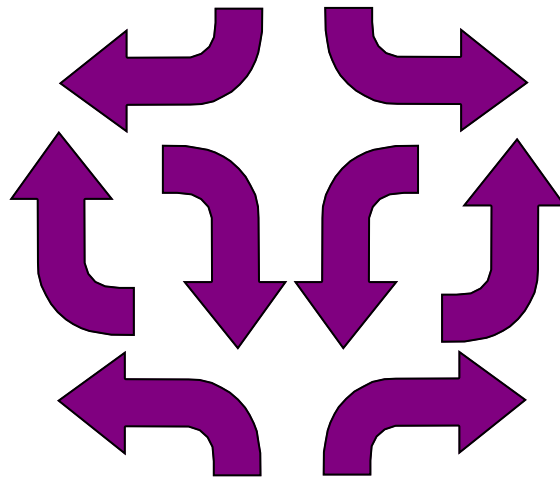


STUDENT HAND BOOK & INDUCTION

TD008



Trainee and supervisor/mentor should read the following carefully, if you are unsure or do not understand your responsibilities contact KASE Enterprises

KASE Enterprises Pty Ltd RTO Number 2973

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CODE OF PRACTICE

KASE Enterprises Pty Ltd is committed to meet the needs of the individual, community and industry in Vocational Education and Training.

This is achieved through the integration of access and equity.

KASE Enterprises is committed to access and equity for all students regardless of colour, race, gender or employer and ensures that all groups of people participate and benefit to the same level.

All people have equal access to services provided by this organization.

STEVE CUSACK
PRINCIPAL

About your Training - What to expect

The training you have enrolled in is what is called Competency Based Training (CBT). Each of the units contained in your Qualification have requirements for demonstration, skills and knowledge experience.

It focuses on the skills and knowledge an individual has, rather than on how they attained them. CBT gives individuals, businesses and industries greater choice and diversity in what, where and how they learn.

Whether training is undertaken in a classroom, college, workplace, laboratory, in the field, or a combination of any or all of these, it can result in a qualification, which is recognizable, portable and consistent across the country.

What an individual already knows is also taken into account, irrespective of how the knowledge and skills are gained.

A CBT system is primarily concerned with ensuring workers are equipped with the skills needed by industry, KASE achieves this by using the following methods:

Face to Face: As an RTO in a practical industry such Construction, it is a preferred method of KASE to visit our learners/RPL candidates at their place of work or at the very least in person at another location. This ensures relevant outcomes that align with the Learners current or future prospects/work life.

Correspondence: Some work can be completed via correspondence. KASE accepts paperwork submission via email or mail, validation of these submissions will be completed via face to face visits or skype if you are in a remote location or overseas

RPL: Recognition of Prior Learning is available to all learners, if you believe you have gained enough experience to be deemed competent in one or a number of competencies, we will assist you in your application to be recognised for this.

RPL assessment relies on the same process for conducting assessments but there is a greater reliance on indirect (i.e. formal qualifications) and/or supplementary (supervisor's report) forms of evidence. For example - an applicant's portfolio of evidence should hold previous achievements, certified copies of qualifications and references from people who are familiar with the person(s) being assessed.

This should be supplemented with direct evidence (observations, questions, performing set tasks) if there are doubts about the candidate's skills and knowledge. It is important that verification of the evidence collected and presented is authentic and current.

Credit

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Where you have already achieved units that are equivalent to or higher than the units within the enrolled Qualification, you will be granted a credit when you submit a copy of your previous Qualification and when this evidence is verified.

Training Visits

KASE aims to visit our Trainees every 4-6 weeks if you are in Southern or South Western QLD and every 6-8 weeks in areas outside of this. We understand jobs come up that are prioritised over training, we request to be informed within a reasonable timeframe and rescheduled to a later date.

The Assessment Process

Training and Assessment strategies

Integrated training involves the learning of underpinning knowledge and the skill required to attain competency. Some elements are common to most competencies.

Your Trainer will work through the learning material with you and **will** answer any questions you may have.

You will then be required to review the learning material, completing self-check exercises.

The Trainer will then review the learning and if you and/or your Trainer feel that you are competent at a particular competency, then an assessment can be conducted and evidence gathered.

As part of the assessment processes your Employer/Supervisor is required to complete a third party testimonial for each competency, which assesses your application of your knowledge and understanding.

You will be required as part of the assessment process to complete a self-assessment for each competency. This assesses the application of your knowledge and understanding.

Other assessment strategies include but not limited to:

- Demonstration
- Competencies/modules achieved at another Training Organisation's (Statements of Attainment)
- Examples of work
- Photographic evidence (verified)
- Letters, correspondence, references
- Oral/written questions

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There are different methods to be deemed competent. In some instances we will require demonstration, in others written and/or oral questions, in most cases we require both; but always with a Supervisor signoff.

All subjects will be assessed progressively on a competency basis.

Progressive assessment should be based on the following strategies:

- Projects/assignments written & practical
- Tests - written and/or oral and/or practical
- Skills performance testing - practical testing where appropriate
- Role play/class discussion
- Demonstration
- Third party assessment
- Self-assessment

If a student is deemed **not yet competent** at a particular competency, the student will be allowed to progress to other competencies where appropriate, but should be re-assessed when further skills/knowledge have been gained.

Workplace demonstration

At various points through your Traineeship/Enrolment you will be required to demonstrate your knowledge and skills through workplace demonstration and/or simulated demonstration. This is required of all participants and is non-negotiable.

