the appeal, but a written record of the appeal is required. To put an appeal in writing, advise the appellant that:

- They may use the support of a third party in progressing the appeal.
- They can either put the appeal in writing themselves using the 'Complaints and Appeals Form', or:
- You can make a written record for them to sign.

In this case:

- Note whether the appellant wants the support of a third party
- Ensure the appellant signs and dates the form
- Identify yourself, and your role within the RTO
- Sign and date the form yourself.

On receipt of a written appeal:

If the appeal is not in relation to the RTO Manager:

- The complaint is forwarded to the RTO Manager/delegated representative
- A written acknowledgement is sent to the complainant from the RTO Manager/delegated representative
- The complaint is entered into the secure Complaints and Appeals Register

If the appeal is in relation to the RTO Manager:

- The appeal is forwarded to the CEO of Racing Queensland
- A written acknowledgement is sent to the appellant from the CEO
- The appeal is entered into a separate secure Complaints and Appeals Register, which is kept separate from the main Register.

If the appeal is not finalised within 60 calendar days, the appellant is informed of the reasons in writing and regularly updated on the progress of the matter. The RTO Manager/delegated representative will either deal with the appeal or convene an independent panel to hear the appeal; this shall be the complaints and appeals committee. The appeals committee shall not have had previous involvement with the appeal and will include representatives of:

- The RTO Manager/delegated representative
- The teaching staff
- An independent person.

The appellant shall be given an opportunity to present their case and may be accompanied by other people as support or as representation. The relevant staff member, if applicable, shall be given an opportunity to present their case and may be accompanied by other people as support or as representation.

The outcome/decision will be communicated to all parties in writing within 60 days. If the processes fail to resolve the appeal, the individual making the appeal will have the outcome reviewed by an appropriate party independent of the RTO at their cost. If the appellant is still not satisfied, the RTO

Manager/delegated representative will refer them to the VET Regulator website for further information about making complaints.

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, 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 Educator if you wish to read this policy in full.

Relevant Legislation – to be complied with

Work Health and Safety Act 2011 (Commonwealth)

The Work Health and Safety Act 2011 provides a framework for managing health and safety risks in Australian workplaces. The objective of the Act is to prevent fatalities, injuries and illness caused by a workplace, by workplace activities or by a specified high-risk plant - this is achieved by preventing or minimising exposure to risk. All organisations must comply with this Act, regardless of the types of services and/or products they provide or sell. For more information visit: <http://www.comlaw.gov.au/Series/C2011A00137>

For state specific Work Health Safety Legislation, visit the following links:

Work Health and Safety Act 2011 (QLD):

<https://www.legislation.qld.gov.au/legisltn/current/w/workhsa11.pdf>

Work Health Safety Regulation 2011 (QLD):

<https://www.legislation.qld.gov.au/LEGISLTN/CURRENT/W/WorkHSR11.pdf>

Industrial Relations Act 2016 (QLD):

<https://www.legislation.qld.gov.au/LEGISLTN/CURRENT/I/IndustRelA16.pdf>

Privacy Act 1988 (Commonwealth)

The Privacy Act 1988 makes provisions to protect the privacy of individuals, and for related purposes. It should be noted, however, that the Federal Privacy Act does not regulate state or territory agencies (except for the ACT). For information on privacy regulations in other states and territories, visit the <http://www.privacy.gov.au>

Information Privacy Act 2009 (QLD):

<https://www.legislation.qld.gov.au/LEGISLTN/CURRENT/I/InfoPrivA09.pdf>

Copyright Act 1968 (Commonwealth)

The Copyright Act 1968 is an Act relating to Copyright and the protection of certain performances, and for other purposes. For more information regarding the Copyright Act 1968, go to http://www.austlii.edu.au/au/legis/cth/consol_act/ca1968133/

National Vocational Education and Training Regulator Act 2011 (Commonwealth)



This Act was introduced in 2011 to establish a consistent registration and accreditation framework for Vocational Education and Training, by applying nationally agreed standards. For more information visit: <https://www.legislation.gov.au/Details/C2016C00859>

Equal Opportunity

- Queensland Anti-Discrimination Act 1991 - <https://www.legislation.qld.gov.au/view/pdf/2017-06-05/act-1991-085>

The objectives of Equal Opportunity legislation are to encourage the identification and elimination of discrimination, sexual harassment and victimisation and their causes, and to promote and facilitate the progressive realisation of equality. For more information go to: <http://www.equalitylaw.org.au/elrp/resources/>

Children, Youth and Families Legislation

- Queensland Child Protection Act 1999 - <https://www.legislation.qld.gov.au/view/pdf/inforce/2018-07-23/act-1999-010>

The objectives of the Children, Youth and Families legislation is:

- to provide for community services to support children and families.
- to provide for the protection of children
- to make provision in relation to children who have been charged with, or who have been found guilty of offences.

