

The logo for QPTS is displayed in white on a teal background. The letters 'Q', 'P', 'T', and 'S' are in a serif font. The 'Q' is stylized with a long, thin tail that curves downwards and to the left.

Quality People and Training Solutions

PARTICIPANT INFORMATION HANDBOOK

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Welcome to QUALITY PEOPLE AND TRAINING SOLUTIONS Pty Ltd (Trading as QPTS)

QPTS is a Registered Training Organisation (RTO) **Code: 40804** providing high-quality training to students in Australia. QPTS has modern, up to date facilities, and boasts a team of qualified and dedicated Trainers. We promote a service culture of honesty, integrity and responsiveness and apply access and equity principles in delivering training and assessment to all participants.

You can find out more about QPTS at the following websites:

www.qpts.com.au

www.training.gov.au/organisation/details/40804/summary

Our goal is to ensure that you, the learner, receives a valuable, time efficient and professional training service culminating in successful vocational outcomes. Our training team is committed to making your training experience both informative and enjoyable.

QUALITY PEOPLE AND TRAINING SOLUTIONS (QPTS) is responsible under its registration with the Australian Skills Quality Authority (ASQA) for the quality of the training and assessment being delivered on your chosen course and is also responsible for the issuance of any AQF certificate that may result based on your achievement of the course requirements.

The participant handbook is designed to give you important information on the training and assessment services provided by QPTS and our approach to providing you a safe, fair and supported environment. This handbook does not provide you with specific information about a course offered by QPTS. This information is contained in the Course Brochure which is supplied separately and available on our website www.qpts.com.au

We welcome your feedback on the quality of the services provided to you, if you have any comments please feel free to discuss them with your trainer or the team at our Head Office. Alternatively, you can email your feedback to <mailto:hello@qpts.com.au> at any time.



QUALITY PEOPLE AND TRAINING SOLUTIONS - Contact Information

Head Office: Lot 8/ 19 Balook Drive,
Beresfield , NSW 2322

Contact Information: Phone: 1800 549 778
Email: hello@qpts.com.au
Web: www.qpts.com.au
TGA: www.training.gov.au **RTO# 40804**

Operating Hours: **Business**
8.00am to 5.30pm Monday to Friday
(Eastern Standard Time)

Training
Daytime: 8.00am to 5.00pm
Monday to Friday

Student Support Officer: Available: 9am-5pm, Monday to Friday.

Student 24 Hour Emergency Contact: **0409 574 586 or 1800 549 778**

Trainers and Assessors: Contactable at any time by email, text message or through the Learning Management System messaging function – aXcelerate. Trainers and assessors will provide students with their direct email address and phone number on the first day of contact. Please allow 2 business days for their response. Alternatively, contact the Student Support Officer.

QUALITY PEOPLE AND TRAINING SOLUTIONS Sites:

New South Wales
Lot 8/19 Balook Drive, Beresfield, NSW 2322

Queensland
29 - 33 Maggiolo Drive, Mackay QLD 4740

Western Australia
102 Kurnall Road, Welshpool, WA, 6106

South Australia
11 Lafitte Road, Wingfield SA 5013

Car Parking Designated parking bays are available at all training sites

Administration Contact Information

For further information on training and assessment services, please contact Administration by:

Phone: 1800 549 778
Email: hello@qpts.com.au

1 Participant Selection and Enrolment

Participant Selection

QPTS recruits, selects and enrolls learners in an ethical and responsible manner. Offers of course enrolment are based on an assessment of the extent to which the qualifications, proficiency and aspirations of the learner are matched by the training opportunity offered.

Access and Equity

QPTS is firmly committed to creating an education and training environment that is free from all forms of discrimination and harassment to ensure everyone has the opportunity to successfully gain skills knowledge and experience throughout their training. We aim to provide learning programs and pathways where program design, course content, training facilities and all aspects of the training and assessment process are available in a way that allows equality of educational opportunity to all participants.

All learners and potential learners are granted fair and equal access regardless of characteristics such as their gender, sexuality, race, nationality, ethnic background, age, marital status, religion, pregnancy, political convictions, physical disability or intellectual impairment.

Likewise, course participants must also abide by these principals or face disciplinary action as described in the Disciplinary Procedure section of this Handbook.

QPTS acknowledges our legal obligations under State and Federal legislation. The legislation includes but is not limited to the following:

Federal Legislation:

- Age Discrimination Act 2004 (Cth);
- Australian Human Rights Commission Act 1986 (Cth);
- Disability Discrimination Act 1992 (Cth);
- Racial Discrimination Act 1975 (Cth);
- Sex Discrimination Act 1984 (Cth);
- Work Place Gender Equality Act 2012 (Cth); and
- Fair Work Act 2009 (Cth).
- Disability Standards for Education (2005)

State Legislation:

- Australian Capital Territory Discrimination Act 1991 (ACT);
- New South Wales Anti-Discrimination Act 1977 (NSW);
- Northern Territory Anti-Discrimination Act 1996 (NT);
- Queensland Anti-Discrimination Act 1991 (QLD);
- South Australia Equal Opportunity Act 1984 (SA);
- Tasmania Anti-Discrimination Act 1998 (TAS);
- Victoria Equal Opportunity Act 1995 (VIC); and
- Western Australia Equal Opportunity Act 1984 (WA).

Copies of these and other Acts can be found on the government website at <http://www.comlaw.gov.au/>

Entry Requirements

In some circumstances entry into a course of study requires that an applicant be academically ready, hold the pre-requisite skills and physically able to perform functions in the workplace. Should this be the case, you will be informed in the course information and at enrolment where you will have the opportunity to confirm you have the requirements for entry into the course.

Language, Literacy, Numeracy and Digital

All learners enrolling in QPTS will be assessed **prior to course commencement** for language, literacy and numeracy skills to ensure that they have the skills necessary to successfully undertake the course they are enrolling in. This assessment is conducted by using the online system LLN Robot. Where the student's skills do not meet the requirements however they are within the acceptable upskilling range, a training supplement, generated from the LLN Robot system, is provided to the student as additional learning support, along with the one-on-one assistance of the assigned trainer and assessor. This supplement is to be completed by the student at his/her own pace in conjunction with their course of study. Progress will be monitored closely to ensure the student is coping with their studies. Results of the LLN assessment will only be forwarded to the participant upon request.

In addition, reasonable and affordable modifications will be made to learning and assessment strategies to meet the individual needs of the learner, without compromising the integrity of the learning or assessment.

Course Ready - Digital Readiness for Learning Questionnaire

Digital course readiness assessment will be completed by ALL learners regardless of their mode of study. Many of our courses have a digital component, therefore it's a compulsory requirement at QPTS that this assessment is completed alongside the LLN assessment. Digital Robot is designed to assess the digital capability levels of individuals as outlined in the Australian Digital Capability Framework (ADCF).

This quick assessment tool is crafted to evaluate the essential digital skills and digital access necessary for successful online learning. The Course Ready questionnaire ensures learners are prepared to navigate the digital aspects of their learning journey, offering immediate insights to their suitability for these delivery methods.

Where a prospective student's skills fall significantly short of meeting the requirements of the course of study, the student's progression to enrolment is at the discretion of the QUALITY PEOPLE AND TRAINING SOLUTIONS Training Manager. Reasonable adjustment and its potential impact on the RTO must be considered prior to enrolling the student.

Unique Student Identifier

All learners undertaking nationally recognised training in Australia from 1 January 2015 are required to have a Unique Student Identifier (USI). A USI is an account (or reference number) made up of numbers and letters. The USI allows participants online access to their training records and results (transcript) through their online USI account.

A USI is required for new and continuing learners undertaking nationally recognised Vocational Education and Training (VET) courses to receive their statement of attainment or qualification. This USI will stay with a person for life and be recorded with any nationally recognised VET course that is undertaken from the 1 January 2015.

If you haven't done so already, you can obtain a USI by applying at <https://www.usi.gov.au/students>

Please note that QPTS must have a valid USI for you before we can issue a qualification or statement of attainment to you.

Enrolment

Learners enrolling with QPTS are required to complete all parts of the enrolment form so that QPTS is able to provide training and assessment services that meet the needs of individual learners.

When the enrolment form is received by QPTS, it is reviewed to ensure that all required information has been obtained from the learner. If information is missing from the enrolment form, the Training Manager will contact the learner to obtain the information. If the enrolment form is complete, the

form is signed and dated by the Training Manager and an enrolment confirmation email is sent to the participant and the learner's employer (if applicable) . The confirmation email will detail the learner's qualification expected start and finish dates, instructions on how to access training and assessment resources, and advise of the designated trainer and assessor's contact details.

Skills Recognition Recognition of Prior Learning (RPL)

In accordance with the requirements of the Outcome Standards for Registered Training Organisations, QPTS provides the opportunity for students to apply to have prior learning recognised toward a qualification or units of competence for which they are enrolled.

Recognition involves the assessment of previously unrecognised skills and knowledge that an individual has achieved outside the formal education and training system. Recognition assesses this unrecognised learning against the requirements of a unit of competence, in respect of both entry requirements and outcomes to be achieved. By removing the need for duplication of learning, recognition encourages an individual to continue upgrading their skills and knowledge through structured education and training towards formal qualifications and improved employment outcomes. This has benefits for the individual and industry. Most importantly, it should be noted that recognition is just another form of assessment.

The following guidelines are to be followed when an application for recognition is received:

- Any student is entitled to apply for recognition in a course or qualification in which they are currently enrolled.
- Students may not apply for recognition for units of competence or a qualification which are not included in QPTS scope of registration.
- Whilst students may apply for recognition at any time, they are encouraged to apply before commencing a course. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- Students who are currently enrolled in a course are eligible to apply for recognition in that course at no additional charge.
- Assessment via recognition is to apply the principles of assessment and the rules of evidence.
- Recognition may only be awarded for whole units of competence.

If you feel that you have gained the required skills and knowledge for some of the units contained in your chosen training course, you can complete an RPL Application. An RPL kit for the relevant unit(s) of competency will be provided to you during the enrolment process. The kit explains the process and outlines the evidence required to assess RPL. Complete and submit the RPL kit and all of the evidence to QPTS prior to commencing training in the course. Some of the evidence that you will be required to provide may include:

- Position descriptions from current/previous employment
- references from current/ former employers
- work samples

- resume, work history
- record of workplace training
- evidence of relevant unpaid or volunteer experience
- portfolio

QPTS acknowledges that relevant knowledge and skills can be acquired through a variety of means, not just through formal education and training.

