APEX TRAINING ISO INSTITUTE

Learner Centre Pty Ltd | Trading name: Apex Training Institute
ABN: 29 139 502 524 | RTO code: 32100

Student Handbook

Apex Training Institute
Physical address: 1374 Logan Road, Mt Gravatt, QLD 4122
Mailing address: PO Box 6803, Upper Mount Gravatt, QLD 4122
Tel: 07-3420 5861
Email: supportteam@apex.edu.au

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Standards for RTOs 2025

Table of Contents

1. ABOUT APEX TRAINING INSTITUTE

Apex Training Institute is a registered training organisation and we specialise in providing quality training in nationally recognised qualifications.

Being a Registered Training Organisation means our training programs are nationally recognised and comply with the VET Quality Framework. The quality of our training is rigorously monitored to ensure we provide a high standard of quality service.

Our contact details are below:

Online help desk web address: http://www.apextraining.edu.au/contact-us

Physical address: 1374 Logan Road, Mt Gravatt, QLD 4122

Mailing address: PO Box 6803, Upper Mt Gravatt, QLD 4122

Telephone Number: (07) 3420 5861

Nationally Recognised Training we offer:

Apex will provide students with the opportunity to qualify for qualifications and/or Statements of Attainment in courses listed as being on our scope on training.gov.au. To review the full list kindly check out this link:

- https://training.gov.au/Organisation/Details/32100

Read all the information contained in this book thoroughly. If the required information is not found in this handbook refer the question to an Apex Training Institute member of staff.

2. CODE OF PRACTICE, RIGHTS AND RESPONSIBILITIES

Please note that it is mandatory that every student reads and acknowledges having understood the code of practice, rights and responsibilities below before enrolling at Apex Training Institute.

As a Registered Training Organisation, Apex Training Institute (Apex) is committed to ensuring that it provides training and assessment that is compliant with VET Quality Framework and all relevant legislation and leads to nationally recognised qualifications.

All Apex staff recognise the rights of students as described in this code of practice.

This Code of Practice, Rights and Responsibilities aims to formalise and assure students of Apex's commitment in terms of:

- Respecting and protecting their rights
- Providing information, advice and support
- Optimising their learning outcomes
- Promoting principles of access and equity
- Regular evaluation of training and assessment delivered across the board
- Industry engagement to ensure relevance and national recognition of our qualifications
- Assessing students' current skills and needs prior to enrolment

Apex promise and commitment to you, the student:

- Apex will maintain compliance with the VET Quality Framework and all relevant laws and regulations at all times.
- We shall at all times respect and protect your rights and a clear complaints escalation process is provided within this student handbook. Complaints, grievances, appeals and compliments procedures are provided and outlined to the student during enrolment.
- We shall be upfront with our students about the selection, enrolment and induction process.
- The application and enrolment processes involve completion of forms in which personal and other relevant information is collected. This information is handled as per our Privacy Policy, specified in this student handbook.

- Detailed course information, including training locations and modes, course prerequisites, training pathways and full fees and charges information, is available in the form of a Course Fact Sheet. A copy of the relevant Course Fact Sheet is provided by the Sales Team alongside the application form at the time of application.

- To ensure a conducive environment for learning is maintained, any student who engages in disruptive behaviour/activities shall be disciplined by being asked to leave the class and the building. Disruptive behaviour includes:

  o Physical and/or verbal abuse

  o Sexual harassment

  o Continued absence from class

  o Obscene gestures

  o Continuous interruption of the trainer

  o Disrespect to fellow students/trainers/staff

  o Smoking in non-smoking areas.

- We also provide support in Recognition of Prior Learning (RPL) in terms of learning options, pre-course commencement consultations (phone, face-to-face), guidance on career options, the RPL process, and training needs/gaps analysis. We also have RPL information available in this student handbook.

- You will be provided with information on our course cancellation and refund policy procedure. It can be found below.

- Equal Educational Opportunity exists for all students and no student can be hindered from undertaking any course solely on the basis of their gender, race, ethnicity or religion.

- We shall assess your skills and needs prior to your enrolment and provide you with accurate and objective feedback.

- You will receive services as detailed in your agreement with us.

- Training and assessment will be delivered by qualified trainers & assessors.

- We shall provide flexible learning and assessment procedures/methods

- Student resources shall be updated regularly and in line with industry needs.

- Our marketing activities and information shall be ethical and accurate and in line with the VET Quality Framework.

- All Apex students and staff members have to comply with Apex Work Health and Safety policies and procedures.

- We shall provide support for students' special needs where possible, including challenges with the English language, sight and hearing challenges.

- Your health, safety and general welfare as a student shall be minded.

- We shall seek feedback from you for the purposes of continuous improvement of the training and assessment resources and services.

- Our trainers, assessors and resource developers will keep up with current trends in the industry in addition to teaching to ensure relevance and currency of their skills and knowledge in line with industry needs.

- Our training and assessment resources shall be developed in consultation with the industry to ensure relevance and current

- We continually engage with the industry to ensure that the training we deliver is current and relevant to the needs of the industry.

- Apex will validate its resources regularly to ensure that they are current and relevant.

- There shall be equal access and equity for all.

- We shall maintain an accurate and complete record of your engagements at Apex (academic, financial).

- Apex shall issue nationally recognised certificates for courses on scope once a student has achieved competency in the required number of core and elective units as per the qualification packaging rules. More information can be found on packaging rules www.training.gov.au

- Apex shall issue transcripts and/or statements of attainment when students achieve competency for units of competency that are components of qualifications currently on the organisation's scope.

- Apex is an environment free of harassment and discrimination and any such practice must be reported to the management immediately.

- In the event of closure, liquidation or significant change to the Apex structure, Apex will notify students of the event/change, its implications to them and steps students can take to protect their own interests

- Students shall be provided with an opportunity to check and confirm the accuracy and completeness of their record(s) at Apex should this be requested.

- Students are expected to treat each other courteously and to desist from verbal or physical abuse of one another.

- In the event of misconduct, students will be subjected to due process and will not be penalised without first following due process.

- Apex will provide the students with a communication channel for reporting difficulties in learning/handling assignments via our contact details: http://apextraining.edu.au/contact-us
- If you're unsure about any of the above promises, please get in touch: http://apextraining.edu.au/contact-us

3. UNIQUE STUDENT IDENTIFIER (USI)

The Australian Government has made it a requirement that any student completing nationally recognised training needs to have a Unique Student Identifier (USI). It creates a secure online record of your nationally recognised training that you can access anytime and anywhere, and it's yours for life.

Please create your own USI within 14 days of enrolment. In order to do so, please use the link below: https://www.usi.gov.au/students/get-a-usi

www.usi.gov.au has all the information required about the USI. Once you have created your USI, please email it to supportteam@apex.edu.au.

For more information on the USI, please visit: https://www.usi.gov.au/

Please note, it is mandatory to have a USI as an Apex student.

4. STUDENT RECORDS

As a student, you may gain access to your study records upon request.

These records are limited to applications for RPL, RPL assessments, and copies of statements of attainment and qualifications.

If the copies requested are duplicate copies to replace those already provided to students, a small fee may be incurred.

As a student, you may gain access to your study records upon written request to supportteam@apex.edu.au

Policies and Procedures

- Student records will only be sent electronically to the email address on file associated with the student making the request. When making this request, kindly make sure to include your student ID.
- Generally, records will be emailed within 14-30 days of the initial request

Student Record Amendment Procedures

- Students can request a change of details, including personal and contact information, by sending an email to supportteam@apex.edu.au. When making this request, kindly make sure to include your student ID.

- Kindly note that it is a student's responsibility to ensure their records are correct within our database at all times.

Students with Apex Training Institute are required to:

- Ensure that all the information provided to Apex Training Institute is accurate

- Notify Apex Training Institute of any contact changes (name, email, phone, address etc.)

- Advise Apex Training Institute of any difficulties or problems they may experience that may affect their study.

5. RETENTION OF TRAINING AND ASSESSMENT RECORDS POLICY AND PROCEDURES

Policy

The purpose of the Records Retention Policy and Procedure is to ensure a compliant, systematic approach to the archiving and retrieval of training and assessment records. Apex retains records in accordance with the National Vocational Education and Training Regulator Act 2011 (Cth), the Cwlth Data Provision Requirements 2012 Act.

Retain all completed assessment items for two (2) years after the learner's completion of the qualification, in line with ASQA's requirements under the *Standards for RTOs 2025*.

As assessments are submitted through the LMS, students retain copies of their own submitted assessment records at all times. Apex ensures internal retention of the assessor-marked copies for the mandatory 2-year period after the completion of the qualification, in accordance with ASQA's General Direction. After the student's enrolment has ended or they have graduated, assessor-marked copies will no longer be available for student access or release**.**

Procedures:

Apex will:

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a. retain registers of AQF qualifications and statement of attainment (SOA) issued in the student management system

b. retain records of AQF certification documentation issued for a period of 30 years, and

c. Provide reports of Records of qualifications/SOA issued to the VET Regulator on a regular basis as determined by the VET Regulator.

Under ASQA direction Apex has to securely retain and be able to produce in full at audit if requested to do so, all completed student assessment items for each student, for a period of six months from the date on which the judgement of competence for the student was made.

To ensure records are maintained in a safe and suitable condition, the following procedures applies:

a. Records are kept securely to prevent them being accessed by any non-authorised personnel

b. Records are kept confidential to safeguard information and to protect the privacy of students, employers and Apex staff

c. Student results and Certificates / Statements of Attainment are backed-up and stored electronically and are available to be retrieved by authorised persons at any time

d. Electronic student records are kept for 30 years. This is captured and retained by the AVETMISS compliant student management system. This information is sufficient to be able to reissue a qualification or statement of attainment for the 30-years period. Current and past learners are able to access records of their achievements

e. Electronic data is backed-up and kept off-site.

All Apex documentation is controlled using different systems including a cloud-based data storage system, a cloud-based customer relationship management system and a cloud-based student management system. All these systems have robust backup policies and procedures.

These locations are accessible to all staff so they can access and use Apex documents, however, editing is restricted to authorised persons. Records of business activities are kept in accordance with state and commonwealth requirements. These records include, but are not limited to; Student records, Learning and Assessment records, Governance and Finance records.

6. RECOGNITION OF PRIOR LEARNING

Recognition of prior learning is the process that recognises a student's current skills and experience regardless of where and when the learning occurred.

Even if you have never formally studied or trained in a particular area, you may have gained knowledge and skills through your education, training, work and life experience. You could have your existing knowledge and skills formally recognised and credited towards a qualification.

a. What is Recognition of Prior Learning?

Usually, you will have developed and demonstrated your skills and knowledge through a combination of your work, learning and life experiences. Recognition of prior learning, also referred to as RPL, is the formal acknowledgement of a person's current skills and knowledge, no matter how, when or where the learning occurred.

Anyone wishing to undertake an entire qualification or an individual unit of competency can apply for RPL.

The recognition gained may considerably reduce the study time and cost associated with pursuing a qualification or unit of competency.

RPL Process at a Glance

The following steps need to be followed if you want to get a Recognition of Prior Learning:

Step one: Decide on the learning, work experience and training you want recognition for. Your skills and knowledge could give you a head start on a qualification for a job you have an interest in.

Step two: Get some advice on careers in the industry. It is important to seek recognition for qualifications that will be of benefit to you. For information on jobs and careers, visit:

- www.fairwork.gov.au

- www.myfuture.edu.au

- www.jobsandskills.gov.au

Step three: Think about how you will demonstrate your skills and knowledge for the RPL process.

Your knowledge and skills are assessed against units of competency within the qualification you want to achieve. The following are taken into account during RPL assessments:

- Your performance in paid and unpaid work experience.
- Results from formal or informal training and education.

You will need to produce verifiable, recent evidence of your training, education and work experience. This evidence will include:

- Type of work performed
- Any responsibilities held in the past
- Any courses attended during work history and copies of certificates received.
- Materials covered during these trainings and samples of the materials
- Letters from previous employers
- Proof of any informal training
- Technical referees and
- Any other information that may be relevant to proving your competency.

Some of the ways in which this evidence may be obtained include:

- **A competency conversation –** This conversation with an assessor, will give you an opportunity to explain your knowledge and experiences.
- **A workplace visit –** In some cases a visit to your workplace may be possible so you can demonstrate your abilities.
- **A selection of examples –** You may have written examples of your knowledge, experience and abilities that may include:
    i. Work examples/photos of work you have done
    ii. Training certificates
    iii. Your résumé
    iv. Performance reviews and materials.

You will also need to provide contact details of people who can confirm your abilities. These people might be workplace supervisors or anyone who has seen your skills and knowledge applied effectively.

Step four: Apply to become an Apex student. Once you have completed this process, complete an application form. During the process kindly indicate on the form or notify an

Apex staff member that you believe you might be eligible for a recognition of prior learning process.

Step five: Once your application is approved, kindly fill out an enrolment form and also make payment via one of the following means:

- Pay a deposit of 1500 AUD within 7 days
- Sign a direct debit form where you can pay as little as 178 AUD a week

Step six: Once your enrolment is processed, you will be sent an email that will:

- Have paperwork attached you will be required to complete
- Describe all the relevant evidence that you will be required

Expect this process of evidence collection to take between 2-10 weeks.

Step seven: Once you have collected all the evidence and filled out all appropriate paperwork, you will be required to send it to supportteam@apex.edu.au and in the email kindly indicate you would like to schedule a **Competency conversation** with a qualified trainer

Step eight: If you still haven't collected all required evidence or filled out all the paperwork as required, you might be advised of this. You will need to have completed the paperwork correctly and collected sufficient evidence. Kindly note, what is considered sufficient evidence is at the discretion of the qualified trainer.

Step nine: A competency conversation will be organised with a qualified trainer. This process typically takes between 4-12 hours and will primarily consist of a number of industry and work related questions.

Step ten: If required, the trainer might then advise you that you need to collect further evidence and what further evidence is required. Otherwise, the trainer might also organise to visit you in your workplace and observe as you work - depending on the relevance of your job to the RPL process.

Step eleven: Once all this evidence has been collected, your trainer will finalise your RPL process and advise you as well as the Apex support team. At this stage, the Apex support team will finalise your enrolment and advise you if there have been any reductions to your study load and/or course fees.

b. Confidentiality in the RPL Process

Please note that confidentiality is an extremely important part of the RPL process. It is important that sensitive information is not disclosed. You should:

- Obtain authorisation to use evidence.
- Remove sensitive names and figures if necessary.
- Mark documents as confidential and not to be photocopied.

If there is confidential information that cannot be included, note this in your application and your course co-coordinator will look at it only if necessary.

c. Assessing RPL

From the assessor's standpoint, when deciding whether you may already have competency in a unit of competency, the following must be considered:

- Is your prior learning relevant to the course?
- Is your knowledge and skill current? (Some fields of study change so rapidly that a skill achieved in the past may no longer be relevant or acceptable) Generally at Apex, the current is considered to be **at least 2 years experience**, with a significant proportion of this experience being **within the past 12 months**.
- Is it transferable? A skill should be applicable to a number of settings and situations
- Is it authentic? You have to provide evidence, or demonstrate that you have the knowledge and skill
- Is your knowledge and skill appropriate to the level of the unit of competency or course?
- Are the sources of evidence credible and verifiable?

Apex Training Institute training and assessment staff will guide you and assist you in identifying whether you have provided sufficient evidence for a Recognition of Prior Learning.