For more information visit: <https://aifs.gov.au/>

This section relates to students participating in an Apprenticeship or Traineeship with Racing Queensland (User Choice)

User Choice Program

What is the User Choice Program?

The Queensland User Choice program funds nationally recognised, accredited training and assessment services for Apprentices and Trainees. The initiative is designed particularly to support Employers who provide ongoing employment opportunities for Australian school-based and entry-level Trainees through a Traineeship or Apprenticeship contract.

Apprentices and Trainees can receive a maximum of two government funded contributions towards two qualifications under the User Choice program; however, the second qualification will only be funded if it has a higher priority ranking than the first qualification that has been completed. In addition, an Apprentice or Trainee can only receive one government contribution for a User Choice funded qualification at any single point in time. Information on priority levels can be found at <https://training.qld.gov.au/providers/funded/userchoice/pricing>

What is an Apprenticeship / Traineeship?

Many employers engage new entrants into their business through an Apprenticeship or Traineeship arrangement. Apprentices and Trainees can be either entry level workers – new to the job and keen to develop a range of new skills, or they may be existing workers who already have some of the skills for the job and are looking for recognition of current skills and developing new skills for their job.

An Apprenticeship/Traineeship must be relevant to the Trainee or Apprentice's current job role. Furthermore, apprenticeships and traineeships are only offered to people employed under full-time, part-time (15 hours per week) or school-based arrangements; continuing casual employment is **not** an option for an Apprenticeship or Traineeship.



Responsibilities for Apprenticeships or Traineeships

Department of Small Business, Employment and Training (DESBT), as the Funding body, have issued Fact Sheets for Employers and for Apprentices/Trainees. Full details can be accessed at:

Employer Responsibilities: https://desbt.qld.gov.au/data/assets/pdf_file/0025/7954/is13.pdf

Apprentice and Trainee Responsibilities:

https://desbt.qld.gov.au/data/assets/pdf_file/0009/8010/is3.pdf

Are you eligible to participate?

To be eligible for funding under the User Choice Program, participants must:

- ✓ have entered into a training contract for a qualification that is funded by the Department of Employment, Small Business and Training (DESBT) and registered in DESBT's registration system DELTA.
- ✓ have a contract commencement date or recommencement date on or after 1 July 2023
- ✓ undertake the Apprenticeship/Traineeship with a training provider that is approved by the department to deliver public-funded User Choice training and assessment services.

What are School-Based Apprenticeships / Traineeships?

School-Based Apprentices/Trainees combine their Year 10, 11 or 12 schooling with paid employment through a Traineeship/Apprenticeship. To become a School-Based Apprentice or Trainee the student's school must approve a schedule for education, training and employment. The training and/or employment must have an impact on the student's school timetable. This may occur in the following manner:

- paid employment undertaken during normal school hours, and/or
- training undertaken during normal school hours, and/or
- reducing the number of subjects studied to allow the student to work and/or train.

Upon the completion of Year 12, all active School-Based Apprentices and Trainees are automatically converted to full-time arrangements; Employers and Apprentices/Trainees may amend this to part time if required. If a School-Based Apprentice/Trainee is no longer at school, then they need to convert to either a part-time or full-time Apprenticeship/Traineeship.

Apprentices and Trainees can only receive a maximum of two government contributions, including a School-Based Apprenticeship or Traineeship.

Once the Apprentice/Trainee and Employer have agreed to enter into an Apprenticeship/Traineeship, all parties are required to sign a training contract as an agreement to work and train together for a length of time.

Upon commencement of the Apprenticeship/Traineeship there will be a probationary period (90 days for an apprentice and 30-60 days for a trainee) for all parties to assess their compatibility and suitability. Once the probation period is completed, the Apprentice/Trainee and their Employer are contracted to each other for the length of the training contract.

A School-Based Trainee/Apprentice, at the time of either, (a) completing their School-Based Traineeship/Apprenticeship or (b), changing from School-Based to either part-time or full-time (once they leave or complete High School), will be required to supply RQ with evidence of the hours they have worked in way of pay slips. The pay slips must show they have completed a minimum of 375 hours in each 12-month period / 7.5 hours per week, averaged over three-month periods.

What is a Training Record Book?