A qualified trainer and assessor will assess the application and notify you of the outcome. If all the evidence is sufficient to demonstrate current competency against the unit(s) of competency requirements, RPL will be granted and you will be notified of the outcome. If the application is not successful, the reasons are given, and unsuccessful applicants are advised of the appeal mechanisms. 'Top up' learning options or 'Gap Training' prior to a second assessment will be suggested.

Please contact QPTS Training Manager to discuss your options and apply for RPL.

Where RPL is 'Granted', this information is communicated in writing to the applicant within 10 business days of completion of the assessment, and the training program adjusted accordingly.

Where RPL is 'Not Granted', the applicant will be notified in writing of the outcome within 10 business days of completion of the assessment. The written communication to the student is to include a reason for refusal (where applicable).

Where the outcome of an RPL application is not granted and the student disagrees with the outcome, they should first try to resolve the matter informally.

Where the outcome remains unresolved following informal discussions, the student may appeal by using the methods outlined in QPTS Complaints and Assessment Appeals Policy and Procedure, a copy of which is available on the website <http://www.qpts.com.au> or by emailing hello@qpts.com.au. The appeal must be lodged in writing no later than 10 business days from notification of the outcome of the application.

Credit Transfer (National Recognition)

If you have already completed the same or similar units to ones contained in your course, QPTS will recognise and accept Australian Qualifications Framework (AQF) qualifications, and partial qualifications given to you by other Registered Training Organisations (RTOs).

Credit Transfer (CT) only applies to Qualifications or Units of Competency which have the same national qualification version, title and national unit code as those for which the recognition is sought. You will be granted CT only upon presentation and verification of your original transcripts. All Credit Transfer Applications must be supported by the appropriate evidence. This may be in the form of a nationally recognised qualification, statement of attainment indicating exactly the same code and title as those included in the student application, verified USI transcript or other documents of equivalence that are outside the AQF.

Where Credit Transfer is 'Granted', this information is communicated in writing to the applicant within 10 business days of completion of the assessment, and the training program adjusted accordingly.

Where Credit Transfer is 'Not Granted', the applicant will be notified in writing of the outcome within 10 business days of completion of the assessment. The written communication to the student is to include a reason for refusal (where applicable).

Please contact your trainer or QPTS Training Manager to discuss your options and apply for Credit Transfer or Recognition of Prior Learning.

2 Current Scope of Registration

Below are the current qualifications and units of competency we have on our scope of registration with ASQA as of 4th May 2026.

Qualifications

PMB20121- Certificate II in Polymer Processing
PMB30121- Certificate III in Polymer Processing
BSB40520- Certificate IV in Leadership and Management

Units of Competency

BSBLDR411- Demonstrate leadership in the workplace
BSBWHS411- Implement and monitor WHS policies, procedures and programs
CPCWHS1001- Prepare to work safely in the construction industry
MSMWHS217- Gas test atmospheres
RIIBEF402D- Supervise on-site operations
RIICOM301E- Communicate information
RIIRIS301E- Apply risk management processes
RIIRIS402E- Carry out the risk management process
RIIRIS501E- Implement and maintain management systems to control risk
RIIWHS202E- Enter and work in confined spaces
RIIWHS204E- Work safely at heights
RIIWHS301E- Conduct safety and health investigations

3 Privacy Policy

Collection, Use and Disclosure of Personal Information

Information collected by QPTS during a learner's enrolment and attendance is solely for the purpose of operating as a Registered Training Organisation under the Standards for Registered Training Organisations (RTOs) 2025. The registering authority may require the release of your personal information for audit purposes or for collection of data by the Commonwealth and State Government department and agencies.

Sensitive personal information will only be collected as required from learners, is treated as confidential within QPTS, and is used for the purpose for which it was collected or for a related purpose. This includes:

- providing the training and assessment services
- informing participants about additional or upcoming courses available; and
- gathering feedback from participants about training and assessment services provided and used for QPTS market analysis and continuous improvement process.

With learner's consent, QPTS may provide them with information from time to time about new courses available to them. Learner consent to this will be implied upon enrolment unless they notify QPTS Training Manager in writing that they do not wish to receive this information.

QPTS does not disclose sensitive personal information to other third parties without permission or instruction from the learner unless required by Law to do so. If you wish to authorise a third party to access your records, please contact QPTS directly.

From time to time, QPTS may need to source or verify information about learners from a third party. Wherever possible this will be done with the learner's authorisation, or if not possible, QPTS will inform the learner when such information is collected.

Security of Personal Information

All training and assessment records are maintained through a combination of manual and computer based systems designed to ensure we provide detailed and timely information on participants' completion status. During the enrolment process a learner's personal details are recorded (i.e. name and address) on QPTS Student Management System aXcelerate. All personal details are kept confidential.

In line with new technology, QPTS will continually improve the security of personal information collected. QPTS takes all reasonable steps to protect the personal information of participants by:

- securing all physical files with personal information in locked cabinets
- providing only authorised staff with access to personal information
- ensuring that all authorised staff understand their responsibilities in maintaining participants' privacy
- destroying information after the required retention period
- maintaining computer security at all times through the use of firewalls and up-to-date virus software
- password protecting access to computer systems; and
- auditing computer systems on a regular basis.

Accessing Your Personal File

Under the Privacy Act, you have the right to access personal information held about you, including your attendance, progression and academic standing information. If the information is incorrect, you have the right to require QPTS to amend the information.

Staff and students may access their personal information and files by submitting written request to the RTO Training Manager.

Proof of identification will be required to be presented by the person requesting access. Your file may not be removed from QPTS offices. However, copies of any documents held in the file may be made on request (photocopying charges apply). The Request for Access to Personal Information Form must be signed by the participant and an QPTS representative once the learner has viewed their file. The completed form will be placed in the learner's file for future reference.

Updating Your Personal Information

If your residential, mailing, or email address, work, home, or mobile telephone numbers, or your employer details change during your course, you must inform QPTS at the earliest opportunity. Please email hello@qptsolutions.com.au with your updated details.

4 Participant Support and Welfare

Learner Request for Assistance

If you are experiencing difficulties with your training, require extra assistance, or wish to discuss any special learning needs you may have, it is your responsibility to contact your trainer or QPTS Training Manager on 1800 549 778. All conversations are held in strict confidence.

Student support services

During your enrolment, QPTS will engage with you on a number of occasions to identify if you require any support. We do this through requesting you to complete enrolment documentation which includes an initial core skills assessment, discussions over the phone, enrolment interview and finally during your orientation.

If you need support during your course, please approach and inform reception and you will be connected with the best person who can assist you. If the matter is sensitive and you do not feel comfortable discussing it with reception, simply inform reception that you would like to meet with the RTO Manager. It is our absolute priority to provide you the support needed to enable you to progress in your study and complete your chosen course. QPTS is committed to our student's welfare both during and after hours of study. Your designated student support officer is;

Rachel Pace

Student Coordinator

0439 040 465

rpacer@qpts.com.au

One of the important objectives of these engagements is to understand what support services you may need to fully participate in your study. You will be asked various questions about your support needs or your "individual needs". This is simply the term we use to define what your needs are, and this enables us to organise the appropriate support services or to refer you to specialist support services. Make sure you take the most of this opportunity and let us know if you need support.

QPTS is dedicated to ensuring that all learners have every reasonable opportunity to complete their course. To support student wellbeing - we are pleased to offer free counselling services to your students through the **Australian Counselling Service (ACS)**. *ACS is a national counselling organisation with a strong focus on accessible mental health support.*

What's included with ACS:

- Free, short-term counselling support for enrolled students
- Sessions delivered via Zoom with counsellors
- Support for study stress, motivation, anxiety, life challenges and more
- Easy referral pathways and no cost to you

What support is available?

QPTS will use a combination of our own services and the services of referral agencies to either provide or refer you to the following support services:

- administrative support (admin team),
- language, literacy and numeracy support (Trainer),
- studying and learning support (Trainer),
- English as second language support (external referral),
- alternative payment plan (admin team),
- counselling support (external referral),
- disability access support, where feasible (Training Manager), and
- employment services referral (external referral).

Learners may wish to consult their trainer in matters regarding, but not limited to:

- clarification on unit of competency requirements
- strategies to complete assessment tasks
- clarification of assessment task requirements
- extension of assessment due dates
- feedback on performance; and
- course completion requirements.

QPTS will provide reasonable levels of assistance and support to learners that may include:

- assistance with study skills
- assistance with English proficiency
- reasonable adjustment to learning and assessment materials
- opportunity for re-assessment
- effective support arrangements for participants with disabilities
- QPTS staff availability for consultation
- timely identification of participants at academic risk and provision of suitable assistance; and
- relevant and viable provision of services that may assist participants in regard to health, social services, legal advice, and general living.

Intervention Strategies for Participants at Risk

Any learner identified as being at risk of not achieving satisfactory course progress will be contacted by the Training Manager. Support strategies will be determined on a case-by-case basis and will take into account the learner's results, attendance records, and any previously implemented intervention strategies. Support strategies may include any combination of those listed above.

The implementation of a support strategy may be requested by a trainer before the mid-point of the training and assessment and definitely prior to the end of the course. QPTS will consider any request for support and determine whether it is appropriate at that time. Any support or intervention measures that attract a cost will need to be paid for by the participant.

Your wellbeing

We are committed to fostering a supportive and safe environment that promotes the mental, physical, social, and emotional wellbeing of all students. If you need assistance or support at any time during your studies, you can seek help from your trainer or the Student Support Officer. Requests for help will be kept confidential.

Depending on the nature of the issue/s, adjustments may be made to your training plan, assessment due dates, additional training support may be provided to you, or you may be referred to external support services (e.g. counselling services that provide vocational, emotional and psychological support, or services to assist in accessing financial support).

Diversity and equity

QPTS is committed to providing a supportive learning environment for all our students. This includes ensuring that our training and assessment environment is inclusive, respectful and free from discrimination and harassment. QPTS staff members are there to ensure every student, regardless of their background or identity, has equitable access to learning opportunities, feels valued, and can contribute to the classroom community. If at any time you feel that the training environment is not safe, you should contact the Student Support Officer as soon as possible.