Workbooks and training plan updates

Throughout your enrolment you will receive workbooks to assist with your learning. After each visit, where assessment is conducted; a Training plan update/field visit report will be generated and emailed to you.

This document records your progress throughout your entire Qualification and is one of the most important documents and therefore should be retained by you and available upon request by the State/Federal Authorities. You and your Employer will be required to sign the initial Plan and then one every 6 months, where the form does not have a signature, you will just need to keep it in your file.

Records to be kept

- I. This booklet (Student Induction/Handbook) - This document is your go-to for all information relating to your enrolment, it should be retained within your document wallet for reference at all times
- II. Training Plan and updates/field visit reports - You and your Employer will be required to sign the initial Plan and then one every 6 months, where the form does not have a signature, you will just need to keep it in your file
- III. Daily Log Book - this blue booklet should be completed for every day you work, you must outline in detail the job roles and tasks you have achieved each day
- IV. Training Log Book - We use the black wallets for you to keep your training records in, please keep this with you at your work and available upon request

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- V. Student visit/Training Record - a carbon copy document that outlines what was achieved at your training visit and what is required for your next visit

RPL

If you believe you have prior knowledge in any of the competencies within your Training Plan you are entitled to apply for Recognition of Prior Learning (RPL).

Inform your Trainer of the competencies you would like to RPL and we will give you the application forms and assist you in collecting evidence. It is your responsibility to collect and submit the forms and evidence for assessment in a timely manner (within 2 months from sign up). Once we receive these documents, we will assess them and inform you of the outcome within 1 month of submission. KASE decisions regarding your RPL eligibility are final. Under Traineeship arrangements, no Qualification can be 100% RPL, gap training will be required. If you fail to submit these documents within the 2 months allowed, training and assessment will take place. You may however, apply at a later date or throughout your Traineeship/enrolment.

Certificate Issuance

KASE is solely responsible for issuing your AQF Qualification and will issue your Certificate within 30 calendar days of completion of all assessment and paperwork requirements.

Where you have not completed all components of a Qualification, you will be issued with a Statement of Attainment listing the units you have achieved in full. These documents will be kept for a period of 30 years by the RTO, and you can access them by requesting a copy directly from admin@kase.com.au. In some instances you will be requested to provide evidence of your identity, for KASE to release your copy.

Feedback

KASE will send out what is called a Learner Questionnaire, you are required to complete this document and return to KASE in a timely manner. Where requested, you can ask for feedback on your progress at any point in your enrolment, please send the request in writing to admin@kase.com.au. It is a priority that you return all questionnaires/surveys where received.

WHS

You are required to adhere to all WHS, Safety and Workplace rules and guidelines for the safety of yourself and those around you. If you are unsure as to what these guidelines and rules are, you must ask the relevant persons within your workplace.

Code of Ethics

At no point is it acceptable for a Trainer, Trainee or Employer to discriminate against race, religion, gender, political or social beliefs and/or practices.

Support Services

Where applicable, KASE will direct you to the appropriate support services relevant to any support the individual may need that KASE cannot provide; this includes significant Learning, Literacy and Numeracy support needs or Government specific questions. It is the responsibility of the learner to discover the costs involved with these services with the relevant body.

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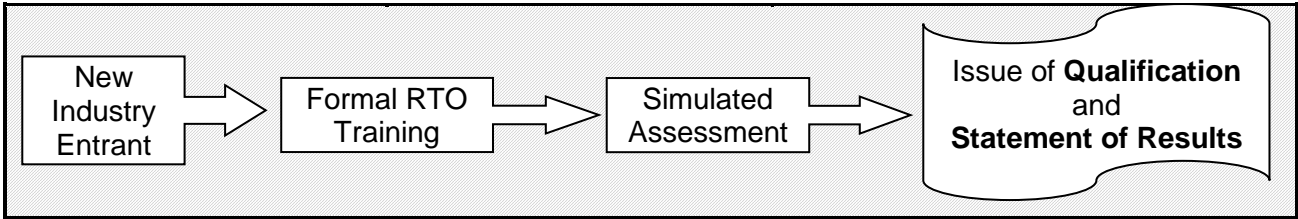
Pathways

All assessment must be done to a standard set by the Australian Quality Framework (AQF) to be valid and acceptable.

There are 3 main pathways that a formal qualification can follow. The main objective of each is to make sure that candidate is competent and that the evidence gathered meets the rules of evidence.

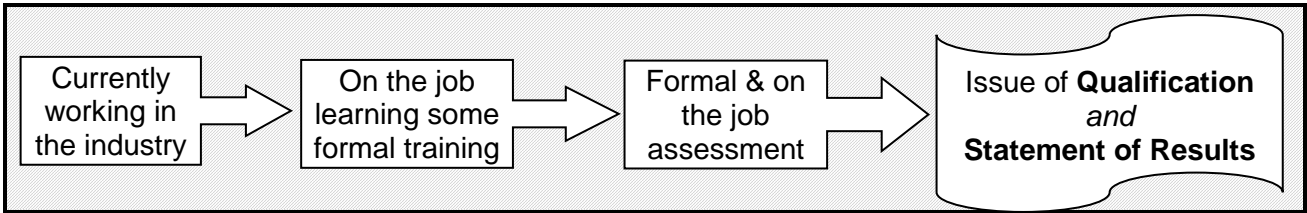
Formal Learning pathway

Usually used by School Based Trainees, School leaver or people with little or no industry experience.



