



Beerwah State High School

VET Student Handbook

Registered Training Organisation 30229

This handbook explains vocational education and training (VET), getting help and raising concerns. Read it with your course information and enrolment documents. Ask your VET teacher (trainer and assessor) or the RTO Manager if anything is unclear.

Before you enrol or are required to pay fees

- Check the qualification code and title, units, provider, course length, timetable, delivery location and any online learning or work placement.
- Before enrolment, your VET teacher and the RTO Manager discuss course suitability and support. They may review school results, reports, available NAPLAN information and current language, literacy, numeracy and digital skills. Some courses need an additional assessment.
- Read all costs, payment dates, refund conditions and student responsibilities. Ask about equipment, internet access, travel and any external provider fees.
- Ask about support and reasonable adjustments, and whether your previous skills or completed units can count towards this course.
- Read the current privacy notice, complete the enrolment documents and provide your Unique Student Identifier (USI), unless an exemption applies.

Check who is providing your training

This handbook covers Beerwah State High School, RTO 30229. Course information identifies your training and assessment provider and the RTO issuing your award. Beerwah remains responsible for services delivered on its behalf. Courses issued by a separate RTO follow that provider's enrolment, fees, support, complaints and appeals arrangements.

Your course information

Read your course information and enrolment documents before enrolling or paying fees. Enrolment does not guarantee a qualification, job or licence. You must demonstrate the required skills and knowledge to receive an award.

Read the [Senior Curriculum Handbook](#) through the school's Senior school page for the latest course information and any fees. Many courses have no course fee. Ask the Payment Office or RTO Manager about fees and payments; check any additional course costs before enrolling.

Contacts

For general VET questions, speak with your VET teacher, the VET Head of Department or the RTO Manager. Contact the RTO Manager about recognition, records, complaints and appeals. The school office can help you reach the right person.

RTO Manager and Complaints Officer: Patrick Walden

pwald9@eq.edu.au | (07) 5436 5326

Principal: principal@beerwahshs.eq.edu.au | (07) 5436 5333

School office: admin@beerwahshs.eq.edu.au | (07) 5436 5333



Learning and assessment

VET assessment checks whether you can use the required skills and knowledge to the standard expected at work. You need to meet every requirement of a unit to be assessed as competent. Your course should provide time for instruction, practice and feedback before assessment.

What to expect

- Your VET teacher explains the task, the evidence you need to provide, the assessment conditions and when it is due.
- Evidence may include practical demonstrations, projects, questions, observations or workplace records. The method depends on the unit.
- If you need more time or another assessment opportunity, speak with your VET teacher first. They will explain any gaps, further learning or evidence needed and how an extension or reassessment can be arranged. They will refer you to the RTO Manager if required.
- Assessment must be your own work. Acknowledge other people's material and follow the instructions about working with others and using digital tools.
- Tell your VET teacher early if you need support or an adjustment. The required skills and knowledge still need to be demonstrated.

Final unit results are Competent or Not competent. A task result such as Satisfactory or Not satisfactory is one part of the evidence for a unit. Your VET teacher will explain your results, any further evidence needed and how to access your progress record.

Recognition of prior learning

Recognition of prior learning (RPL) is an assessment of skills and knowledge you already have, including from work, volunteering, previous study or other experience. You can ask your VET teacher or the RTO Manager about RPL before or during your course.

Your VET teacher or the RTO Manager can explain the application, evidence and assessment process. Evidence might include examples of work, records of training or a demonstration. An authorised assessor checks it against the unit requirements. You may need further evidence, training or assessment if there are gaps. Ask for an explanation of the result and use the appeal process if you disagree.

Credit for units you have completed

Credit transfer recognises a unit you have already successfully completed. Tell the RTO Manager about earlier VET study, including units completed at this school, another school or another RTO.

Provide an AQF qualification or statement of attainment, or an authenticated VET transcript. The school checks the evidence and whether the unit is the same or equivalent. Licensing or regulatory requirements may restrict credit. Ask how credit changes your training plan, duration or costs. Any restriction or refusal should be explained to you.

If you disagree with a decision

You can appeal an assessment, RPL or credit transfer decision. Page 4 explains the appeals process. Ask for help to understand the decision and prepare your appeal.



Support and student responsibilities

Ask for help early

Speak with your VET teacher or the RTO Manager if reading, writing, maths, language, digital tasks or other barriers make learning difficult. Support needs can change during a course.

