



BLUEDOGTRAINING

Student Handbook



Handbook Disclaimer

This Student Handbook contains information that is correct at the time of printing. Changes to legislation and/or [Blue Dog Training](#) policy may impact on the currency of information included. [Blue Dog Training](#) reserves the right to vary and update information without notice. You are advised to seek any changed information and/or updates from your trainer or by contacting [Blue Dog Training](#).

This handbook has been prepared as a resource to assist students to understand their obligations and also, those of [Blue Dog Training](#). Please carefully read through the information contained in this Handbook. All students need to read, understand, be familiar with, and follow the policies and procedures outlined in this Handbook.



CONTENTS

Welcome	3
Legislation	3
Code of Conduct	4
Policies and Procedures	4
Privacy	4
Enrolment	5
Student Contribution Fees - Queensland	7
Payment of Fees	10
Refunds	10
Queensland Government Funding Rules	10
Information for NSW Apprentices	12
Course Information	12
Assessment Information	16
Student Conduct	17
Issuing Certificates	19
“White Card” Safety Induction – Verification Process	19
Student Feedback	19



Welcome

Blue Dog Training is an Australian company based in Milton, Brisbane, and is a market leader in training for the construction and engineering industries.

Blue Dog Training is a nationally recognised training organisation (RTO) delivering nationally recognised qualifications. In Australia, only RTOs can issue nationally recognised qualifications. Our RTO provider code is **31193**.

To avoid any misunderstandings you will need to read and understand all parts of this Student Handbook and the Student Course Information related to your studies with **Blue Dog Training**.

We hope the time you spend completing your course with us will be enjoyable and productive. If you have any queries regarding your learning experience with **Blue Dog Training** please contact us as follows:

Blue Dog Training

18 Heussler Terrace MILTON QLD 4064

Phone: 07 3166 3900

Email: trades@bluedogtraining.com.au

Website: www.bluedogtraining.com.au

Legislation

The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training (VET) sector.

ASQA regulates courses and registered training organisations (RTOs) to ensure nationally approved quality standards are met.

ASQA promotes quality training so that students, employers, and industry have confidence in Australia's training sector.

As an RTO, **Blue Dog Training** is required to adhere to legislation designed to uphold the integrity of nationally recognised qualifications and the national VET system.

This includes but is not limited to:

- √ the Standards for Registered Training Organisations (RTOs) 2015
- √ National Vocational Education and Training Regulator Act 2011
- √ Australian Qualifications Framework (AQF)

More information about the VET Quality Framework and associated regulations and legal frameworks can be found at:

- √ <https://www.legislation.gov.au/> which is the Australian Government website for Commonwealth Law
- √ www.asqa.gov.au which is the website for the regulator of Australia's vocational education and training (VET) sector



Additionally, [Blue Dog Training](#) abides by a range of other legal requirements at a State and Commonwealth level including, but not limited to:

- √ Anti-discrimination
- √ Apprenticeships and Traineeships
- √ Children and Young People
- √ Equal Opportunity
- √ Fair Work (including harassment and bullying)
- √ Privacy and Personal Information Protection
- √ Student Identifiers
- √ Workplace Health and Safety.

Code of Conduct

As a responsible member of the VET community, [Blue Dog Training](#) follows a Code of Conduct which outlines how you can expect the organisation and staff to behave.

Similarly, [Blue Dog Training](#) has expectations for student behaviour. These are outlined in the section 'Student Conduct' in this handbook.

Policies and Procedures

A range of policies and procedures underpin Blue Dog Training's operations.

This includes:

- √ [Access, Equity and Student Welfare Policy](#)
- √ [Appeals Policy](#)
- √ [Child Safety Policy](#)
- √ [Complaints Policy](#)
- √ [Issuance of Certification Policy](#)
- √ [Privacy Policy](#)
- √ [Student Fee Refund Policy](#)
- √ [Workplace Health and Safety Policy](#)

If you would like information on any of the [Blue Dog Training](#) policies please send a request to admin@bluedogtraining.com.au

Privacy

[Blue Dog Training](#) considers student privacy to be of utmost importance and strongly supports the privacy and confidentiality of its students in all aspects of business operations. Information is collected and stored in accordance with all privacy requirements including the Privacy Act 1988 (Commonwealth) and Australian Privacy Principles 2014.

Certain general, non-specific information such as location, sex, age and results may be passed on to agencies to inform future funding arrangements and/or statistical data gathering requirements. We will not give out your information to any person or agency without your permission, unless we are required to do so by law. More information is available in the [Blue Dog Training Privacy Policy](#).



Access to Your Records

Students have the right to request information about or have access to their own individual records. If you wish to access your student information file, please direct your enquiry to your trainer who will be able to provide the requested information or access.