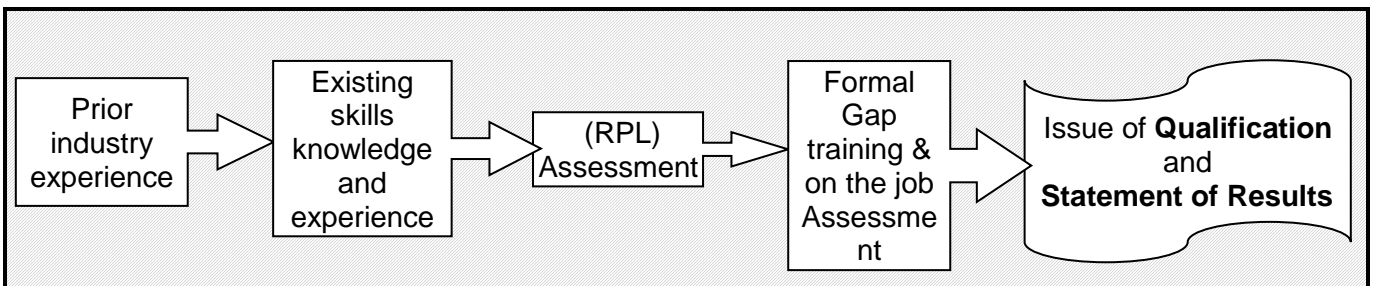
Workplace path way

Used by existing workers or people with a reasonable amount of industry experience and the opportunity to gain the required experience while working.



Recognition Pathway

Used by people with moderate to extensive industry experience, skills, knowledge and training. This process uses the Recognition of Prior Learning (RPL) and Recognition of Current Competency (RCC) processes to identify knowledge and or skill gaps and then provide training to bridge these.



Rules of Evidence

Evidence for assessment and RPL is needed to assess competence against the criteria. The

evidence that you will need to produce will need to be:

Current	Recent experience (last 5 years)
Valid	Proves your knowledge and skills
Authentic	Relates directly to you
Reliable	Includes a range of examples
Sufficient	Addresses all elements of each relevant competency

The evidence may be in a number of formats (must have at least three from the list below):

- Demonstration
- Self-Assessment
- Competencies/modules achieved at another Training Organisation; proved with valid Statements of Attainment
- Third party, i.e. documented support from a Supervisor
- Examples of work
- Photographic evidence (verified)
- Letters, correspondence, references

Volume of Learning

Volume of Learning is a process where the RTO assesses your current skills and knowledge to estimate the amount of Training required for you to meet the Assessment Requirements for the Qualification you are enrolled in.

The analysis is a form found in the Getting Started LLN booklet completed in your Induction, it is the responsibility of the Trainer to complete this form.

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RTO ROLES AND RESPONSIBILITIES

It is the responsibility of the RTO to remain compliant at all times with the requirements of the governing bodies in relation to all Training and Assessment practices, access and equity, WHS, AQF, NVETR Act and any other relevant contractual rules and obligations.

Access

The RTO will be available through our working hours which are Monday to Friday 8am to 3:30pm, outside these hours you may email or leave a message and we will get back to you when possible. Access to your records is available upon request in writing to admin@kase.com.au. Please note, you will need to personally request this information and may be required to prove your identity.

Feedback

KASE places a high value on student and employer feedback regarding training methods, learning material and personnel conduct. If there are any issues, please contact RTO admin or Management, you can find these contact details at the end of this document. KASE also has an Appeals and Complaints policy which can be found on our website: www.kase.com.au.

Fair and reasonable rulings

KASE adheres to the guidelines outlined in the Standards for RTO's 2015, DET PQS Agreement, AQF guidelines, NVETR Act and any other relevant contract, Standard and Law.

It is the Responsibility of KASE to act in good faith in all manners in performing its obligations under all agreements in delivering Training and Assessment and other VET services, and in claiming funding.

The RTO must:

- Act honestly
- Act reasonably
- Act fairly
- Act consistently with the spirit of the program
- Act in a way that best achieves the objectives of the agreement/enrolment

Fees, deposits, refunds -

Student Contribution Fees (Only for User Choice Trainees): The RTO is contractually bound to

charge SCT's or Tuition Fees. They are charged to the Trainee to encourage contribution to their own future pathways. For any given Traineeship Qualification under the User Choice Program; the range of fees are \$1000 - \$2500. KASE accepts payment plans and credit card payments.

For example: A Trainee who takes 18 months to complete their Qualification and the SCT fee is \$1500, a payment plan would be \$83.33 per month. SCT fees are calculated at \$1.60 per

nominal hour of the competencies selected within a Qualification, this varies for each individual

and will be explained upon Induction. Employers often opt to contribute to this fee on behalf of

their worker. Where a Trainee or Employer wish to pre-pay these fees, the maximum deposit

accepted by KASE is \$1500.00 which is kept in trust for 10 days after which this amount is non-

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refundable. A learner may apply for an exemption, they must meet the exemption criteria, these criteria are found in the Responsibilities of the Trainee section.

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Fee for service fees: This fee amount is negotiated between the relevant parties prior to commencement of RPL, training or assessment. There is a required deposit prior to commencement and the balance is to be paid upon completion. The Certificate will not be released until full payment is received.

Fee for service deposits: There is a pre-paid deposit required for FFS Learners prior to enrolment, this is non-refundable after the cooling off period (see below). The pre-paid deposit amount will not exceed \$1500.00 on any given enrolment

Refunds: FFS pre-paid deposit payments are refundable if requested within the cooling off period (see below), after this period, they are non-refundable.

SCT fees are refundable only for the hours not completed within the Qualification and which have been pre-paid. Monies paid for nominal hours completed are not refundable, nominal hours are explained further once a Training Plan is generated.