Speak with your VET teacher or the RTO Manager about learning support and reasonable adjustments. They can help arrange support through the Student Wellbeing Team, with the Guidance Officer or Head of Special Education Services involved as appropriate. They will explain staff availability and the response times you can expect. Ask about any outside-service cost before agreeing to a referral.

Reasonable adjustments

You can choose whether to tell the school about a disability at any stage of your course. See page 5 for how your information is handled. Ask about reasonable adjustments: changes that help you take part in training and assessment, such as an accessible format or an adjusted way to demonstrate a skill. The school considers your needs with you while keeping the requirements of the qualification.

If an adjustment is not possible or appropriate, the school must explain why as soon as practicable. Ask about other options and use the complaints or appeals process if you disagree.

Respect and safety

You should be able to learn in an inclusive, culturally safe environment, including if you are an Aboriginal or Torres Strait Islander student. Tell a trusted staff member if you experience discrimination, bullying, harassment or an unsafe situation. You can ask for help to raise a concern.

Your responsibilities

- Attend and participate in scheduled learning and assessment. Tell your VET teacher about absences or anything affecting your progress.
- Follow school and workplace rules, safety instructions and the student code of conduct. Use required protective equipment.
- Treat other people and their cultures respectfully. Use equipment and digital systems responsibly.
- Meet agreed deadlines or discuss difficulties early. Keep your contact details current and provide accurate enrolment information.
- Understand the fees and other commitments in your course information before enrolling or being required to pay fees.

Work placement

Some courses require workplace learning or assessment. Check the hours, location, travel, supervision, costs and entry or screening requirements before enrolling or paying fees. We will confirm arrangements and any changes in writing before placement starts. Complete the induction and report safety concerns promptly.

A workplace supervisor may verify activities or provide evidence. The RTO's authorised assessor makes the assessment decision. Your VET teacher will explain any logbook or other records you need to keep.

[School student services and support information](#)



Feedback complaints and appeals

A complaint raises a concern about a service, behaviour or experience. An appeal asks for a decision that affects you to be reviewed. You can give feedback at any time, and you can ask for help to make a complaint or appeal.

Making a complaint

You can speak to any staff member or contact the RTO Manager directly. Make your complaint verbally, in writing or electronically. You can make a formal complaint directly; you do not have to try an informal process first. Complaints can concern the school RTO, its staff or people and organisations delivering services on its behalf.

- Staff will help you raise your concern and refer it to the RTO Manager, who coordinates the response. The Principal, as the RTO's CEO, may become involved where needed.
- Explain what happened, when it happened, who was involved and the outcome you are seeking. Include relevant documents if you have them.
- You can ask a parent, carer or support person to help. You may also contact the Principal directly. If someone involved in your concern would normally handle it, another appropriate person will manage the response. The RTO Manager can help you contact the School Supervisor, or you can use the [Department of Education's complaints page](#) directly.

The school will consider the concern fairly, give the people involved an opportunity to respond, and give the outcome in writing. If the concern is unresolved, ask for the further review options in the complaints procedure.

Appealing a decision

You can appeal an adverse decision made by the school RTO, its staff or a third party acting on its behalf. This includes decisions about assessment, RPL or credit transfer.

- You can appeal face-to-face or by email to the RTO Manager. Identify the decision, explain why you disagree and provide any supporting evidence. You do not have to complete a form. Staff can help record your request and your reasons.
- You can ask for help and have a support person. The review must be fair and impartial, with an opportunity to present your case.
- You will receive the outcome in writing. You can request review by a suitable independent party at no or low cost. The reviewer may be from another school RTO. We will explain any proposed charge before arranging the review.

Timeframes and access

We aim to acknowledge complaints and internal appeals in writing within 3 school days and resolve them within 30 school days, where possible. School days are days during term, excluding weekends and public holidays. If more time is needed, we will explain the delay, give a new expected timeframe and keep you updated. If more than 60 calendar days are needed, we will give the reasons in writing. The timeframe for an independent review will be explained separately.

Tell a staff member straight away about an urgent safety concern. Safeguarding and privacy concerns follow the relevant specialist processes. Ask the RTO Manager for a copy of the complaints or appeals procedure and any help you need. Feedback, complaints and appeals help improve training and services.