If you wish to access any hard copy records you may be required to attend the offices of [Blue Dog Training](#) and provide suitable photo identification, such as a current driver's licence or passport, prior to access being granted. You will then be able to view all records privately.

No other parties will have access to your records without your prior written consent. Should you permit a third party access to your records, this will need to be clearly communicated, in writing, to [Blue Dog Training](#). Third parties with authority to access student records must provide suitable photo identification such as a current driver's licence or passport, prior to access being granted.

More information is available in the [Blue Dog Training Privacy Policy](#).

Enrolment

The enrolment process may vary depending on the course you intend to study. Generally the [Blue Dog Training](#) enrolment process requires a student to:

- ✓ review the course information documentation provided to you either electronically or from the [Blue Dog Training](#) website
- ✓ complete and submit the correct enrolment form
- ✓ provide evidence and confirmation of eligibility for enrolment (if required)
- ✓ accept the fees and charges related to your proposed course as well as payment terms and methods
- ✓ confirm you have read and understand all parts of this Student Handbook and the Student Course Information for your chosen course of study.

Once all enrolment forms have been completed and processed, you will be enrolled into the course, provided with a 'student login', instructions for use and assigned a trainer to assist you through the course.

Note that enrolment is not confirmed until fees have been paid as agreed.

Apprenticeship and Traineeship Enrolments

Upon receipt of a form nominating [Blue Dog Training](#) as the supervising registered training organisation (SRTO) a representative from [Blue Dog Training](#) will contact you and your employer to arrange a time to conduct a formal induction and enrolment session.

Upon completion of the enrolment and induction your trainer will develop an individualised Training Plan in consultation with you and your employer. This will be signed by all parties and a copy maintained electronically by [Blue Dog Training](#) for access by you and your employer.

You will be requested to complete a language literacy and numeracy (LLN) indicator tool so that your trainer will be able to customise your training and/or assessment to suit your needs and capacity to complete the qualification/course. Your trainer will also help you determine whether you require additional support (for example, study skills) throughout your course.

Changes to Enrolment/Personal Details

Throughout your course of study [Blue Dog Training](#) records need to be up-to-date and accurate.

Should you make any changes to your personal details, such as name, address and phone number or should you cancel your course please inform your trainer as soon as possible.



Entry or Eligibility Requirements

You will need to contact [Blue Dog Training](#) to confirm any pre-requisites or eligibility requirements for entry to the course in which you are interested.

Entry requirements may relate to things such as:

- √ previous workplace experience
- √ previous completion of another qualification that is specified as a pre-requisite for a course
- √ access to a computer that has appropriate software and capacity to access learning and assessment materials
- √ access to an internet connection with sufficient capacity to download course materials (e.g. broadband connection)
- √ access to course specific materials such as personal protective equipment (PPE) or other tools of trade.

Unique Student Identifier (USI)

A USI is required by all Australians undertaking nationally recognised training. It allows students to link to a secure online record of all qualifications gained regardless of the provider. This system was implemented by the Australian Government in 2015, so it will show student achievements from 1 January 2015 onwards.

As an RTO, [Blue Dog Training](#) cannot issue Certificates or Statements of Attainment without a USI. Therefore, it is mandatory that all students supply their USI upon enrolment.

If you do not have a USI, please visit <https://www.usi.gov.au/students/create-your-usi> for more information, and instructions on how to apply.

Personal Learning Plan

As part of the overall enrolment process, [Blue Dog Training](#) will work with you to develop a customised plan for your learning that will address course requirements as well as your personal circumstances. This includes the opportunity for you to complete a Language, Literacy and Numeracy (LLN) indicator which will identify any areas in which additional support may be required.

If you are an apprentice or trainee you will have a Training Plan as prescribed by the relevant apprenticeship or traineeship legislation.

Access and Equity

[Blue Dog Training](#) will work to meet the needs of the community and individuals and/or groups who might be otherwise disadvantaged. This includes providing fair allocation of resources and equal opportunity to access training services.

[Blue Dog Training](#) prohibits discrimination based on factors including:

- √ Gender
- √ Age
- √ Marital status
- √ Sexual orientation
- √ Race
- √ Ethnicity
- √ Religious background
- √ Parental status



Blue Dog Training will work to ensure all participants have the right resources available to allow successful completion of course requirements.

It is the responsibility of all staff at Blue Dog Training to uphold our commitment to Access and Equity principles. More information is available in the [Blue Dog Training Access, Equity and Student Welfare Policy](#).