Cooling off period: Where payment has been made for a fee for service arrangement, KASE will hold the fee amount in trust for 10 days, after which the deposit is non-refundable.

Dissolution of RTO - In the event of the dissolution of the RTO, or where our registration is revoked, KASE will endeavour to find a suitable RTO to take over your enrolment and refund any monies owed as per pre-paid and refund policies outlined above.

Confidentiality- KASE will not disseminate your personal information to any bodies other than those required for data management purposes by DET, NCVET, ASQA or the relevant State body pertaining to your enrolment. Your records are kept securely and where required, destroyed in a secure manner.

RTO Rights - The RTO reserves the right to refuse engagement with a client where it sees it is unable to deliver satisfactory service, this might be due to location of the learner or exorbitant costs to the RTO, or for any other reason; this is at the RTO's discretion. The RTO further reserves the right to refuse or withdraw enrolment where it has deemed the client unfit to enrol or where continuation of the course would result in non-compliance with the relevant Standards, State Bodies or Qualification requirements, or for any other reason the RTO sees as significant. Where this situation would occur, the RTO will notify the appropriate party via written correspondence. The recipient has the opportunity to submit a complaint or appeal using our Appeals/Complaints Policy and Procedure found on our website. Where this occurs, the issue will be dealt with through the established Appeals/Complaints Policy.

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Responsibilities of the Trainee

- I. Attend work, do your job and follow Employer instructions, as long as they are lawful
- II. Work towards achieving the Qualification stated in your enrolment
- III. Undertake any training and assessment in your Training Plan
- IV. Respond to any communication from your RTO in a timely manner
- V. Notify your RTO of any issues, questions and needs you have in writing
- VI. Be aware that when accessing Queensland Government subsidised training, it is a requirement that you must complete a student training and employment survey within three months of completing or discontinuing your training

Unique Student Identifier (USI)

Since 2015, every learner who is undertaking AQF training and assessment is required to have what is called a USI number. If you already have one, please fill out the USI Section in the Getting Started booklet at your induction. If you do not have a USI number, your Trainer **will** guide you in creating one or you can opt to have KASE admin create a USI on your behalf. If you choose the latter option, you **MUST** read and complete the US\ section in the Getting Started Section.

Fee, deposits and refunds

A contribution to the cost of training and assessment services - called a co-contribution fee or SCT- must be made by students undertaking a Certificate III/IV level vocational qualification and non-concessional students undertaking certificate I and/or II level vocational qualifications under the User Choice Program.

******The fee may be paid on behalf of the student by a third party unrelated to the PQS (for example, the Employer), but cannot be paid or waived by the PQS (whether directly or indirectly), unless approved in writing by the department. The fee amount is a decision for the PQS.

Concessional/Partial Exemption student status applies when:

- a. the student holds a Health Care or Pensioner Concession Card issued under Commonwealth law, or is the partner or a dependent of a person who holds a Health Care or Pensioner Concession Card and is named on the card
- b. The participant was or will be under 17 year of age at the end of February in the year in which the PQS provides training, and is not at school and has not completed year 12
- c. The student provides the PQS with an official form under Commonwealth law confirming that the student, their partner or the person of whom the student is a dependent is entitled to concessions under a Health Care or Pensioner Concession Card
- d. The student is an Aboriginal or Torres Strait Islander
- e. The student is a school student and is enrolled in a VETiS program (may include young people in detention)
- f. The student has a disability
- g. The student is an adult prisoner

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For concessional status, it is the responsibility of the PQS to verify at enrolment and hold evidence of a student's eligibility, where a participant has concessional status, the fee will be decreased to 40% of the total amount.

Full Exemption student status is when:

- a) Where payment of the SCT fee would cause extreme financial hardship, the PQS can waive these fees
- b) For units that are credit transfers or where national recognition has been applied
- c) The participant is school-based
- d) The participant is undertaking a qualification as part of the Skilling Queenslanders for Work-Work Skills Traineeship program (not applicable to KASE)

Student Contribution Fees (Only for User Choice Trainees): SCT's or Tuition Fees are charged to the Trainee to encourage contribution to their own future pathways. For any given Traineeship Qualification under the User Choice Program; the range of fees are \$1000 - \$2500. KASE accepts payment plans and credit card payments.

For example: A Trainee who takes 18 months to complete their Qualification and the SCT fee is \$1500, the payment plan would be \$83.33 per month. SCT fees are calculated at \$1.60 per nominal hour of the competencies selected within a Qualification, this varies for each individual and will be explained upon Induction. Employers often opt to contribute to this fee on behalf of their worker. Where a Trainee or Employer wish to pre-pay these fees, the maximum deposit accepted by KASE is \$1500.00 which is kept in trust for 10 days after which this amount is non-refundable.

Fee for service fees: This fee amount is negotiated between the relevant parties prior to commencement of RPL, training or assessment. There is a required deposit prior to commencement and the balance is to be paid upon completion. The Certificate will not be released until full payment is received.

Fee for service deposits: There is a pre-paid deposit required for FFS Learners prior to enrolment, this is non-refundable after the cooling off period (see below). The pre-paid deposit amount will not exceed \$1500.00 on any given enrolment

Refunds: FFS pre-paid deposit payments are refundable if requested within the cooling off period (see below), after this period, they are non-refundable.

SCT fees are refundable only for the hours not completed within the Qualification and which have been pre-paid. Monies paid for nominal hours completed are not refundable, nominal hours are explained further once a Training Plan is generated.

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Cooling off period: Where payment has been made for a fee for service arrangement, KASE will hold the fee amount in trust for 10 days, after which the deposit is non-refundable.

