



VET Student Handbook



NAMBOUR
STATE COLLEGE

Contents

1. Welcome to Nambour State College	5
1.1 About Us.....	5
1.2 How to Contact Us.....	5
1.3 What We Deliver.....	6
2. Getting Started.....	7
2.1 RTO and Course Information.....	7
2.2 Advice about suitability	7
2.3 Enrolment Requirements	8
3.1 Academic and Study Support	10
3.2 Wellbeing and Personal Support	10
3.3 Disability and Access Support	12
3.4 Cultural and Linguistic Diversity Support.....	12
3.5 First Nations Student Support.....	12
4. Inclusive Learning and Reasonable Adjustment.....	13
4.1 What is a Reasonable Adjustment.....	13
4.2 How to Request an Adjustment	13
4.3 Disability Disclosure (Optional).....	14
4.4 What Happens After Disclosure	15
4.5 When Adjustments Are Not Possible	15
4.6 Confidentiality and Support.....	15
5. Your Training Journey.....	16
5.1 Training Delivery Modes	16
5.2 Structured Learning Approach	16
5.4 Work Placements (if applicable)	17
5.5 Learning Resources, Facilities and Equipment	17
6. Assessment and Progress	18
6.1 Assessment Types and Expectations	19
6.2 Feedback and Reassessment	19
6.3 Progress Monitoring	19
6.4 Reasonable Adjustment to Assessment	20
7. Recognition and Credit.....	21
7.1 Recognition of Prior Learning (RPL)	21
7.2 Credit Transfer.....	22
8. Your Rights and Responsibilities.....	23
8.1 Respectful Behaviour and Student Conduct	23

8.2 Academic Integrity – Cheating and Plagiarism.....	24
8.3 Student Misconduct	24
8.4 Health and Safety Obligations	25
8.5 Privacy and Information Protection	26
9. Feedback, Complaints and Appeals	28
9.1 Providing Feedback.....	28
9.2 Making a Complaint.....	29
9.3 Appealing a Decision	30
9.4 External Resolution Options	31
10. Certification, Records and Course Completion	32
10.1 Issuing Qualifications and Statements of Attainment	32
10.2 Requesting Replacement Certificates.....	32
10.3 Accessing Your Student Records	33
10.4 Withdrawals and Early Exits	34
11. Fees and Refunds.....	35
11.1 Refund Eligibility and Processes.....	35
11.2 Withdrawals	36
Withdrawal Due to Illness or Hardship	36
12. Changes That May Affect You.....	38
12.1 Training Product Updates	38
13. If Another Organisation Is Involved in Your Training.....	39
13.1 What Is a Third Party?	39
13.2 What You Will Be Told.....	39
13.3 Who Is Responsible.....	39
Appendix A	41
Information from the Standards for NVR RTOs 2025.....	41

1. Welcome to Nambour State College

Welcome to the Nambour State College Registered Training Organisation (RTO).

Thank you for choosing to undertake a nationally recognised Vocational Education and Training (VET) qualification with us. Nambour State College is committed to providing high-quality training that prepares students with the knowledge, skills and practical experience required for further education, training and employment.

This Student Handbook has been developed to help you understand:

- your rights and responsibilities as a VET student
- the services and support available to you
- how your training and assessment will be delivered
- the policies and procedures that apply while undertaking VET studies
- the nationally recognised qualifications delivered by the College.

Students should read this handbook carefully before commencing their qualification and retain it for future reference. Additional information can be obtained from your VET teacher, the Head of Department Technologies or the RTO Manager.

1.1 About Us

Nambour State College is a Queensland Government school and a Registered Training Organisation (RTO) authorised by the Queensland Curriculum and Assessment Authority (QCAA) to deliver nationally recognised vocational education and training.

The College delivers VET qualifications to senior secondary students as part of their Queensland Certificate of Education (QCE) pathway.

Our commitment is to provide quality vocational education that:

- meets the Standards for Registered Training Organisations (RTOs) 2025
- reflects current industry practices
- provides supportive and inclusive learning environments
- prepares students for employment, apprenticeships, traineeships and further education.

RTO Code: 30084

School: Nambour State College

Website: <https://namboursc.eq.edu.au/>

Address: 1 Carroll Street, Nambour QLD

Phone: (07) 545 4111

1.2 How to Contact Us

For assistance regarding your VET qualification, students should first speak with their VET teacher.

Further assistance is available from:

- Head of Department Technologies
- RTO Manager
- Deputy Principal (Senior School)
- Student Services
- Guidance Officer

1.3 What We Deliver

Nambour State College delivers nationally recognised qualifications that are listed on its current Scope of Registration.

Current qualifications are published annually in the Senior Curriculum Handbook and on the College website.