Disability Inclusion

If you think you'll need changes made in the classroom or extra learning support, you should contact the Student Support Officer as soon as possible. You can do this when you apply to enrol and before you start studying. You can also ask for help at any time during your studies.

Disclosure of disability or ongoing ill health, including mental ill health, is your choice and is not a requirement for participation in our courses. However, we encourage you to share information about the impact of your disability with us when you enrol so we can put reasonable adjustments in place in a timely way to support you in your learning and assessment.

5 Attending Training and Assessment

Training Dates, Times and Locations

You will be notified via email at least 1 working week (on average) in advance, of the dates, times and locations of your training. Where your employer has specified your training dates and times you should refer all enquiries on changes to your attendance to your immediate supervisor or the appropriate staff member in charge of training at your work site.

Attendance, Punctuality and Absences

Attending all of your scheduled training sessions is critical to the completion of your course. To ensure that you are recorded for attendance for the day's training, punctuality is essential. Further, it is an act of courtesy to your fellow participants and your trainer.

As a matter of courtesy, if you are unable to attend a training or assessment session we request that you ring your designated trainer and assessor before the scheduled start time. This will also assist us in meeting our work site fire safety requirements.

If you are unable to attend training or assessment, you must contact your trainer as soon as possible in order to re-schedule your training to the next available session(s).

Personal Protective Equipment Requirements

Many training and assessment activities are undertaken in industry work environments or simulated environment which require the use of appropriate personal protective equipment (PPE). Participants must ensure they bring and wear the appropriate Personal Protective Equipment (PPE) relevant to the course of study at all times.

PPE may include, but is not limited to:

- safety footwear
- hearing protection (provided by QPTS)
- safety glasses or safety goggles (provided by QPTS)
- safety helmet (provided by QPTS)
- respirator
- gloves
- High viz vest (provided by QPTS)
- specific clothing for specific tasks; and
- skin protection.

Work boots are to be worn **at all times**.

Failure to adhere to any of these requirements will result in you not being able to undertake the scheduled training and/or assessment activities.

Resources Supplied

As part of your enrolment you are supplied, at no cost, with all of the learning and assessment resources required to undertake the course. In general, this will be a Learner Guide and the matching Assessment Workbook. Should you require a replacement print copy of these resources, a fee of **\$35** is charged for each resource. You can also access your learning and assessment resources online through the student portal.

You are required to bring the items noted in your email confirmation; items such as a pen, calculator and notebook. In some instances, you will be required to access workplace documents. These may include Policies and Procedures, Manuals, WHS guidelines and Standards.

First Aid, Critical Incident and Emergency Evacuation

First aid kits are available at all QPTS training sites. All injuries, accidents or near misses must be reported immediately to your trainer who will take the appropriate action.

You will be briefed during induction on first aid, critical incident and emergency evacuation procedures. Written instructions for evacuation in case of emergency are posted in training rooms.

If you identify a hazard or experience a near miss event, you must immediately inform your trainer and/or any other QPTS staff member on site:

If you experience an emergency situation:

- let all other people in the area know of the emergency
- evacuate to the designated evacuation or assembly point
- stay in your evacuation point until all people are accounted for; and
- do not re-enter the building until authorised by the OSH Manager, Fire Department, or fire wardens.

6 Participant Behaviour Expectations and Responsibilities

As a learner enrolled in nationally recognised training, you play an active and important role in your own learning journey. While your trainer is here to guide, support, and assess you, it's your responsibility to participate fully, show commitment, and take ownership of your progress.

QPTS aims to provide all learners with the opportunity to learn and develop skills in a safe and supportive environment and to develop a positive and responsible attitude to work. Participants are expected to act appropriately when attending training and assessment.

Participant Code of Conduct

As a learner of QPTS, you have the right to:

- Quality learning and assessment services
- Be treated with respect from others, to be treated fairly and without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socio-economic status
- Be free from all forms of unfair treatment, harassment and intimidation
- Be treated with consideration and courtesy by all staff and fellow learners
- A learning environment that is safe, clean, and orderly and that protects your safety, health and wellbeing
- Have personal and QPTS property, including computer files and participant work, protected from damage or other misuse
- The right to have any disputes, complaints and appeals settled fairly, confidentially and in a timely manner
- The right to work and learn in a supportive environment without interference from others
- The right to express and share ideas and to ask questions.

You are responsible for:

- Behaving in a courteous, respectful and non-discriminatory manner when dealing with staff and other learners
- Complying with all directions and instructions given to you by your trainer
- Abiding by all QPTS Policies and Procedures related to your enrolment
- Abiding by QPTS behaviour expectations
- Attending training and assessment sessions regularly and punctually, or notifying staff of your absence
- Supplying and using your PPE when and as required
- Paying all required fees, where applicable, on time and in full
- Behaving in a manner that ensures reasonable freedom of others to pursue their studies
- Completing all assignments and assessment workbooks in full and on time

- Submitting only work that is of your own construction; not plagiarised or copied.

Smoking

QPTS provides designated smoking areas in each training facility. Please ask the trainer for the location of the smoking zones at your training site.

Drugs and Alcohol

Any person affected by either drugs or alcohol or suspected of being under the influence of drugs or alcohol will not be permitted to participate in training and assessment. QPTS adopts a zero tolerance to participants presenting for training under the influence of drugs including prescription drugs or alcohol.

If you are taking medication prescribed by a medical practitioner and this medication may affect your ability to undertake training and assessment in a safe manner, you must advise your trainer of the nature of the medication and its side effects prior to the commencement of the training or assessment session. The trainer & Assessor will then make a decision if you are able to proceed with the session.

Disciplinary Procedure

A disciplinary procedure exists for the proper management of disciplinary issues. The procedure is designed to ensure fairness and objectivity and its primary purpose is not intended as a form of punishment but as a means of providing participants with the opportunity to correct or modify their behaviour through fair and objective means.

Behaviour misconduct

QPTS seeks to provide an environment that is free from unacceptable behaviour and promotes a positive learning environment for all students. Behaviour misconduct is defined as unacceptable behaviour and includes, but is not limited to:

- Behaviour that impairs the reasonable freedom of other persons to pursue their studies and participate in the activities of the RTO
- Any act or failure to act that endangers the safety or health of any other person
- Actions that impair any person's participation in a legitimate RTO activity or, by act or omission disrupts the peace or good order of the RTO
- Acting in a way that causes students or staff or other persons within the RTO to fear for their personal safety
- Wilfully obstructing or disrupting any official RTO meeting, ceremony, activity, class or examination/assessment
- Any form of harassment, whether based on gender, race, age, sexual preference or religious belief
- Wilfully damaging or wrongfully dealing with any RTO property, or the property within the RTO of any person, including theft
- Being under the influence of prohibited drugs and/or substances including alcohol
- Trespassing or knowingly entering any place within the premises of the RTO that is out of bounds to students
- Making a false representation as to a matter affecting student status
- Possession of dangerous articles or banned substances
- Abusive behaviour to others
- Students are responsible to:
 - Be informed of and comply with Commonwealth or State law;
 - Behave in a way that supports the freedom of other persons (students) to pursue their studies and participate in the activities of the RTO;

- Identify themselves truthfully;
- Behave in a way that supports the safety or health of any other person;
- Maintain the peace or good order of the training environment;
- Treat QPTS property with respect and prevent damage or destruction of property;
- Behave in a way that supports the conduct of official QPTS meetings, ceremony, activity, class or examination/assessment;
- Treat others with respect and not discriminate based on gender, race, age, sexual preference or religious belief;
- Be free from (not under the influence of) prohibited drugs and/or substances including alcohol during attendance at the QPTS;
- Not trespass or knowingly entering any place within the premises of QPTS that is out of bounds to students;
- Give truthful information relating to student status; and
- Communicate in a way that demonstrates respect for others and is free from verbal abuse.

Where a minor breach of the Participant Code of Conduct has occurred, QPTS's Training Manager will be notified and the following procedure will take place:

- QPTS's Training Manager will contact the learner to discuss the issue or behaviour and try to rectify the situation. The outcome of this meeting or conversation will be documented, signed by both parties, and placed on the participant's file
- If the issue or behaviour continues, the learner will be invited to attend an interview with the Training Manager to discuss the issue or behaviour in further detail. The learner will be given a first written warning. The outcome of this meeting or conversation will also be documented in the same manner as above
- If the issue or behaviour continues, the learner will be given a final written warning along with a time frame in which to rectify the issue
- If the issue or behaviour continues after this time, training and assessment services will be withdrawn and the learner will be notified of this in writing.

Where a major breach of the Participant Code of Conduct has occurred, training and assessment services will be immediately withdrawn and the Training Manager notified. The Training Manager will contact the participant as well as notify the participant in writing. It is the responsibility of the Training Manager to notify any relevant authorities as required.

Whilst any appeal is being processed, the student enrolment is to be temporarily suspended, and the student is not to attend the QPTS premises.

7 QUALITY PEOPLE AND TRAINING SOLUTIONS's Responsibilities

As a Registered Training Organisation (RTO #40804), QUALITY PEOPLE AND TRAINING SOLUTIONS trading as QPTS is an accredited provider of training and assessment services and issuer of nationally recognised qualifications. As such, QPTS is required to deliver training and assessment services that are compliant with the Standards for Registered Training Organisations (RTOs) 2025 and for the issuance of the AQF certification documentation. These Standards support the operation of the national Vocational Education and Training (VET) system by specifying standards, quality indicators, and operating protocols.

QPTS is required to report annually on the RTO's performance against established quality indicators. It is also subject to ongoing monitoring and periodic independent audit of the RTO's performance against the Standards. For the purpose of the Standards, a "participant" refers to anyone participating in accredited and non-accredited education or training and assessment delivered by this organisation.

