

MARSDEN STATE HIGH SCHOOL

RTO 30117



VET Policies and Procedures

Student VQF Manual 2015

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Purpose of the Student Manual

This manual provides information needed for all students engaged in VET courses of study at Marsden SHS. It is important that students have ongoing access to this manual. It is available on the school's webpage at all times.

This booklet is divided into section – General information and Course Information. It is extremely important that students know their rights as students and are familiar with the competencies that need to be attained for each qualification. A process of recognition of Prior Learning (RPL) or Credit Transfer can be applied to avoid repeated training. This manual also documents procedures for appealing disagreements with competencies that are awarded.

Marsden SHS offers a large range of VET subjects, which can be classed as either Stand Alone VET or VET embedded in QSA Authority or Authority Registered Subjects. The following table documents the qualifications currently offered at the school.

Department	VET Qualification
Home Economics	SIT20212 Certificate II in Hospitality SIT20213 Certificate II in Hospitality
Physical Education	SIS20312 Certificate II in Sport and Recreation
Business	BSB20112 Certificate II in Business 30627QLD Certificate II in Workplace Practices 30970QLD Certificate I in Work Readiness ICA10111 Certificate I in Information, Digital Media and Technology (Year 10) ICA20111 Certificate II in Information, Digital Media and Technology SIR20212 Certificate II in Retail Services
The Arts	CUS20109 Certificate II in Music CUF10107 Certificate I in Creative Industries (Year 10) CUF20107 Certificate II in Creative Industries (Film/Media strands - Year 11/12) CUV20111 Certificate II in Visual Art (Year 11)
Industrial Design and Technology	AUR10112 Certificate I in Automotive CPC10111 Certificate I in Construction (Year 10) MEM10105 Certificate I in Engineering LMF10108 Certificate I in Furnishing MSF10113 Certificate I in Furnishing
SOSE	SIT20112 Certificate II in Tourism

Code of Practice

As a Registered Training Organisation (RTO), Marsden SHS must comply with the principles and standards of the Vocational Quality Framework. A part of this is recognising qualifications issued by other RTOs. The school's registration is maintained through QSA on behalf of the Australian Skills Quality Association (ASQA). Marsden has a duty as an RTO to deliver quality training and assessment across numerous industry areas based on National Training Packages.

Marsden SHS has the right to amend the Code of Practice at any time to suit the needs of the RTO and must be in accordance with legislation governing RTOs.

LEGISLATIVE REQUIREMENTS

Marsden SHS will meet all legislative requirements of all levels of Government, including but not limited to Workplace Health and Safety, Workplace Relations and Vocational Placement Standards.

ACCESS AND EQUITY

All students are informed of the requirements of National Training Packages. Our Access and Equity Policy ensures that student selection decisions comply with equal opportunity legislation. The policy states that:

- a. Prospective clients will be assessed to determine the likelihood or otherwise of their achieving success in the proposed course. Most information for these purposes is located on Oneschool.
- b. Applicants will have the right to appeal any assessment decisions in accordance with the Appeals Policy.
- c. In the event of a student requiring a special assistance with practical aspects of a course, the student will be referred to the HOSES for assessment. The HOSES will then advise the student's teachers of special requirements
- d. Furniture in general classrooms shall be arranged to enable access to people with disabilities.
- e. Where furniture and fixtures need modifications in order to meet the needs of a student with disabilities, the teacher should arrange this in consultation with the Principal and the Business Services Manager.
- f. Marsden SHS is a public school committed to the provision of educational services to the broader community.
- g. Fees payable for courses are kept at the minimum required to cover delivery costs.

QUALITY MANAGEMENT

Marsden SHS has a commitment to providing quality service and has a focus on continuous improvement of processes, and training and assessment practices. Marsden SHS utilises feedback from students, staff and industry representatives in future planning. Student feedback forms are used to collate information at the end of the year to inform practice for the following year.

CLIENT SERVICE

Marsden SHS has sound management practices to ensure effective service to students. In particular, there are processes to ensure timely issue of student assessment results and qualifications based on National Recognised Training (NRT) specifications. These are appropriate to competence achieved. Statements of Attainment documenting competencies achieved without full completion of the qualification are available on request.

As an Education Queensland School, Marsden fully caters to the needs of students, whether social, financial, emotional or educational. Government policies regarding access and equity to education are the foundation of the school's practice.

Where necessary, arrangements will be made for students requiring literacy and/or numeracy support programs. We will take every opportunity to ensure that this information is disseminated and understood by staff, students and parents.

Information relating to all fees and charges, course content, assessment procedures and vocational outcomes are outlined to students and parents prior to enrolment.

MANGEMENT AND ADMINISTRATION

Marsden SHS has policies and management strategies that ensure sound financial and administrative practices. Management guarantees the organisation's sound financial position. We have a Refund Policy, which is fair and equitable and applied on a case by case basis. This policy is endorsed by Education Queensland. Student records are managed securely and confidently and are available for student perusal on request.

MARKETING AND ADVERTISING

Marsden SHS markets VET in an accurate and professional manner, always indicating the qualification code as well as title on all subject selection documentation. Marsden SHS's products are never presented as comparison to other training providers or products.

TRAINING AND ASSESSMENT STANDARDS

Marsden SHS employs staff who are qualified to deliver VET qualifications. The Senior Schooling HOD monitors industry currency of staff closely. All assessment meets national assessment principles, including the Recognition of Prior Learning and Credit Transfer. Marsden SHS has appropriate facilities to deliver all qualifications.