As a Trainee, you are still a consumer, this means the following:

The ACCC states that services must:

- Be provided with acceptable care and skill or technical knowledge and taking all necessary steps to avoid loss and damage
- Be fit for the purpose or give the results that you and the business had agreed to
- Be delivered within a reasonable time when there is no agreed end date

Where a consumer considers these guidelines were not met, please refer to our Appeals/Complaints Policy found at www.kase.com.au

Please be aware that consumer guarantees do not apply where the consumer:

- Asked for a service to be done in a certain way against the advice of the business or were unclear about what you wanted
- Got what you asked for but simply changed your mind, found it cheaper somewhere else, decided you did not like the purchase or had no use for it

Complaints and Appeals

Complaints and Appeals Policy

The intention of this Complaints and Appeals Policy is to ensure all parties involved receive fair, adequate and efficient channels, support and responses to any issues with the aim to manage and respond to allegations involving the conduct of:

- a) The RTO, its trainers, assessors or other staff
- b) A third party providing services on the RTO's behalf, its trainers, assessors or other staff, or
- c) A learner of the RTO

This policy ensures that the principles of natural justice and procedural fairness are followed by allowing anyone subject to a decision by KASE, or anyone who has allegations made against them, to tell their side of the story before a decision is made.

KASE maintains fairness in this process by ensuring that the decision-maker in each case is independent of the decision being reviewed i.e. A complaint regarding a Trainer will not be reviewed by the Trainer who the complaint is about.

The definition of an Appeal is where: An Appellant is appealing the decision of the RTO in regards to Training and Assessment decisions.

The definition of a Complaint is: Where a complainant has a complaint regarding the conduct of the RTO, its trainers, assessors or other staff.

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Complaints and Appeals Process

Where an Appellant/Complainant considers a complaint or appeal is warranted; the appellant or complainant is to complete the Appeals/Complaints Form (see below for where to find the form) and submit to admin@kase.com.au. The form can also be mailed to the address below or handed over in person.

The process is as follows:

1. Once RTO receives the Appeals/Complaints Form KASE will acknowledge receipt of appeal/complaint via written correspondence by the channel indicated in the form by the appellant/complainant within 4 working days.
2. The appeal/complaint will be handled as per the RTO's internal process and an outcome of or resolution to the appeal/complaint will be received within 60 calendar days of receipt of Appeals/Complaints Form.
3. Where the appeal/complaint is unable to be resolved by the RTO's internal procedure within this timeframe, the RTO will notify the appellant/complainant of this and state the reasons why. The appellant/complainant will be invited to give feedback regarding acceptance of the terms of the extension or to express rejection of the time extension and request for third party intercession.
4. Where an individual mediator is required either within the 60 calendar day turnaround or outside of this, the RTO will contact a Third Party entity and advise the appellant/complainant in writing of the details, a fee may be involved in the engagement of a third party mediator.
5. The fee amount will be sourced whereupon the appellant/complainant will be informed of the costs prior to engaging the third party and requested to confirm in writing whether they agree or disagree for the process to continue in full knowledge that they may be liable to receive an invoice for this service.
6. Where an individual mediator has found the RTO to be the responsible party, the RTO **will** bear the costs of the mediator's fee.
7. Where the appeal/complaint has been assessed to be unfounded and/or unreasonable, **the appellant/complainant will be invoiced the amount charged by the mediator.**
8. Where the resolution is accepted by the appellant/complainant and the RTO, the RTO will have 60 calendar days to close out the appeal/complaint in full and total resolution. The appellant/complainant **will** be advised in writing of the close out of the matter.
9. If the resolution is not to the appellant/complainants satisfaction, they may contact the Governing body relating to the matter, they are as follows:

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

DET: <https://training.qld.gov.au/apprenticeshipsinfo/apprentices/advice-support/general-problems>

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ACCC: <https://www.accc.gov.au/consumers/complaints-problems/make-a-consumer-complaint>

The Appeals/Complaints Form can be found:

- www.kase.com.au
- Request a copy from admin at admin@kase.com.au

Mailing Address:

KASE Enterprises Pty Ltd

C/- Quality Manager

PO Box 737

Mount Gravatt QLD 4122

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Responsibilities of Employers

Where a Traineeship arrangement is in place, it is the responsibility of the Employer to:

- I. Provide the appropriate facilities and experienced people to facilitate the training and supervise the Trainee while at work in accordance with the Training Plan content
- II. Make sure the Trainee receives on-the-job training and assessment in accordance with the Training Plan
- III. Provide the work that is relevant and appropriate to the vocation and also to the achievement of the qualification in which the Trainee is enrolled
- IV. Release the Trainee from work and pay the appropriate wages to attend any training and assessment specified in the Training Plan
- V. Meet all WHS, Safety, wage and condition requirements under the relevant employment arrangements
- VI. Work with the RTO and Trainee to make sure the Training Plan is followed and keep training records up-to-date
- VII. Complete and return any forms and updates received by the RTO in a timely manner
- VIII. Monitor and support the Trainee's progress
- IX. Let the relevant State/Federal Training Authority and the RTO know within five working days if the Training Contract has been jeopardised
- X. Complete and return the Employer Questionnaire

For fee for service arrangements:

- I. Provide the appropriate facilities and experienced people to facilitate the training and supervise the Trainee while at work in accordance with the Training Plan content
- II. Make sure the Trainee receives on-the-job training and assessment in accordance with the Training Plan
- III. Provide the work that is relevant and appropriate to the vocation and also to the achievement of the qualification in which the Trainee is enrolled
- IV. Endeavour to provide requested paperwork within a timely manner, where you foresee you will not have the paperwork available in a timely manner, you must notify the RTO of this in writing
- V. Meet all WHS, Safety, wage and condition requirements under the relevant employment arrangements
- VI. Complete and return any forms and updates received by the RTO in a timely manner
- VII. Complete and return the Employer Questionnaire

Fees, deposits, refunds, funding advice

Student Contribution Fees (Only for User Choice Trainees): SCT's or Tuition Fees are charged to the Trainee to encourage contribution to their own future pathways. For any given Traineeship Qualification under the User Choice Program, the range of fees are \$1000-\$2000. KASE accepts payment plans and credit card payments.