Interpreters

Blue Dog Training recognises the diversity of its students and will strive to provide all possible assistance to help them achieve their training goals. Should the assistance of an interpreter be required Blue Dog Training will make every attempt to access appropriately qualified and accredited interpreters to assist.

Where interpreter services are accessed and not covered by government funding the cost of accessing these services will be borne by the student. Contact your trainer for further information on interpreter services and costs.

Other Support Services

Blue Dog Training is at all times concerned for the welfare of its students. If you are experiencing difficulties and/or require counselling or personal support, there are a number of professional organisations, listed below, which are well equipped to offer services to help:

- √ Alcohol and Drug Information Service **3236 2414**
- √ Alcoholics Anonymous **3255 9162**
- √ Beyond Blue: **1300 224 636** or www.beyondblue.org.au
- √ Centrelink **131 021**
- √ Drug-Arm **1300 656 800**
- √ Interpreting Service **131 450**
- √ Kids Helpline **1800 55 1800**
- √ Lifeline: **13 11 14** or www.lifeline.org.au
- √ Mates in Construction **1300 642 111**
- √ Men's Line Australia **1300 789 978**
- √ Mission Australia Helpline **1300 886 999**
- √ Pregnancy Helpline **1300 139 313**
- √ Salvation Army: 13 SALVOS (**13 72 58**) or www.salvos.org.au
- √ State-wide Sexual Assault Helpline **1800 010 120**
- √ Youth Emergency Service (Accommodation) **3357 7655**

More information is available in the [Blue Dog Training Access, Equity and Student Welfare Policy](#).

Student Contribution Fees - Queensland

The cost of your training will depend on whether or not your training is being subsidised by government or industry or if you are undertaking the course on a fee-for-service basis. To be eligible for subsidised training you will need to meet certain eligibility requirements.

Information about fees and charges for individual courses, including eligibility requirements, is outlined on the [Blue Dog Training](#) website (www.bluedogtraining.com.au), within the Student Course Information for each course and student enrolment forms.

All fees are payable in advance.



A number of factors will determine how much your course will cost. This includes things such as:

- √ which course you will study
- √ any credits that may be applied through direct credit transfer
- √ your eligibility for subsidies or concessions.

For training subsidised by the Queensland Government through the Department of Employment, Small Business and Training in most cases students are required to contribute to the costs of their training through a co-contribution/student contribution fee. The fee may be paid on behalf of the student by the employer or a third party, but cannot be paid or waived by [Blue Dog Training](#).

Under certain government subsidised funding arrangements concessional rates may apply for students which meet the following requirements:

- √ the student holds a health care concession card or pensioner concession card issued under Commonwealth Law, or is the partner or a dependant of a person who holds a health care concession card or pensioner concession card, and is named on the card
- √ the student provides [Blue Dog Training](#) with an official form under Commonwealth Law confirming that the student, his or her partner or the person of whom the student is a dependant, is entitled to concessions under a health care or pensioner concession card
- √ the student is of Aboriginal or Torres Strait Islander descent
- √ the student has a disability
- √ the student is an adult prisoner.

For concessional status it is the responsibility of Blue Dog Training to verify and hold evidence of a student's eligibility at enrolment.

Student Contribution Fees – Apprentices and Trainees

In Queensland apprenticeship and traineeship training and assessment is funded through the User Choice Program which is administered by the state government Department of Employment, Small Business and Training.

As identified earlier, as a student you are required to contribute to the costs of your training. If you are an apprentice or trainee a Student Contribution Fee is your contribution to your training. Student Contribution Fees under the User Choice program are set at \$1.60 per nominal hour for each unit of competency/module to be calculated at the commencement of the unit of competency/module. The Department of Employment, Small Business and Training may annually adjust Student Contribution Fees.

Student Contribution Fees – Partial Exemption (Apprentices and Trainees)

[Blue Dog Training](#) will charge 40 per cent of the Student Contribution Fee where the student falls into one or more of the following exemption categories

- (a) The student was or will be under 17 years of age at the end of February in the year in which [Blue Dog Training](#) provides training, and the student is not at school and has not completed year 12.
- (b) The student holds a Health Care Card or Pensioner Concession Card issued under Commonwealth law, or is the partner or a dependant of a person who holds a Health Care Card or Pensioner Concession Card, and is named on the card.
- (c) The student has issued [Blue Dog Training](#) with an official form under Commonwealth Law confirming that the student, his or her partner or the person of whom the student is a dependant, is entitled to concessions under a Health Care Card or Pensioner Concession Card.
- (d) The student is of Aboriginal or Torres Strait Islander descent. Acceptable evidence is as stated on the Training Contract and AVETMISS VET Enrolment Form.