Students receive information before enrolment regarding:

- qualification code and title
- course duration
- mode of delivery
- assessment requirements
- work placement requirements (where applicable)
- entry requirements
- pathways into employment or further study
- any applicable fees or resource costs.

Students are encouraged to discuss qualification choices with parents/carers, teachers and the Senior Schooling Team before finalising subject selections.

2. Getting Started

This section explains what happens before you enrol and what information and documents you'll need to begin your training with **Nambour State College**.

2.1 RTO and Course Information

Prior to enrolment, students receive sufficient information to make an informed decision about their chosen qualification.

Information is provided through:

- this Student Handbook
- the Senior Curriculum Handbook
- subject selection interviews
- SET Plan meetings
- information evenings
- meetings with teachers and Heads of Department
- the College website.

Information includes:

- qualification details
- delivery arrangements
- assessment requirements
- available support services
- fees (where applicable)
- workplace learning requirements
- Recognition of Prior Learning (RPL)
- Credit Transfer
- complaints and appeals processes
- expected outcomes and pathways.

2.2 Advice about suitability

Prior to enrolment, students discuss their existing skills, interests and career goals through the school's Senior Education and Training (SET) planning process.

Teachers consider whether students have the skills and capabilities necessary to successfully complete the qualification.

Where appropriate, this may include consideration of:

- language, literacy and numeracy skills
- digital literacy
- previous learning
- career aspirations
- learning support requirements.

Where a qualification is not considered suitable, students will be advised of alternative learning pathways or additional support available.

2.3 Enrolment Requirements

To enrol in a VET qualification students must:

- complete the school's subject selection process
- complete all required enrolment documentation
- provide or obtain a Unique Student Identifier (USI)
- provide accurate personal details required under AVETMISS reporting requirements.

Students must also provide information including:

- legal name
- date of birth
- address
- emergency contact details
- previous education
- language background
- Aboriginal and Torres Strait Islander status
- disability or learning support needs (optional)
- USI

Students are inducted into their qualification at the commencement of training. During induction they receive information about:

- the qualification
- assessment requirements
- student rights and responsibilities
- assessment appeals
- complaints procedures
- safety requirements

- student support services
- the Student Handbook.

3. Where to Get Help

Nambour State College recognises that students may require academic, personal or wellbeing support during their studies. The College is committed to providing an inclusive environment that assists every student to succeed. Students are encouraged to seek assistance early whenever concerns arise.

3.1 Academic and Study Support

Academic support is available through:

- VET teachers
- Heads of Department
- Student Services
- school literacy and numeracy support programs
- learning support teachers
- classroom intervention programs.

Support may include:

- clarification of assessment tasks
- study planning
- literacy support
- numeracy support
- digital skills support
- assessment feedback
- additional learning resources.

3.2 Wellbeing and Personal Support

Students experiencing personal circumstances affecting their learning are encouraged to seek assistance.

Support is available through:

- Guidance Officer
- Student Wellbeing Team
- Year Level Deputy Principal
- Student Services

- Heads of Department
- classroom teachers.

Where appropriate, referrals may be made to external agencies with parent/carer involvement.

External Wellbeing and Crisis Services

If you need urgent help or would prefer to access an external support service, the following options are available:

- **Lifeline** – 13 11 14 (24/7 crisis support)
- **Beyond Blue** – 1300 22 4636 (mental health, anxiety, and depression support)
- **Headspace** – www.headspace.org.au (mental health support for young people aged 12–25)
- **1800RESPECT** – 1800 737 732 (confidential support for people experiencing sexual, domestic or family violence)
- **Kids Helpline** 24/7 telephone counselling support (for young people up to age 25) – call 1800 55 1800

If you are unsure who to contact or need help navigating support options, speak to your trainer or a staff member—they will help you connect with the right service.

3.3 Disability and Access Support

Nambour State College is committed to providing equitable access to vocational education.

Reasonable adjustments may be implemented for students with disability or additional learning needs while ensuring competency standards are maintained.

Students are encouraged to discuss support needs as early as possible to enable appropriate planning.

3.4 Cultural and Linguistic Diversity Support

Students from culturally and linguistically diverse backgrounds are supported through the College's inclusive education framework.

Additional assistance may include:

- clarification of learning materials
- additional learning support
- referrals to specialist services where appropriate
- flexible learning strategies where reasonable.

3.5 First Nations Student Support

Nambour State College acknowledges the Traditional Custodians of the land and pays respect to Elders past and present.

Aboriginal and Torres Strait Islander students have access to culturally appropriate support through the College's Indigenous Education programs and support staff.

Students are encouraged to discuss any cultural obligations or support requirements so appropriate assistance can be provided.

.