For example: A Trainee who takes 18 months to complete their Qualification and the SCT fee is \$1500, the payment plan would be \$83.33 per month. SCT fees are calculated at \$1.60 per nominal hour of

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the competencies selected within a Qualification, this varies for each individual and will be explained upon Induction. Where a Trainee or Employer wish to pre- pay these fees, the maximum deposit accepted by KASE is \$1500.00 which is kept in trust for 10 days after which this amount is non-refundable.

Fee for service fees: This fee amount is negotiated between the relevant parties prior to commencement of RPL, training or assessment. There is a required deposit prior to commencement and the balance is to be paid upon completion. The Certificate will not be released until full payment is received.

Fee for service deposits: There is a pre-paid deposit required for FFS Learners prior to enrolment, this is non-refundable after the cooling off period (see below). The pre-paid deposit amount will not exceed \$1500.00 on any given enrolment

Refunds: FFS pre-paid deposit payments are refundable if requested within the cooling off period (see below), after this period, they are non-refundable.

SCT fees are refundable only for the hours not completed within the Qualification and which have been pre-paid. Monies paid for nominal hours completed are not refundable, nominal hours are explained further once a Training Plan is generated.

Cooling off period: Where payment has been made for a fee for service arrangement, KASE will hold the fee amount in trust for 10 days, after which the deposit is non-refundable.

Complaints and Appeals

Complaints and Appeals Policy

The intention of this Complaints and Appeals Policy is to ensure all parties involved receive fair, adequate and efficient channels, support and responses to any issues with the aim to manage and respond to allegations involving the conduct of:

- a. The RTO, its trainers, assessors or other staff
- b. A third party providing services on the RTO's behalf, its trainers, assessors or other staff, or
- c. A learner of the RTO

This policy ensures that the principles of natural justice and procedural fairness are followed by allowing anyone subject to a decision by KASE, or anyone who has allegations made against them, to tell their side of the story before a decision is made.

KASE maintains fairness in this process by ensuring that the decision-maker in each case is independent of the decision being reviewed i.e. A complaint regarding a Trainer will not be reviewed by the Trainer who the complaint is about.

The definition of an Appeal is where: An Appellant is appealing the decision of the RTO in regards to Training and Assessment decisions.

The definition of a Complaint is: Where a complainant has a complaint regarding the conduct of the RTO, its trainers, assessors or other staff.

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Complaints and Appeals Process

Where an Appellant/Complainant considers a complaint or appeal is warranted; the appellant or complainant is to complete the Appeals/Complaints Form (see below for where to find the form) and submit to admin@kase.com.au, the form can also be mailed to the address below or handed over in person.

The process is as follows:

1. Once RTO receives the Appeals/Complaints Form KASE will acknowledge receipt of appeal/complaint via written correspondence by the channel indicated in the form by the appellant/complainant within 4 working days
2. The appeal/complaint will be handled as per the RTO's internal process and an outcome of or resolution to the appeal/complaint will be received within 60 calendar days of receipt of Appeals/Complaints Form
3. Where the appeal/complaint is unable to be resolved by the RTO's internal procedure within this timeframe, the RTO will notify the appellant/complainant of this and state the reasons why. The appellant/complainant will be invited to give feedback regarding acceptance of the terms of the extension or to express rejection of the time extension and request for third party intercession
4. Where an individual mediator is required either within the 60 calendar day turnaround or outside of this, the RTO will contact a Third Party entity and advise the appellant/complainant in writing of the details, a fee may be involved in the engagement of a third party mediator
5. The fee amount will be sourced whereupon the appellant/complainant will be informed of the costs prior to engaging the third party and requested to confirm in writing whether they agree or disagree for the process to continue in full knowledge that they may be liable to receive an invoice for this service
6. Where an individual mediator has found the RTO to be the responsible party, the RTO will bear the costs of the mediator's fee
7. Where the appeal/complaint has been assessed to be unfounded and/or unreasonable, ***the appellant/complainant will be invoiced the amount charged by the mediator***
8. Where the resolution is accepted by the appellant/complainant and the RTO, the RTO will have 60 calendar days to close out the appeal/complaint in full and total resolution. The appellant/complainant will be advised in writing of the close out of the matter
9. If the resolution is not to the appellant/complainant's satisfaction, they may contact the Governing body relating to the matter, they are as follows:

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

DET: <https://training.qld.gov.au/apprenticeshipsinfo/apprentices/advice-Support/genera1-problems>

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ACCC: <https://www.accc.gov.au/consumers/complaints-problems/make-a-consumer-complaint>

The Appeals/Complaints Form can be found:

- www.kase.com.au
- Request a copy from admin at admin@kase.com.au

Mailing Address:

KASE Enterprises Pty Ltd

C/- Quality Manager

PO Box 737

Mount Gravatt QLD 4122

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Resources

Student counselling and support

KASE Enterprises will conduct a Language, Literacy and Numeracy assessment to assess student requirements and needs in these areas.