Student Contribution Fees – Full Exemption (Apprentices and Trainees)

Blue Dog Training will apply full exemption from the Student Contribution Fee where the student falls into one or more of the following exemption categories:

- (a) AVETMISS outcome 60 – Credit Transfer - where credit transfer/national recognition has been applied to a unit of competency/module
- (b) AVETMISS outcome 65 - Superseded qualification - This relates to transitioning a student from a superseded qualification to the new qualification and a completed unit of competency is identified during the mapping process as similar but not equivalent between the superseded qualification and new qualification, therefore gap training is required.
- (c) the student is a school-based apprentice or trainee.

Blue Dog Training may apply full exemption from the Student Contribution Fee where payment of the Student Contribution Fee may cause the student extreme hardship. Under these circumstances **Blue Dog Training** will seek advice from the Department of Employment, Small Business and Training prior to exemptions being granted.

Student Contribution Fees – School Based Apprentice/Trainee (SAT)

A student who is a school based apprentice is exempt from paying a Student Contribution Fee. When a student converts from a school-based apprentice or trainee to a full-time or part-time apprenticeship or traineeship, Student Contribution Fees will be charged for training and assessment for any units of competency not yet commenced.

This does not apply when the participant is a Year 12 graduate and is undertaking a high priority qualification as identified by the Department of Employment, Small Business and Training.

Student Contribution Fee - Fee-free training for Year 12 graduates

Fee-free training is available to Year 12 graduates who enrol and start an apprenticeship, traineeship or training in a high priority qualification by the end of the calendar year following their completion of Year 12.

To be eligible to access fee-free training, you must:

- √ have completed Year 12 in Queensland and hold a Senior Statement issued by the Queensland Curriculum and Assessment Authority or equivalent certification
- √ enrol and start an apprenticeship, traineeship or training, with an approved training provider in a high priority qualification by the end of the calendar year following completion of Year 12 • permanently reside in Queensland.

If a student discontinues with one training provider they can re-enrol with another training provider and still be eligible for fee-free training, provided it is within the calendar year after they complete Year 12.

Undertaking the fee-free training for Year 12 graduates may exhaust your entitlement to further Queensland Government subsidised training. For this reason it is very important that you take the time to consider and compare your training options and costs, before signing an enrolment form or committing to a course of study which will use up your Queensland Government subsidised training entitlement. More information on this is available at: <https://training.qld.gov.au/training/incentives/year12-fee-free/faq>

Student Contribution Fees – VETiS Students

A school student who is receiving training from **Blue Dog Training** under the Department of Employment, Small Business and Training VET in School (VETiS) program is exempt from paying fees.

Any additional charges for the training the student is receiving are to be paid by the school to **Blue Dog Training**. More information can be found at <https://training.qld.gov.au/site/providers/Documents/funded/vetis-factsheet.pdf>



Student Contribution Fees – Higher Level Skills

Given the increased benefits that you can gain from higher-level training, under the Department of Employment, Small Business and Training Higher Level Skills program you are required to contribute to the cost of your training through a co-contribution fee, payable to [Blue Dog Training](#).

More information is available at <https://training.qld.gov.au/training/incentives/highskills> and the [Blue Dog Training Student Course Information for CPC40110 - Certificate IV in Building and Construction \(Building\)](#) available on the [Blue Dog Training](#) website.

Payment of Fees

Payment of course fees can be made to [Blue Dog Training](#) via Direct Deposit, Credit Card and in some cases Purchases Order. Full details of the fees you will need to pay and how you can pay them are provided on your enrolment form.

You have a 10 business day cooling-off period, which begins on the first business day after the payment of fees, during which time you can change your mind about undertaking training. You can cancel during this time without penalty.

Failure to Make Payment

If payments are not made according to the agreed terms, [Blue Dog Training](#) may find it necessary to suspend training until payment is received.

Failure of the student and/or their representative to meet payment obligations may result in the outstanding debt being handed over to a registered debt collector. Any fees associated with this service will be added to the total outstanding amount for recovery.

If you are experiencing financial difficulty, please contact [Blue Dog Training](#) as early as possible to discuss options.

Refunds

Should a student withdraw from a course for any reason, a full or partial refund may be applicable, as per the [Blue Dog Training Student Fee Refund Policy](#). Please contact your trainer to discuss your individual circumstances.

Queensland Government Funding Rules

The Queensland Government through the Department of Employment, Small Business and Training funds a variety of vocational education and training (VET) programs.

Each program has its own funding arrangements and eligibility requirements. Details of relevant programs follow:

VET in Schools (VETiS) program

Under this program the Department of Employment, Small Business and Training provides funding for school students to complete one approved VETiS qualification while at school.