Applicants who are unsuccessful in their RPL process have a right to formally appeal any RPL assessment, through Apex Training Institute *appeals against assessment grades* process.

7. CREDIT TRANSFERS

In line with national regulations, Apex Training Institute recognizes qualifications and statements of attainment issued by other RTOs otherwise known as a credit transfer.

Ensure you notify Apex staff during the enrolment process and prior to payment being processed that you believe you might be eligible for a credit transfer.

Recognition may result in a reduction in course fees and course duration.

A member of the Apex team must verify a qualification or statement of attainment issued by directly accessing an individual's USI transcript online. In order to do so, Apex Training Institute you will need to give Apex Training Institute permission to access your USI file. This permission can be granted by consenting on the application form.

If the USI transcript cannot be obtained or used to verify the authenticity of the qualification or statement of attainment, Apex might contact the organisation that issued the document to verify its authenticity. This might also involve reviewing the issuing organisation's record on training.gov.au

Evidence of this investigation might be retained on the student's record on Apex Training Institute's secure databases.

In some cases, licensing or regulatory requirements may prevent a unit or module being awarded through a credit transfer process.

8. REDUCTION IN COST FROM RPL OR CREDIT TRANSFERS

Self-Funded

For every unit of competency that is recognized towards a qualification - $50 will be taken off the course fees.

Kindly note the minimum fees for the qualifications is as outlined below:

- Certificate III in Individual Support - $1200
- Certificate III in Early Childhood Education and Care - $1100
- Certificate IV in Disability - $1400
- Diploma of Early Childhood Education and Care - $1600

Queensland Government Funded

$1 for every unit of competency recognised (non-concession students)

$0.50 for every unit of competency recognised (concession students)

9. VALIDATION AND MODERATION POLICY

Policy

This policy & procedures support the processes of Apex Training Institute (Apex) to ensure assessments- including Recognition of Prior Learning (RPL) - are systematically validated.

The validation process ensures feedback is gained from industry experts and Apex trainers to ensure all assessments including RPL are validated & moderated. The process also ensures that assessments meet the requirements of the relevant Training Package, assessment is conducted in accordance with the principles of assessment and the rules of evidence and meets workplace and, where relevant, regulatory requirements.

Apex has implemented a 5 year plan for ongoing systematic validation of assessment practices and judgements that include for each training product on the Institute's scope of registration:

     a. When assessment validation will occur

     b. Which training products will be the focus of the validation

     c. Who will lead and participate in validation activities

     d. How the outcomes of these activities will be documented and acted upon

     e. Each training product is validated at least once every five years with at least 50% of products validated within the first three years of each five year cycle, taking into account the relative risks of all of the training products on *Apex*'s scope of registration, including those risks identified by the VET regulator

Systematic validation of Apex's assessment practices and judgements is undertaken by one or more persons who are not directly involved in the particular instance of delivery and assessment of the training product being validated, and who collectively have:

     a. Vocational competencies and current industry skills relevant to the assessment being validated

     b. Current knowledge and skills in vocational teaching and learning

     c. The following training and assessment qualification or assessor skill set:

          • TAE40110 Certificate IV in Training and Assessment or its successor or

          • TAESS00001 Assessor Skill Set or its successor.

NOTE: Industry experts may be involved in validation to ensure there is the combination of expertise set out above

Scope

The validation policy and procedures cover all nationally recognised training and assessment provided by Apex that is included in its Scope of Registration.

Procedures

Validating and moderating the relevance and consistency of assessments and assessment judgements is critical in ensuring the assessments meet the training package and accredited course requirements. Apex will validate assessments according to Apex validation schedule and this process assists to confirm the assessment system produces valid assessment judgements and ensures that graduates have the skills and knowledge required by industry as expressed in the training package or accredited course.

Apex validates its assessment tools and strategies by:

1. Developing a 5 year Validation Schedule that ensures we moderate and validate assessments in all qualifications, courses and units of competency on our Scope of Registration in an annual cycle. This schedule ensures that we undertake validation for each course on scope at least once every 5 years. Apex must ensure that at least 50% of its training products are validated within the first three years of the cycle. A valid sample of assessment judgements for the validation process must be selected. The number of assessment pieces should be 20% of the total judgements made in the previous month if the total is under 100, and 10% of the assessment judgments made in the previous month if the total is over 100.

2. The Marketing Director is responsible for creating the validation schedule. He is also responsible for inviting the participants, organising the venue and resources required for the validation.

3. Ensuring the validation team is independent of the actual particular instance of delivery, assessment and assessment judgements for the unit or module being validated, and will independently or collectively have:

   - appropriate vocational competencies
   - current industry skills and knowledge
   - an appropriate training and assessment qualification or assessor skillset
   - current knowledge and skills in vocational teaching in vocational teaching and learning

4. Validators will meet as a team and compare assessment samples to determine whether:

- the decision was based on sound assessment practices, and record their decision as 'confirmed' or 'not confirmed' with reasons for those 'not confirmed'

- decisions recorded as not confirmed will be tabled for consideration and appropriate improvement action during a subsequent validation meeting.

- the decision was made after consideration of evidence against all of the relevant requirements, including the principles of assessment and rules of evidence

- assessment judgements are valid

- align with the requirements expressed in the unit of competency or module

- comply with the Standards

- the assessment system itself has produced graduates with skills and knowledge required by industry

- RPL assessment judgments fulfil the requirements for assessment, as outlined above

- on-line and distance delivery assessment judgments fulfil the requirements for assessment, as outlined above

5. Reviewing, comparing and evaluating the assessment processes, tools and evidence contributing to judgements made by a range of assessors against the same competency standards; and

6. Documenting any action taken to improve the quality and consistency of assessment

7. Checking that the assessment tools are appropriately aligned to training package units of competency and to the learning outcomes being assessed in accordance with industry expectations

8. Checking that the assessment guidelines support consistent assessment practices by all assessors and for all participants completing the assessment tasks

9. Checking that the evidence used to make an assessment is valid, authentic and sufficient.

10. Ensuring feedback is provided to and obtained from participants, facilitators and assessors; and

11. Ensuring clients, industry and industry organisations are consulted in developing and reviewing assessment tools and activities

12. Checking that Apex complies with the VET quality framework by demonstrating that it has the capacity to deliver and assess all the courses on the scope of registration. These include:

- Training and assessment materials, resources and equipment for all units of competence necessary for the award of all qualifications on the scope of registration

- Identification of any units that require assessment in the workplace

- Structured and relevant delivery and assessment materials for all units identified to be delivered and assessed in the workplace

- Verified evidence that all proposed training and assessing staff meet VET Quality Framework requirements

13. Validation will check that assessment process and resources must include, but not limited to for each unit of competency (or cluster or competencies):

- Clear advice to students as to how the unit(s) will be assessed

- Assessment tasks for the unit(s) that are consistent with and meet the requirements of the unit(s) of competency

- A matrix mapping skills and knowledge and critical aspects of evidence against assessment tasks

- A mapping of employability skills against assessment tasks

- An indication of how industry has been involved in the development of the assessment approaches

- A clear set of assessment criteria/model answers for each assessment task

- An assessment record sheet for each assessment task

- An overall assessment record sheet for the unit(s) of competence to show achievement of the participant against each of the specified assessment tasks signed by the assessor or course manager

- A documented assessment validation approach

- An information guide for assessors on the process of assessment used by Apex

- A rigorous process to ensure that no student can be recorded as competent without clear evidence that they have successfully completed all specified assessment requirements including ensuring that assessment record sheets include reference to all required assessments consistent with the matrix developed above.

14. Specific industry evaluation of training and assessment methods will occur at scheduled validation events with industry representatives and participating RTO's. Assessment validation and moderation will be conducted on units of competency delivered and assessed in that year. All qualifications on Apex's scope of

registration must undergo assessment validation and moderation as per the validation schedule. Validation and moderation methods may include:

- Moderation activities

- An assessment review panel

- A lead assessor or supervisor with training and assessment competencies

- An independent external validator or Industry Consultation Committee

- Standardised assessment tools

- Benchmark against evidence guides such as Training Package Assessment Guidelines, industry and workplace requirements, other national providers, etc.

15. The Validation Report must be completed and signed by all parties. An action plan will be put in place to ensure the findings of validation are actioned.

16. A copy of the validation report will be saved in the Apex document management system.

Record Keeping and Confidentiality

Records of all Validation and Moderation activities shall be maintained for a period of at least five years for auditing purposes by the National Regulator and/or State or Territory Registering Body.

Responsibility

The Marketing Director is responsible for the implementation of this procedure and to ensure that staff are aware of its application and implement its requirements.

10. TRANSITION POLICY AND PROCEDURES

Purpose

This policy sets out the transition arrangements and management for Apex Training Institute in relation to superseded Training Packages, qualifications and units of competency and if applicable VET accredited courses, herein referred to as 'component'.

Transition Policy

The Marketing Director of Apex Training Institute is aware of the requirement to transition seamlessly to the new component once any component on its scope has been superseded.

As part of its registration as an RTO, under the Standards for Registered Training Organisations (SRTO), it agrees to abide by any processes stipulated by Australian Skills Quality Authority (ASQA) and the National Skills Standards Council (NSSC).

The Director is responsible to ensure any transition takes place with minimal disruption to students and the organisation. Under this policy, all students will be given every opportunity to receive training related to the current national qualification, unit or accredited course (if applicable) they are enrolled in.

Transition Procedure

As soon as practical, the Director will involve staff in the review of the new or revised component(s). Students potentially affected by the change will be informed of what if any changes may need to be implemented.

The Director will undertake an analysis of any transition guide/advice published as well as reviews any available course guide in the Training package. This will be a primary review to see if the structure of the course has changed and if the organisation needs to develop or source any new resources.

Following the initial review, a nominated group of staff will assess each component currently being delivered to determine what changes need to be made to both the learning and assessment materials.

Once the review is complete, the Director will develop an action plan to ensure the identified changes are undertaken and implemented.

As part of the transition procedure Apex Training Institute will ensure that:

- where a training product on its scope of registration is superseded, all learners' training and assessment is completed and the relevant AQF certification

documentation is issued or learners are transferred into its replacement, within a period of one year from the date the replacement training product was released on the national register

- where an AQF qualification is no longer current and has not been superseded, all learners' training and assessment is completed and the relevant AQF certification documentation issued within a period of two years from the date the AQF qualification was removed or deleted from the national register

- where a skill set, unit of competency, accredited short course or module is no longer current and has not been superseded, all learners' training and assessment is completed and the relevant AQF certification documentation issued within a period of one year from the date the skill set, unit of competency, accredited short course or module was removed or deleted from the national register

- a new learner does not commence training and assessment in a training product that has been removed or deleted from the national register.

An 'Application to Change Registration' form will be completed by the Director using ASQAnet (electronically) within 6 months following its release and publication on www.training.gov.au if required.

The Director will also follow any other requirements stipulated by ASQA, or other governing bodies. For further information refer to the *Users' guide to Standards for RTOs 2015* which can be accessed on the ASQA website www.asqa.gov.au

11. ASSESSMENT SUBMISSION PROCESS AND GUIDELINES

Assessment Submission Guidelines

When assessing a candidate, they are either 'competent' or 'not yet competent'.

Apex Training Institute has a clear escalation policy for students found to be not yet competent:

1. The first time they are found to be not yet competent, they are expected to either attend a class or a support session where any underlying issues or problems are identified and dealt with and allowed to resubmit the assessment.

2. Should they fail the unit a second time, they are expected to attend an online support session with the trainer to address any issue before resubmitting the assessment.

3. Should they fail the unit for the third time, they will be allowed to make corrections and resubmit the assessment.

4. Should they fail the fourth time, they are expected to have a 1-on-1 session with the assessor to address this before resubmitting the assessment. The Apex Support Team will organise this session with your assessor.

5. Should they fail the fifth time, they may be unenrolled from the unit and expected to incur any costs that may occur as a result of their re-enrolling and taking assessments again.

   OR

   They will be graded as Competency not achieved/fail (30) for the Unit of Competency and will not be eligible for the Nationally Recognised Credential but only with a Statement of Attainment for the Competency achieved Units of Competency.

Assessment Quality Assurance

To uphold the highest standards of academic integrity, Apex Training Institute implements a quality assurance process for all completed assessments.

This applies to all completed assessments submitted by students enrolled in any course offered by Apex Training Institute.

Apex Training Institute is committed to ensuring that all assessments marked as Satisfactory (S) accurately reflect the student's competence in the relevant Unit of Competency. To maintain this standard:

1. **Review of Satisfactory Marked Assessments**

   ○ All assessments marked as Satisfactory (S) will undergo a quality assurance review to confirm that they meet the requirements for competent marking.

   ○ The review process will ensure that all assessment tasks and questions are fully answered and completed as per the assessment criteria.

2. **Reversion of Marking**

   ○ If any discrepancy is identified during the quality assurance review, including but not limited to unanswered or incomplete tasks or questions, the assessment's Satisfactory (S) marking will be reverted to Not Satisfactory (NS).

○ Students will be required to resubmit the assessment to address the identified concerns.

3. **Issuance of Credentials**

○ No credentials, including a Statement of Attainment or Certificate, will be issued for the relevant Unit of Competency until all concerns identified in the quality assurance process are addressed and the assessment is confirmed as Satisfactory (S).

12. ACADEMIC INTEGRITY

As students are held responsible for their own training and assessment, we expect all students to adhere to a high degree of study ethics which includes non-engagement in cheating practices such as plagiarism.

We have no tolerance for all forms of cheating. Any student found engaged in any form of cheating will face penalties as outlined below.

Prohibited Activities

Cheating

Cheating within the context of the study environment means dishonestly presenting an assessment task or assessment activity as genuinely representing your own understanding of and/or ability in the subject concerned.

Some examples of cheating include but are not limited to:

▪ Accessing unauthorised material during assessment;

▪ Communicating with other students during assessment;

▪ Copying or reading someone else's work;

▪ Copying and/or sharing questions and answers during assessment;

▪ Copying prepared answers from unauthorised material;

▪ Asking for help from a third-party service to complete the assessment;

▪ Giving the answers to another student to complete an assessment

There are other forms of cheating not contained in this list. These are merely given as examples. If you are unsure about whether any behaviour would constitute cheating, please check with your trainer before submitting your assessment work.

Collusion

Collusion is the presentation of work, which is the result in whole or in part, of unauthorised collaboration with another person or persons. Students have the responsibility to ensure that other students do not have the opportunity to copy their work.

Some examples of collusion include but are not limited to:

- Collaborating with others to produce assessment where the assessment requirements does not authorise it;

- Allowing another student to copy own assessment;

- Sharing partial or completed answers with others;

- Accessing another student's partial or completed assessment

Using a Third Party

Outsourcing services, whether paid or free, and whether wholly or partially, is still considered cheating.

Some examples of third party cheating include but are not limited to:

- Submitting an assessment that was partially or fully completed by a third party;

- Submitting an assessment that was partially or fully completed by an artificial intelligence tool, algorithm, or computer generator where the assessment requirements does not specify it's allowed;

- Producing partially/fully completed assessment for submission by another student, whether paid or free;

- Promoting the service of a third party cheating service;

- Accessing and sharing learning and assessment files, which include intellectual property of Apex Training

- Impersonation by another student or third party in completing an assessment

Misrepresentation

Misrepresentation of work includes fabricating or falsifying evidence.