Individual support is offered by KASE Enterprises on a needs basis and available on demand. If any further in-depth counselling is required, the trainee is referred to a professional counsellor. All counselling services are confidential.

Contacts for counselling services can be obtained from KASE Enterprises.

Health and Safety

All participants must follow the appropriate WHS rules and regulations.

All accidents to any student during the course of study should be reported.

Further information Regarding WHS can be found in the Work Health and Safety Act 2011.

Rules and Regulations

Appropriate Personal Protective Equipment (PPE) must be worn at all times.

All participants must behave appropriately to fellow participants, trainers and the public.

Smoking is prohibited in buildings used for training by KASE Enterprises; eating food is also prohibited in the classrooms.

Alcohol is not permitted for student consumption and a reasonable standard of dress is expected for attendance at all courses.

Disciplinary Action may be taken where appropriate.

Fire Alarm Procedures

1. Move immediately to the nearest safe exit leading to the outside of the building
2. Do not stop under any circumstances. Emergency personnel will attend to injuries
3. Do not use lifts, but descend stairs no more than two abreast, keeping to the left
4. Assemble outside and wait until instructed by an authorised person before re-entering the building

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CODE OF ETHICS

Educational standards

KASE Enterprises adopts policies and_ management practices which maintain high professional standards in the delivery of Vocational Education and Training services.

KASE Enterprises ensures that qualified and experienced instructors/trainers are selected to develop and implement training courses and resources and that instructors/trainers are encouraged and assisted to maintain and improve their own professional standards.

KASE Enterprises continually monitors and supports all staff to evaluate and improve their course content and delivery to maintain quality excellence, which safeguards the interest and welfare of trainees.

Marketing

KASE Enterprises will continually promote their programs and staff with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons will be drawn with any other provider or course.

Third Party Representatives

KASE Enterprises Pty Ltd does not engage third party entities to act on its behalf in any way.

Trainee Information

KASE Enterprises will freely provide accurate, relevant and up-to-date information to trainees prior to commencement of courses.

This document includes the Code of Practice, admissions procedures and criteria, refund policy, total costs/fees to trainees, certification to be issued to the trainee on completion of the course, competencies to be achieved by trainees, assessment procedures, arrangements for the recognition of prior learning, grievance and appeals procedures, facilities, equipment and trainee support services.

Recruitment

Recruitment of trainees will be conducted at all times in an ethical and responsible manner and consistent with the requirements of the curriculum. KASE Enterprises ensures that trainee selection decisions comply with equal opportunity legislation.

Appropriately qualified staff will assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course, based on the applicant's qualifications and proficiency's. KASE Enterprises ensures that trainee selection decisions comply with equal opportunity legislation.

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Access and Equity

KASE Enterprises is committed to the principle of Access and Equity in Vocational Education and Training.

This Policy represents KASE Enterprises' commitment to maximise access, participation and outcomes for all people involved in our education and training programs.

KASE Enterprises will:

- Provide training programs and services that are accessible to all people
- Provide participants with opportunities to be involved in the planning and decision-making processes on matters that affect them
- Deliver relevant and balanced range of high quality training programs and support services that account for the diversity of clients and the needs of people under-represented in vocational education and training
- Strive to enable members of equity groups to successfully participate in Vocational Education and Training
- Provide opportunities for all people to achieve outcomes that meet their personal goals
- Provide training and support services in an environment free from harassment
- Implement changes and improvement to meet access and equity needs

Important contact details for Trainees and Employers

Phone and numbers below or follow this link:

<http://apprenticeshipsinfo.gld.gov.au/business/employ-apprentice/five-steps.html>

- Fair Work Infoline on 13 13 94 in relation to wages
- Apprenticeships Info on 1800 210 210

Guarantee

KASE Enterprises will honour all guarantees and undertakings, stated or implied in this Code of Ethics.

International students

Training and Assessment of International students is available where the RTO considers it can meet the needs of the participants and can maintain the RTO's ethics and standard of training.

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Learning Aids

A number of learning aids have been built into the Learning Material to help the Trainee.

They include:

- Activities so that you can apply what you have learnt
- Self-Checks to enable you to test your learning and give you feedback to help you to progress

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Relevant Legislation

Anti-Discrimination Act 1991

The Queensland Anti-Discrimination Act 1991 prohibits discrimination on the basis or:

- Sex
- Marital status
- Pregnancy
- Parental status-
- Breastfeeding
- Age
- Race, colour or ethnic origin
- Impairment or disability (past or present)
- Religion
- Political belief or activity
- Trade union activity
- Lawful sexual activity
- Association with, or relation to, a person who has any of the above attributes

Workplace Harassment Definitions

1. A person is subjected to 'workplace harassment' if the person is subjected to repeated behaviour, other than behaviour amounting to sexual harassment, by a person, including the person's Employer or a co-worker or group of co-workers of the person that-
 - a. is unwelcome and unsolicited; and
 - b. the person considers to be offensive, intimidating, humiliating or threatening; and
 - c. a reasonable person would consider to be offensive, humiliating, intimidating or threatening
2. 'Workplace harassment' does not include reasonable management action taken in a reasonable way by the person's employer in connection with the person's employment.
3. In this section - 'sexual harassment' see the [Anti-Discrimination Act 1991](#)

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4. This definition is intended to cover a wide range of behaviours that can have an adverse impact on the workplace health and safety of workers and other persons. Harassing behaviours can range from subtle intimidation to more obvious aggressive tactics.