When making a decision about completing an approved and funded VETiS qualification it is very important that you take the time to consider and compare your training options before signing an enrolment form or committing to a course of study which will use up your one Queensland Government subsidised VETiS training entitlement.

Further information is available on the department's website at:

<https://training.qld.gov.au/site/providers/Documents/funded/vetis-factsheet.pdf>



User Choice program

The User Choice program provides a government contribution towards the cost of training for eligible Queensland apprentices and trainees.

To be eligible for a government contribution towards the costs of training, an apprentice or trainee must have entered into a training contract for a qualification that is funded by the Department of Employment, Small Business and Training and be registered in DELTA, the department's apprenticeship and traineeship registration system.

The contract commencement date or recommencement date must be on or after 1 July 2010, and the training provider selected to deliver the training must hold a pre-qualified supplier (PQS) status for the nominated qualification. [Blue Dog Training](#) holds PQS status.

Apprentices and trainees can only receive one government contribution for a User Choice funded qualification at any single point in time, i.e. a student is not funded to undertake two apprenticeships or traineeships at the same time.

In addition, apprentices and trainees, including school based apprentices and trainees (SATs) can only receive a maximum of two government funding contributions under the current User Choice program.

There are other rules specifically related to funding for SATs, so students and their parents/guardians should discuss their intentions with their school's vocational education and training coordinator prior to signing up as a SAT. Australian Apprenticeship Support Network providers are another good source of information.

More information is available at: <https://training.qld.gov.au/training/incentives/userchoice>

Higher Level Skills program

The Higher Level Skills Program aims to assist individuals to gain the higher level skills required to secure employment or career advancement in a priority industry, or to transition to university.

The program is open to any Queensland resident aged 15 years or over, who is no longer at school and is an Australian or New Zealand citizen or Australian permanent resident (including humanitarian entrants), or a temporary resident with the necessary visa and work permits on the pathway to permanent residency.

Prospective students must not have or be enrolled in a Certificate IV or higher qualification (not including qualifications completed at school and foundation skills training). Once you have completed a certificate level IV or higher qualification you are no longer eligible for a Queensland Government subsidised training place under the Higher Level Skills program.

More information is available at: <https://training.qld.gov.au/training/incentives/highskills>

Student Training and Employment Survey – Department of Employment, Small Business and Training

If you are a student who will be accessing a Queensland Government subsidised training place, it is a requirement that you complete a student training and employment survey within three months of completing or discontinuing your training.

[Blue Dog Training](#) will provide the survey to you and will submit survey responses to the Department of Employment, Small Business and Training. More information on this is available at:

<https://training.qld.gov.au/site/providers/Documents/pqs/contract/student-survey-factsheet.pdf>



Information for NSW Apprentices

Blue Dog Training delivers carpentry apprenticeship training in NSW through a sub-contract arrangement with Julie Reed Management (trading as MP Training and Recruitment RTO 91454), under the NSW Smart and Skilled Program.

More information is available from the NSW Department of Industry website

https://www.training.nsw.gov.au/apprenticeships_traineeships/students/index.html and MP Training and Recruitment website <http://www.mptrainingandrecruitment.com.au/>

Course Information

Information specific to your course is provided in the relevant Student Course Information.

The Blue Dog Training flexible online delivery allows you to fit your study into your work, family and social commitments. You work through the course at your own pace, with a trainer available to support you every step of the way.

If you are an apprentice or trainee, under the requirements of your training contract, your employer must release you from work and pay the appropriate wages to attend any off-the-job training, including assessment as provided for in your Training Plan.

If you an apprentice in Queensland more information on this can be found at:

<https://training.qld.gov.au/apprenticeshipsinfo/informationresources/Documents/info-sheets/is36.pdf>

If you are a NSW apprentice the Department of Industry Training Plan Guidelines identify your employer's obligations are to *"withdraw the apprentice/trainee from routine work duties, with pay, for a minimum of 3 hours per week, averaged over each four week period, for the purpose of undertaking formal training, self-paced learning and assessment activities"*. These guidelines are available at:

https://www.training.nsw.gov.au/forms_documents/apprenticeships_traineeships/trainingplan_guidelines.pdf

Duration

How long your course will take depends on a number of factors. Included are your own efforts and commitment to submitting assessments regularly and on time, your study load (i.e. full-time or part-time) and how many units of competency (if any) are eligible for credit transfer and/or recognition of previous experience and qualifications.

Furthermore, the level of the qualification being undertaken will impact on course duration. The Australian Qualifications Framework (AQF) summarises the criteria of different qualification levels and gives an indication of the complexity, depth of achievement, knowledge, skills and levels of autonomy required to achieve a qualification at that level.