As an RTO, QPTS has the responsibility to:

- Ask for, expect and receive compliance with all legislation including workplace health and safety and equal employment opportunity and anti-discrimination
- Access student information for purposes associated with training, attendance, assessment and recording of results ensuring confidentiality is maintained
- Provide quality and compliant training
- Provide fair and compliant assessment
- Provide learning resources that enable participants to meet the requirements for each unit or competency, and which are accessible to the participants regardless of location or mode of delivery
- Provide participant support services
- Provide a safe and non-discriminatory study environment that complies with state and federal legislation
- Provide facilities, whether physical or virtual, and equipment to accommodate and support the number of participants undertaking the training and assessment.
- Provide prompt and equitable resolution of complaints and appeals
- Issue a participant's Qualification within 30 calendar days of the date that the participant is deemed to have successfully completed his or her qualification. If a participant chooses to cancel his or her enrolment, QUALITY PEOPLE AND TRAINING SOLUTIONS will issue a Statement of Attainment upon request.

8 Fees, Charges and Refunds

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

Course Fees

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

- for a Short Course, the total fee may be required to be paid via the website or at reception at the point when the participant is registering for the course.
- for a Long Course with a scheduled start date, the student will be required to make a payment for their initial payment within 7 days of being issued an invoice or prior to the course commencing, whichever occurs first. Payment plans are available for long course enrolments.

QPTS does not require prospective or current students to prepay fees in excess of the threshold for prepaid fee amount which is in excess of a total of **\$1,500**. This is an important consumer protection measure to limit the amount of fees that a student can be charged in advance of the services being delivered to the student.

The payment requirements for all courses are specified within the current QPTS *Schedule of Fees and Charges*. The Schedule will identify the amount and when the initial payment must be made and any subsequent payments that are due as the course progresses. This information is provided as part of the pre-enrolment with this Participant Information Handbook. If for whatever reason you have not received a copy of the *Schedule of Fees and Charges*, please contact QPTS and we will send this to you immediately. You can also find a copy of the *Schedule of Fees and Charges* on our website.

QPTS may discontinue training if fees are not paid in accordance with the agreed *Schedule of Fees and Charges*. If a payment is required prior to a service being delivered, the student is not permitted to undertake the service unless prior approval has been given by the CEO.

The course fees associated with your traineeship / apprenticeship may be paid by your employer. Participants are not charged any money by QPTS prior to or during their enrolment, other than outlined below.

Employer funded training fees, charges and refund conditions are specified in the agreement between QPTS and the employer organisation.

Additional Fees and Charges

Additional fees and charges that might be incurred during your training are:

Credit Transfer	Same Unit of Competency code and title	No charge
RPL Fee	Application fee	Not applicable
	RPL for all units of competence specified in the qualification rules of the enrolled qualification.	As per published fee schedule
	Interview Assessment	Included in RPL fee
	On Site Assessment Fee* <i>Onsite assessment fees are inclusive for all units assessed on site</i>	
Cancellation Fee	Cancellations received between thirteen (13) and one (1) day prior to commencement of the course will receive a refund less the cancellation fee	50% of course fee
Re-assessment Fee	Price on arrangement (this is dependent on the parameters of the re-assessment criteria)	
Re- Issue learner resources or handbook	Reprinting or duplicate printing of any resources (includes postage and handling)	\$35.00
Certificate Re-print Fee	Reprinting or duplicate printing of any certificates, statements or transcripts (includes postage and handling)	\$50.00
Replacement Whitecard fee	Cancelling of previous card, re-issuing new card	\$35.00

Payment Methods

QPTS accepts payment for fees using the following payment methods:

- Credit Card either over the phone or via our online enrolment form
- Electronic Funds Transfer (account details provided on the invoice)

Payment in cash is not available. Please refer to our invoice for payment options.

Cancellation and Refund

All traineeship cancellations must be received in writing by QPTS Head Office. Please complete and email or post the Withdrawal Form available from our website or send a detailed email request to hello@qpts.com.au

Employer funded training is subject to the refund arrangements as specified in the agreement between QPTS and the employer organisation. Refund policy is available on the website.

Please note: Cancellation and postponement of course in this instance has the same meaning.

Where courses are postponed or cancelled due to insufficient numbers, participants will be notified of the alternative arrangements.

Short Courses

QPTS scale of refund is outlined below and determined by the amount of notice given prior to course commencement.

- Less than 48 hours' notice – 50% of the course fee will be charged
- Less than 24 Hours' notice – Full course cost charged
- If you arrive later than the course commencement time and you are not permitted entry to the course 100% of the course cost will be charged.
- **Once training has commenced there are NO refund options.**

Withdrawal after Course Commencement

Industry Participants

If you are an industry employee enrolled in a training program and you wish to terminate your employment with your employer, you may withdraw from your course at any time. Alternately, you may request a place as a public participant at QPTS and complete your training at your own cost. This is dependent on the course enrolled, as some of our courses require employment in the industry.

Public Participants

If you are a public participant and wish to withdraw after the commencement of your course, an administration fee applies, 10% of the total course fee. A Statement of Attainment will be issued for any Units of Competency you have successfully completed.

All withdrawals must be received in writing by QPTS Head Office. Please complete an email or post the Course Cancellation/Withdrawal Form available from our website or send a detailed email request to hello@qpts.com.au

Discretion may be exercised by the Chief Executive Officer in all situations, if the student can demonstrate that extenuating or significant personal circumstance led to their withdrawal. In these cases, the student should be offered a full credit toward the tuition fee in another scheduled course in-lieu of a refund. Chief Executive Officer may also authorise a refund of tuition fees if the circumstances require this.

The following outlines the QPTS refund policy in various circumstances and situations which may arise:

- Cancelling enrolment after a course has commenced - Students who cancel their enrolment after a course has commenced will not be entitled to a refund of fees.
- Non-transferable - QPTS refunds are not transferable to another person.
- Refunds for classes missed - No refunds will be made for classes missed due to work commitments.
- Intake numbers are insufficient - QPTS reserves the right to cancel a course if intake numbers for a scheduled course are insufficient. In the unlikely event that QPTS cancels a course if intake numbers are insufficient, the student will receive a full refund.
- Behaviour Misconduct - Students who demonstrate behavioural misconduct after being formally warned are to have their enrolment cancelled and will not be entitled to a refund (ref to *-Behaviour Misconduct*).

Students have the right to access QPTS complaints and appeals processes and to also take further action under Australia's consumer protection laws.

Changes to terms and conditions

QPTS reserves the right to amend the terms and conditions of the student's enrolment at any time. Changes may include changes to course delivery arrangements, changes to ownership or third party arrangements, changes caused by training product transition, or changes to our policies and procedures. If changes are made that effect the student's enrolment the student will be informed 28 days prior to changes taking effect. Students are provided this advance notice of 28 days to enable them to submit an appeal from the date they were informed of the decision. Further information about appealing a decision is contained in the section relating to complaints and appeals handling.

Participant who are not contactable or not responding

Where a student is not contactable or fails to respond to requests by the QPTS, the student's enrolment may be terminated in absentia. This action may only be taken where the QPTS has made every reasonable attempt to engage with the student or contact the student to seek their instructions about their intentions to continue with or complete the applicable course. Advice received from a student via email or phone conversation communicating their request is to be accepted where the student is not willing to complete an Application for Withdrawal. Email records and written records of phone conversations are to be retained on the student's file as evidence of these expressed instructions from the student.

9 Training and Assessment

Competency Based Training and Assessment

All training and assessment that occurs at QPTS is competency based. This means the training and assessment is based on your participation and the evidence that is collected during your participation. This participation can be in the classroom, online through a student portal, or on the work site. Competency based training is designed to allow you to:

- build on skills and knowledge gained in a natural progression within a specified timeframe
- be part of a constructive and cooperative approach to developing your skills and knowledge
- work with your trainer and assessor to identify your training needs to address gaps in your competence; and
- gain a nationally recognised qualification.

Training and Assessment Standards

QPTS has policies and management practices which maintain high professional standards in the delivery of training and assessment services that safeguard the interests and welfare of all learners. We maintain a learning environment that is conducive to the success of learners.

QPTS maintains and continually improves its high professional standards by ensuring that it:

- Has the capacity to deliver and assess the qualifications for which it has been registered
- Provides adequate resources, facilities and equipment appropriate to its training and assessment services
- Uses methods and materials appropriate to the learning and assessment needs of its participants
- Monitors and assesses the performance and progress of its participants
- Ensures that trainers and assessors are not only suitably qualified and well-trained but are also sensitive to the cultural and learning needs of participants
- Ensures that training and assessments are conducted in a manner that meets the endorsed components of the relevant Training Package(s) and/or accredited courses

- Ensures that assessments are conducted in a manner that adheres to the Principles of Assessment and Rules of Evidence
- Is committed to access and equity principles and processes in the delivery of its training and assessment services.

QUALITY PEOPLE AND TRAINING SOLUTIONS Trainers and Assessors

The role of our trainers and assessors is to offer course participants:

- relevant underpinning knowledge in their chosen training
- guidance and facilitation of learning opportunities for the participants
- specialised skills demonstration and learning opportunities; and
- fair and transparent assessment process.

QPTS trainers are industry experts working within the industry and providing consultation services to other like industries. Their knowledge, experience, expertise and formal qualifications ensure the information they pass on to learners is current and relevant.

Assessment Arrangements

QPTS assessment strategies include both ongoing formative assessment in the classroom and on-the-job and a summative component to assess retained knowledge. Evidence is gathered using no less than 2 formal assessment tools which cover the most critical aspects of the Units of Competency being undertaken. Timeframes for completion of assessments are given at the commencement of your course.

The objective of assessment is for the learner to show that he or she has achieved the unit's competencies. Learners may be assessed by two or more of the following methods:

- Observation – the completion of a specified task or set of procedures normally performed under close supervision, using a detailed checklist
- Oral questioning – a response is provided to a series of questions presented to demonstrate understanding of principles or reasoning behind the action taken
- Scenario based questions – an opportunity to display problem solving and decision-making skills is provided in a simulated context
- Multiple choice – a question or incomplete statement followed by several options (usually 4 – 5) from which the participant selects the appropriate answer/s
- Written short answer – a written response item consisting of a question/s with answers of a single word, a few words, a sentence, or a paragraph
- Or any other method outlined in the course information

Learners will be advised of the assessment methodology used before training commences.

Learning support

If you need help with reading or writing, or with any of the tasks contained in the course undertaken, please let your trainer/assessor know as soon as possible. Where learning support is required for basic literacy, numeracy, English or other identified areas of learning difficulty, you may be referred to specialists in a particular area for assistance.