Some examples of misrepresentation include but are not limited to:

- Making up information about the assessment;

- Manipulation or falsification of work placement records and information;

- Inventing evidence or data;

- Citing irrelevant or non-existent sources;

- Fabricating or falsifying documentations such as transcripts, statements of work, etc.

Plagiarism

Plagiarism is a form of cheating and includes presenting another person's or organisation's ideas or expressions as your own.

Some examples of plagiarism include but are not limited to:

- copying written works such as books or journals, data, tables, diagrams, designs, plans, formulae, etc. without proper acknowledgment, reference, or citation;

- copying non-text based materials such as music, film, artwork, codes and photos without proper acknowledgment, reference, or citation;

Any other action—whether intentional or unintentional—that compromises the integrity of assessments, training materials, or evaluation processes will be subject to review, even if it is not explicitly listed in the examples above. If you are unsure whether a particular action constitutes academic dishonesty, please consult your trainer before submitting your assessment work.

Penalties for Cheating

If a trainer suspects any form of cheating, they must investigate further to gather supporting evidence. This may include, but is not limited to:

- Authenticating evidence with third parties (e.g., other RTOs)

- Reviewing learning resources

- Performing online searches

- Using plagiarism detection software

- Using AI review tools

- Reviewing work submitted by current or previous students

If sufficient evidence supports the suspicion, the assessor reports the matter, along with all supporting documentation, to the Academic Management Lead. From there, the following process will be followed.

Step 1. Initial Review and Notification:

The Academic Management Lead reviews the evidence provided by the assessor. If deemed necessary, they may conduct additional investigations. The student is then formally notified in writing of the alleged cheating, including specific details of the concern and the evidence gathered. The student is given five (5) business days to respond in writing to the allegations. If the student does not respond within this timeframe, the investigation will proceed based on the available evidence.

Step 2. Student Response and Review:

The student's response is reviewed by the Academic Management Lead. The student may be asked to provide further evidence to support their claims, such as drafts, notes, resource materials, etc.

Step 3. Decision and Escalation:

- If the Academic Management Lead accepts the student's explanation: The matter is closed, and the student continues their course as usual. The decision and rationale are documented.

- If the Academic Management Lead does not accept the student's explanation: The matter is escalated to the Compliance Manager and Head of Operations and People.

Step 4. Compliance Manager and Head of Operations and People Investigation and Determination:

The Compliance Manager investigates the allegation, reviewing all evidence and considering the student's response. In collaboration with the Head of Operations and People, the nature of the offence is determined:

> **4A. Minor or Unintentional Offence:** The student is required to:
>
> ○ Complete a mandatory Academic Integrity course, access to course modules are locked until completion of the Academic Integrity Course.
>
> ○ Sign the Student Acknowledgement and Agreement of Apex Academic Integrity Policy.
>
> ○ Resubmit the work.

> **4B. Serious or Intentional Offence:** The student is immediately unenrolled from the unit of competency or the qualification, depending on the outcome of the decision. The final determination on whether they are allowed to re-enrol will depend on the circumstances and will be made at the sole discretion of Apex Training Institute. The Academic Management Team Lead will provide this outcome in writing. Their result is recorded as "Not Yet Competent," and a "Cheating/Plagiarism" note is recorded in their student file. Should the student be permitted to enrol, they will be required to complete the activities outlined in 4A.
>
> If a student is permitted to re-enrol, they will be required to pay any applicable fees incurred. This may include but is not limited to, the Unit of Competency enrolment fee, course enrolment fee, extension fee, or any other identified fees. All fees must be settled before the re-enrolment process is finalized.

Step 5. Repeat Offences and Termination:

If a student commits a further offence after completing the actions in Step 3A, or if the initial offence is deemed to be in line with Step 3B, their enrolment will be terminated, all fees paid will be non-refundable, and the student will not be allowed to re-enrol.

Step 6. Appeals Process:

The student has the right to appeal the decision. Information regarding the appeals process, including timelines and procedures, is outlined in Appeals Against Assessment Grades Policy and Procedure in the Student Handbook. The outcome of the investigation will be provided to the student, along with a referral to the said Policy and Procedure.

Avoiding Cheating

Here are a couple of things you can do to avoid cheating such as plagiarism:

- Wherever possible, use your own words in answering assessment questions.

- Avoid copy-pasting information from references.

- Always cite other people's work. Always indicate the name of the author and source of the material. If you are not sure about the citation, you can use the [Citation Machine](#).

- If possible, use a plagiarism checker, especially for lengthy text assessments such as research, reflection journals, and the like. There are a couple of free plagiarism checkers online (can check a maximum number of words at a time).

- Do not copy someone else's work and present it as your own.

- Do not share your work with others, including drafts, completed assignments and assessment booklets, to prevent academic dishonesty.

- Do not falsify assessment evidence.

13. FEES AND CHARGES POLICY AND PROCEDURES

Policy

The policy has been developed and implemented to support and provide clear instruction and guidance to all students enrolling into Apex courses and Apex staff in relation to the fees and charges for products and services offered by Apex, and the processes to be followed in regard to these fees and charges.

Apex charges fees for participation in accredited training and assessment for Australian Qualifications Framework (AQF) qualifications. All fees and charges are published in relevant marketing materials enrolment forms, and in the Student Handbook. They are detailed in this policy document and address the circumstances under which the charges may be applied. The procedures for handling refunds are also included.

Since Apex requires individual learners to pay fees (this requirement does not apply if Apex contract with a company to deliver training to their employees, paid for by that company), we MUST provide fee information prior to enrolment or commencement of training/assessment (whichever is earliest), about:

- all fees payable to Apex, clearly describing all costs involved with the course
- how and when fees must be paid
- how to request a refund, and
- Conditions under which a refund would be provided.

Where a learner is being enrolled under any loan or delayed payment arrangement (including VET FEE-HELP), the terms of the arrangement must be clearly stated, including any debt that may be incurred; when repayment is required and under what conditions; and any associated fees, indexation or interest.

Procedures

1. Students and individuals seeking to enrol in a course with Apex are advised of all fees and charges associated with a course, including tuition fees, administration fees, materials fees and any other charges. These can be located on the relevant course fact sheet, on the enrolment form and in the Student Handbook.

2. Fees for all government funded programs must comply with the fees guidelines issued by the specific funding bodies.

3. All Government funded students must meet the eligibility criteria and where this criteria is not met, the learners can enrol as self-funded students.

4. The student tuition fees as published are subject to change given individual circumstances at enrolment.

5. Apex does not accept prepaid fees in excess of a total of $1500. Prepaid fees' (sometimes referred to as 'fees collected in advance') means fees collected before the relevant services have been provided. These include payments made at any time before, during or after the learner enrols. Apex may collect up to $1500 fees in prepaid fees from a learner without needing to take any action to protect these fees.

6. The requirements that apply to prepaid fees include all fees that a learner is required to pay, including enrolment fees, tuition fees, materials fees and any other fee component that is a mandatory payment for the course.

7. We are only required to protect or collect prepaid fees up to $1500 from individual learners and prospective learners. These requirements do not apply, for example, where an employer engages Apex to provide training and/or assessment to its staff.

8. Apex will charge a fee for other services; such as printing and photocopying, textbooks, police checks, among others. These are explained to the students in our course fact sheets, student handbook and on the enrolment form.

9. The original certificate or statement of attainment is included in the course fee, however for reissuing of a certificate or statement of attainment, an additional fee will occur at the rate provided in the Student Handbook or as published at the time of request.

10. No certificates or statements of attainment will be issued until all fees have been paid in full.

11. For students who wish to receive personalised, one-on-one assistance outside of scheduled training and free group support times, optional one-on-one sessions with a trainer are available for an additional fee of **AUD $60 per hour**. These sessions are subject to trainer availability, and must be booked and paid for in advance.

14. METHODS OF PAYMENT

At Apex Training Institute, we accept a wide range of payment methods:

- Online credit card and debit card payments*
- Direct debit arrangements*
- Afterpay*

*Fees and charges apply

For someone to receive a qualification or statement of attainment, they must have paid their fees in full.

15. PAYMENT POLICIES AND PROCEDURES

Any discounts or offers are final once accepted and cannot be exchanged for cash or refunds.

For courses that cost under $600

Payment must be upfront at enrolment

For courses that cost above $600

There are two (2) payment options available:

1. Pay 1500 upfront and the remaining balance after 6 months or prior to commencing work placement, whichever comes first.
2. Pay via direct debit arrangement.

Suppose you wish to enter into any other payment arrangement. In that case, it must be agreed to by an Apex Training Institute member of staff and is at the discretion of Apex Training Institute staff and management.

Pay Upfront

Any student who doesn't finish paying within 7 days of completing an enrollment form will lose any discounts associated with paying within 7 days and will have to pay the fees at the higher, non-discounted rate.

Pay via direct debit arrangement

To pay via direct debit, the student must first pay a non-refundable Direct Debit Application Fee of $197 (which includes a $2.20 customer fee)

The minimum payment plan allowable is **178 AUD** a week. A deposit of at least **178 AUD** must have been received before any training or assessment materials or services can be provided to the student.

For students who are in a direct debit arrangement with Apex, should one payment be declined during the direct debit arrangement:

- Their access to the student learning portal will be suspended until all outstanding fees have been settled.

For students who are in a direct debit arrangement with Apex, should two payments be declined during the direct debit arrangement:

- Any discounts for entering the arrangement may be withdrawn and/or
- Their direct debit arrangement will be voided, and the balance of their fees will be due immediately.

Debt collection policies and procedures

34

Any student whose direct debit arrangement is voided shall experience the following escalation in procedures:

- The student shall be sent Debt Collection Email 1.

- 7 days afterwards, if the student still has an amount outstanding, the Accounts Department shall email the student Debt Collection Email 2.

- 7 days later, if there is still debt owing, the student will be sent a Warning Email.

- 7 days thereafter, if the student still hasn't paid their fees in full, the Accounts Department shall email the student the Final Warning Email.

- Following yet another 7 days, if the balance is still not paid, the student may be withdrawn from the course and their debt written off. The student may also be reported to a third-party debt collection agency. Any fees associated with a debt collection company shall be the student's responsibility. At this stage, if the student wishes to resume their study, they might have to enroll as a brand-new, full-fee-paying student at their own expense.

Request any adjustment to any policies and procedures

To request an adjustment to any of the above policies and procedures, this request must be made in writing, and any relevant accompanying evidence must be included. Relevant evidence may include medical certificates, death certificates, or any other documents from government official, or credible sources.

Adjustment of these policies and procedures is at the sole discretion of Apex Training Institute

16. ADDITIONAL CHARGES AND PRICE CHANGE POLICY

Charges are current at the time of publication, but Apex Training Institute may change such fees and conditions at any time. Any such variation will apply to all new students enrolled from the specified date of approval of such changes

Apex Training Institute may review and vary, through due process, its policies and procedures during the course of study, and these variations will apply to all new students enrolled from the specified date of approval of such changes.

Certificate Replacement

When a student has met all the requirements for a certificate as specified on training.gov.au they will be sent a copy of their qualification certificate and transcript via email.

Once the digital and/or physical copies of the certificate have been sent out, any subsequent times a certificate needs to be sent out electronically will incur a **45 AUD** cost. This cost covers one transcript and one qualification. Any additional documentation beyond this will incur an additional fee of 45 AUD per document.

Knowledge Assessment Statement (KAAS)

KASS refers to a statement from Apex that includes information on all knowledge assignments the student has completed satisfactorily.

Cost = $45 AUD

17.   COURSE EXTENSION POLICY AND PROCEDURE

Every student pursuing a qualification course at Apex has a certain period of time to complete their course before their study time expires, whether 12 months, 18 months, 24 months or otherwise.

There are times where due to unforeseen circumstances a student is unable to complete before their study time expires. In these circumstances, Apex Training Institute allows the student to extend their study at a fee as described below.

The First 3 Months

- $107 for every extra month of study
- $167 if a student wishes to extend their study time by 3 months

Between 3 and 6 months

- 177 AUD for every extra month of study

After 6 Months

A student can only extend their study time for up to 6 months from when their study time first expires.

After 6 months, the student will have to re-enroll in the qualification or the qualification that has superseded it, at their own expense.

If the course is still current when they re-enroll, they have yet another regular study period, whether 12 months, 18 months, 24 months, or otherwise, to complete the course they initially began.

Outstanding Debt

Should a student have outstanding debt at the time their course expires, they will need to pay extension fees, as per above, in order to avoid potentially losing their enrollment six months from when their study period expires.

These extension fees would need to be paid in addition to any outstanding debt for fees.

Course Transition

When a qualification has been superseded, Apex Training Institute shall decide on:

- A deadline by which the superseded course shall be closed permanently (known as the "course deadline") .
- Once the course deadline has been communicated in written form to students, a deadline by which students must notify Apex staff of how they wish to proceed regarding their studies (known as the "option notification deadline")

For students listed below, they shall be able to pay a one-time course extension of **$197** (known as the "transition extension fee") in order to extend the course until the course deadline:

- Students whose qualification has expired less than 6 months before the course deadline.

This fee shall apply regardless of whether a student decides to try and complete the superseded qualification by the deadline or opts to be transferred to the new qualification.

For students who wish to be transferred to the new qualification, they shall have to pay the **$197** course extension fee prior to their superseded course being permanently closed and their enrollment in the new qualification being processed.

Any student who does not notify Apex of how they wish to proceed regarding their studies by the option notification deadline might be withdrawn from the superseded qualification permanently and forfeit their right to any transitions, including the ability to pay any transition extension fee.

18. REFUND POLICY

- Apex Training Institute will refund all payments made by a student if a course is cancelled or the course commencement date is postponed by more than 4 weeks, unless they can make alternative arrangements acceptable to the student.

Self-Funded Students

❖ Upfront Payment

For students enrolled and whose fees will be paid by themselves, a friend or family member the following will apply:

- Any withdrawal between 0-7 days of the student receiving access to their online learning and assessment portal will result in a student still being liable for up to 20% of the total course fees and a cancellation fee of $97

- Any withdrawal between 8 days and 29 days of the student receiving their online learning and assessment portal will result in a student still being liable for up to 40% of the total course fees and a cancellation fee of $97

- Any withdrawal 30 days after the student receives their online learning and assessment portal will result in a student still being liable for up to 100% of the total course fees, and a cancellation fee of $97

❖ Direct Debit Arrangement

- Any withdrawal between 0-29 days of the student receiving access to their online learning and assessment portal will result in a student still being liable for up to 30% of the total course fees and a cancellation fee of $197

- Any withdrawal between 1-3 months of the student receiving access to their online learning and assessment portal will result in a student still being liable for up to 60% of the total course fees and a cancellation fee of $197

- Any withdrawal 3 months after the student receives their online learning and assessment portal will result in a student still being liable for up to 100% of the total course fees and a cancellation fee of $197

NB: If payment is made via direct debit, the student is required to pay the full outstanding amount net of the total accumulated payments prior to processing the withdrawal request. If the student is unable to pay the outstanding amount within 7 days from the withdrawal request, the debt collection policies and procedures will apply.

Career Start and Career Boost Students

For students enrolled via the Queensland Career Start and Career Boost programs:

- Any withdrawal within 7 days of the student receiving their login details will result in 50% of fees being refunded

- Any withdrawal between 7 days and 30 days of the student receiving their login details will result in 30% of fees being refunded

- Any withdrawal 30 days after the student has received their login details, all fees are forfeited and can't be refunded

Withdrawals Due to Complaints

If a student decides to withdraw as a result of a complaint, Apex Training Institute will assess the situation to determine a fair outcome. This may involve a refund, partial refund, re-delivery, or another suitable resolution.