4. Inclusive Learning and Reasonable Adjustment

Nambour State College is committed to providing an inclusive learning environment where all students have equitable access to vocational education and training. We recognise that students have diverse learning needs and will provide reasonable adjustments where appropriate to support participation in training and assessment.

Reasonable adjustments are implemented in accordance with:

- Disability Discrimination Act 1992
- Disability Standards for Education 2005
- Standards for Registered Training Organisations (RTOs) 2025

Adjustments will maintain the integrity of the qualification and the competency requirements of the relevant Training Package.

4.1 What is a Reasonable Adjustment

A reasonable adjustment is a modification made to training or assessment that enables a student to participate on an equitable basis without compromising the competency standards.

Examples may include:

- additional assessment time
- modified assessment presentation
- assistive technology
- accessible learning materials
- alternative assessment environments
- rest breaks
- modified learning schedules.

Adjustments are considered individually and depend on the student's circumstances and the requirements of the qualification.

4.2 How to Request an Adjustment

Students requiring support should discuss their needs as early as possible with:

- their VET teacher
- Head of Department
- Guidance Officer
- Student Services
- Inclusive Education staff.

Existing school support plans, Education Adjustment Plans (EAPs) or specialist reports may assist in determining appropriate adjustments.

Support arrangements are reviewed throughout the course where required.

4.3 Disability Disclosure (Optional)

You are not required to disclose a disability or condition—but if you choose to do so, it allows us to plan support that best suits your needs. You can disclose at enrolment or later, and you are welcome to involve a support person if you wish.

You may be asked to provide documentation (such as a doctor's letter or support plan) to help us tailor your support.

All information is treated with respect and confidentiality.

4.4 What Happens After Disclosure

Where support needs are identified, the College will:

1. discuss the student's learning needs
2. identify possible reasonable adjustments
3. document agreed adjustments
4. monitor the effectiveness of support throughout the course.

Parents or carers may be involved where appropriate.

4.5 When Adjustments Are Not Possible

Reasonable adjustments cannot:

- reduce the competency requirements of a unit
- compromise workplace health and safety requirements
- invalidate licensing or regulatory outcomes
- fundamentally alter the assessment requirements.

Where an adjustment is not possible, alternative support strategies will be discussed with the student.

4.6 Confidentiality and Support

Any information you provide is kept strictly confidential and only shared with staff who need to know for the purpose of arranging support.

Students are encouraged to seek assistance whenever additional support is required.

5. Your Training Journey

Nambour State College provides nationally recognised training that combines classroom learning with practical application and, where applicable, workplace learning.

Training is designed to assist students to progressively develop the knowledge and practical skills required for industry.

5.1 Training Delivery Modes

Training may be delivered through one or more of the following methods:

- classroom delivery
- practical workshops
- simulated workplace activities
- online learning
- blended delivery
- work placements (where required).

The delivery method for each qualification is outlined in the relevant course documentation.

5.2 Structured Learning Approach

Training is delivered using a competency-based approach.

Students are provided with opportunities to:

- participate in teacher-led learning
- develop practical workplace skills
- complete simulated workplace activities
- undertake independent learning
- receive regular feedback
- progressively demonstrate competency.

Training and assessment activities reflect current industry expectations wherever possible.

5.4 Work Placements (if applicable)

Some qualifications require mandatory work placement to satisfy Training Package requirements.

Where work placement forms part of the qualification:

- students will be advised before enrolment
- placement requirements will be explained during induction
- appropriate workplace documentation will be completed
- students will receive information regarding workplace expectations
- workplace supervisors will assist in monitoring student performance.

Students are expected to:

- follow workplace policies
- maintain professional behaviour
- comply with workplace health and safety requirements
- notify both the workplace supervisor and teacher if issues arise.

5.5 Learning Resources, Facilities and Equipment

Nambour State College provides students with access to learning resources appropriate to each qualification.

Depending on the course, this may include:

- specialist classrooms
- workshops
- commercial facilities
- computer laboratories
- online learning systems
- industry-standard equipment
- training materials
- textbooks
- learning management systems.

Students are responsible for using College equipment safely and reporting damaged or unsafe equipment immediately.

Some qualifications may require students to purchase personal items such as uniforms, PPE or consumable materials. Any additional costs will be communicated before enrolment.

6. Assessment and Progress

Assessment is competency-based.

Students are assessed against the requirements of nationally endorsed Units of Competency rather than being ranked against other students.

To achieve competency, students must successfully demonstrate all required knowledge and practical skills.

6.1 Assessment Types and Expectations

Assessment methods may include:

- practical demonstrations
- observations
- projects
- written activities
- case studies
- portfolios
- questioning
- presentations
- workplace evidence

Students will receive assessment information outlining:

- assessment requirements
- submission dates
- assessment conditions
- evidence requirements
- opportunities for feedback.