How to use learning resources

Assessment questions and tasks that you are required to submit as part of this unit are all contained within each unit workbook. You must submit workbooks in hard copy to your trainer/assessor, in soft copy via email to your trainer/assessor, or through QPTS's online learning portal aXcelerate. If you have no other way to submit your work, you may post a hard copy of your workbook to QPTS.

However, please note that it is your responsibility to make copies prior to posting any documents as QPTS holds no responsibility for lost mail. Once your work has been submitted your trainer/assessor will assess your work and provide you with feedback and results.

In order to be deemed competent, you are allowed three submissions of a workbook. If you are still deemed not yet competent after the third submission, QPTS's Training Manager will contact you to discuss your learning and options for completion of the unit. QPTS provides participants with generous support, but we also encourage you to be conscious of your responsibility in completing the work required to successfully complete your course.

Reasonable adjustment

In accordance with the Disability Standards for Education (2005), reasonable adjustment to assessments can be made as long as competence is not compromised. For example, a learner with difficulty in writing could be asked to demonstrate a work process rather than being asked to describe it in writing.

Reasonable adjustments are based on individual need and it is important that a participant with a disability discuss with QPTS's Training Manager any adjustments that may be required.

Examples of assistance we might provide include:

- extended time
- reasonable adjustment to courseware and other course resources
- reasonable adjustment to assessment strategies (both off-the-job and in the workplace)
- additional coaching or other support
- adjusting equipment or the physical environment
- providing support from a non-involved person
- allowing breaks for fatigue, medication or toilet use
- changing assessment procedures and timing
- working with both you and your employer to ensure your needs are met (if you are undertaking on-the-job delivery and/or assessment).

Under certain conditions learners with a disability who are required to undertake assessment may apply for 'Reasonable Adjustment' due to disability or as a result of special circumstances. The Reasonable Adjustment Application form is available from the QPTS website or from your trainer.

It is important to note that for nationally recognised courses, the competency requirements are outlined in documents known as Training Packages. Any adjustments to assessments will still need to meet the requirements of the applicable Training Package.

Purpose of the assessment

The purpose of assessment is to allow you to competently demonstrate your knowledge, understanding and skills in a Unit of Competency. Wherever possible the unit will be assessed as part of your normal work function and activity, using a variety of assessment tools.

QPTS assessment is conducted using a combination of Written Knowledge Assessment, Research Tasks, Case Studies, Competency conversation, Work Logbook, Supervisor Feedback and Workplace Observation.

The following provides a brief explanation of the primary assessment methods:

Written Knowledge Assessment: The participant is required to provide a written response to a range of questions relating to required knowledge of the units of competency. These would be short answer response activities and may include other questioning methods including multiple-choice.

Research Tasks: The participant is required to undertake research within their own workplace and the available reference material and provide a written response to each question. These assessment activities are usually short to medium answer response activities. The responses provided by the student will largely be specific to their workplace.

Case Study Response: The participant is required to provide a written response to a situation presented in a case study scenario. This will usually require the student to consider carefully the situation presented, undertake research to inform their response and then to propose their recommended actions.

Workplace Logbook: The participant is required to record details of their work activity completed during the work placement. These details are recorded against specified tasks which are predesigned for the student to complete. This forms an important part of the assessment evidence as it often includes critical evidence that is otherwise difficult for the assessor to observe.

Supervisor Feedback (*third party report*). The assessor will periodically engage with workplace supervisors to seek their feedback about the participant's performance. This is undertaken as an interview with a duration of 15 to 20 minutes. This interview can be undertaken over the phone or face to face. Feedback from a supervisor is recorded into the assessment record to support the assessor's final judgment.

Workplace Observation: The participant will be observed performing specific tasks in their day-to-day work activities. The assessor will attend the workplace and observe the students performing tasks relevant to the units of competency being assessed. The student will be briefed on these observation activities and is required to plan to undertake these activities when the assessor attends the workplace.

Workplace Documents: The participant is required to submit workplace documents as they act as objective proof of competence, demonstrating they can consistently apply their skills and knowledge to industry standards. For workplace documents to be valid assessment evidence, they must meet the rules of evidence:

- **Valid:** The document directly matches the required competency standards (e.g., a safety checklist, JHA , SWMS used to prove a WHS competency).
- **Sufficient:** Enough documents are provided to prove the skill is applied consistently over time, not just once.
- **Authentic:** The document is verified as the student's own work, often confirmed by a supervisor's signature, or sign on / off attendance sheet.
- **Current:** The evidence is recent (usually within the last two years) to prove current skills.

Assessment instructions

There are 2 parts to the assessment process. In order to be deemed competent in a unit you must complete items listed under both parts – knowledge and practical assessments below:

PART 1 - Theory Assessment

To be completed	✓ Tick when completed
Multiple choice questions	
Short answer questions	
Oral questioning (where applicable or online learning)	
Scenario / case study	
Submission Declaration	

PART 2- Practical Assessment

To be completed	✓ Tick when completed
Skills Observation	
Manager/Supervisor Verification (third party report) (<i>where applicable</i>)	
Supplementary Documents (workplace evidence)	
Logbook – (where applicable)	
Submission Declaration	

You will be provided time to complete this assessment. All written work must be submitted by the date allocated by your trainer/assessor. You are free to work on your workbook in your own time. You are also free to use whatever resources you consider appropriate for the task.

Note: This workbook and all other assessment documents are evidence of the knowledge and skills you have gained throughout a unit. All assessment documentation will be retained by QPTS.

Assessment submission due date extension

It is your responsibility to submit your written work by the due date allocated by your trainer/assessor.

Extensions will only be granted by special consideration and are to be applied for via email directly to your trainer/assessor.

Applications for extensions will not be accepted on the day or after the date that the work is due unless you can provide credible evidence that the request for extension could not be submitted prior to the submission due date.

Assessment results

For each individual assessment within a unit of competence, it will be recorded as follows:

Result	Definition
S	A 'Satisfactory' result indicates that the assessment requirements for the specific assessment have been achieved.
NS	A 'Not Satisfactory' result indicates that the assessment requirements for the specific assessment have not yet been achieved.

Assessment results for all units will be recorded and reported as follows:

Result	Definition
C	A 'Competent' result indicates that the assessment requirements for the entire Unit of Competency have been met.
NYC	A 'Not Yet Competent' result indicates that the assessment requirements for the entire Unit of Competence have not yet been met.

Assessment resubmissions

You are able to resubmit an assessment that you have been assessed as NS (Not Satisfactory). Your trainer/assessor will provide feedback to you outlining the gaps in knowledge and skills required for a satisfactory result and provide you with a timeframe in which to resubmit your work. Once all assessment items have been deemed satisfactory within a unit of competence it will be recorded as competent result on the assessment outcome matrix.

Outcomes

Final outcomes for units will be provided within 14 working days after the submission of a completed workbook and a practical assessment.

Appeals

If you are dissatisfied with the outcome of an individual assessment task or the final result for a unit because you feel the result is unfair or incorrect, you may request a review of the result by contacting your trainer/assessor. If after the review you are still dissatisfied with the outcome, you may lodge a formal appeal in accordance with QPTS's Complaints and Appeals Policy and Procedure. (available on the website) All formal appeals are to be submitted to the Training Manager.

Assessment Judgements

Assessment judgements in all contexts are made within a framework that allows for assessment against the Dimensions of Competency.

- Task skills – undertaking specific work place tasks required to complete a work activity to the required standard. This means being able to perform the individual actions as well as the whole task
- Task management skills – managing a number of different tasks to complete a whole work activity. This means working efficiently to meet deadlines, handle a sequence of interrelated tasks, and progress smoothly between tasks
- Contingency management skills – responding to problems and irregularities when undertaking a work activity and the ability to adapt or modify work practice to manage difficult or unexpected outcomes
- Job/role environment skills – dealing with the responsibilities and expectations of the work environment when undertaking a work activity such as: working with others, interacting with clients and suppliers, complying with standard operating procedures, or observing workplace policy and procedures
- Transfer skills – a skill that is addressed in all of the above. Transfer skills means having the capacity to transfer skills and knowledge to other contexts.

Informal assessment is undertaken during participation in skills practice and demonstration by:

- Direct questioning or conversation to assess understanding of the tasks and task management skills
- Observation of demonstration of skills including job role, work environment and contingency management skills

Assessments are often undertaken holistically, focusing on the whole work activities rather than sub-tasks. This provides the assessor with the opportunity to see dimensions of competency and employability skills demonstrated in an integrated fashion. Assessments are conducted using an assessment tool that includes the following components:

- the context and conditions for the assessment
- the tasks to be administered to the learner; and
- an outline of the evidence to be gathered from the learner and the evidence criteria used to judge the quality of performance (i.e. the assessment decision-making rules).

Learners who are deemed not yet competent in any individual assessment will be given 2 further opportunities (3 in total) to satisfactorily complete the assessment requirements. If these attempts result in a NYC, then the learner will be required to undergo further training in the unit and assessment at a later agreed date.

Assessors have flexibility (according to the requirements of the Training Package, including the Assessment Guidelines and Units of Competency) to accept other forms of evidence from individual learners (e.g. through RPL).

Principles of Assessment and Rules of Evidence

QPTS assessment processes adhere to the Standards for Registered Training Organisations (RTOs) 2025 where assessment tools are developed and validated to ensure that the Principles of Assessment are met. These Principles require that assessment is:

- **Valid** – This refers to the extent to which the interpretation and use of an assessment outcome can be supported by evidence. An assessment is valid if the assessment methods and materials reflect the elements, performance criteria and critical aspects of evidence in the evidence guide of the unit(s) of competency, and if the assessment outcome is fully supported by the evidence gathered
- **Reliable** – This refers to the degree of consistency and accuracy of the assessment outcomes. That is, the extent to which the assessment will provide similar outcomes for candidates with equal competence at different times or places, regardless of the assessor conducting the assessment
- **Flexible** – This refers to the opportunity for a learner to negotiate certain aspects of their assessment (for example, timing) with their assessor. All learners should be fully informed of the purpose of assessment, the assessment criteria, methods and tools used, and the context and timing of the assessment
- **Fair** – Assessment does not disadvantage particular learners or groups of learners. This means that assessment methods can be adjusted for particular learners (such as people with disabilities or cultural differences) to ensure that the method does not disadvantage them because of their situation. An assessment should not place unnecessary demands on learners that may prevent them from demonstrating competence.