This does not remove the student's rights under the Australian Consumer Law or, where relevant, the ESOS Act.

In order to request a refund, kindly get in contact with a member of the support team or send an email to supportteam@apex.edu.au. Refund requests will be processed within 30 days. Should they not be processed within 30 days, kindly refer to the complaints procedure within this student handbook.

19. DEFERMENT POLICY

For students enrolled via the Queensland Career Start and Career Boost programs:

Purpose

This policy outlines the provisions for deferment for students studying at Apex Training Institute under the funding program by the Queensland (QLD) government. It provides clear guidelines for students who need to defer their studies due to pregnancy, health issues, personal matters, or other valid reasons while ensuring compliance with reporting and funding requirements.

Scope

This policy applies to all students enrolled in Apex under the funding program provided by the QLD government.

Definitions

- Deferment: The temporary postponement of a student's enrolment or course of study.
- Pregnancy: Includes the period of pregnancy and postpartum recovery.
- Health Issues: Any physical or mental health condition that significantly impacts the student's ability to study.
- Personal Matters: Any non-academic circumstances that significantly impact the student's ability to study, including but not limited to family emergencies, financial hardship, or other personal challenges.

Eligibility for Deferment

Students may be eligible for deferment if they encounter circumstances that significantly impact their ability to continue their studies. These circumstances include, but are not limited to:

- Pregnancy and related conditions
- Health issues requiring extended recovery time
- Personal matters that create significant hardship or prevent the student from continuing their studies

Application Process

Step 1: Students must submit a Deferment Request to the Study Progress Team at studyprogress@apex.edu.au

Step 2: The application must be accompanied by supporting documentation, such as a medical certificate, a letter from a healthcare provider, or any other relevant documentation.

Step 3: The Study Progress Officer will review the application and supporting documentation.

Step 4: A decision will be made within 7-14 business days of receiving the complete application.

Duration of Deferment

Apex grants a maximum deferment period of 20 days to a maximum of 30 days. If the student does not engage in any learning activity (e.g., attending sessions, or submitting assessments) within this period, they shall be withdrawn from their enrolment in Apex.

Re-enrolment

Should a student wish to continue their studies at a later date, Apex shall reassess their eligibility for funding to proceed with the enrolment process. This reassessment ensures compliance with funding requirements and accounts for any changes in the student's circumstances.

Re-enrolment Process:

- Filling up an updated application form
- Conducting an AISS search
- Collection of updated and valid document requirements as per SAS evidence guide
- Collection of relevant Statement of Attainment, Certificate, or Transcript if applicable
- Collection of the co-contribution fee

Reassessment Guidelines

At Apex, we are committed to maintaining the highest standards of training and assessment in line with ASQA requirements. When a student seeks re-enrollment after withdrawing from a course, it is essential to determine whether reassessment is necessary. This decision is based on the currency of the student's previous assessments and the time elapsed since withdrawal.

Key Considerations

1. Currency of Prior Assessments

- **Assessment Validity:**
  To ensure assessments reflect the student's current skills and knowledge, they must remain valid and align with industry standards. Reassessment may be required if:

  - Significant time has passed since the completion of previous assessments.

  - There have been updates to the training package, course content, or industry requirements.

- **Updated Training Plan:**
  If new assessments (e.g., role plays, simulations, or practical tasks) have been added since the student's previous enrollment, these must be completed to meet the updated course requirements.

2. Time Elapsed Since Withdrawal

- **Extended Absence:**
  A significant gap between withdrawal and re-enrollment may necessitate reassessment to ensure the student meets current competency standards.

3. Training Package or Course Updates

- **Curriculum Changes:**
  If the training package or course content has been updated since the student's withdrawal, reassessment may be required to ensure alignment with current standards.

- **Implementation of Changes:**
  Apex will communicate any curriculum or assessment changes to students before re-enrollment. This ensures transparency and allows students to understand how changes may impact their learning and assessments.

4. Recognition of Prior Learning (RPL)

- **Assessing Prior Learning:**
  If the student has gained relevant skills or knowledge during their absence, they may be eligible for RPL. This process assesses their current competencies against the course requirements.

Confidentiality

All applications and supporting documentation will be treated confidentially and in accordance with the Apex Privacy Policy.

Contact Information

For any queries or assistance regarding the deferment process, students can contact:

SUPPORT TEAM: supportteam@apex.edu.au

STUDY PROGRESS: studyprogress@apex.edu.au

By following this policy, Apex ensures that students experiencing significant life events can manage their studies effectively and return to their academic pursuits when they are ready while maintaining compliance with funding and reporting requirements.

20. AUSTUDY TERMS AND CONDITIONS

At Apex the following qualifications are Austudy approved:

- CHC30121 Certificate III in Early Childhood Education and Care
- CHC33015 Certificate III in Individual Support
- CHC43121 Certificate IV in Disability

Austudy Enrolment Process

- Prior to enrolling you must ensure that you have a thorough understanding of our policies and procedures. Should you have any questions or concerns, ensure you voice them to an Apex staff member.
- You must complete the application and enrolment processes.
- Once you have finished filling out all appropriate paperwork you shall be provided the following by an Apex staff member:
  - Student handbook: The staff member will indicate where the terms and conditions specific to Austudy can be found.
  - A copy of your enrolment form
  - A copy of your application form
  - A copy of the course fact sheet for the qualification(s) that you have enrolled in.
- Take these documents to Centrelink so as to determine, how much you shall be receiving in government assistance while you study with us.

Payment Terms

- Once Centrelink has been determined how much you shall be receiving in financial assistance during the course of your study, your payment plan shall be calculated on the following terms:
  - Your minimum payment plan is 25% of what you receive from Centrelink to assist you in study.
  - Payments must be made weekly or fortnightly.
  - Payment must be made in the form of a direct debit arrangement

- ○ The due date for your final payment will be calculated based on your payment plan.

- ○ You shall not receive any qualification certificate unless your fees are paid off in full.

- ○ You may receive certificates for any short courses as long as your direct debit payments are up to date.

- ○ If you are unable to pay by your due date, you shall be given 30 days to make alternative arrangements. If these arrangements are not made, you might be referred to a 3rd party debt collection company. Any fees associated with a debt collection company shall be your responsibility.

21. COMPLAINTS POLICY AND PROCEDURE

Apex Training Institute supports your right to lodge a grievance or complaint if you feel you have been treated unfairly. We are committed to addressing complaints promptly, fairly, and professionally, without disadvantage to the complainant.

Scope

The policy applies to complaints made about:

- Apex Training Institute (the RTO), its trainers, assessors, or other staff

- Third-party providers delivering services on behalf of Apex Training Institute

- Work placement partners, and their staff

- Fellow students

Any Apex stakeholder may lodge a complaint, including:

- Students
- Industry partners

Principles

- Complaints will be handled in accordance with the principles of natural justice and procedural fairness.

- All parties will have the opportunity to be heard, and complaints will be resolved without bias.
- Lodging a complaint will not result in disadvantage to the complainant.

Responsibilities

Members of the management team (or delegated person) are responsible for:

a. Reviewing the complaints/appeals submitted by students

b. Determining the root cause of the complaint/appeal, through investigation, review or other appropriate means

c. Determining the corrective action plan, if any, to be taken. Management is also responsible for keeping records regarding the complaint and corrective actions taken.

d. Notifying stakeholders of the result of the investigation or review of their complaint/appeal and whether it has been approved or dismissed.

e. In cases where the complaint or appeal has been dismissed, management shall notify the stakeholder of the reasons behind the decision. In cases where a complaint or appeal has been approved, management shall notify the stakeholders of the strategies that shall be implemented as part of the corrective action plan.

f. Implementing action to prevent or limit the reoccurrence of the root cause of the complaint/appeal.

g. Overseeing the implementation of the corrective action plan to ensure it is completed by the agreed-upon due date.

h. Ensuring the current complaints & appeal policy is publicly available via the resources page of the Apex website: https://www.apextraining.edu.au/resources.

Procedures

Step 1: Direct Resolution (Optional)

If the complainant feels comfortable, they should first try to address the issue directly with the individual involved. If both parties reach a satisfactory agreement, no formal complaint is necessary.

In the case of harassment, the complainant should clearly explain that the behavior is unwelcome and request that it stops.

Step 2: Informal Support

If direct resolution is unsuccessful or uncomfortable, the complainant should speak to a trainer or member of the support team for informal assistance.

Students who need assistance in lodging a complaint — including those with language, literacy, or other communication challenges — can request support from the Support Team. Assistance will be provided without judgment or disadvantage.

Step 3: Formal Complaint Lodgement

If the issue remains unresolved, a formal complaint can be lodged via the [Complaint and Apeelas Form](). Upon submission:

- Management is notified by email
- A member of the leadership team is assigned to the case
- Complaints will be acknowledged and resolved within twenty-one (21) business days
- If no resolution is provided within this timeframe, the complaint will be escalated to the Head of Operations and People, who will have an additional nine (9) business days to review and issue a written decision (approval or dismissal)
- In all cases, the total resolution period will not exceed sixty (60) calendar days, unless exceptional circumstances apply.

Investigation
The Support Team Lead will have primary responsibility for conducting the investigation, which may include:

- Interviewing relevant parties involved
- Reviewing applicable records and documentation
- Referring to Apex policies and procedures
- Seeking input from relevant leaders — such as the Compliance Manager, Head of Operations and People, or Training Manager — where their expertise is required
- Consulting with external experts if necessary

Note: If the complaint is related to illegal activity (e.g., theft or assault), it will be referred to the appropriate authority at the discretion of management.

Outcome Notification
The complainant will be advised of the resolution in writing (via email). They may request clarification or raise further concerns.

Step 4: Independent Review

If the complainant is not satisfied with the resolution provided, they have the option to request an **independent review** of the complaint.

- The reviewer must be impartial and appropriately qualified
- Apex Training Institute may nominate or approve the reviewer
- The complainant is responsible for any costs associated with the independent review.

Step 5: Mediation and/or Facilitation (Optional)

If the complainant is still dissatisfied with the outcome after the independent review, Apex Management can assist the complainant in organising mediation and/or facilitation, provided by the **Queensland Government**.

- The costs associated with mediation/facilitation will be split evenly between the complainant and Apex Training Institute.
For more details, the complainant can visit the Queensland Government Mediation page for information on how the process works.

Step 6: Ombudsman Involvement (If Necessary)

If the complainant remains dissatisfied after mediation/facilitation, they have the option to submit a complaint through the **Queensland Government's consumer affairs body website**. This body acts as an **ombudsman** and will independently review the complaint, providing a final resolution.

Step 7: Staff Conduct

Staff involved in a complaint will not participate in its investigation or resolution. Neutral parties will be assigned to ensure objectivity.

Step 8: Record-Keeping

All records are stored securely for a minimum of five (5) years and are accessible only to authorised personnel.

Step 9: Timelines and Communication

Complaints will be resolved within sixty (60) calendar days. If more time is needed:

- The complainant will be notified in writing with reasons and revised timelines
- Regular progress updates will be provided

Step 10: Continuous Improvement

Complaint trends will be monitored by the Compliance Manager and used to inform:

- Policy and procedure updates
- Staff training
- Quality assurance processes

22. APPEALS AGAINST ASSESSMENT GRADES POLICY AND PROCEDURE

Students are free to appeal against a result shown on a student's record or assessment. The student shall be provided with the written outcome within 21 working days. If there isn't a response from a member of Management within 21 days, the complaint shall be escalated to the Marketing Director to approve or dismiss. The Marketing Director has an additional 9 days to send the stakeholder a written approval or dismissal of their complaint or appeal.

The appeal against the assessment outcome process is as follows:

1. A student is free to lodge an appeal via the complaints and appeals form on the resources page of the website: https://www.apextraining.edu.au/resources

2. A member of management or delegate is to contact the student and the trainer, who initially marked the assessment, regarding their individual opinions on this matter.

3. A member of management shall allocate the assessment to be marked by another trainer.

4. The assessment is to be submitted back to management for comparison of results. In the case where assessment outcomes match, the appeal shall be dismissed and management shall advise the student of the dismissal and the reasons why via Jotform.

5. In case of different assessment outcomes, a member of management is to organise a moderation session which must be overseen by one or more trainers who were not the initial assessor. The initial assessor shall attend this moderation session. The outcome of this moderation session is to be considered as the final outcome.

6. The Marketing Director or their delegate shall notify the student whether their appeal has been approved or dismissed and the reasons why via Jotform.

7. If the student remains unsatisfied with the outcome, they have the option to fill out a complaint form on the Queensland Government consumer affairs body website.

Records of all appeals are stored securely in the Apex password protected electronic database

23. PRE-TRAINING INTERVIEW POLICY AND PROCEDURE

Policy

This policy is to ensure Apex Training Institute (Apex) students are enrolled in the right course that will lead them to desired future career paths.

Purpose

The purpose of this policy is to review the needs of all potential students and make recommendations as to the most appropriate course that will meet their requirements and capabilities.

Procedures

1. Every potential Apex student has to fill the application form completely and accurately.

2. In the form, the student has to identify the course they would like to study and explain the reasons they have chosen this course.

3. The student needs to show an understanding of what the chosen course entails and its career path.

4. The vocational advisor needs to speak to the potential student, understand their motivations and explain the requirements and expectations of the course.

5. The potential student needs to understand the requirements of their chosen course, opportunities and career path that the course may open for them so as to manage their expectations.

6. The vocational advisor needs to explain the requirements of the short courses and book students in the programs applicable to the students chosen course and expected career path.

7. The vocational advisor discusses the career path of the student and makes recommendations accordingly.

8. The vocational advisor needs to consider any disability and additional needs of the potential student and discuss with the candidate the potential implications, for

example someone wanting to undertake a course in aged care with a back problem. This course might not be the right fit for them since aged care involves a lot of work that is strenuous on the back.

9. The vocational advisor must ensure that all the questions in the form are answered adequately and that the candidate understands all the course's requirements and pathway completely.

Forms to be used for this process:

1. Application form

Responsibility

This process has to be followed by all the vocational advisors (sales staff) and members of the student support team in all student enrolments.

24. LANGUAGE, LITERACY AND NUMERACY ASSESSMENT POLICY AND PROCEDURES

Before enrolling in a course, all students are required to complete a Language, Literacy and Numeracy (LLN) Assessment and a short Digital Literacy Check as part of the application process. This helps us understand your learning needs and ensure you're well prepared for your chosen course.

Your results will be reviewed by our Student Success Team to identify any areas where you may benefit from additional support. If needed, we'll offer access to helpful resources such as reading, writing, numeracy, or digital literacy materials. In some cases, you may also be invited to attend a short support session or complete bridging activities to help you succeed in your studies. If your results show that you need more intensive support, we'll discuss your options with you. This may include referral to external services to help you build your skills. These services are not affiliated with Apex, and any associated costs are your responsibility.

25. LANGUAGE, LITERACY AND NUMERACY SUPPORT SERVICES

These external support services below are not affiliated to Apex in any way. The costs for engaging these services is the responsibility of the student or potential student who was referred to these services.