Students are expected to submit their own original work and participate honestly in all assessment activities.

6.2 Feedback and Reassessment

Teachers provide regular feedback throughout training.

Where a student has not yet demonstrated competency, they will receive guidance regarding:

Reassessment opportunities are provided in accordance with College assessment procedures.

6.3 Progress Monitoring

Student progress is monitored throughout the qualification.

Progress may be reviewed through:

- assessment outcomes
- attendance
- participation
- teacher observations
- completion of practical activities.

Where concerns arise, students may be referred for additional academic or wellbeing support.

Parents or carers may also be contacted where appropriate.

6.4 Reasonable Adjustment to Assessment

Where approved, reasonable adjustments may be applied to assessment while ensuring competency requirements remain unchanged.

Adjustments may include:

- additional time
- alternative assessment formats
- use of assistive technology
- modified assessment environment
- reader or scribe assistance where appropriate.

Assessment decisions remain based on the national competency standards.

7. Recognition and Credit

Nambour State College recognises that students may already possess skills and knowledge gained through previous learning or work experience.

Students may apply for either:

- Recognition of Prior Learning (RPL)
- Credit Transfer.

7.1 Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is an assessment process that evaluates skills and knowledge gained through:

- previous employment
- volunteering
- informal learning
- community activities
- previous education
- life experience.

Students wishing to apply for RPL should discuss the process with their VET teacher before training commences where possible.

The RPL process generally includes:

1. initial discussion
2. application
3. collection of evidence
4. competency assessment
5. outcome notification.

Evidence may include:

- resumes
- workplace documents

- references
- work samples
- certificates
- photographs
- interviews
- practical demonstrations.

Students will receive written advice regarding the outcome of their application.

7.2 Credit Transfer

Students who have previously completed nationally recognised Units of Competency with another Registered Training Organisation may apply for Credit Transfer.

To apply, students must provide:

- a certified Statement of Attainment; or
- permission for the College to verify results through the USI Transcript.

Verified equivalent units will be granted Credit Transfer and recorded against the student's qualification.

There is no fee for Credit Transfer.

Students requiring assistance should contact the RTO Manager or their VET teacher before commencing training.

What Evidence Do I Need?

To apply for Credit Transfer, you must provide:

- A copy of an official **Statement of Attainment** or **Testamur** issued by another RTO, **or**
- Give **Nambour State College** permission to access your **USI Transcript** through the USI system

All submitted evidence **must be verified**. This is a national compliance requirement.

Nambour State College will verify your records by:

- Accessing your **USI Transcript** with your authorisation, or
- Contacting the issuing RTO directly to confirm authenticity

8. Your Rights and Responsibilities

Nambour State College is committed to providing a safe, respectful and supportive learning environment where students can achieve success in their vocational education and training.

As a VET student you have both rights and responsibilities.

You have the right to:

- receive quality training and assessment
- be treated fairly and respectfully
- learn in a safe environment
- receive timely feedback on assessment
- access support services
- have your privacy protected
- lodge complaints and appeals without fear of disadvantage
- access your student records.

You are expected to:

- attend scheduled classes and practical activities
- participate fully in learning and assessment
- complete assessment honestly
- treat staff, students and workplace personnel respectfully
- comply with workplace health and safety requirements
- protect College property and equipment
- notify teachers if circumstances affect your studies.

8.1 Respectful Behaviour and Student Conduct

Students are expected to comply with the Nambour State College Student Code of Conduct and all Department of Education policies.

Students must:

- demonstrate respect towards others
- behave professionally during workplace learning

- follow reasonable directions from staff
- use appropriate language and behaviour
- respect cultural diversity and inclusion
- contribute positively to the learning environment.

Bullying, harassment, discrimination, intimidation or violence will not be tolerated.

***Nambour State College** has a Student Code of Conduct that outlines these expectations in more detail.*

If inappropriate or unsafe behaviour occurs, it will be addressed in line with **Nambour State College's** student conduct and complaints policies.

8.2 Academic Integrity – Cheating and Plagiarism

Nambour State College is committed to ensuring that your assessment results are a genuine reflection of your own learning. To maintain fairness and integrity in the assessment process, all work you submit must be **your own**.

You must not:

- Copy work from another student or source without permission or acknowledgement
- Use artificial intelligence tools, internet content, or paid services to complete your assessments unless explicitly permitted
- Submit someone else's work or falsified evidence
- Allow someone else to complete your assessments for you
- Resubmit the same piece of work for multiple units without approval

These behaviours are considered **cheating** or **plagiarism**, and may result in:

- Your work being marked as **Not Yet Satisfactory**
- A warning or formal investigation
- Disciplinary action in accordance with **Nambour State College's Responsible Behaviour Management Plan**.