Volume of Learning

The AQF expresses the time expected to gain a qualification as 'Volume of Learning'. Volume of Learning statements provide an indication of the amount of time it is expected that a student would need as a full-time student to achieve a qualification.

Volume of Learning figures assume none of the units of competency identified in a qualification are currently held by the student. More information on Volume of Learning can be accessed at:

<https://www.aqf.edu.au/sites/aqf/files/volume-of-learning-explanation-v2-2014.pdf>

Competency Based Training



Competency Based Training (CBT) is an approach to teaching that focuses on allowing a student to demonstrate their ability to do something. Used in the VET sector, CBT is used to develop concrete skills and is typically based on a standard of performance expected in the workplace and industry.

CBT programs deliver qualifications that are made up of units of competency. Each unit of competency defines the skills and knowledge required to effectively perform in the workplace. Assessment is based upon the learning outcomes expected from each unit of competency.

How Does Assessment Work in CBT?

Unlike the traditional school system of grading assessments on a scale ranging from A to Fail, assessment of CBT determines where you have the required skills and knowledge.

Assessment is specifically conducted to determine if a student can deliver essential outcomes related to the performance criteria within each unit of competency. Basically, this means assessment is conducted to see whether or not a student has the required skills and knowledge to perform effectively in the workplace.

If a student's performance in the assessment does not demonstrate the requirements, rather than a fail, competency based assessment means the student is marked as 'Not Yet Competent', and more training is required in order to be deemed 'Competent'.

Assessors will look for evidence against which to base their judgements of competency. The ways to demonstrate to our qualified assessors that you can perform to the required standard and be classed as 'Competent' or 'Meeting Requirements' include:

- √ Responses to verbal questioning
- √ Responses to theory questions
- √ Third party reports/employer confirmations
- √ Conducting a project
- √ Submitting a written report
- √ Compiling a portfolio of work samples
- √ Work task frequency reports
- √ A combination of the above

Training and Assessment Strategies

[Blue Dog Training](#) has a Training and Assessment Strategy for each of the qualifications we deliver and we outline our approaches for conducting assessment in those strategies.

[Blue Dog Training](#) trainers and assessors are appropriately qualified and have sufficient, relevant industry experience to train and assess the courses delivered by [Blue Dog Training](#). Our methodologies regarding training and assessment work toward ensuring our processes meet national assessment principles including Recognition of Prior Learning (RPL), and Credit Transfer (CT). All courses are assessed under the competency based training and assessment criteria established under the Australian Qualifications Framework (AQF).

Flexible Learning and Assessment

Included in our training and assessment strategies are practices that promote flexibility in learning and assessment. This means we will work with you to provide options that are responsive to your individual needs, and that maximise learning outcomes and access to learning activities.

Third-Party Arrangements

A Third Party Agreement is one where another party would provide services on behalf of [Blue Dog Training](#). If applicable,



details of Third Party Agreements will be found in the relevant Student Course Information.

Recognition Processes

Blue Dog Training offers assessment processes that enable recognition of units of competency currently held, regardless of how, when or where the learning occurred. These are detailed below:

(a) Recognition of Prior Learning

Recognition of Prior Learning (RPL) is an assessment process that involves making a judgment on the skills and knowledge an individual has as a result of past study and/or experience.

The aim of RPL is to recognise your existing skills, knowledge and expertise without having to go through the complete processes of training and assessment. You will still need to provide evidence though, upon which your assessor can base their judgement. Evidence must be:

- √ Authentic – it must be your own work
- √ Sufficient – it must demonstrate competence over a period of time, that the competencies can be repeated, and the evidence must be enough so that the assessor can make an accurate judgement regarding competency
- √ Current – it must demonstrate up-to-date knowledge and skills i.e. from the present or the very-recent past
- √ Valid – it must be relevant to what is being assessed

You may be eligible to apply for RPL on one or more units of competency in your course.

(b) Recognition of Current Competencies

Recognition of Current Competencies is a recognition process similar to RPL. It applies if a student has “previously successfully completed the requirements for a unit of competency...and is now required to be reassessed to ensure the competence is being maintained”. (Taken from: <http://www.skillsrecognition.net.au/key-terms>)

(c) Credit Transfer

Blue Dog Training recognises AQF qualifications and Statements of Attainment that have been issued by other RTOs. Credit transfer may be applied to units of competency and related qualifications that have been studied in the past.

To apply for a direct credit transfer you will need to supply a certified copy your documentation (certificates and/or statements).

Transitioning of Training Products

From time to time training packages and qualifications are revised. When qualifications and units of competency contained in the revised training package replace the previously endorsed qualifications and units of competency, those previously endorsed products are referred to as ‘superseded’.