The Reading Writing Hotline

Ph: 1300 655 506

Self-paced e–learning

All migrants who want to improve their English language skills, including those who are not participating in the Adult Migrant English Program, can access free self –paced e -learning modules through the Adult Migrant English Program distance learning website at http://amepdl.net.au/

Adult Migrant English Program (AMEP)

The Adult Migrant English Language Program (AMEP) provides up to 510 hours of free English language tuition to eligible migrants from the skilled, family and humanitarian visa streams, to help them learn Basic English to assist with their settlement in Australia.

The Adult Migrant English Program has a number of support services in place that are available to clients to help facilitate their attendance and participation in the programme. These include:

- Counsellors and Individual Pathways Guides
- Childcare
- Youth classes
- Settlement course and
- Bilingual support

Check on this link below for more information

URL: https://www.google.com/url?q=https://immi.homeaffairs.gov.au/settling-in-australia/amep/about-the-program&sa=D&source=docs&ust=1638596396763000&usg=AOvVaw1shqNVbx1pkuWe4qzqR0Jt

26. STUDENT SUPPORT POLICY, PROCEDURES AND SERVICES

Should you require additional support during the term of your course, please advise an Apex Training Institute member of staff who will endeavour to refer you to an appropriate support service.

Apex Training Institute has an informal training support service available to all students who have any questions or difficulties regarding their current training and their future career development. The service aims to provide students with the information they need to help their own academic and career path. Our staff can assist you with questions

regarding training and career pathways and opportunities, personal development opportunities, work placement and/or any other training / industry related questions.

This service offers practical answers to most of the questions and challenges faced by students in relation to their training and/or career. We are here to help and will always try to source the information you need to feel supported or refer you to an appropriate internal or external service if required.

We will respect your right to privacy. Any information disclosed will remain strictly confidential.

For this service please call 07 3420 5861 during office hours from Mon-Fri. and ask to speak to one of our qualified trainers or support staff.

Additional Support Services

Apex Training Institute (Apex) recognises that all people learn differently and acknowledges that some students may require additional support. Additional support may be provided for any students experiencing:

- disability and access issues;
- language barriers;
- language, literacy and numeracy issues;
- any other issues that may affect their ability to achieve their training goals.

Provision of additional support services will be provided where necessary to enable students to participate in the same way as any other person regardless of whether support services have been required.

Where there is perceived difficulty in achieving learning goals, the trainer will discuss these issues with the student. The student will be provided with information about possible alternative pathways, additional tools and resources available, and options and choices for accessing a supportive network. The information provided will vary depending on the individual needs of the student.

Communicating About Special Needs

If at any point through-out your course you require any assistance or support please discuss these needs with The Apex Training Institute staff and we will do our best to help.

If you have any special needs, including Language and Literacy, learning, mobility, visual impairment or hearing please notify staff as soon as possible, preferably at the start of your course, to allow us to cater for any of your needs.

If you do not tell us about any condition that may affect your learning, we will not be able to assist you if the need arises.

Note that any information you tell us in relation to your needs will remain confidential and only used to support you.

27. ACCESS AND EQUITY POLICY

The Apex Training Institute is committed to ensuring you receive training, assessment and support services that meet your individual needs. To achieve this, we need to know what your needs are.

Apex Training Institute applies access and equity principles which are designed to remove barriers and obstacles so that all students have the opportunity to gain skills, knowledge and experience through access to vocational education and training. Apex Training Institute provides timely and appropriate information advice and support services which assist clients to identify and achieve their desired outcomes.

Apex Training Institute will provide timely, appropriate and accessible information to customers prior to enrolment regarding:

- Customer selection, enrolment and orientation procedures
- Course information including content and vocational outcomes
- Fees and charges including refunds and exceptions (where applicable)
- Provision for language, literacy and numeracy support
- Client support, including external support Apex Training Institute could arrange for customers
- Flexible learning and assessment procedures
- Appeals and complaints procedures
- Staff responsibilities for access and equity
- Recognition of prior learning arrangements and credit transfers

28. DISCRIMINATION POLICY

Apex Training Institute will act quickly to ensure that any discrimination does not occur, or continue to occur in the workplace, or in the provision of services.

All employees, students and business associates will receive equal treatment regardless of:

- Sex
- Race, colour, nationality, ethnic origin
- Impairment; physical disabilities, intellect, psychological
- Political or religious beliefs
- Age
- Lawful sexual activity/sexual orientation
- Personal association

29. STUDENT WH AND SAFETY POLICY

Policy

Apex realises its responsibilities to students, academic and other staff members to ensure a safe and healthy academic and working environment. Apex operates according to the appropriate workplace, health and Safety Standards and Procedures.

Apex ensures the safety of the students by doing the following:

- Doors are locked after hours.
- There is proper lighting in the buildings.
- The police stations are within easy reach to each campus. These can be contacted by calling 000.
- First Aid Kits are located in each campus (please ask our staff if you cannot locate the First Aid sign)
- Trainers on site are trained in first aid

The following tips will assist to protect the student from unsafe situations.

Safety on campus for Apex students include:

- Students are to know the layout of Apex's campuses including the emergency exits.
- Students are to move away from any threatening behaviour where possible.
- Students are not to leave valuables such as wallets or mobile phones unattended.
- Students are to avoid isolated areas and move around campus with other students where possible.

- Students are to avoid leaving the campus too late.

- Students are to contact a staff member immediately if they observe anything suspicious occurring in or around the campus.

Safety in Work Placement

- Students are to make themselves aware of all safety procedures in their work placement, including evacuation fire warning procedures.

- If the location of the work placement is unsafe for the student to travel (far from the car park, far from public transport), they are to speak to Apex staff so that an alternative work placement can be arranged.

- If students are to perform any task at their workplace that they think will compromise on safety and health, they are to speak to Apex staff. If this does not resolve the problem, they are to contact the Apex Work Placement Coordinator.

Safety on transport

- Students are to use a timetable to plan their travel and avoid unnecessary delays.

- They are to park their car in busy areas rather than dark quiet spots.

- They are to be aware of who is around.

- Students are not to respond to aggressive behaviour and avoid eye contact with others.

- Students should drive their car with doors locked and windows closed at all times.

- Where possible they are to use public transport (Apex is located near to public transport).

Safety on the street

- Students are to stay alert as awareness is their best defence.

- Students are to cross the street if they feel unsafe.

- Students are to be confident and aware of their surroundings.

- Students are to walk on major roads and paths at night; and not take short cuts through parks.

- If approached by a stranger, they should keep a safe distance.

- If approached for money, students are to advise they have no cash, avoid eye contact and move toward other people.

- If an individual feels they are being followed, they are to change direction and seek a safe place.

- Students are to keep personal items such as wallets and bags close to their body or out of sight.
- Students are to have keys ready to quickly enter the home or car.

General safety steps to take right now

- Students should take the time to consider where they might be at risk and what steps they can take to make it safe.
- They should program the emergency number 000 into their mobile phone.
- They should tell people where they are going and what time they will return.
- They should avoid carrying non-essential items such as passports and large amounts of money.

In case of an emergency at Apex premises, the following is to be done:

- Call **000** and inform of the emergency
- If asked to leave the building, students and staff are to follow the instructions of the trainer or warden giving the instructions
- Assist self-first, and then assist fellow students/staff.

In case anyone has been left in the building, people in charge should be informed

30. PRIVACY POLICY

Apex Training Institute will comply with the ten national privacy principles in the handling of personal information of students.

1. Collection - Apex Training Institute will collect only the information necessary for one or more of its functions. The individual will be told the purposes for which the information is collected.

2. Use and disclosure - Personal information will not be used or disclosed for a secondary purpose unless the individual has consented or a prescribed exception applies.

3. Data quality - Apex Training Institute will take all reasonable steps to make sure that the personal information it collects, uses or discloses is accurate, complete and up to date.

4. Data Security - Apex Training Institute will take all reasonable steps to protect the personal information it holds from misuse and loss and from unauthorised access, modification or disclosure.

5. Openness - Apex Training Institute will document how they manage personal information and when asked by an individual, will explain the information it holds, for what purpose and how it collects, holds, uses and discloses the information.

6. Access and correction - The individual will be given access to the information held except to the extent that prescribed exceptions apply. Apex Training Institute will correct and update information errors described by the individual.

7. Unique Identifiers - Commonwealth Government identifiers (eg Medicare number or tax file number) will only be used for the purposes for which they were issued. Apex Training Institute will not assign unique identifiers except where it is necessary to carry out its functions efficiently.

8. Anonymity - Wherever possible, Apex Training Institute will provide the opportunity for the individual to interact with them without identifying themselves.

9. Transborder Data Flows - The individual's privacy protections apply to the transfer of personal information out of Australia.

10. Sensitive Information - Apex Training Institute will seek the consent of the individual when collecting sensitive information about the individual such as health information, or information about the individual's racial or ethnic background, or criminal record.

Purpose

This policy ensures that Apex Training Institute meets its legal and ethical requirements in regard to the collection, storage and disclosure of the personal information it holds in regards to individuals.

This policy and procedure contributes to compliance with Clause 3.6 and 8.5 of the Standards as well as the legislative instrument Data Provision Requirements 2012 including the National VET Provider Collection Data Requirements Policy

Policy

Privacy Principles

- In collecting personal information, Apex Training Institute, complies with the requirements set out in the Privacy Act 1988, including Australian Privacy Principles 3 and 5 (in accordance with the National VET Provider Collection Data Requirements Policy clause 4.4) and the relevant privacy legislation and regulations of the states and territories in which Apex Training Institute operates.

- Personal information, including sensitive information, is collected from individuals in order that Apex Training Institute can carry out its business functions. Apex Training Institute only collects and stores information that is directly related to its business purposes and legal requirements of providing nationally recognised training and assessment.

- Sensitive information is only collected by Apex Training Institute if a permitted general or health situation applies in accordance with the Privacy Act (16A, 16B) such as, if:

  - The collection of the information is required or authorised by, or under, an Australian law or a court/tribunal order.

  - It is unreasonable or impracticable to obtain the individual's consent to the collection, use or disclosure.

  - It genuinely and reasonably believes that:

    - The collection, use or disclosure is necessary to lessen or prevent a serious threat to the life, health or safety of any individual, or to public health or safety.

    - Unlawful activity, or misconduct of a serious nature, that relates to Apex's functions or activities has been, is being or may be engaged in, and the collection, use or disclosure is necessary in order for the entity to take appropriate action in relation to the matter.

    - The collection, use or disclosure is reasonably necessary to assist any APP entity, body or person to locate a person who has been reported as missing.

    - The collection, use or disclosure is reasonably necessary for the establishment, exercise or defense of a legal or equitable claim.

- Apex Training Institute ensures each individual:

  - Knows why their information is being collected, how it will be used and who it will be disclosed to.

  - Is made aware of any legal requirement for Apex Training Institute to collect the information.

  - Is able to access their personal information upon request.

  - Does not receive unwanted direct marketing.

  - Can ask for personal information that is incorrect to be corrected.

  - Can make a complaint about Apex Training Institute if they consider that their personal information has been mishandled.

- ○ Is made aware of any consequences for not providing the information requested.

- ○ Whether the information is likely to be disclosed to overseas recipients, and if so, which countries such recipients are likely to be located in.

- ○ Apex Training Institute retains evidence that that the student has acknowledged the following Privacy Notice and Student Declaration as part of their enrolment process: https://www.dese.gov.au/national-vet-data/vet-privacy-notice

Collection of information

- Under the Data Provision Requirements 2012, Apex Training Institute is required to collect personal information about students undertaking nationally recognised training and disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER). NCVER will collect, hold, use and disclose personal information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

- In general, personal information will be collected through course application and/or enrolment forms, training records, assessment records and online forms and submissions.

- The types of personal information collected include:

  - ○ personal and contact details

  - ○ employment information, where relevant

  - ○ academic history

  - ○ background information collected for statistical purposes about prior education, schooling, place of birth, disabilities and so on

  - ○ training, participation and assessment information

  - ○ fees and payment information

  - ○ information required for the issuance of a USI.

Storage and use of information

- Apex Training Institute will store all records containing personal information securely and take all reasonable security measures to protect the information collected from unauthorised access, misuse or disclosure. Personal information is stored electronically in secure, password protected databases.

- The personal information held about individuals will only be used by Apex Training Institutet to enable efficient student administration, report data to provide information about training opportunities, issue statements of attainment and qualifications to eligible students, and to maintain accurate and detailed records of student course participation, progress and outcomes.

Disclosure of information

- Apex Training Institute will not disclose an individual's personal information to another person or organisation unless:
  - They are aware that information of that kind is usually passed to that person or organisation.
  - The individual has given written consent.
  - Apex Training Institute believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious threat to the life or health of the individual concerned or another person.
  - The disclosure is required or authorised by, or under, law.
  - The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of public revenue.
- Any person or organisation to which information is disclosed is not permitted to use or disclose the information for a purpose other than for which the information was supplied to them.
- Personal information may be used or disclosed by Apex Training Institute for statistical, regulatory and research purposes. Apex Training Institute may disclose personal information for these purposes to third parties, including:
  - Schools – for secondary student undertaking VET, including a school-based apprenticeship or traineeship
  - Employers – where students are enrolled in training paid for by their employer
  - Commonwealth and State or Territory government departments and authorised agencies; such as the Australian Skills Quality Authority (ASQA), and insert funding bodies and other departments as applicable
  - NCVER
  - Organisations conducting student surveys
  - Researchers.

- Personal information disclosed to NCVER may be used or disclosed for the following purposes:
  - Issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts
  - Facilitating statistics and research relating to education, including surveys
  - Understanding how the VET market operates, for policy, workforce planning and consumer information
  - Administering VET, including program administration, regulation, monitoring and evaluation.

Access to and correction of records

- Individuals have the right to access or obtain a copy of the information that Apex Training Institute holds about them including personal details, contact details and information relating to course participation, progress and AQF certification and statements of attainment issued.

- Requests to access or obtain a copy of the records held about an individual must be made by contacting our office using the Request to Access Records Form. The individual must prove their identity to be able to access their records.

- There is no charge for an individual to access the records that Apex Training Institute holds about them; however, there may be a charge for any copies made. Arrangements will be made within 10 days for the individual to access their records.

Complaints about privacy

Any individual wishing to make a complaint or appeal about the way information has been handled within Apex Training Institute can do via the Complaints Policy and Procedure.

31. ASSESSMENT GUIDELINES

What is a Unit of Competency?

A unit of competency specifies the knowledge and skills, and the application of that knowledge and skills, to the standard of performance expected in the workplace. A unit of competency is the smallest unit that can be assessed and recognised. Units of competency must be adhered to in training and assessment to ensure consistency of outcomes.

Units of competency represent discrete workplace outcomes. They are made up of a number of sections shown below. Further clarification of each section is provided using the CPP07 unit '**CPPDSM3016A Work in the property industry**' to clarify areas.

Assessment

Assessment is the process of collecting evidence and making judgements on the extent and nature of performance and other requirements, as described in a set of standards, or learning outcomes, resulting in a judgement of whether or not competency has been demonstrated.

Effective and objective assessment is key to the successful implementation of competency standards in the workplace and in education. This is the judgement of performance and knowledge against the relevant industry competency standards.

Assessment is carried out by the comparison of a candidate's evidence of skills and knowledge, against the requirements of the Standards.

Assessors

The role of an assessor is to objectively assess and judge a candidate's evidence against a set of standards.