If you're unsure about what's expected, please speak with your trainer. We are here to support you and help you succeed.

8.3 Student Misconduct

Nambour State College views student misconduct seriously. We expect that our students will behave in an honest, respectful manner appropriate for a learning environment, and in a way that will uphold the integrity of the RTO. Consequences of student misconduct vary up to and including expulsion from the course. Examples of student misconduct include, but are not limited to:

- Academic misconduct including plagiarism and cheating

- Harassment, bullying and/or discrimination
- Falsifying information
- Any behaviour or act that is against the law
- Any behaviour that endangers the health, safety and wellbeing of others
- Intentionally damaging equipment and/or materials belonging to **Nambour State College** and/or a partner organisation such as a school or workplace

Consequences for misconduct will depend on the severity and frequency of the breach and include, but are not limited to:

- Formal reprimand (warning)
- Suspension from the course
- Student to reimburse the costs incurred by any damage caused
- Cancellation of the course without refund and/or credit
- Matter referred to the police

Students found guilty of misconduct have a right to lodge an appeal by following our **['Complaints and Appeals']** process, which is publicly available on our website, and covered here under *9.3 Appealing a Decision*.

8.4 Health and Safety Obligations

Nambour State College is committed to providing a safe learning and working environment for all students, staff, and visitors—whether training occurs on campus, online, or in a workplace setting.

We comply with relevant **Work Health and Safety (WHS) legislation** and take proactive steps to ensure that risks are identified, managed, and minimised.

Nambour State College complies with the Work Health and Safety Act 2011 (QLD)

Our responsibilities include:

- Providing safe facilities, equipment, and training environments
- Informing you about safety procedures and emergency protocols
- Maintaining up-to-date policies and risk controls
- Responding promptly to any safety concern

Your responsibilities include:

- Following all safety instructions and training provided
- Taking reasonable care of your own health and safety
- Not endangering the safety of others
- Reporting:

- Hazards, spills or unsafe conditions
- Faulty or damaged **equipment**
- Issues with **facilities** (e.g. lighting, air quality, access, cleanliness)
- Any injuries or incidents, no matter how minor

If you are unsure about a process or believe something is unsafe, notify your trainer as soon as possible.

Health and safety is a shared responsibility—please don't ignore risks or concerns. Acting early helps keep everyone safe.

8.5 Privacy and Information Protection

Nambour State College collects and holds personal information about you so we can deliver your training, meet regulatory obligations, and support your learning experience.

We are committed to protecting your privacy and managing your information in accordance with:

- The **Privacy Act 1988 (Cth)**
- The **Australian Privacy Principles (APPs)**
- Any other applicable state or territory privacy laws

These laws and principles guide how we collect, store, use, and disclose your personal information.

What information we collect

We collect personal and educational details, which may include:

- Your name, date of birth, and contact information
- Emergency contact details
- Education history and enrolment records
- AVETMISS data required for national reporting
- Evidence of identity (e.g. for USI verification)
- Information related to your support needs, if you choose to disclose

Why we collect this information

We use your personal information to:

- Process enrolments and maintain student records
- Deliver and assess your training
- Report to government bodies such as the **National Centre for Vocational Education Research (NCVER)**
- Meet the requirements of our regulators (e.g. ASQA)
- Provide you with support and services during your training

How we protect your privacy

Your information is stored securely and only accessed by authorised staff who need it to carry out their work.

We will:

- Only use or share your information for training and compliance purposes
- Not disclose your information to anyone without your consent, unless required or authorised by law
- Give you access to your records if you request them
- Not use your information for marketing unless you've given permission

9. Feedback, Complaints and Appeals

At **Nambour State College**, we value your input and want to make sure your experience is fair, supportive, and positive. You have the right to provide feedback, make a complaint, or appeal a decision—and we are committed to handling all matters respectfully, confidentially, and in a timely way.

We have clear processes in place for:

- Providing feedback
- Making a complaint
- Requesting a review or appeal of a decision
- Seeking support from external organisations if needed

9.1 Providing Feedback

Your feedback is one of the most important tools we have for improving the quality of training and support services at **Nambour State College**.

We encourage you to share your thoughts at any time—whether it’s something positive you’d like us to continue, or something you think we could do better. You don’t have to wait for a formal survey; your feedback is welcome throughout your course.

Why your feedback matters:

- It helps us understand how well we’re meeting student needs
- It highlights areas where our training, assessment or support services can be improved
- It informs decisions about course design, resources, facilities, and staff development
- It contributes to our **continuous improvement system**, which is a key part of how we maintain quality under national standards

Ways to provide feedback:

- Talk to your trainer or assessor
- Use the VET student survey feedback form (online)
- Contact the student support or admin team
- Complete course evaluation surveys or national student surveys

We treat all feedback respectfully, and if you choose to provide it anonymously, we’ll still use it to help improve our services. Major themes or issues raised through feedback are reviewed by our management team as part of our quality assurance processes.