QUALITY PEOPLE AND TRAINING SOLUTIONS assessments are developed in consultation with industry and adhere to the Standards for Registered Training Organisations (RTOs) 2025 **Rules of Evidence**. These Rules are as follows:

- **Valid** – in this context means that the evidence relates to the unit competency, addresses essential skills and knowledge, dimensions of competency and employability skills, that demonstration of skills and knowledge are applied in real or simulated workplace situations (**relates to the unit of study – unit name and code on assessment**)
- **Current** – in that it demonstrates the learner's current skills and knowledge and complies with the current Training Package requirements. (**dated**)
- **Authentic** – in that it can be verified as genuine and the work of the learner (**learners name**)
- **Sufficient** – in that demonstration of competence is repeated over a period of time in varying contexts. (**minimum 3 types of assessment evidence**)

Difficulties in Performing or Completing Assessment Tasks

Learners who are experiencing difficulty with completing assigned assessment tasks are advised to discuss the issues with their trainer and assessor who can provide further information and guidance to ensure satisfactory completion.

Workbook and Assessment Due Date Extensions

Learners who are experiencing extenuating circumstances such as illness, accident or injury, family circumstances (i.e. death in the family), or work commitments and are unable to meet a submission deadline for a workbook or assessment may apply for an extension by emailing a request to the appropriate trainer and assessor. The request must be in writing and must be done prior to the original due date. Evidence to support the reason the extension is necessary (eg. medical reason) must be attached to the request. If your reason for an extension is due to work commitments, you must submit a letter written and signed by your employer.

Completed workbooks or assessments must be submitted on or before the revised due date. Failure to apply for an extension prior to a due date or submit a workbook or assessment on or before a revised due date will result in the learner being deemed not yet competent.

Plagiarism and Copyright

Plagiarism

Plagiarism is the presentation of other people's ideas or statements as if they were your own. Extensive quotation from or paraphrasing of other people's work is not desirable for your own education as these practices provide a very limited view of what you think and of what you know. One of the main aims of QUALITY PEOPLE AND TRAINING SOLUTIONS is to develop your capacity for leadership, independent thought and analysis. Therefore, we are looking for you to express your ideas and to sustain arguments in the written work you complete.

Students must submit only original work for assessments, assignments, and projects. Examples of plagiarism include:

- Direct copying of paragraphs, sentences, a single sentence or significant parts of a sentence;
 - Direct copying of paragraphs, sentences, a single sentence or significant parts of a sentence with an end reference but without quotation marks around the copied text;
 - Copying ideas, concepts, research results, computer codes, statistical tables, designs, images, sounds or text or any combination of these;
 - Paraphrasing, summarising or simply rearranging another person's words, ideas, etc., without reference or explanation;
 - Offering an idea or interpretation that is not one's own without identifying whose idea or interpretation it is;
 - A 'cut and paste' of statements from multiple sources;
 - Presenting as independent, work done in collaboration with others;
 - Copying or adapting another student's original work into a submitted assessment item;
 - Copying or adapting a student's own work submitted in a previous essay or assessment; or
 - Unintentionally failing to cite sources or to do so adequately.
- Where plagiarism is detected in students works submitted for assessment the following action will be taken:

Plagiarism resulting from poor academic practice - If it has been determined that the plagiarism has arisen from poor academic practice, the student is to be requested to revise the work and submit it for reassessment. The student will be offered support and additional training in the use of referencing systems.

Intentional plagiarism – If it is determined that the plagiarism was intentional, the student's work is not to be accepted, and the student is to be issued with an alternative assessment to complete. The student is to be given a formal warning in writing (Warning Letter for Academic Misconduct) by the

Chief Executive Officer explaining the seriousness of the incident and the consequences if the student is found to plagiarise again (i.e. withdrawal from the course). Students who are found to continue to plagiarise work in support of their assessment will have their enrolment closed. Where a student has been found plagiarising to a level which is considered to be deliberate and egregious, the student's enrolment will be closed following being notified of the decision. The student will have the right to appeal any decision that they are notified of in accordance with the appeals policy.

Use of Artificial Intelligence (AI)

QPTS employ a range of strategies and software solutions to monitor the use of artificial intelligence content in assessment submissions made by students. This is a normal part of our assessment quality control. The following are guidelines on the unacceptable use of artificial intelligence content:

Direct Generation of Assessment Responses. Using AI to generate complete or partial answers for assessments, such as:

- Having AI write workplace documentation like risk assessments or incident reports
- Using AI to complete practical task descriptions or work procedures
- Submitting AI-generated responses for knowledge questions
- Using AI to create workplace portfolios or evidence collections

Bypassing Skill Development. Using AI in ways that prevent learning essential vocational skills such as:

- Having AI solve workplace calculations instead of developing mathematical competency
- Using AI to create technical drawings or designs without learning the underlying principles
- Relying on AI for measurements or specifications instead of developing measurement skills
- Having AI interpret technical manuals or workplace documents without developing comprehension skills

Professional Communication Tasks. Using AI to complete communication tasks that demonstrate professional competency, such as:

- Having AI write client communications or workplace emails
- Using AI to generate workplace reports
- Submitting AI-generated meeting minutes or briefing notes
- Using AI to create workplace presentations or training materials

Evidence Collection. Using AI to fabricate or manipulate evidence of competency, such as:

- Creating artificial workplace scenarios or examples
- Generating fictional workplace experiences or observations
- Producing simulated workplace documentation
- Creating artificial supervisor feedback or third-party reports

Practical Skills Documentation Using AI to document practical skills without performing them, such as:

- Writing up practical task procedures without completing them
- Generating safety check documentation without performing checks
- Creating maintenance logs without conducting maintenance
- Documenting customer service interactions that did not occur

Group Work and Collaboration. Using AI to bypass genuine workplace collaboration:

- Having AI generate team contributions
- Using AI to complete assigned portions of group tasks
- Creating artificial peer feedback or evaluations
- Generating team meeting outcomes without participation

The unacceptable use of artificial intelligence content is considered a form of plagiarism and students found to be breaching this policy Action will be taken in accordance with the plagiarism policy outlined above. Where there may be acceptable uses of artificial intelligence content, this will be specifically identified to each student within the assessment instructions of the task.

Copying

Copying is the presentation of someone else's work and passing it off as your own. If you are taking part in a group assignment, it must be accompanied by a declaration signed by each group member. It is your responsibility to ensure that you understand the requirements of each workbook and assessment item, as stated in your unit outline. If you are unsure about the extent of quotation, the extent or nature of paraphrasing or referencing requirements in your workbook or assessment, please consult your trainer.

Penalties for Plagiarism or Copying

A trainer and assessor who finds any level of plagiarism or copying in a workbook or assessment is required to immediately notify QPTS's Training Manager who will conduct an evaluation of the work and the quantity and nature of the plagiarism or copying. Depending on the quantity and nature of the plagiarism or copying, you will be required to do one of the following:

- Level 1 – less than 10% copied, you will be asked to resubmit your work identifying sources
- Level 2 – less than 25% copied, you will be asked to revise your work under supervision
- Level 3 – more than 25% copied, you will be deemed not yet competent and asked to submit an alternative assessment.

If you do not complete or resubmit the assessment as required, it will be treated as if you did not submit a piece of work for that assessment item and a result of not yet competent will be recorded.

Requirements to Achieve a Qualification

It is your responsibility to complete and submit all assessments. You must successfully achieve all the core and elective units associated with the qualification in which you are enrolled. The qualification is drawn from an endorsed training package or may be an accredited course. A list of the required competencies for each qualification is available in the course information handout and is negotiated in your training plan.

10 Complaints and Appeals

QPTS has a process through which you may have any issues addressed immediately, efficiently, effectively and confidentially.

Complaint

A complaint is the expression of dissatisfaction with the standard of practice or the quality of services offered by QPTS or with the behaviour of another participant or employee of QPTS. QPTS recognises two distinct types of complaints.

- Minor Informal – easily rectifiable complaints such as a participant not receiving a workbook or missing a handout
- Major Formal – complaints that require issues be addressed in a more formal manner.

Complaints Process

A complaint must be lodged in writing using the [Complaints Form](#) available from our website or attached to this handbook as Appendix A. The form must be completed in full and clearly describe the issue, who is involved, and have any appropriate evidence attached as supporting documentation. The completed form is to be submitted to QPTS within 5 working days of the

occurrence of the incident. No charges or costs are incurred for anyone who lodges a complaint or appeal.

Once a complaint has been received, the steps outlined below will be followed:

Informal Process

- The QPTS employee (trainer, administration, or manager) to whom the complaint is made has the authority to discuss and resolve the matter directly with the participant as quickly and efficiently as possible
- The complainant should explain the issue and what action they would like to have taken
- A record of the decision will then be documented by the QPTS employee dealing with the complaint and held in the complaints file
- If the complaint is not resolved, the QPTS employee will then provide information to the complainant about the next level of action to be taken for dealing with the complaint. At this stage a formal complaint will need to be filed.