Detailed below are examples of behaviours that may be regarded as workplace harassment, if the behaviour is repeated or occurs as part of a pattern of behaviour. This is not an exhaustive list - however, it does outline some of the more common types of harassing behaviours.

Examples include:

- Abusing a person loudly, usually when others are present
- Repeated threats of dismissal or other severe punishment for no reason
- Constant ridicule and being put down
- Leaving offensive messages on email or the telephone
- Sabotaging a person's work, for example, by deliberately withholding or supplying incorrect information, hiding documents or equipment, not passing on messages and getting a person into trouble in other ways
- Maliciously excluding and isolating a person from workplace activities
- Persistent and unjustified criticisms, often about petty, irrelevant or insignificant matters
- Humiliating a person through gestures, sarcasm, criticism and insults, often in front of customers, management or other workers
- Spreading gossip or false, malicious rumours about a person with an intent to cause the person harm

There are bound to be occasional differences of opinion, conflicts and problems in working relationships - these are part of working life. However, if the workplace behaviour is repeated, unwelcomed and unsolicited, and offends, intimidates, humiliates or threatens a person, then workplace harassment exists and action must be taken to stop the behaviour.

Discrimination and sexual harassment

In the event of unlawful discrimination, vilification or sexual harassment, a complaint may be made to the:

- Anti-Discrimination Commission Queensland under the *Anti-Discrimination Act 1991*
- Federal Human Rights and Equal Opportunity Commission under the *Commonwealth Disability Discrimination Act 1992, Racial Discrimination Act 1975 or Sex Discrimination Act 1984*

This Act includes discrimination on the basis of the following attributes- (a) sex; (b) relationship status; (c) pregnancy; (d) parental status; (e) breastfeeding; (f) age; (g) race; (h) impairment; (i) religious belief or religious activity; (j) political belief or activity; (k) trade union activity; (l) lawful sexual activity; (m) gender identity; (n) sexuality; (o) family responsibilities; (p) association with, or relation to, a person identified on the basis of any of the above attributes.

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Vilification refers to a public act which incites hatred towards, serious contempt for, or severe ridicule of, a person or group of persons on the ground of the race, religion, sexuality or gender identity of the person or members of the group.

Sexual harassment is any form of unwelcome attention of a sexual nature that is humiliating, intimidating or offensive.

Bullying

Workplace bullying is the 'repeated less favourable treatment of a person by another or others, which may be considered unreasonable and inappropriate workplace practice.' Workplace bullying is behaviour that can intimidate, offend, degrade or humiliate an employee.

Bullying can occur between:

- A senior staff member or supervisor
- Co-workers

Behaviours that may constitute bullying include (but are not limited to):

- Assault, pushing or unwanted physical contact
- Yelling, screaming, swearing or abuse
- Personal insults or threats
- Inappropriate comments about appearance or slandering family members or friends.
- Offensive jokes, spreading malicious rumours or practical jokes
- Tampering with personal effects or work equipment
- Public reprimands or belittling
- Constant criticism or trivial fault finding
- Ostracising and isolating an employee
- Deliberately over-working or under-working an employee
- Deliberately withholding work related information
- Excessive supervision
- Singling out and treating one employee differently from other employees
- Inappropriately threatening the loss of employment or a cut back in work hours

Workplace Health and Safety Act 2011

The Workplace Health and Safety Act 2011 places obligations on certain persons to ensure workplace health and safety.

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Workplace health and safety is ensured when persons are free from death, injury or illness (and the risk of death, injury or illness) created by workplaces, relevant workplace areas, work activities or plant or substances for use at a workplace.

Ensuring workplace health and safety involves identifying and managing exposure to risks at the workplace.

Vocational Education Training and Employment Act 2011

The Vocational Education, Training and Employment Act 2011 was introduced by the Queensland Government to provide a legislative foundation for flexible high quality training to support Queensland's workforce, both now and in the future.

The legislation has introduced better regulation of the apprenticeship and traineeship system and a more effective structure for providing advice on vocational education, training and employment matters to the government.

The objectives of the Vocational Education, Training and Employment Act 2011 are:

- To establish a system for the effective and efficient provision of high quality vocational education and training to meet the immediate and future needs of industry and the community
- To provide mechanisms for employees, employers, associations of employees or employers, and the community, to advise government on vocational education and training needs and priorities to meet those needs
- To support the continued development of high quality training by and within industry
- To facilitate the provision of vocational education and training that is relevant to employment and encourages the generation of employment opportunities
- To regulate the registration of training organisations within the State
- To meet the State's obligations under national training arrangements about vocational education and training

The Training and Employment Recognition Council is responsible for registration and regulation of training organisations, apprenticeships, traineeships, and vocational placements, as well as course accreditation, their website is training.gov.au.

The Vocational Education, Training and Employment Act 2011 requires the Training and Employment Recognition Council to advise on policy and guidelines for issues including the registration and regulation of training organisations and training contracts, the accreditation of courses, and the regulation of accredited courses. The Act states that in performing its function or exercising its powers, the council must comply with all approved guidelines.

The Vocational Education, Training and Employment Act 2011 was known previously as the Training and Employment Act 2000.

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Assistance Available

Trainers at KASE Enterprises are available every Friday from 8.30 am to 4 pm for training and assistance, and they can be contacted on 07 3343 3733

To assist you with training your Trainees on the job, the following additional information has been provided.

Contact Persons and Numbers

Steve Cusack

Kate Cusack

Kase Enterprises

PO Box 737

Mt Gravatt, Qld. 4122

P: 07 3343 3733

admin@kase.com.au

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