To meet the best needs of students and industry **Blue Dog Training**:

- √ transfers students from superseded qualifications to a replacement qualification as soon as possible
- √ does not accept any new enrolments in superseded training products after the transitional period of 12 months
- √ ensures all students are transferred to the new training product within 12 months of release. The transition of students is undertaken in collaboration with the student and employer where applicable.

Foundation Skills

All training and assessment delivered by **Blue Dog Training** contain Foundation Skills. Foundation Skills are a mandatory



component of units of competency.

They are non-technical skills that support participation in the workplace, the community, and adult education and training. Examples of Foundation Skills include things such as communication skills, literacy skills (reading, writing and numeracy), interacting with others, and skills to effectively participate in the workplace such as teamwork, problem solving, and self- and time-management.

Information for apprentices and trainees (Queensland)

If you are an apprentice or trainee you will need to know the following information:

(a) Training Plan for Apprenticeships and Traineeships

For students enrolled in an apprenticeship or traineeship a Training Plan is negotiated which outlines how and when training will take place. This is signed by all parties involved, and given to you at the start of the training contract.

(b) Failure to Progress Process

All apprentices and trainees are contacted by their [Blue Dog Training](#) trainer every six to eight weeks. In situations where an apprentice or trainee is failing to progress, in spite of constant reminders and reasonable access to time for training and all necessary technology, the following process is followed:

- √ The apprentice or trainee is reminded verbally of their lack of process and overdue activities. This contact is then recorded in the contact log.
- √ The employer is contacted, informed and made aware of situation. This contact is also recorded in the contact log. At this time the employer is reminded of the requirement to release the apprentice or trainee from work to complete training.
- √ If there is no rectification or insufficient rectification at the time of the next contact the apprentice is told verbally and in an email copied to employer that they are now 1 to 2 months overdue.
- √ A date for assessment of the overdue units of competency is set for 1 month time and an entry is made in contact log.
- √ If the outstanding On Site Evaluation Form (OSE) or training is not completed by the set date the following process is followed
 - the Department of Employment, Small Business and Training will be notified of the apprentice or trainee's non-progression
 - a 'Not Competent' result will be issued
 - to be reassessed the apprentice or trainee must re-enrol in the unit of competency and pay a new enrolment fee.

(c) Cancellation Process

In situations where an apprenticeship or traineeship training contract is to be cancelled [Blue Dog Training](#) needs confirmation of this from both the apprentice and employer.



The process which needs to be followed includes:

- √ Apprenticeship or traineeship remains active until the appropriate cancellation form (signed by the parties) has been provided to the Department of Employment, Small Business and Training.
- √ The employer needs to send [Blue Dog Training](#) written notification of the cancellation and the last day of apprenticeship or traineeship.
- √ To assist, [Blue Dog Training](#) can email the cancellation form to the employer. The employer can reply to the email stating the last day of the apprenticeship or traineeship (written notification).
- √ [Blue Dog Training](#) checks any units of competency the apprentice or trainee can be signed off in. If there is, this must be finalised before the cancellation date. After the date of cancellation, the training contract is not active and results cannot be issued.

Assessment Information

Submitting Assessments

You are expected to complete assessments for all units of competency in your qualification. You will need to submit assessments by the due date for a result to be recorded.

You will receive full and detailed instructions on the requirements for each assessment, including its context and purpose.

Ensure you talk to your trainer to clarify anything that is not clear to you.

Resubmissions

If you receive feedback to say your submission was 'Not Yet Competent', you will need to provide more evidence to support your claim for competency. This may mean re-doing some of the theory questions, putting extra or more relevant information into your portfolio, or recording more task frequency demonstrations.

[Blue Dog Training](#) does not charge a fee for resubmission of assessments. If, after three resubmissions your work is still 'Not Yet Competent', you will be required to re-enrol in, and re-do the work for the unit of competency, in order to achieve the full qualification.

All of the staff at [Blue Dog Training](#) will take every reasonable effort to help you succeed in your course.

Assessment Feedback

You will receive feedback regarding the outcome of each of your assessment items.

To be deemed 'Competent' against a nationally accredited unit of competency you must meet the requirements for all elements that comprise that unit of competency.

Plagiarism

All work that you submit must be your own. You will have signed a declaration at the start of each assessment that this will be the case.

Plagiarism is taking someone else's work and/or ideas and passing them off as your own. It is a form of cheating and is taken seriously by [Blue Dog Training](#).



To help you understand, the following are examples that constitute plagiarism:

- √ Downloading photographs from the internet and claiming they are photographs of your own work
- √ Copying sections of text and not acknowledging where the information has come from
- √ Mashing together multiple 'cut and paste' sections, without properly referencing them, to form an assessment response
- √ Presenting work that was done as part of a group as your own
- √ Using information (pictures, text, designs, ideas etc.) and not citing the original author(s)
- √ Unintentionally failing to cite where information has come from.