Formal Process

- A formal complaint must be lodged in writing. This can be written by the individual making the complaint or by the QPTS employee (trainer, administration, or manager) receiving the complaint. The written complaint must be agreed to and signed by both parties
- When the written complaint is received QPTS's Training Manager will acknowledge, in writing, receipt of the complaint. This will be done within 5 working days of receiving the complaint
- The QPTS Training Manager will investigate the complaint as quickly and efficiently as possible
- If necessary, meetings will be scheduled with all parties to discuss the complaint. A support person for any of the parties may be present at the meeting
- If necessary, the QPTS National Training Manager will schedule a meeting with the RTO Manager to discuss the complaint and the possible actions for resolution
- Within 5 working days of a decision being made, the QPTS Training Manager will provide in writing to the complainant, the outcome of each complaint including the reasons for the decision and the actions, if any, to be taken
- Results and decisions granted in favour of the participant will be implemented and/or corrective and preventative action taken by QPTS within 10 working days or as soon as practicable. QPTS will take whatever action is needed to ensure that the issues regarding the complaint are addressed so that it does not reoccur. Such action may include counselling of employees where necessary
- If the complainant is dissatisfied with the official decision, the complainant has the right to appeal the decision in accordance with the appeals process or with an external relevant organisation such as:
 - In relation to the delivery of training and assessment services, the person may refer their complaint to the National Training Complaints Service via the following phone number: 13 38 73 or visit the website at <https://www.dewr.gov.au/national-training-complaints-hotline>
 - Australian Skills Quality Authority - complaints that relate to compliance with the registration requirements under Standards for Registered Training Organisations (RTOs) 2025 <https://www.asqa.gov.au/about-us/how-we-regulate/tip-offs-and-complaints> call on 1300 363 992

- Fair Work Ombudsman - complaints in relation to wages, conditions of employment and workplace rights. Fair Work Infoline 13 13 94 or www.fairwork.gov.au/complaints
 - In relation to matters relating to privacy, the person may refer their complaint to the Office of the Australian Information Commissioner via the following details: <https://www.oaic.gov.au/individuals/how-do-i-make-a-privacy-complaint> or call on 1300 363 992
 - Fair Work Commission – complaints in regard to WH&S issues including bullying & harassment. Fair Work Commission info line 1300 799 675 or <https://www.fwc.gov.au/workplace-disputes/bullying/what-do-if-youre-bullied-work>
- QPTS will attempt to finalise all complaints within 30 days of receipt of the complaint. Where this is not possible, a letter of explanation, including an expected finalisation date, will be given to the complainant
 - All records relating to the complaint shall remain strictly confidential between both parties, except by agreement between the parties.

QPTS will maintain a learner’s enrolment whilst the complaint process is ongoing. The participant may continue to attend training and assessment, but if they choose not to they will be made aware that the decision may hinder their learning progress.

Appeals

An appeal is an expression of dissatisfaction with a decision that has been made in regard to a complaint or assessment outcome and can only be sought by the organisation or individual for which the original decision was made. An appeal is a request that the decision be reviewed.

QPTS will treat all complaints and assessment appeals confidentially at all stages of the process. Access to information about a complaint or appeal shall be strictly limited to those that “have a need to know” in order to deal with the complaint or appeal.

QPTS supports and upholds the following principles when dealing with complaints or appeals.

- A commitment to ensure both the individual and the organisation are able to receive a satisfactory outcome from a complaint without fear of reprisals
- The complaints and appeals process will be managed fairly and equitably and as efficiently as possible and will be kept confidential
- All parties will have a clear understanding of the steps involved in the complaints and appeals procedure
- Each complainant will be provided with the opportunity to present their case at each stage of the process, and may have a support person present at all times
- Learners can continue their training during the complaints and appeals process
- All parties involved will be provided with a copy of the complaints and appeals policy and procedure
- All complaints and appeals will be recorded in writing and the complainant provided with a written statement of the outcomes and reasons for the decision
- All complaints and appeals will be used as an opportunity to continuously improve QPTS’s policies, procedures and processes
- All complaints and appeals that cannot be resolved internally will involve an external process consisting of an external representative who has no personal interest in or knowledge of the

organisation, employees, or participants involved.

Appeals Process

If a learner believes an unfair or inaccurate decision has been made in relation to a complaint or assessment of their work, a process exists to appeal the decision of the complaint or to have their assessment result/s reviewed. If the appeal is regarding an assessment decision, learners should seek feedback from the trainer as to how the decision was made before submitting an appeal.

Appeals must be lodged in writing using the Appeals Form available from our website or attached to this handbook as Appendix B. The form must be completed in full and clearly describe the issue, who is involved, and have any appropriate evidence attached as supporting documentation. The completed form is to be submitted to QPTS within 5 working days of the occurrence of the issue. Any appeals relating to assessment decision that are lodged after the 5 working-day window will be subject to approval of QPTS's Training Manager.

Once an appeal has been received, the steps outlined below will be followed:

- An internal review will be undertaken within 24 hours by either the QPTS Training Manager or the Training Manager
- In relation to an assessment appeal and depending on the evidence, the QPTS Training Manager will make a finding that may result in a:
 - request for an independent assessor to assess the learner's work
 - decision that the assessment findings stand and the participant counselled on what is required to meet the assessment criteria.
- In relation to an appeal of a complaint decision, the RTO Manager will review the complaint and subsequent investigation records and depending on the evidence, the RTO Manager will make a finding that may result in a:
 - request for an independent mediator to conduct an investigation or convene a mediation session between the parties involved
 - decision that the outcome of the complaint stands and the participant has the right to file a complaint or appeal with an appropriate external organisation.
- QPTS will attempt to finalise all appeals within 30 days of receipt of the appeal. Where this is not possible, a letter of explanation, including an expected finalisation date, will be given to the appellant
- All records relating to an appeal shall remain strictly confidential.

11 Issuance of Qualifications and Statements of Attainment

QPTS issues Qualifications and Statements of Attainment to participants who meet the required outcomes of the course or Unit of Competency in accordance with the Australian Qualifications Framework (AQF).

You must have a Unique Student Identifier in order to be issued with a Qualification or Statement of Attainment.

For participants who have successfully completed all of the core and elective Units of Competency specified for the qualification in which they are enrolled, a Qualification will be issued within 30 days of the date that the participant is deemed to have successfully completed the qualification.

For participants who do not successfully complete all the requirements for the course or qualification in which they are enrolled, or who choose to withdraw their enrolment, a Statement of Attainment will be issued listing those units successfully attained.

QPTS retains sufficient data to be able to reissue a Qualification or Statement of Attainment for a 30-year period. In the event that you require a Qualification or Statement of Attainment to be re-issued, you will be required to submit your request in writing to QPTS and provide sufficient proof of identity. A \$50 fee applies to each Qualification or Statement of Attainment re-issued.

12 General Information to Participants

Guidelines for Transition of Training Packages

In the event that the course in which you are enrolled changes or becomes superseded, QPTS will manage your transition to the new or revised Training Package once the package has been made available on the National Register www.training.gov.au.

QPTS transitions participants as follows:

- New participants will be enrolled in the new qualification from the release date
- Existing learners will be given the option of completing the superseded qualification within a 12 month timeframe or transferred to the new qualification
- As a guide participants who have completed 25% or less will be encouraged to transfer to the new qualification.

Keeping Participants in the Know

QPTS is committed to supporting its learners. QPTS staff are available to answer your questions or concerns regarding any aspect of your enrolment or training and assessment. Information is also available on the [QPTS website](#)

QPTS will endeavour to notify you when there is a change to any of its policies and procedures or to legislation that may affect its training and assessment services or your enrolment or course.

Marketing of Training and Assessment Services

QPTS when undertaking marketing and advertisement of its products and services, does so in an ethical manner by:

- obtaining written permission from a participant before using information about that participant in any marketing or promotional materials
- accurately representing recognised training products and services to prospective and continuing learners
- allowing learners to opt out of any marketing campaigns conducted by QPTS
- ensuring learners are provided with full details of conditions in any contract arrangements; and
- drawing no false or misleading comparisons with any other training organisations or qualifications.

Financial Standards and Student Guarantee

QPTS is in a financially secure position and is in Partnership with REMA TIP TOP ASIA PACIFIC, a multinational organisation operating in over 170 countries and with 50 years continuous growth.

Once QPTS commences delivery of a course it will endeavour to complete all related training and assessment activities to the best of its ability. In the unlikely event that QPTS cannot complete the delivery of the course, every effort will be made to seek alternatives and participants will be guaranteed an outcome of their choice. Participants who have commenced but not completed

training and assessment will be transferred at no cost to another Registered Training Organisation (RTO) at a location of their choice. If a participant does not wish to transfer to another RTO and has paid their own fees, the participant will receive a refund of fees (pro-rata) for training and assessment services not provided.

13 Continuous Improvement

QPTS is committed to the continuous improvement of our training and assessment services, student services and management systems. Central to this commitment is our approach to continuous improvement and the procedures we apply to achieve systematic and sustained improvement.

participants are encouraged to provide feedback and suggestions for improvement to QPTS at any time during their studies so we can improve our services in the future. Participants can report opportunities for improvement by discussing suggestions with their Trainer or the Student Support Officer, sending us an email or completing the Opportunity for Improvement Form. The Opportunity for Improvement Form template is available on request. Suggestions for improvement will be considered by our management team at our regular management meeting.

During a long course, participants will be invited to complete the Continuous Improvement Survey which will usually be administered early in a course such as after the first term to collect feedback so any issues can be addressed to improve our service to you for the remainder of the course.

At the completion of your course, you will be issued with a Participants Satisfaction Survey. This is a nationally consistent survey tool which is designed to collect feedback from participants about their experience with an RTO and in undertaking nationally recognised training. Your completion and return of this survey is important to QPTS for our ongoing improvement of services and to enable us to report this information to our registering authority. Your assistance in gathering this survey data is greatly appreciated.

QPTS welcomes your feedback on any aspect of its training and assessment services you may have experienced. You can provide feedback anonymously anytime via hello@qpts.com.au

Appendix A – Complaints Form

This form is to be used to file a written formal complaint with QUALITY PEOPLE AND TRAINING SOLUTIONS.

Please complete this form in full, clearly describing the incident or issue, who is involved, and attach any appropriate evidence in support of the complaint.

Participant Details			
Name:		Participant ID number (if known)	
Address:			
Contact number:		Email address:	
Date of complaint:			
Date of incident:		Location of Incident:	
Nature of the complaint			
Please describe the details of the complaint. Please attach supporting documentation where required.			

Details of any other parties involved: (include full name and position)			
Name:		Position:	
Name:		Position:	

What action would you like to see take place to resolve this complaint?