In order to do this effectively, an assessor must have a sound knowledge of, and be skilled in, the relevant industry area they are assessing. At Apex Training Institute, we ensure this is the case by insisting that every trainer have at least 2 years industry experience in the area they are assessing. Their industry experience is expected to be current at the time of assessing.

In addition, at Apex Training Institute, every assessor must have completed their necessary training & assessment qualification.

As part of their role, assessors must:

- interpret and understand the criteria;
- ensure that evidence meets the standards;
- ensure that evidence is valid, authentic, reliable, consistent, current and sufficient; and
- use expertise to make fair and objective judgements.

The training and ongoing professional development of assessors must include such areas as:

- Roles, responsibilities and ethics;

- Procedural and administrative duties;

- Performance and knowledge evidence gathering and presentation;

- Interpretation and usage of standards;

- selecting and using appropriate methods of assessment; and

- Requirements regarding processing and recording of results, progress and feedback.

It is crucial that assessors always understand and practise fair, objective, unbiased and flexible assessment processes.

What is a qualification?

A qualification combines several units of competency that are required to work within a particular occupation or at a particular level within an industry.

These components of a training package mean that an individual can have his or her skills recognised in two ways:

Qualification: A qualification indicates that the individual is competent in all units of competency required to attain a particular certificate e.g.CHC43121 Certificate IV in Disability Support.

Statements of Attainment: A Statement of Attainment indicates that the individual is competent in one or more units of competency, but not in the full range of units required for a qualification. Statements of Attainment stand in their own right to show that the individual holds particular skills, and they can also be used as credit toward full qualifications if the individual wishes to finish a qualification in the future.

32. CODE OF CONDUCT

All students and staff of Apex Training Institute must;

a) Respect the dignity of others.

b) Respect the rights of others.

c) Do not use oppressive or misleading practices, falsify or wrongly withhold information.

d) Ensure that others are treated in accordance with the principles of natural justice.

e) Respect the confidentiality of information within Apex Training Institute

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Class Etiquette

- Mobile Phone: Mobile phones must be switched off during all lectures and tutorials. Students may be asked to leave the class if mobile phones are not switched off.
- Punctuality: Students must arrive at all classes on time and may be asked to leave if they arrive late.

Students guilty of the following may be given a warning, suspension or notice of expulsion in writing:

- Cheating in class tests or examinations;
- Intimidating other students or staff;
- Being disrespectful to staff and other students;
- Been rude, or discourteous to a trainer or any other member of Staff or guest trainer;
- Causing disruption in class; and/or
- engaging in misconduct deemed unsuitable or unprofessional and
- Any other behaviour that is inappropriate
- Malicious damage to equipment and/or stealing materials or products will result in instant dismissal.

Fees will not be refunded if a student is discontinued due to misconduct.

33. STUDENT PLACEMENT ENDORSEMENT AND ASSESSMENT QUALITY ASSURANCE

Purpose

This policy outlines the standardised workflow for student placement endorsement, ensuring assessment integrity and minimising delays in course completion. It aims to:

- Guarantee accurate assessment marking before placement endorsement.
- Prevent escalations due to marking inconsistencies.
- Reduce student frustration associated with placement delays.
- Facilitate timely course completion and certificate issuance.
- Ensure students understand and comply with the Assessment Quality Assurance (QA) process.

Scope

This policy applies to all students seeking placement endorsement, all Support Team members, Academic Management Team members, and Placement Team members.

Definitions

- Placement Endorsement: The formal approval for a student to proceed with Work Placement Orientation (WPO) and subsequent placement.
- Assessment Quality Assurance (QA): A process to verify the accuracy and consistency of student assessment marking.
- Work Placement Orientation (WPO): An orientation program designed to prepare students for their work placement.
- WORK PLACEMENT ACKNOWLEDGMENT FORM: A form confirming student understanding and agreement to the QA process and related responsibilities.

Policy Statement

Student placement endorsement is contingent upon the successful completion of all assessments with accurate marking and student agreement to the QA process.

Procedures

1. **Initial Student Contact**
- The student contacts the Support Team, expressing interest in starting placement.
- The Support Team collects work placement requirements and confirms full 2.

2. **WORK PLACEMENT ACKNOWLEDGMENT FORM Verification**
- The Support Team checks if the student has signed the WORK PLACEMENT ACKNOWLEDGMENT FORM
    - If YES:
        - The student is endorsed to the Placement Team for Work Placement Orientation (WPO).
        - The student is endorsed to the Academic Management Team for the Assessment Quality Assurance (QA) process.
        - Proceed to Step 6.
    - If NO: Proceed to Step 3.

3. **Initial Assessment Quality Assurance (QA) Check**
- The Support Team endorses the student to the Academic Management Team for an initial Assessment Quality Assurance (QA) check.

4. **Assessment Verification and Correction**
- The Academic Management Team verifies that all assessments are correctly marked and that no inconsistencies exist.
- If inconsistencies are found, the student must:
  - Make necessary corrections.
  - Submit missing/relevant documents.
  - Complete any outstanding assessment tasks, including knowledge assessments and skills assessments such as role-plays, workshops, and work placement tasks.

5. **Resubmission and Re-verification**
- After resubmission, the Support Team re-endorses the student to the Academic Management Team for confirmation that all required corrections have been completed.
- Once verified, the Academic Management Team provides feedback to the Support Team.

6. **Placement Endorsement and Orientation**
- The Support Team endorses the student to the Placement Team for Work Placement Orientation (WPO).
- The placement team will include information about the QA process and the acknowledgement form in the Work Placement Availability email.
- The Placement Team schedules and confirms the student's placement.

34. WORK PLACEMENT ASSISTANCE POLICIES AND PROCEDURES

Apex provides assistance with vocational placement (work placement) for a number of qualifications:

- CHC50121 Diploma of Early Childhood Education and Care
- CHC30121 Certificate III in Early Childhood Education and Care
- CHC33021 Certificate III in Individual Support
- CHC43121 Certificate IV in Disability Support

Apex can withdraw assistance with work placement from a particular student at any time, at its own discretion.

Below find the rules and regulations you must follow while attending work placement and the consequences for not following them.

Written acceptance

Once you have completed and signed the Work Placement Acceptance Form, your work placement will be confirmed. However, please note:

If you later withdraw, fail to attend, or do not show up to your confirmed placement without valid notice or reason:

- You will lose your allocated placement, and
- You may be required to pay additional fees if you need Apex to assist with arranging a new placement.
- Apex is not obliged to secure another placement for you after a confirmed placement has been declined, missed, or abandoned.

Dress Code

When attending your work placement you must dress in:

- Plain colour collared shirt or polo top: preferred colours are white, black and navy blue.
- Formal black trousers
- Formal black business shoes
- Apex name badge: This will be shared at the Work Placement Orientation. Attendance is compulsory to commence Work Placement hours.

Make sure you:

- Maintain good personal hygiene: Includes elements such as ensuring you shower and make use of deodorant every day of your placement.
- If you have long hair, you must tie your hair back and ensure that it does not fall over your face.

Avoid

- T-shirts, especially those with designs or logos on them.
- Sweatpants, shorts and any other clothing below the belt that isn't formal.
- Open shoes.
- Jewellery of any kind while at work.

Travel

Convenience of travel is considered as much as possible. However, due to the limited availability of clinical placements, students may be required to travel longer distances. Though we try and find a place within a 50km radius of someone's home, this might not always be possible.

Students should always check possible means of travel to their work placement well in advance.

Work Placement Schedule

Following the attendance of a work placement orientation (more in this below), you will be provided with your work placement schedule. You must adhere to this schedule unless you have a medical condition that can be verified by a medical certificate or official document from a qualified medical professional.

Work placement is a key component of the qualification and must be completed on a full-time schedule i.e. **7.5 hours a day, 37.5 hours a week, excluding a 30-minute mandatory break time**. Work placement is limited to a maximum of **six days per week**, with at least **one mandatory day off**. The times of the shift may vary based on industry and organisation.

> ***CHC33021 Certificate III in Individual Support:*** A total of 120 hours of Work Placement to be completed within 3 - 4 weeks.

> ***CHC30121 Certificate III in Early Childhood Education and Care:*** A total of 160 hours of Work Placement to be completed within 4 - 5 weeks.

> ***CHC43121 Certificate IV in Disability Support:*** A total of 120 hours of Work Placement to be completed within 3 - 4 weeks.

> ***CHC50121 Diploma of Early Childhood Education and Care:*** A total of 280 hours of Work Placement to be completed within 8 - 9 weeks.

Night shifts are not allowed at Apex; and this includes cases where someone is currently working in a facility and working night shifts. Extended hours, double shifts and unsupervised work placement are not allowed.

Weekend shifts are allowed, as long as there is a supervisor to observe the students.

The further away someone moves from a Monday to Friday full-time shift schedule, the harder it is for a placement to be found for a particular student.

Work Placement Requirements

Self Funded Students

CHC33021 students: To be eligible for work placement, you must fulfil ALL of the criteria below:

- Complete and be marked satisfactory (S) or competent (C) for the following units::
    - CHCCCS031 Provide individualised support
    - HLTINF006 Apply basic principles and practices of infection prevention and control
    - HLTWHS002 Follow safe work practices for direct client care
    - CHCCOM005 Communicate and work in health or community services
    - CHCCCS041 Recognise healthy body systems
    - CHCLEG001 Work legally and ethically
    - CHCCCS040 Support independence and well being
    - CHCDIV001 Work with diverse people
- Successfully complete and be certified for Individual Support Work Skills Training (that includes the units HLTINF006 Apply basic principles and practices of infection prevention and control and HLTWHS002 Follow safe work practices for direct client care). This training is included as part of the CHC33021 Certificate III in Individual Support.

NB: Please note if someone completed Individual Support Work Skills units more than 12 months in the past, they will need to complete the training again in order to be eligible for placement.

- Attended and successfully completed free work placement orientation.
- Have paid off all fees in full including any fees owed to Afterpay
- Have a valid police check that is 1 year old or less from the Australian Federal Police. Police checks from state police are not allowed. The police check must show no disclosable outcomes.

    For more information please visit this link: https://www.afp.gov.au/our-services/national-police-checks . Approximate cost 70 AUD
- A valid HLTAID011 Provide First Aid certificate that is 2.5 years old or less.

- A valid HLTAID009 Provide Cardiopulmonary Resuscitation certificate that is 6 months old or less.

The cost to complete Provide First Aid at Apex which includes the units HLTAID009 and HLTAID011 is 165 AUD.

- You will need to provide evidence of an influenza vaccination that is less than 1 year old). For more information please check out:: https://rsvp.chemistwarehouse.com.au/vaccination-event-details?eventId=186 or https://www.findapharmacy.com.au/location-search/_recache?service=Vaccination%20Services&loc= . Approximate cost 20 - 40 AUD
- You may need to provide evidence of having three COVID-19 vaccinations. You can get information on COVID-19 vaccinations here:

    https://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19/covid-19-vaccine/get-vaccinated/book

    Approximate cost, Free.

- Additional vaccination requirements will vary between facilities and will be communicated to the student prior to their placement.

NB: For students completing the Disability specialisation you shall also require a NDIS Woker's Screening. The NDIS Worker's Screening must show no criminal record. For more information please visit:

https://workerscreening.dsdsatsip.qld.gov.au/ . Cost = Free

CHC30121 students: To be eligible for work placement, you must fulfil ALL of the criteria below:

- Complete and be marked as satisfactory (S) or Competent(C) for the following units:
    - o CHCECE032 Nurture babies and toddlers
    - o CHCECE056 Work effectively in children's education and care
    - o CHCECE055 Meet legal and ethical obligations in children's education and care
    - o HLTWHS001 Participate in workplace health and safety
    - o CHCECE034 Use an approved learning framework to guide practice
    - o HLTAID009 Provide Cardiopulmonary Resuscitation (This certificate needs to be 6 months old or less)
    - o HLTAID012 Provide First Aid in an Education and Care Setting (This certificate needs to be 2.5 years old or less)

The cost to complete First Aid training at Apex which includes the units HLTAID009 and HLTAID012 is 165 AUD.

- Attend and complete a free Early Childhood Education and Care (ECEC) skills workshop
- Have paid off all fees in full including any fees owed to Afterpay
- Have a valid working with children check. The check must show no criminal record. The requirements vary between the different States and territories. For more information check out the link below: http://bit.ly/1cb3hnX. Cost= free
- Apex will conduct verification of your Working with Children Check prior to placement approval. No person may commence work placement involving children without a valid and verified Working With Children Check (WWCC), as required by law in the relevant state or territory.
- Attended and successfully completed free work placement orientation
- You will need to provide evidence of an influenza vaccination that is less than 1 year old). Approximate cost = 20 AUD.
- You may need to provide evidence of having two COVID-19 vaccinations. Cost = Free

Vaccination requirements will vary between facilities and will be communicated to the student prior to their placement.

CHC50121 students: To be eligible for work placement, you must fulfil ALL of the criteria below:

- Complete and be marked satisfactory (S) or Competent (C) for at least 7 units of competency including:
    - o HLTAID009 Provide Cardiopulmonary Resuscitation (This certificate needs to be 6 months old or less)
    - o HLTAID012 Provide First Aid in an Education and Care Setting (This certificate needs to be 2.5 years old or less)

The cost to complete First Aid training at Apex which includes the units HLTAID009 and HLTAID012 is 165 AUD.

- Have paid off all fees in full including any fees owed to Afterpay.

- Attended and successfully completed free work placement orientation

- Have a valid working with children check. The check must show no criminal record. The requirements vary between the different States and territories. For more information check out the link below: http://bit.ly/1cb3hnX. Cost = Free

- Apex will conduct verification of your Working with Children Check prior to placement approval. No person may commence work placement involving children without a valid and verified Working With Children Check (WWCC), as required by law in the relevant state or territory.

- Complete a free Early Childhood Education and Care (ECEC) skills workshop

- Vaccination requirements will vary between facilities and will be communicated to the student prior to their placement.

CHC43121 students: To be eligible work placement, you must fulfil ALL of the criteria below:

- Complete and be marked Satisfactory (S) or Competent (C) for the units of competency listed below:
  - CHCCCS044 Follow established person-centred behaviour supports
  - CHCDIS017 Facilitate community participation and social inclusion
  - CHCDIS018 Facilitate ongoing skills development using a person-centred approach
  - CHCDIS019 Provide person-centred services to people with disability with complex needs
  - CHCLEG003 Manage legal and ethical compliance
  - CHCMHS001 Work with people with mental health issues
  - HLTWHS003 Maintain work health and safety

- Have a valid police check that is 1 year old or less from the Australian Federal Police. Police checks from state police are not allowed. The police check must show no disclosable outcomes.

  For more information please visit this link: https://www.afp.gov.au/our-services/national-police-checks . Approximate cost 70 AUD

- NDIS Woker's Screening. The screening must show no criminal record. For more information please visit:

  https://workerscreening.dsdsatsip.qld.gov.au/ . Cost = Free

- A valid HLTAID011 Provide First Aid certificate that is 2.5 years old or less

- A valid HLTAID009 Provide Cardiopulmonary Resuscitation certificate that is 6 months old or less.

The cost to complete Provide First Aid at Apex which includes the units HLTAID009 and HLTAID011 is 165 AUD.