9.2 Making a Complaint

Persons with a complaint against the school RTO on how it conducts its responsibilities with regard to:

- The RTO, trainers and assessors or other staff
- A third-party providing services on the school RTO's behalf, its trainers and assessors or other staff or
- Another learner of the school RTO

have access to the following procedure:

1. the initial stage of any complaint shall be for the complainant to communicate the complaint at the earliest and lowest level first in an attempt to resolve the issue.
2. person(s) dissatisfied with the outcome of the complaint may then apply to the relevant operational representative (RTO Manager) of the school RTO, who will make a decision and record the outcome of the complaint
3. the complaint and its outcome shall be recorded in writing on the *Complaints and Appeals form*.
4. the RTO manager will attempt to resolve any issues with all parties involved.
5. persons dissatisfied with the outcome may lodge their complaint with the principal (CEO) of the school RTO.
6. on receipt of a formal complaint the principal shall convene an independent panel to hear the complaint; this shall be the 'complaint and appeal committee'
7. the complaint committee shall not have had previous involvement with the complaint and should include representatives of:
 - a. the principal
 - b. the teaching staff
 - c. an independent third party
8. the complainant shall be given an opportunity to present their case to the committee and may be accompanied by one other person as support or as representation
9. the relevant staff member shall be given an opportunity to present their case to the committee and may be accompanied by one other person as support or as representation
10. the complaint committee will make a decision on the complaint
11. the complaint committee will communicate its decision on the complaint to all parties in writing within 5 working days of making its decision.
12. If the complaint will take more than 60 days to finalise, written notification will be given to all people involved explaining the delay.

9.3 Appealing a Decision

You have the right to request a formal review of a decision that affects you. This could include:

- An assessment result
- An RPL or Credit Transfer outcome
- A disciplinary action or cancellation of enrolment

The appeals process:

Learners are informed at their Induction, of their right to request a review of a decision. This may include:

Appeal of an assessment decision made by either the school RTO or a Third Party providing services on behalf of the RTO (if relevant). The process involves:

1. the initial stage of any appeal shall be for the appellant to communicate the appeal at the earliest and lowest level first in an attempt to resolve the issue.
2. person(s) dissatisfied with the outcome of the appeal may lodge the appeal with the operational representative (RTO Manager) of the school RTO, who will make a record about the nature of the appeal.
3. the appeal and its outcome shall be recorded in writing on the *Complaints and Appeals form*.
4. the RTO Manager will attempt to resolve any issues with all parties involved.
5. Persons dissatisfied with the outcome may lodge their appeal with the principal (CEO) of the school RTO.
6. On receipt of an appeal the principal shall convene an independent panel to hear the appeal; this shall be the 'complaint and appeal committee'
7. the complaint and appeal committee shall not have had previous involvement with the appeal and should include representatives of:
 - a. the principal
 - b. the teaching staff
 - c. an independent third party (if relevant)
8. the appellant shall be given an opportunity to present their case to the committee and may be accompanied by one other person as support or as representation
9. the relevant staff member shall be given an opportunity to present their case to the committee and may be accompanied by one other person as support or as representation
10. the complaint and appeal committee will make a decision on the appeal
11. the complaint and appeal committee will communicate its decision on the appeal to all parties in writing within 5 working days of making its decision.
12. If the appeal will take more than 60 days to finalise, written notification will be given to all people involved explaining the delay.

9.4 External Resolution Options

If you're not satisfied with the outcome of your complaint or appeal, you can contact an external organisation for assistance.

These include:

- **National Training Complaints Hotline:** 13 38 73 or <https://www.dewr.gov.au/national-training-complaints-hotline>
- **Australian Skills Quality Authority (ASQA)** – for RTO-related concerns: www.asqa.gov.au/complaints
- **Queensland Curriculum and Assessment Authority (QCAA)** We will support you in accessing external help if needed and respond appropriately to any findings.

10. Certification, Records and Course Completion

At **Nambour State College**, we follow national requirements to ensure that records are accurate, secure, and accessible, and that certification is issued fairly and promptly when you complete your training.

This section explains how we manage your training records and what you can expect when you complete your course or withdraw early.

10.1 Issuing Qualifications and Statements of Attainment

When you successfully complete a full qualification, you will be issued:

- A **Testamur** (certificate showing the qualification name)
- A **Record of Results** (listing the units you completed)

If you partially complete a course or withdraw, and have met the requirements for one or more units of competency, you will be issued a **Statement of Attainment** for the units you've achieved.