INTERNATIONAL STUDENTS

Marsden SHS is bound to the Educational Services for Overseas Students ACT 1991.

What is Competency Based Training (CBT)?

Each qualification contains units of competency, also called modules. CBT measures a student's ability to perform specific tasks to precise standards under specific conditions to prove competency. These standards have been set by industry and are set out in the VQF.

How do the courses run?

Each course contains a diverse selection of learning activities that give students the opportunity to progress according to their preferred learning style. Some elements of courses are self-paced, while others are teacher-led. This is a generally a different approach to learning and may take some time for students to get used to. Fundamentally, Competency Based Training puts the focus on the learner being actively involved in their learning. Students are provided specific information on the contents of each course prior to commencement.

Learning and assessment procedures

VET provides the opportunity for the teacher to gather evidence over time to show a student can perform the skills and demonstrate the knowledge required of a competency. Competencies are found in Training Packages developed by industry, industry agencies, employers and other stakeholders.

- i. All VET students at Marsden will be fully informed of VET assessment procedures in their induction.
- ii. Information given to students on each assessment instrument will include:
 - The conditions under which they are assessed (if applicable)
 - Assessment procedures
 - Units of competency 'sign off' sheet with performance criteria listed.
- iii. Students must monitor their own progress through each unit of competency. They need to be familiar with expected learning outcomes.
- iv. Students are able to sight their profile sheet at any time throughout their enrolment.
- v. Assessment practices will cater for the language, literacy and numeracy needs of all students and assessment will be fair flexible, valid and reliable.
- vi. Reasonable adjustments to the assessment strategy will be made to ensure equity for all students.
- vii. Opportunities for feedback from students is built into the RTO's practice.
- viii. RPL and appeal procedures are clearly documented for students to access.

RPL (Recognition of prior learning)

All students at Marsden SHS have access to Recognition of Prior Learning (RPL). In the first VET class of the year, the teacher informs students of the Recognition of Prior Learning procedure. Students are reminded about the policy at the beginning of each new term. A copy of the RPL application form is on the last page of this handbook.

Mutual recognition procedures

Marsden SHS will recognise all qualifications issued by any other RTO, however, the school will seek verification of the certification from the relevant RTO where there is some ambiguity.

Complaints procedures

In undertaking VET modules, there may be occasions where the need arises to question the procedures involved in awarding a unit of competency or in recognising the RPL process.

For Vocational Education students, the process is as follows:

Any person wishing to make a complaint against the school concerning its conduct as an RTO, whether a grievance, appeal or other matter such as RPL application or assessment or quality of instruction given throughout the course, shall have access to the complaints procedure. All formal complaints will be heard and decided within 15 working days of the receipt of the written complaint by the school.

Procedure:

Informal complaint:

- a. the initial stage of any complaint shall be for the complainant to communicate directly with their teacher, who will make a decision and record the outcome of the complaint
- b. client(s) dissatisfied with the outcome of the complaint to the teacher may then take their complaint to the relevant Curriculum Head of Department (HOD) or equivalent, who will make a decision and record the outcome of the complaint
- c. person(s) dissatisfied with the outcome of the complaint to the relevant HOD may initiate a 'formal complaint'.

Formal complaint:

- a. formal complaints may only proceed after the informal complaint procedure has been finalised
- b. the complaint and its outcome shall be recorded in writing
- c. on receipt of a formal complaint the Senior Schooling HOD and/or Principal shall convene an independent panel to hear the complaint; this shall be the 'complaint committee'
- d. the complaint committee shall not have had previous involvement with the complaint and should include representatives of:
 - i. the Deputy Principal/Principal
 - ii. the teaching staff
 - iii. an independent person, such as a community member

- e. the complainant shall be given an opportunity to present his/her case to the committee and may be accompanied by one other person as support or as representation
- f. the relevant staff member shall be given an opportunity to present his/her case to the committee and may be accompanied by one other person as support or as representation
- g. the complaint committee will make a decision on the complaint
- h. the complaint committee will communicate its decision on the complaint to all parties in writing within 5 working days of making its decision.

The root cause of the complaint will be included in the continuous improvement cycle of the relevant standard/s.

Disciplinary procedures

The school's Responsible Behaviour Plan will be followed at all times and is available on the school's website. The school has high expectations for students' behaviour to better prepare them for transition to the workforce.

Assessment Policy

Full details of the school's assessment policy is found in student planners, as well as on the school's website. Students are expected to adhere to guidelines in all their qualifications.

Bookwork Policy

The school has high expectations for students' bookwork in VET to help students with the organisation of their learning. A copy of the school's policy on this is available on the school website.

Student Support

The school has a large array of support services for students. If a student requires support in any way, they can access these services by contacting their teacher, Head of Department, Year Level Dean or Deputy Principal.



RECOGNITION OF PRIOR LEARNING (RPL) APPLICATION FORM

Student name: _____

FORM: _____

Subject: _____ Course Code: _____ Course Title: _____

Units of Competency		Details of relevant previous experience <i>including formal training, work experience and life experience (interests, skills etc.)</i> <i>Attach copies of relevant evidence</i>	FOR OFFICE USE		
Code	Name		Assessor's comments and recommendations	Comp.	NYC

Student signature : _____

Date: _____

This application must be submitted (with copies of relevant evidence) to your VET subject teacher. If you are not satisfied with the result you may follow complaints procedures to appeal the decision.