- Attended and successfully completed free work placement orientation
- Need to provide evidence of having three COVID-19 vaccinations. Cost= Free.
- Need to provide evidence of an influenza vaccination that is less than 1 year old. Cost = 20 AUD
- Vaccination requirements will vary between facilities and will be communicated to the student prior to their placement.
- Have paid off all fees in full including any fees owed to Afterpay

Career Start and Career Boost and Queensland Government Subsidised Students

CHC33021 students: To be eligible for work placement, you must fulfil ALL of the criteria below:

- Complete and be marked satisfactory (S) or competent (C) for the following units::
    - CHCCCS031 Provide individualised support
    - HLTINF006 Apply basic principles and practices of infection prevention and control
    - HLTWHS002 Follow safe work practices for direct client care
    - CHCCOM005 Communicate and work in health or community services
    - CHCCCS041 Recognise healthy body systems
    - CHCLEG001 Work legally and ethically
    - CHCCCS040 Support independence and well being
    - CHCDIV001 Work with diverse people
- Successfully complete and be certified for Individual Support Work Skills Training (that includes the units HLTINF006 Apply basic principles and practices of infection prevention and control and HLTWHS002 Follow safe work practices for direct client care). This training is included as part of the CHC33021 Certificate III in Individual Support qualification.

NB: Please note if someone completed Individual Support Work Skills units more than 12 months in the past, they will need to complete the training again in order to be eligible for placement.

- Attended and successfully completed free work placement orientation
- Have paid off all co-contribution fees in full
- Have a valid police check that is 1 year old or less from the Australian Federal Police. Police checks from state police are not allowed. The police check must show no disclosable outcomes.

  For more information please visit this link: https://www.afp.gov.au/our-services/national-police-checks . Approximate cost 70 AUD
- A valid HLTAID011 Provide First Aid certificate that is 2.5 years old or less
- A valid HLTAID009 Provide Cardiopulmonary Resuscitation certificate that is 6 months old or less.

The cost to complete Provide First Aid at Apex which includes the units HLTAID009 and HLTAID011 is 165 AUD.

- You will need to provide evidence of having three COVID-19 vaccinations. Cost = Free
- You will need to provide evidence of an influenza vaccination that is less than 1 year old). Approximate cost = 20 AUD
- Vaccination requirements will vary between facilities and will be communicated to the student prior to their placement.

NB: For students completing the Disability specialisation you shall also require an NDIS Woker's Screening. The screening must show no criminal record. For more information please visit:

https://workerscreening.dsdsatsip.qld.gov.au/

CHC30121 students: To be eligible work placement, you must fulfil ALL of the criteria below:

- Complete and be marked Satisfactory (S) or Competent (C) for the following units of competency:
  - o CHCECE032 Nurture babies and toddlers
  - o CHCECE056 Work effectively in children's education and care

- o CHCECE055 Meet legal and ethical obligations in children's education and care

- o HLTWHS001 Participate in workplace health and safety

- o CHCECE034 Use an approved learning framework to guide practice

- o HLTAID009 Provide Cardiopulmonary Resuscitation (This certificate needs to be 6 months old or less)

- o HLTAID012 Provide First Aid in an Education and Care Setting (This certificate needs to be 2.5 years old or less)

The cost to complete a First Aid course at Apex which includes HLTAID009 and HLTAID012 = 165 AUD

- Have paid off all co-contribution fees in full

- Be up to date in your training plan/ learning plan

- Complete a free Early Childhood Education and Care (ECEC) skills workshop

- Have a valid working with children check. The check must show no criminal record. The requirements vary between the different States and territories. For more information check out the link below: http://bit.ly/1cb3hnX . Cost = Free

- Apex will conduct verification of your Working with Children Check prior to placement approval. No person may commence work placement involving children without a valid and verified Working With Children Check (WWCC), as required by law in the relevant state or territory.

- Attended and successfully completed free work placement orientation

- You will need to provide evidence of having three COVID-19 vaccinations. Cost = Free

- You will need to provide evidence of an influenza vaccination that is less than 1 year old). Cost = 20 AUD

- Vaccination requirements will vary between facilities and will be communicated to the student prior to their placement.

CHC50121 students: To be eligible work placement, you must fulfil ALL of the criteria below:

- Complete and be marked Satisfactory (S) or Competent (C) for at least 7 units of competency including:

- o HLTAID009 Provide Cardiopulmonary Resuscitation (This certificate needs to be 6 months old or less)

- o HLTAID012 Provide First Aid in an Education and Care Setting (This certificate needs to be 2.5 years old or less)

The cost to complete First Aid training which includes HLTAID009 and HLTAID012 is 165 AUD.

- Have paid off all co-contribution fees in full

- Have a valid working with children check. The check must show no criminal record. The requirements vary between the different States and territories. For more information check out the link below: http://bit.ly/1cb3hnX. Cost = Free

- Apex will conduct verification of your Working with Children Check prior to placement approval. No person may commence work placement involving children without a valid and verified Working With Children Check (WWCC), as required by law in the relevant state or territory.

- Complete an Early Childhood Education and Care (ECEC) free skills workshop

- Be up to date in your training plan/ learning plan

- Attended and successfully completed free work placement orientation

- Vaccination requirements will vary between facilities and will be communicated to the student prior to their placement.

Medical and Immunisation Exemptions

Below are the only exemptions to the requirement to receive the Influenza Vaccine, including

- a history of previous anaphylaxis following vaccination,

- those who have had Guillain-Barre Syndrome following previous influenza vaccination and

- people on checkpoint inhibitor drugs for cancer treatment.

- For students born overseas with no proof of immunisation, you will need to get blood tests done by a qualified Australian medical professional for Varicella Zoster and Hepatitis B. Your blood test will have to demonstrate evidence of immunisation against both Varicella and Hepatitis B. If your blood test shows no evidence of immunisation against one or both diseases, then you will be required to get immunised.

NB: Students who have just commenced the Hepatitis B immunisation process are able to attend placement. However, it is mandatory that Apex is kept up to date at all times in regards to the progress of the immunisation process.

If you fulfil any of the criteria above, you will need to submit evidence of this in lieu of proof of influenza vaccination.

Pregnancy and Delivery

Students are advised to declare the state of their health to us prior to the commencement of their placement.

One of the key things to disclose, if applicable, is whether you are pregnant.

Aged care and disability support are physically demanding jobs; it is highly recommended that pregnant students get a medical assessment by a doctor to determine whether they should participate in placement. Apex might ask for a copy of this medical assessment to allow a pregnant student to attend placement.

After delivery, Apex recommends a student to wait at least 8 weeks before considering resuming placement.

The student should get a medical examination prior to commencing or resuming placement; Apex may ask for a copy of this medical report.

Work Placement Distance and Interstate Information

An extra fee will apply for placement if your work placement takes place more than 50 kilometres from Apex Mt Gravatt campus and a work placement visit is required.

This extra expense will be to cover the costs of travel by a qualified trainer and assessor and includes expenses such as transport and accommodation. The costs are as follows:

- 50-100 km distance: $147
- 100-200km distance: $497
- Above 200km distance: $697

For students outside of Queensland, Apex does not assist with the following:

- Sourcing the placement
- Organising work placement visits to provide assessment, training and support services.

For these students Apex does provide the following services:

- Once the student has sourced their own placement, Apex could assist the student and the facility remotely to organise the placement.
- Remote support
- Remote training and support services (where possible)

Work Safely in Client Care Training Requirements

All students, regardless of their location, must demonstrate practical competency for the following units:

- HLTWHS002 – Follow safe work practices for direct client care
- HLTINF006 – Apply basic principles and practices of infection prevention and control

This requirement ensures compliance with national training standards and promotes safety and professionalism in your future workplace.

On-Campus Attendance

If you are within 100 km of our campus at:

Address: *1374 Logan Road, Mount Gravatt, QLD 4122*

You will be required to attend a face-to-face work skills workshop once your knowledge assessments have been marked as satisfactory.

To book your workshop, email: supportteam@apex.edu.au

Remote Students (100+ km away)

If you reside more than 100 kilometres from our Mount Gravatt campus, you may complete the practical training requirements for:

- HLTWHS002 – Follow safe work practices for direct client care, and
- HLTINF006 – Apply basic principles and practices of infection prevention and control

by choosing from one of the following approved options:

Option 1: Accredited Training

- Complete accredited Manual Handling and Infection Control training with a nationally recognised training organisation (RTO) at your own expense.

- You must provide a valid Statement of Attainment that listed the following Units:

  - HLTWHS002 – Follow safe work practices for direct client care, and

  - HLTINF006 – Apply basic principles and practices of infection prevention and control

- Upload your Statement of Attainment to your aXcelerate Student Portal once training is complete.

Option 2: Workplace-Based Assessment (Completed in the Workplace:)

- Your practical skills for both units may be assessed on-site at your work placement under the guidance of your workplace supervisor.

- An Apex assessor will review and assess the completed Work Safely in Client Care Student Booklet, which must be uploaded to your aXcelerate Student Portal.

- If the facility provides internal training that is not nationally accredited, this may still be accepted as additional evidence, provided it aligns with the units of competency requirements and is supported by sufficient evidence.

Assessment will confirm that all performance criteria have been met in the workplace.

First Aid, and CPR Training Requirements

Students are responsible for organising their own First Aid and CPR training (HLTAID012 - Provide First Aid in an education and care setting with HLTAID009 - Provide cardiopulmonary resuscitation or HLTAID011 - Provide First Aid with HLTAID009 - Provide cardiopulmonary resuscitation) with a nationally recognized provider, at their own expense.

Students must provide a copy of a valid Nationally Recognised Statement of Attainment for the First Aid units and Manual Handling units.

Procedures to apply for work placement

- Contact the Support Team when you believe you are eligible and ready to commence work placement.

- Email clear, scanned copies of all required placement documents to: **supportteam@apex.edu.au**.

- Our team will assess your eligibility based on course progress, completed units, and submitted documents.

- Once confirmed as eligible, you will be added to the placement queue. Placement arrangements are on a first-come, first-served basis.

- If you have a preferred centre or facility, notify the Placement Team. We will conduct a Work Placement Suitability Checklist to assess the placement site's compliance.

- If the preferred site is approved as suitable, you will be sent the Work Placement Acceptance Form to review and sign.

- If the placement site does not meet suitability requirements, you will be contacted and offered the option to nominate another location or proceed with a site arranged by Apex.

- You will be invited to attend the mandatory Work Placement Orientation.

Factors that affect workplace availability

Normally it takes about 4-8 weeks to secure work placement for a student. It may take longer depending on factors that include:

- **Low workplace availability:** This is especially the case between the months of November and March

- **Lack of available workplaces** within a 50km radius

- Workplace unable and/or unwilling to accept a particular student to a workplace

- **Communication issues:** Inability to communicate effectively in English

- **Lack of workplaces that provide sufficient experiences**: including experiences with manual handling, clients with dementia etc

Apex Issued Elements

Prior to attending your work placement, Apex will:

- Issue you with an Apex Training Institute name badge.

- Issue you with a work placement assessment book (more details on this below)

- Issue you with a copy of Apex Training Institute's public liability insurance certificate of currency. It can be found at the back of the work placement assessment book

Work Placement Assessment Book

Prior to attending your vocational placement, you will be invited to attend the mandatory Work Placement Orientation via Zoom. A copy of the Work Placement Book will be issued to you at this session. Kindly print this assessment book for use during placement. Attendance to Work Placement Orientation is compulsory to commence your vocational placement.

Appropriate Behaviour during Work Placement

It is not uncommon for students to be hired during the course of their work placement.

Below are common characteristics in all the people who got hired. The bullet points below are also what is considered appropriate behaviour when you go for your work placement:

- Initiative: Always be the person asking how you can help, doing extra work and trying to go above and beyond what you've been asked to do.

- Ability to effectively communicate in English.

- Punctuality: Always arrive early and leave late.

- Always follow the dress code (addressed above) or dress professionally.

- Carry out all duties asked of you: If asked to perform gardening duties or clerical or cleaning or administrative duties during placement, perform them. This however does not apply to anything that has social, ethical, professional or legal consequences such as administering medication.

- Respect team members and clients at all times.

- 100% attendance is expected for the entire duration of your work placement.

- Student's telephones must be off for the entire duration of work placement.

- Staff and clients' rights to privacy and confidentiality must be respected at all times.

Inappropriate Behaviour during Work Placement

- Poor hygiene practices.

- Showing up at facilities, before, during or after placement without the authorisation of Apex or the facility staff.

- Lateness.

- No-shows: No showing any day of work placement for any reason is grounds for immediate discontinuation of not only the work placement but work placement assistance. The only exceptions allowed are situations where there is a medical condition, verified by an official medical document.

- Harassing or disrespecting staff or clients in any way.

- Not giving appropriate notice if you will be missing a shift: it is your responsibility to find out how much notice is appropriate from the facility supervisor.

- Placing yourself, facility staff or clients in danger in any way may result in immediate discontinuation of work placement.

- Recreational drug or alcohol consumption is not allowed during vocational placement.

- Placing any information about the facility, facility staff or clients on any form of social media during work placement.

- Working more than 7.5 hours a day and/or 37.5 hours a week; we do not encourage this as it doesn't align with Australian labour law.

Discontinuation of Work Placement

It is the right of Apex or the residential facility to discontinue your work placement at any time.

Should your work placement be discontinued because of inappropriate behaviour or not displaying appropriate behaviour, Apex will no longer assist with work placement.

At this stage, it becomes your responsibility to organize the facility where you will finish your work placement.

Compassionate Work Placement Assistance

In some situations, after work placement assistance is discontinued, the student is totally unable to find work placement on their own, thus inhibiting their ability to complete their qualification.

It is for this reason that Apex has introduced the *Compassionate Work Placement Assistance Policy.* Under this policy, should a student be deemed as requiring work placement assistance after it was discontinued on the basis of policy, procedure, personal preference or behaviour violations stated above:

- A fee of $397 will be charged for every facility found by Apex staff.

A student is required to pay the Work Placement Re-allocation Fee in these events:

- Discontinued from Work Placement due to behavioural or non-compliance issues by the facility
- The student rejects the placement after signing the Work Placement Acceptance form, completing the Work Placement Orientation and endorsed for Work Placement to a facility
- The student wants to change from the existing Facility to another Facility
- The student cancels the Work Placement after the placement is confirmed by the Facility
- Or any other reasons that may result in the student not accepting the Work Placement that they requested

Please note:

- The application of this policy is entirely at the discretion of Apex staff and management
- The $397 will be paid before staff begin looking for work placement places.
- The policy application is deemed complete as soon as a work placement facility is found
- Should the student wish to perform work placement somewhere else, they will need to pay another $397 in order for Apex staff to begin searching again.

35. SHORT COURSE POLICIES AND PROCEDURES

a. *Pre-requisite to a face-to-face workshop*

Before a student can book or attend a face-to-face workshop -including HLTAID011 Provide First Aid and the manual handling training - students must satisfactorily complete the knowledge assessment component.

b. Attendance

- For all short courses that have a face-to-face workshop component – including HLTAID011 Provide First Aid and manual handling - attendance must be confirmed at least 10 days prior to the class.

- Any postponement or cancellation must also be made at least 5 days prior to the workshop. If a student wishes to make any postponement or cancellation less than 5 days prior to the workshop, then the student will have to pay a $20 administration fee.

Career Start or Career Boost Students

- If a student misses their workshop, they forfeit their entire course fee and have to pay the full short course cost to book another workshop. *Career Start or Career Boost* students would have to pay a $20 administration fee.