Referencing

When it comes to properly acknowledging where information has come from, students should be aware of, and be able to properly use, referencing protocols.

Appeals and Complaints

Whilst as a student, you are able to lodge an appeal if you disagree with a decision regarding an assessment outcome; you are encouraged to speak with your trainer/assessor in the first instance. If you are not satisfied with the outcome of that discussion, you may request a formal review of the assessment decision.

Follow the [Blue Dog Training Appeals Policy](#) for lodging an appeal.

Blue Dog Training also has a policy which applies to all complaints about:

- √ Academic matters from students;
- √ Non-academic matters from students; and
- √ Non-academic matters from persons seeking to enrol with [Blue Dog Training](#) in a course or unit of study

Follow the [Blue Dog Training Complaints Policy](#) for managing a complaint.

Where to Get Help

Talk to your trainer and/or assessor for help in understanding how to complete your assessments. They are happy to support you.

Student Conduct

Just as [Blue Dog Training](#) has a responsibility to meet expectations of students, legislation, and regulations, so too, do students have obligations they are expected to meet.

It is expected that students will participate with commitment in their studies, regularly submit assessment items, and behave in a manner that does not contravene workplace health and safety or the principle of respect for others.

[Blue Dog Training](#) views student misconduct seriously. We expect that our students will behave in an honest, respectful manner appropriate for a learning environment, and in a way that will uphold the integrity of [Blue Dog Training](#).



Consequences of student misconduct vary up to and including expulsion from the course. Examples of student misconduct include, but are not limited to:

- √ Academic misconduct including plagiarism and cheating
- √ Harassment, bullying and/or discrimination
- √ Falsifying information
- √ Any behaviour or act that is against the law
- √ Any behaviour that endangers the health, safety and wellbeing of others
- √ Intentionally damaging equipment and/or materials belonging to [Blue Dog Training](#) and/or a partner organisation such as a school or workplace

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

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

Students found guilty of misconduct have a right to lodge an appeal by following our [Appeals Policy](#).

Academic Misconduct

Plagiarism and cheating are serious offences. Students engaging in this behaviour will face disciplinary action.

Workplace Health and Safety

Workplace health and safety legislation applies to everyone at [Blue Dog Training](#).

All staff, students and visitors have a responsibility to ensure the workplace is safe and that their own actions do not put the health and safety of others at risk.

Smoking, Drugs and Alcohol

[Blue Dog Training](#) is a smoke-free workplace.

Smoking is prohibited in all buildings and only permissible at designated locations away from building entrances; there is to be no smoking within four metres of a building entrance.

Any student under the influence of drugs and/or alcohol is not permitted on [Blue Dog Training](#) premises, to use [Blue Dog Training](#) facilities or equipment, or to engage in any [Blue Dog Training](#) activity.



Issuing Certificates

Upon successful completion of your course, a Certificate or Statement of Attainment will be issued to you within 30 calendar days of you being assessed as meeting all requirements for the course. This meets the compliance requirements as set for [Blue Dog Training](#) and other RTOs in the Standards for RTOs 2015. For more information refer to the [Blue Dog Training Issuance of Certification Policy](#).

If for some reason [Blue Dog Training](#) ceases to operate whilst you are still enrolled, a Statement of Attainment will be issued to you for the units of competency within the qualification for which you have successfully met requirements

“White Card” Safety Induction – Verification Process

[Blue Dog Training](#) delivers the ‘white card’ under licence agreements with the Queensland, Tasmanian and Western Australian governments. It is a condition of these agreements (and part of the [Blue Dog Training](#) quality assurance procedures) that we undertake a verification process of individuals completing this training.

This process is used to assist in the determination as to whether or not the person who is to receive the “White Card” is the person who actually completed the course.

Please note:

- √ Where it has been identified that a false declaration has been made or that the person who is to receive the “White Card” has received assistance, other than from a Blue Dog Training representative, no “White Card” will be issued and payment forfeited.
- √ Where the person is un-contactable for verification, a letter will be sent outlining the process and that he/she needs to contact [Blue Dog Training](#) within 7 days to undertake the verification process or they will not receive a White Card and their payment forfeited.

Student Feedback

[Blue Dog Training](#) is dedicated to ensuring its practices are constantly reviewed to ensure best possible outcomes. This approach to continuous improvement relies on input from students regarding their experiences whilst enrolled in their course.

We welcome feedback at any time, but will also specifically ask for it at the completion of your study.