We will only issue certification where:

- All course requirements have been met
- All fees due have been paid
- A valid **Unique Student Identifier (USI)** has been provided and verified

Certification will be issued within 30 calendar days of competency being confirmed, provided:

- all assessment has been completed;
- all fees (if applicable) have been paid;
- the student's USI has been verified.

Certification will only be issued once all assessment, administrative and internal quality assurance requirements have been satisfactorily completed.

For Year 12 students, certification will be presented at the Year 12 graduation ceremony where the RTO's internal quality assurance processes have been completed. Where these processes have not been finalised prior to graduation, certification will be issued as soon as practicable following their completion, which may exceed 30 calendar days from the date all assessment requirements have been completed.

10.2 Requesting Replacement Certificates

If you lose your certificate or need a replacement, you can request a reissue by contacting the College.

A fee may apply for reprinting or re-sending a certificate. You may be asked to provide identification and confirm your USI.

10.3 Accessing Your Student Records

Your training records—including completed units, assessment outcomes, and certificates—are stored securely and retained for the period required under national regulations.

You can request access to your records by contacting the College directly.

10.4 Withdrawals and Early Exits

If you choose to withdraw from your course before completion, we recommend that you:

- Notify us in writing as soon as possible
- Participate in an exit process
- Request a Statement of Attainment for any units you have completed

Our team can also provide information about re-enrolment options or transitioning to another course if you decide to return in the future.

11. Fees and Refunds

Before you enrol at **Nambour State College**, it's important that you understand the fees associated with your training, how payments are handled, and the circumstances under which you may be eligible for a refund.

We are committed to providing transparent, fair, and timely fee and refund processes.

The School Fees can be found at [Nambour State College Website fees](#)

The School's policy on refunds can be found at [Nambour State College Website fees](#)

The School must have certain teachers and equipment to run these VET courses. If the School loses access to these resources, the School will provide students with alternative opportunities to complete the course and the related qualification. The School retains the right to cancel the course if it is unable to meet requirements.

11.1 Refund Eligibility and Processes

Nambour State College has a fair and reasonable refund policy. Your eligibility for a refund may depend on:

- Whether you withdraw before or after the course has commenced
- Whether you have accessed course materials or participated in training
- Any government funding or fee support attached to your enrolment

A full or partial refund may be available in cases such as:

- **Withdrawal within a specified period**
- **Course cancellation by Nambour State College**
- **Exceptional circumstances** (supporting evidence may be required)

To apply for a refund contact administration Finance department.

11.2 Withdrawals

If you choose to withdraw from your course, please notify us in writing. This helps us:

- Finalise your enrolment and records
- Assess your eligibility for a refund
- Issue any Statement of Attainment for completed units

Course Withdrawal

If you wish to withdraw from a course, you must advise **Nambour State College** in writing of your decision]. Send your notification to request a refund to **administration** (Admin@namboursc.eq.edu.au) and include the following information:

- Your name
- Contact details (address, phone, email etc.)
- USI
- Effective date of the cancellation
- Reason for refund request

Your application will be reviewed and you will be advised of the outcome within **[7 working days]**.

Withdrawal Prior to Commencement of Course

If you withdraw from a course prior to commencing any learning and/or assessment tasks associated with the course, a refund of the full course fees will be made less an administration fee of **[\$xx]**. This is because **Nambour State College** will have already expended resources associated with setting up student records and providing materials.

Withdrawal After Commencement of Course

- If the course has already commenced, a pro-rata refund may be calculated for the units of study not already started
- Tuition fees for User Choice agreements based on nominal hours will be refunded for the units not trained
- Any co-contribution fees paid for Government subsidised training will be refunded for the units not trained

Withdrawal Due to Illness or Hardship

In circumstances of illness and/or extreme hardship, you may withdraw and be entitled to a partial refund under the following conditions:

- Satisfactory evidence for withdrawal (e.g. medical certificate) must be provided
- Any refund will be at the discretion of **Nambour State College**

Cancellation of Course by Nambour State College

In the event that a course is cancelled by **Nambour State College** for any reason, students enrolled at the time of the cancellation announcement will have their fees fully refunded. Students who may

have already been assessed as competent for some units in the course will be issued a Statement of Attainment for these units and the cost of issuing the statement(s) will be deducted from the refund total.

12. Changes That May Affect You

Sometimes, changes occur that may impact your training. At **Nambour State College**, we are committed to keeping you informed and ensuring that any changes are managed fairly and with as little disruption to you as possible.

You will be notified as soon as reasonably practicable if any of the following changes affect your course.

12.1 Training Product Updates

All nationally recognised training products—such as qualifications, skill sets and units of competency—are periodically updated to reflect current industry standards and job requirements. This means that the course you are enrolled in may be **superseded**, meaning a new version of the qualification has been released.