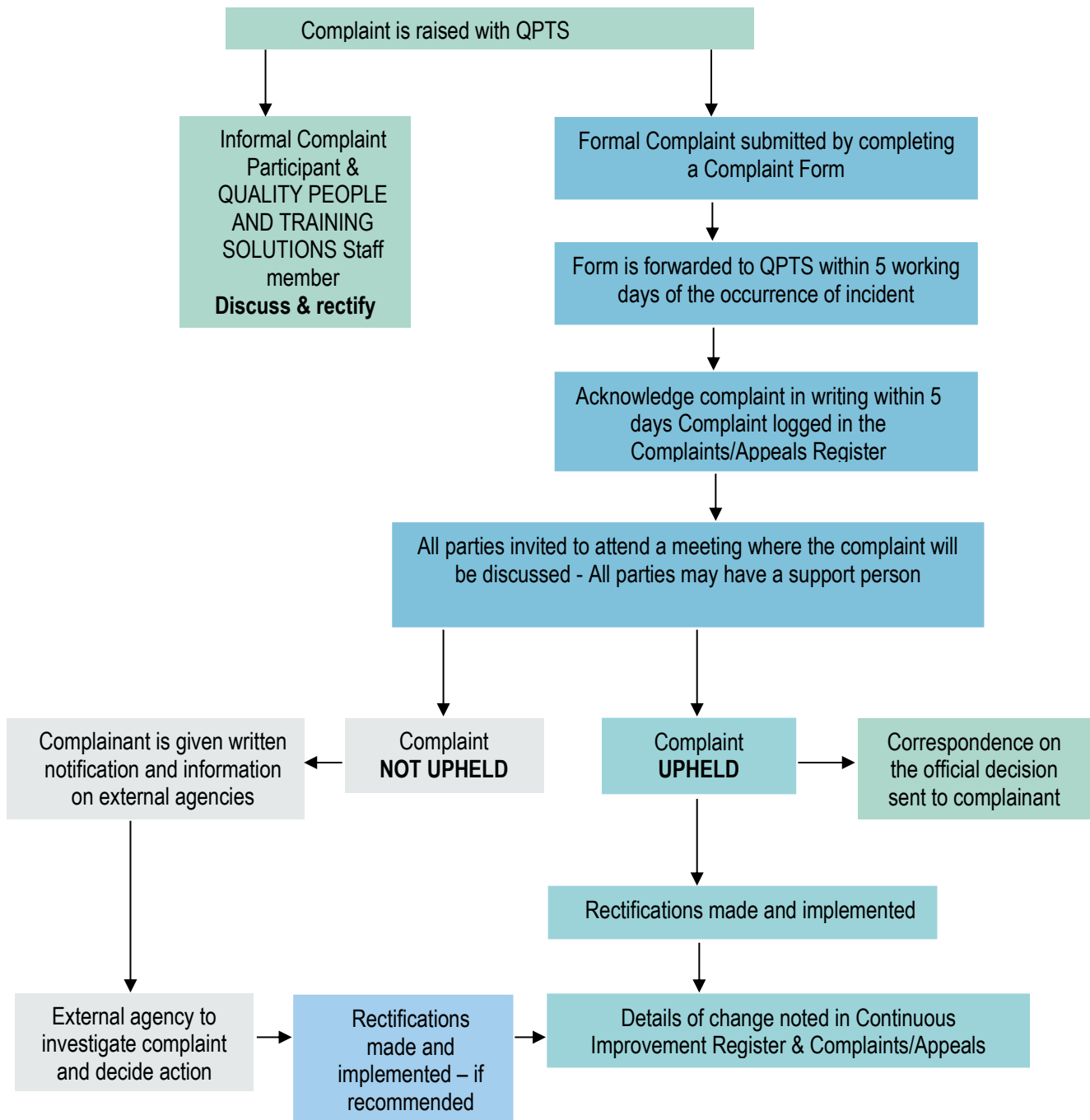
By signing this form, I certify that the information provided is true and correct.

Signed:	Date:
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Office Use Only	
Date received:	Received by:
Indicate outcome of action taken.	

Instructions to complete this form

1. Ensure you complete all sections of the form.
2. Provide as much detail as possible to the events that took place. Use additional pages if required.
3. Provide any evidence to support your complaint.
4. Once this document has been completed, email it to hello@qpts.com.au or give it directly to your designated trainer and assessor.



Appendix B – Appeals Form

This form is to be used to file a formal appeal with QUALITY PEOPLE AND TRAINING SOLUTIONS. Appeals must be lodged within 5 working days of the original decision being made.

Please complete this form in full, clearly describing the decision, who is involved, and attach any appropriate evidence in support of the appeal.

Participant Details			
Name:		Participant ID number (if known)	
Address:			
Contact number:		Email address:	
Date of appeal:			
<p>Please note: If this is an appeal of an assessment decision, you can challenge the assessor’s decision based on the following:</p> <ul style="list-style-type: none"> • The assessment was not conducted in accordance with the assessment plan provided to you. • The assessor was influenced by bias or improper action. • The assessor failed to afford you, the candidate, natural justice or reasonable adjustment in the means and methods of assessment. • The decision failed to take into account relevant considerations or was otherwise unreasonable. 			
<p>If this is an appeal of an assessment decision, please specify the following:</p> <p>Unit Title: _____ Code: _____</p> <p>The appeal is based on: (tick one only)</p>			
<input type="checkbox"/>	I believe that the process of assessment has been unfair or unduly influenced		
<input type="checkbox"/>	Medical reason (attach supporting documentation)		
<input type="checkbox"/>	An administrative error or irregularity has occurred that is relevant to the assessment process		
<input type="checkbox"/>	Other reason not listed above		

Nature of the Appeal
<p>Please describe the details of the appeal. Please attach supporting documentation where required.</p>

Details of any other parties involved: (include full name and position)			
Name:		Position:	
Name:		Position:	
Name:		Position:	

Outcomes you are seeking from this process:

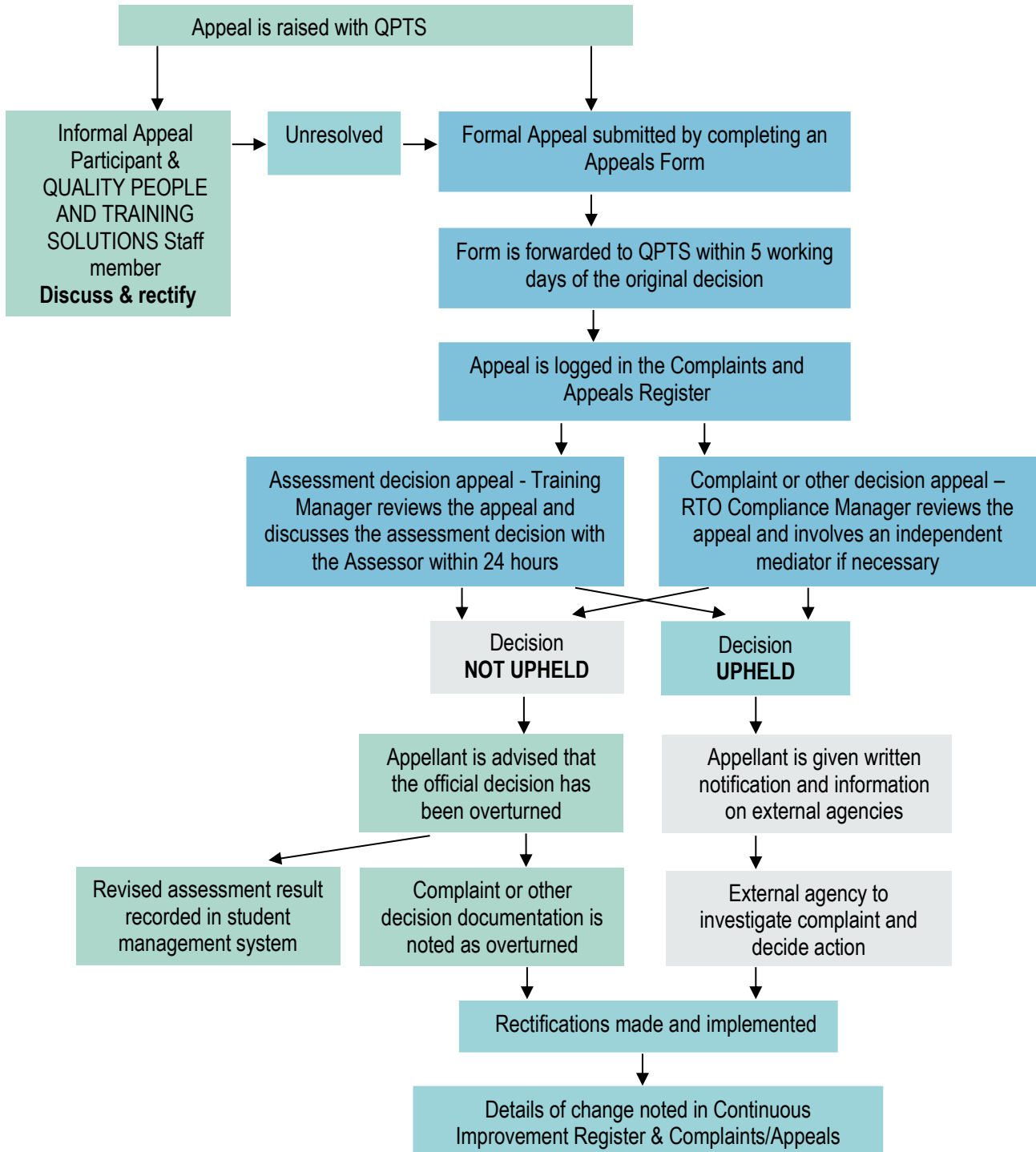
By signing this form, I certify that the information provided is true and correct.

Signed:	Date:
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Office Use Only	
Date received:	Received by:
<p>Indicate outcome of process and action taken.</p>	

Instructions to complete this form

1. Ensure you complete all sections of the form.
2. Provide as much detail as possible. Use additional pages if required.
3. Provide any evidence to support your appeal.
4. Once this document has been completed, email it to hello@qpts.com.au or give it directly to your designated trainer and assessor.



Acknowledgement Receipt of Participant Handbook

By signing this form, I acknowledge that I have received sufficient and clear information about the course, the traineeship (If applicable), the training and assessment services, the student support services, workplace requirements and the expected outcomes related to this course.

I acknowledge that QUALITY PEOPLE AND TRAINING SOLUTIONS’s Participant Information Handbook has been made available to me and I have had the opportunity to ask questions. This includes information on Complaints and RPL. I also acknowledge that I have been advised that further information is available on QUALITY PEOPLE AND TRAINING SOLUTIONS’s website.

Participant Name:	
Participant Signature:	
Course Enrolled:	
Date:	
Guardians Name: (under 18yrs)	
Guardians Signature: (under 18yrs)	
Date:	