You will be issued with a Training Record Book at the commencement of your studies, which must always be kept up to date and in a safe place. The Training Record Book will be a history of your



training activity in the workplace and will be signed off as you achieve competency in each unit of study. The Training Record Book must be returned to RQ on completion or cancellation of the Apprenticeship/Traineeship. If the Training Record Book is lost, there will be a replacement cost of \$45 incurred by the Trainee. It will then be the responsibility of the Trainee/Apprentice to re-complete and re-submit all completed units of competency.

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

Do I need to contribute to the cost of training?

Students participating in the **User Choice Program** are required to contribute to the cost of tuition and this is payable to the training provider. The contribution fee is calculated at **\$1.60 per nominal hour for each Unit of Competency** delivered. The total fee will vary according to the range of units selected within each Apprenticeship/Traineeship qualification framework.

Students may be entitled to a partial exemption, a payment of 40% of the student contribution fee, if they fall into one or more of the following exemption categories:

- The student was or will be under the age of 17 at the end of February within the year in which the training is provided and the student IS NOT at school and HAS NOT completed Year 12.
- The student holds a health care card or pensioner card issued under Commonwealth law or is the partner or dependant of a person who holds either of those cards AND is named on the card.
- The student submits an official form under Commonwealth law confirming that the student or his/ her partner or the person of whom the student is a dependant, is entitled to concessions under a health care card or pensioner concession card.
- The student is an Aboriginal or Torres Strait Islander person.

Students may be entitled to a **full fee** exemption if they fall into one or more of the following categories:

- (a) Where payment of the student contribution fee would cause the student extreme financial hardship
- (b) Where the student is a School-Based Apprentice or Trainee.

If you are eligible for an exemption, please contact the Education Department

This section relates to students participating in Racing Queensland's Certificate III programs (C3G)

Certificate 3 Guarantee Program

What is the Certificate 3 Guarantee Program?

The Certificate 3 Guarantee is a Queensland Government initiative that provides a government subsidy to support eligible individuals to complete their first post-school Certificate III level qualification. The aim of the program is to assist working-age Queenslanders to complete a certificate III or higher-level qualification that leads to an employment outcome or advancement in the workplace. The Certificate 3 Guarantee program also supports Queensland's Year 12 graduates to transition to employment by providing fee-free training in high-priority qualifications.



Are you eligible to participate?

To be eligible for Certificate 3 Guarantee funding, a participant must:

- ✓ be aged 15 years or above, and no longer at school (with the exception of VET in Schools student)
- ✓ permanently reside in Queensland
- ✓ be an Australian citizen, Australian permanent resident (including humanitarian entrants), temporary resident with the necessary visa and on the pathway to permanent residency, or a New Zealand citizen.
- ✓ not hold or be undertaking a Certificate level III or higher qualification. This includes any Certificate level III or higher qualification, irrespective of whether the qualification is through a university degree, Apprenticeship or Traineeship pathway. (A Certificate level III qualification completed while at secondary school is not counted.)

Queensland Year 12 graduates are eligible for **fee-free training**, if they meet the above eligibility criteria and:

- ✓ have evidence of completing Year 12 in Queensland, for example, hold a Queensland Studies
- ✓ Authority issued senior statement or equivalent certification.
- ✓ enrol in a high-priority qualification under the program with a pre-qualified supplier.
- ✓ commence training within 12 months of graduating Year 12 (i.e., by the end of the calendar year after completing Year 12).

In addition, there is no minimum education requirement, other than the standard entry requirements specified for the selected qualification.

Subsidised training can only be accessed once under the Certificate 3 Guarantee initiative.

Am I eligible for a concession?

Students may be eligible for a concession if they fall into one of the following categories:

- ✓ The student holds a health care concession card or pensioner concession card issued under Commonwealth law or is the partner or a dependant of a person who holds a health care concession card or pensioner concession card and is named on the card.
- ✓ The student provides an official form under Commonwealth law confirming that the student, his or her partner, or the person of whom the student is a dependant, is entitled to concessions under a health care or pensioner concession card.
- ✓ The student is an Aboriginal or Torres Strait Islander.
- ✓ The student is a school Student and is enrolled in a VET in School program.
- ✓ The student has a disability.
- ✓ The student is an adult prisoner.

For more information on the Certificate 3 Guarantee program, including eligibility requirements, subsidy information, and concessional student status, please visit:

www.training.qld.gov.au/certificate3guarantee

Do I need to contribute to the cost of training?

Under the **Certificate 3 Guarantee** guidelines, students undertaking Certificate III level training will be required to contribute to the costs of their training through a co-contribution fee. The fee may be paid by the student or their Employer.

Training is provided **fee-free** if the student is:

- a Queensland Year 12 graduate undertaking high-priority qualifications
- a VET in School (VETiS) student



Please contact the Education Department for a full list of fees payable under Certificate 3 Guarantee.

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.