If this happens while you're still enrolled, **Nambour State College** will contact you and explain what it means for your training.

What happens when a course is superseded?

- The national register will list a **replacement qualification** (called a superseding training product).
- You cannot be newly enrolled into the old version once one year has passed from the release of the new version.
- If you're already enrolled, we must ensure that you either:
 - **Complete** your current course, and receive your certificate, or
 - Are **transferred** to the updated course version in a **timely manner**

What does transition involve?

If you are transferred into the updated qualification, you'll be:

- Provided with advice about any differences between the old and new versions
- Given credit for units you've already completed, where appropriate
- Supported with any **gap training** if needed to meet new or changed requirements
- Issued with an updated training plan

There is no charge for transitioning to the new course version (unless additional resources or materials are required, which will be discussed with you in advance).

If your course is affected by a training product change, we'll always keep you informed and help you understand your options.

13. If Another Organisation Is Involved in Your Training

Sometimes, **Nambour State College** may engage another organisation to provide certain services related to your training. This is called a third-party arrangement.

Under the *Standards for RTOs 2025*, we are required to have a formal written agreement with any third party that delivers services on our behalf. Even when a third party is involved, **Nambour State College** remains fully responsible for your training and assessment, and for ensuring your rights are protected.

13.1 What Is a Third Party?

A third party is any person or organisation (other than our own staff) that provides services on behalf of **Nambour State College**. These services may include:

- Delivering all or part of your training or assessment
- Providing facilities, equipment or learning environments
- Assisting with student recruitment, marketing or enrolment
- Collecting fees or conducting induction activities

This does **not** include:

- **Nambour State College** employees or contracted trainers
- Guest speakers or consultants engaged by us directly
- Government agencies that refer students (without receiving a fee)

13.2 What You Will Be Told

If a third party is involved in any part of your course or support services, you will be:

- Notified before you enrol (or as soon as practicable if arrangements change)
- Given the name and contact details of the third party
- Told exactly what services they are providing
- Informed that **Nambour State College** remains your primary training provider and support contact

13.3 Who Is Responsible

Even when a third party provides services, **Nambour State College** is still responsible for:

- The quality of your training and assessment
- Maintaining your enrolment and progress records
- Issuing your certification
- Managing any complaints, appeals or refunds
- Providing appropriate support, guidance, and access to resources

If you have any concerns about a third party or aren't sure who to speak to, contact **Nambour State College** directly. We're here to support your training journey.

Appendix A

Information from the Standards for NVR RTOs 2025

The following information has been taken from the Outcome Standards 2.1 and 2.2, see:

<https://www.dewr.gov.au/revisions-standards-registered-training-organisations/resources/policy-draft-outcome-standards>

Standard 2.1 and 2.2 are about making sure learners “are adequately informed about the services they are to receive, their rights and obligations, and the RTO’s responsibilities under these Standards”. Much of the information learners need to know can be included in the Student Handbook or published on your RTO’s website.

Standard 2.1: VET students have access to clear and accurate information concerning the organisation, the relevant training product, and students are made aware of any changes that may affect them.

Performance Indicators

An NVR registered training organisation demonstrates:

- (a) all information provided to VET students by the organisation or any third parties is clear, accurate and current;
- (b) how it identifies which information VET students require prior to their enrolment and how that information is communicated to VET students prior to their enrolment;
- (c) the following information is easily accessible by VET students:
 - (i) the training product code and title, duration, modes of delivery, training delivery location, training commencement dates, scheduling, any requirements to commence or complete the training product including assessment requirements, whether any licencing or occupational licence requirements apply, and details of any third party arrangements that apply to the delivery of the training;
 - (ii) the training support services and wellbeing support services that are available to the VET student, and how the student can access those services;
 - (iii) all fees, costs and charges associated with the provision of the training product which VET students may incur, including payment terms and conditions, any applicable refund policies and the availability of any relevant government training entitlements and subsidies; and
 - (iv) any obligations or liabilities which may be imposed on VET students undertaking the training product, including any obligations requiring VET students to acquire any materials, equipment or IT, any costs and processes associated with withdrawing from training, any costs and processes associated with obtaining a Student Identifier, and any requirements for VET students to undertake work placements;
- (d) the organisation provides all VET students with documentation prior to their enrolment or before any fees are required to be paid which sets out
 - (i) the training which the organisation or third parties will provide the VET student;
 - (ii) all fees, costs and charges which the VET student will be required to pay; and
 - (iii) any obligations or liabilities which may be imposed by the organisation or third parties on the VET student; and

- (e) that it informs VET students, as soon as practicable, of any changes to training products or the organisation's operations that may affect VET students, including any changes relating to the transition of superseded, deleted, or expired training products.

Transcript replacement

Unique Student Identifier