Records certificates and course changes

Your results and certificates

Ask your VET teacher to see your progress records and to explain any result you do not understand. Tell the RTO Manager if your details or recorded results appear incorrect.

When you meet all qualification requirements, you receive a qualification and record of results. If you leave after completing only some units, you receive a statement of attainment for those completed units.

Certification must be issued within the applicable 30-calendar-day period after assessment completion, subject to completion or withdrawal, payment of agreed training fees, and USI requirements. If you withdraw without completing an assessment in the previous 30 days, the period may run from your withdrawal request. Ask the RTO Manager which date applies to you.

The school keeps certification issue records for 30 years. To request a replacement certificate or statement of attainment, contact the RTO Manager in writing. We will check your identity and original award record. Any replacement fee will be explained when you apply and before the request is processed, so you can decide whether to proceed.

Changing or leaving a course

Speak with your VET teacher or RTO Manager before changing or leaving a course. Check how this affects your results, fees, any refund and study plan. Make sure the school records your withdrawal or change. Refund conditions depend on the service and the applicable policy. Read the [school Refund Policy](#). Ask the Payment Office or RTO Manager how it applies to you. Refund application forms are available from the school office. Payment Office: accounts@beerwahshs.eq.edu.au.

We will tell affected students about important course or placement changes in writing as soon as practicable, and before placement starts. We use QLearn, school email, QParents or other communication home to parents or carers, as appropriate. We will explain the effect on your training and, if delivery cannot continue, the available options and applicable protections, including any required alternative training or refunds. Transfers need clear information about arrangements and costs, and agreement.

Your Unique Student Identifier

Your USI is your lifelong education identifier. You usually need a valid, verified USI for nationally recognised VET certification. Ask the RTO Manager if you believe an exemption applies. If an exemption applies, the school will explain before enrolment is completed or training or assessment starts, whichever comes first, that your results will not be accessible through the Commonwealth or appear on an authenticated VET transcript. Use your own long-term contact details and keep your account secure.

Find, create or manage your USI at usi.gov.au/students. Give the school your USI through its approved collection process. Do not share your password.

Your information and privacy

Read the VET privacy notice on pages 6–7 with the school's other enrolment privacy information. It explains how your information is used for enrolment, training, assessment and reporting. Ask for a paper copy or help understanding it.

Ask the RTO Manager about VET records or privacy, and ask us to explain any notice or consent before signing.



VET privacy notice

Beerwah State High School | RTO 30229. This notice explains how your VET information is handled. Ask the school office for help or a paper copy. Read it with the school's other enrolment privacy information.

Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

How NCVER and other bodies handle your information

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Employment and Workplace Relations (DEWR), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

Adapted from [National VET Data Policy](#), version 3.2, Schedule 1, Commonwealth of Australia, [CC BY 4.0](#). School contacts and Queensland reporting information added.



VET privacy notice continued

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVER will handle your personal information please refer to the [NCVER Privacy Policy](#).

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

DEWR is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how DEWR will handle your personal information, please refer to the [DEWR VET Privacy Notice](#). Ask the school office for a downloaded or paper copy if you cannot access it online.

Queensland reporting and privacy

The school records VET enrolment and outcome information in QCAA's Student Management system. For national VET reporting, the Queensland Curriculum and Assessment Authority (QCAA) provides this information through the Department of Trade, Employment and Training (DTET) to NCVER. Read the [QCAA privacy information](#), [QCAA information policy](#), [DTET RTO data collection information](#) and [DTET privacy policy](#) for how those agencies handle data.

Surveys

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

Contact information

At any time, you may contact Beerwah State High School to request access to your personal information, correct your personal information, make a complaint about how your personal information has been handled, or ask a question about this Privacy Notice.

Contact the RTO Manager: pwald9@eq.edu.au | (07) 5436 5326. You can also contact the school office: admin@beerwahshs.eq.edu.au | (07) 5436 5333. Postal address: PO Box 198, Beerwah Qld 4519.

The school is part of Queensland's Department of Education. Read its [Information management privacy and security policy](#). You can also send a privacy complaint to privacy@qed.qld.gov.au. See the [Department privacy complaint instructions](#) and [access and amendment information](#). Ask the school for help using these processes.

Your USI and this notice

This notice does not authorise the school to create or access your USI account. Any required USI privacy notice and authorisation are provided separately. See [USI privacy information](#). No signature or blanket consent is requested by this handbook notice.