- *Career Start or Career Boost* students can only complete any short course once. If they wish to complete the short course a second time, they will be charged the same price as self-funded students. Short courses is taken to include, but isn't limited to:

  o First aid

  o CPR

  o Manual handling

  o Medication training

  o Infection control training

c. Uploading Marked Assessment Workbooks

During workshops, students are observed and complete a number of tests within a student workbook (or assessment book or student assessment book). Once the qualified trainer has marked the student's workbook, they return it to the student to scan and upload to their Learning Management System (LMS) records. Completion of both the knowledge assessments and submission of a marked Skills assessment are required to be eligible for the nationally recognised Statement of Attainment.

A student has 30 days from the date they attend their workshop to complete the knowledge assessment and upload the workshop workbook to their LMS otherwise, all their assessment records will be voided and/or deleted and they might have to begin their studies again from scratch at their own expense.

36. GRADUATE DISCOUNTS

For students who graduate from Apex with a qualification, they are entitled to a 100 AUD discount on a subsequent qualification that they enrol in at Apex. Kindly note the payment method for the subsequent qualification must be self-funded.

37. STUDENT ORIENTATION INFORMATION

This orientation sheet has been provided to give you information relevant to the process of learning and assessment, so that the process can flow as smoothly as possible for you.

a. Trading hours

For up to date information on our trading hours please refer to the link below:

http://www.apextraining.edu.au/contact-us

b. Keeping Details Up to Date

It is your responsibility as our student to keep us up to date whenever there is a change to details such as your name or contact details.

c. Importance of Email

It is your responsibility to check your email on a regular basis as a vast majority of communication from us will be via email.

d. How Training and Assessment are Conducted

This course is delivered in the following ways:

- **Face-to-face** delivery with a qualified trainer/assessor at an Apex Training Institute campus.
- **Simulated work environment**: There is a simulated work environment in the Apex campus, which is used for training on hands-on skills.
- **Online**: Online classes and sessions are available for all students. ll learning materials are placed online in written and video format.
-
- **Actual work environment**: Part of learning takes place during 90 hours vocational placement in an actual aged care residential facility.

You are assessed using the following tools:

- Short Questions
- Case studies
- Observation in a simulated work environment reports
- Observation in an actual work environment via third-party reports
- Student Journal
- Observation checklists by a qualified assessor

e. Face-to-Face Class Schedule

To help manage attendance and ensure trainer availability, **all support sessions and face-to-face workshops require prior booking**. This includes:

- In-person workshops
- On-campus support sessions
- Practical skills coaching (if applicable)

Students must book their sessions in advance using the designated booking system or by contacting the Support Team.

Online classes do not require booking and you may join directly using the session link provided in your Student Portal or Learning Plan.

Please check your class schedule regularly and attend all sessions on time.
If you need help with booking or accessing your sessions, contact the Support Team.
A link to your calendar is available in the Announcements section of your Student Portal or directly within your Learning Plan.

A rebooking fee of **AUD $20** will apply for any changes or re-scheduling of pre-booked short course sessions, including workshops, support sessions, and role-play sessions, whether delivered online or face-to-face. To avoid this fee, students are encouraged to provide a minimum of **5 business days** notice for any changes to their scheduled sessions."

f. Class Etiquette

Mobile Phones: Mobile phones must be switched off during all lectures and tutorials. Students may be asked to leave the class if mobile phones are not switched off.

Punctuality: Students must arrive at all classes on time and may be asked to leave if they arrive late

g. Online Marking and Assessment

During normal weeks, assessments should be marked within 2 weeks. During times of heavy volume, marking can take as much as 4 weeks.

What might increase the length of time it takes to grade my assignments?

- Your level of English understanding
- Your level of understanding of the learning material
- Your level of understanding of the aged care industry
- Poor handwriting (if you write your answers out by hand)
- Incomplete assignments or work placement books

h. Grades

There are 4 possible grades you can get:

- Satisfactory (S): This means you have satisfactorily completed one component of a unit of competency (either the part in the assessment book or the work placement book). Complete the other part or parts) satisfactorily and you will be competent for the entire unit.
- Not Yet Satisfactory (NYS): You have not satisfactorily completed a component of the unit of competency and may need to repeat that.
- Competent (C): You have successfully completed all parts of a nationally recognised unit of competency.
- Not Yet Competent (NYC): You have not satisfactorily completed all components of a unit of competency and may need to repeat one of the components

i. Processing Your Certificate

The following are the steps that you must complete in order to get your qualification certificate.

1) Make sure you have:

    a. Submitted ALL your assessments.

    b. Been marked competent (C) or satisfactory (S) for ALL your assessments; it's not enough just to submit the assessments, please verify that you have been marked competent for all assessments required to acquire a certificate.

2) Make sure you have completed the required of work placement for your course including:

    a. Make sure you have completely filled out the work placement book including the third party report / observation checklist, student journal, time sheet and agreement.

3) Make sure you have paid off your fees in full.

4) You will be required to supply us with your USI

5) Get in touch with us: http://www.apextraining.edu.au/contact-us and make a request for your qualification certificate.

  If:

- Your assessments have all been marked Competent (C)
- You have filled in all the necessary paperwork
- You have made your payment in full

Then it should take us approximately 1- 3 weeks to process your certificate and get it over to you.

In accordance with the 2025 Standards for RTOs:

AQF certification documentation is issued to a learner within 30 calendar days of the learner being assessed as meeting the requirements of the training product if the training program in which the learner is enrolled is complete, and providing all agreed fees the learner owes to the RTO have been paid.

j. Make Money While You Study: The Student Referral Program

Did you know that you can make money simply by referring your friends and family to Apex?

How Does It Work?

1. You refer your friend to us.

2. When they are enrolling, it is important that under the section "How did you hear about us?" they fill in your name.

3. If they don't, there is no way of verifying you referred that student and as a result we might not be able to issue a commission cheque.

4. Once the student has paid of their qualification course fees in full, fill out a student referral form. To get a student referral form please visit this page: https://www.apextraining.edu.au/referral-program

5. Scan it and email it to supportteam@apex.edu.au

6. *We process your student referral form and send the money to you either by bank transfer within 4-8 weeks.*

7. That's it.

It really is as simple as that. Join the dozens of students who have referred their family, friends, acquaintances and start making money from referring to your friends today.

RECORDS OF AMENDMENTS

Prior to 4th of May 2022, the record of amendments can be found in the Log of student handbook changes

Version Number	Subject of amendments	Reviewed by: (Name & Signature)	Authorised by: (Name & Signature)	Effective Date (Date Signed by Authorising Party)
009	• Reviewed and updated COURSE EXTENSION POLICY AND PROCEDURE • Reviewed and updated PAYMENT CONDITIONS • Added record of amendments • Reviewed and updated Work Placement Requirements section of the WORK PLACEMENT ASSISTANCE POLICIES AND PROCEDURES • Removed table with reference number, version number etc			
010	• Reviewed and updated *Work Placement Requirements* section of WORK PLACEMENT ASSISTANCE POLICIES AND PROCEDURES			

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	(Both Self-funded and government funded requirements) ● Reviewed and updated RECORD OF AMENDMENTS			
011	● Reviewed and updated COURSE EXTENSION POLICY AND PROCEDURE			
012	● Reviewed and updated *Make Money While You Study: The Student Referral Program* section of Student Orientation Information			
013	● Reviewed and updated *Certificate Template* section of *ADDITIONAL CHARGES AND PRICE CHANGE POLICY* ● Reviewed and updated			

Version Number	Subject of amendments	Reviewed by: (Name & Signature)	Authorised by: (Name & Signature)	Effective Date (Date Signed by Authorising Party)
	RECORDS OF AMENDMENTS ● Reviewed and updated *PAYMENT CONDITIONS*			
014	● Reviewed and updated *Work Placement Distance and Interstate Information* section of WORK PLACEMENT ASSISTANCE POLICIES AND PROCEDURES ● Added section *Pregnancy and Delivery* to WORK PLACEMENT ASSISTANCE POLICIES AND PROCEDURES			
015	● Moved the record of amendments to the back of the document ● Reviewed and updated introduction section of *WORK PLACEMENT ASSISTANCE POLICIES AND PROCEDURES* ● Removed all			

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	references to CHC30113 and CHC50113 ● Removed the *USER CHOICE PAYMENT POLICY* ● Reviewed and updated *Work Placement Requirements* section of WORK PLACEMENT ASSISTANCE POLICIES AND PROCEDURES			
016	● Reviewed and updated *Written Acceptance* section of *WORK PLACEMENT ASSISTANCE POLICIES AND PROCEDURES* ● Reviewed and updated *COURSE EXTENSION POLICY AND PROCEDURE*			
017	● Reviewed and updated *Work Placement Requirements* and *Work*			

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	Placement Assessment Book sections of *WORK PLACEMENT ASSISTANCE POLICIES AND PROCEDURES* ● Reviewed and the table of contents ● Reviewed and updated *METHODS OF PAYMENT*			
018	● Reviewed and updated *METHODS OF PAYMENT* ● Reviewed and updated *WORK PLACEMENT ASSISTANCE POLICIES AND PROCEDURES*			
018	● Reviewed and Updated Work Placement Requirements section of WORK PLACEMENT ASSISTANCE POLICIES AND PROCEDURES updated to include new Cert III in Individual			

Version Number	Subject of amendments	Reviewed by: (Name & Signature)	Authorised by: (Name & Signature)	Effective Date (Date Signed by Authorising Party)
	Support and Cert IV in Disability support qualifications ● Reviewed and updated "What is a qualification?" question in ASSESSMENT GUIDELINES section ● Updated typo " authorise" to "authorise" throughout the document			
019	● Reviewed and Updated PAYMENT METHODS in particular *Pay via direct debit arrangement* and *Merchant Fees* ● Reviewed and updated PAYMENT CONDITIONS ● Reviewed and updated *Course Transition* section of COURSE EXTENSION			

Version Number	Subject of amendments	Reviewed by: (Name & Signature)	Authorised by: (Name & Signature)	Effective Date (Date Signed by Authorising Party)
	POLICY AND PROCEDURE • Reviewed and updated *Payment Terms* in AUSTUDY TERMS AND CONDITIONS • Reviewed and updated GRADUATE DISCOUNTS • Reviewed and updated *Work Placement Requirements* for CHC43121 (self funded) • Reviewed and updated Debt collection policies and procedures section of *PAYMENT CONDITIONS* • Renamed PAYMENT CONDITIONS as *PAYMENT POLICIES AND PROCEDURES* • Added a section to PAYMENT POLICIES AND PROCEDURES: Request any adjustment to any policies and procedures			

Version Number	Subject of amendments	Reviewed by: (Name & Signature)	Authorised by: (Name & Signature)	Effective Date (Date Signed by Authorising Party)
	• Within work placement requirements removed need for COVID-19 vaccinations to be less than a year old • Removed all references to JobTrainer funding as recommended by Queensland government.			
020	• Reviewed and updated work placement requirements for CHC43121 • Reviewed and updated Course Transition section of *COURSE EXTENSION POLICY AND PROCEDURE*			

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021	• Reviewed and updated *Work Placement Schedule,* and *Inappropriate Behaviour during Work Placement* section of WORK PLACEMENT ASSISTANCE POLICIES AND PROCEDURES • Review and update *REFUND POLICY*			
022	• Reviewed and updated WORK PLACEMENT ASSISTANCE POLICIES AND PROCEDURES • Added *Pay via Afterpay or Zip Pay* to *PAYMENT POLICIES AND PROCEDURES* • Reviewed and updated *FEES AND CHARGES POLICY AND PROCEDURES*			
023	• Reviewed and updated the WITHDRAWAL POLICIES AND PROCEDURES			

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024	• Removed Moodle section from STUDENT ORIENTATION INFORMATION section of the Student Handbook • Replaced with section *Online Marking and Assessment* • Reviewed and updated *REFUND POLICY* • Reviewed and updated *SHORT COURSE POLICIES AND PROCEDURES* • Reviwed and updated the *STUDENT RECORDS* section • Reviewed and updated *REDUCTION IN COST FROM RPL OR CREDIT TRANSFERS* • Reviewed and updated *PAYMENT METHODS* • Reviewed and updated *Work Placement Requirements;*			

Version Number	Subject of amendments	Reviewed by: (Name & Signature)	Authorised by: (Name & Signature)	Effective Date (Date Signed by Authorising Party)
025	• Reviewed and updated *Work Placement Requirements;* • Reviewed and updated *COURSE EXTENSION POLICY AND PROCEDURE* • Reviewed and Updated *ADDITIONAL CHARGES AND PRICE CHANGE POLICY* • Reviewed and Updated *Compassionate Work Placement Assistance* • *Added section for the Deferment Policy for Government funded students* • Remove Pay via Afterpay or Zip pay section • Reviewed and Updated Methods of Payment • Reviewed and Updated Payment Policies and Procedures • Reviewed and Updated Refund Policy			

Version Number	Subject of amendments	Reviewed by: (Name & Signature)	Authorised by: (Name & Signature)	Effective Date (Date Signed by Authorising Party)
026	• Reviewed and Updated ASSESSMENT SUBMISSION PROCESS AND GUIDELINES • Added Assessment Quality Assurance • Added Other Prohibited Actions			
027	• Reviewed and updated DEFERMENT POLICY FOR GOVERNMENT FUNDED STUDENTS • Reviewed and Updated ASSESSMENT SUBMISSION PROCESS AND GUIDELINES • Added ACADEMIC INTEGRITY Section • Added STUDENT PLACEMENT ENDORSEMENT AND ASSESSMENT QUALITY ASSURANCE • Reviewed and updated Work Placement Distance and Interstate Information			

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	and added Manual Handling, Infection Control, First Aid, and CPR Training Requirements • Updated RPL step five: weekly rate • Added refund policy for withdrawals within 0-29 days via Direct Debit Arrangement			
028	• Updated "Pay via direct debit arrangement" added the locking of the student learning portal for the first declined payment. • Updated the payment policies and procedures to reflect the 1500 cap for upfront payment and the new DDR minimum installment amount. • Updated FEES AND	*Ameluna Balanay* Ameluna Balanay *Cristina Nesbit* Cristina Nesbit *Danica Gorre* Danica Gorre *Deepti Gupta* Deepti Gupta *Ivy Francisco* Ivy Francisco	*Preeti Ronil* Preeti Ronil	28-Aug-25

102

Version Number	Subject of amendments	Reviewed by: (Name & Signature)	Authorised by: (Name & Signature)	Effective Date (Date Signed by Authorising Party)
	CHARGES POLICY AND PROCEDURES to add fees for personalised one-on-one session • Updated RETENTION OF TRAINING AND ASSESSMENT RECORDS POLICY AND PROCEDURES to disallow students request for assessment copy • Updated program name for Queensland funding to Career Start and Career Boost • Updated LANGUAGE, LITERACY AND NUMERACY ASSESSMENT POLICY AND PROCEDURES to add the implementation of LLND assessment prior to enrolment • Updated the following	Kris Berlanas Maribel Romero Mateo Bradford Ranjini Kalidas		

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	subsections of WORK PLACEMENT ASSISTANCE POLICIES AND PROCEDURES - Written Acceptance - added the implementati on ot Work Placement Acceptance Form - Manual Handling, Infection Control, First Aid, and CPR Training Requirements - Procedures to apply for work placement ● Updated STUDENT ORIENTATION INFORMATIO N Face-to-face class schedule			