

STUDENT HANDBOOK



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Participant Information Handbook

This information handbook has been prepared to provide participants, attending recognised qualification training, with relevant and useful information in regard to –

- ◆ Australian Qualification Framework/Australian Quality Training Framework
- ◆ Distinguishing features of National Qualifications- Competency based training
- ◆ Recognition of other Australian Qualification Framework Qualifications
- ◆ Code of Practice
- ◆ Support Services
- ◆ Recognition Process
- ◆ Pre Course Profile and Language Literacy and Numeracy Support Indicator
- ◆ Course Participant Declaration

Professional Development with Chamber of Commerce and Industry Queensland

Chamber of Commerce and Industry Queensland (CCIQ) is a Registered Training Organisation (RTO), which allows us to deliver nationally recognised qualifications.

A Registered Training Organisation must comply with the 12 standards of the Australian Quality Training Framework (AQTF). These standards are audited by the Department of Education, Training and the Arts to ensure all participants attending training or assessment can expect an efficient, effective and flexible service.

Chamber of Commerce and Industry Queensland is committed to delivering the highest quality in training and assessing for their clients.

Chamber of Commerce and Industry Queensland has been developing, delivering and assessing training to Queensland businesses of all types and sizes over many years. As a result, we have expert knowledge and highly skilled, qualified Facilitators, who tap into industry-specific working examples, using the latest training techniques, backed up with current research and working models. The result is participants truly learn and understand the concepts taught.

Every Chamber of Commerce and Industry Queensland Facilitator is also a consultant with significant experience in their field and all are qualified as a Workplace Trainer and Assessor.



Chamber of Commerce and Industry Queensland conducts a wide range of programs covering the areas of:

- ◆ Industrial Relations
- ◆ Sales & Customer Service
- ◆ Supervision and Management
- ◆ Workplace Health & Safety
- ◆ Workplace Rehabilitation
- ◆ Tailored Safety Courses
- ◆ Accredited Courses
 - TAA40104* - Certificate IV in Training and Assessment
 - BSB41007* - Certificate IV in Human Resources
 - BSB20207* - Certificate II in Customer Contact
 - BSB40207* - Certificate IV in Business
 - BSB40407* - Certificate IV in Small Business Management
 - BSB40507* - Certificate IV in Business Administration
 - BSB40807* - Certificate IV in Frontline Management
 - BSB41407* - Certificate IV in Occupational Health and Safety
 - BSB50207* - Diploma of Business
 - BSB51107* - Diploma of Management
 - BSB51307* - Diploma of Occupational Health and Safety
 - 30523QLD - Course in Recertification to Function as a Workplace Health and Safety Officer
 - 30596QLD - Course in Functioning as a Workplace Health and Safety Officer
 - 30596QLD - Course in Functioning as a Workplace Health and Safety Officer
 - 30630QLD - Course in Functioning as a Workplace Health and Safety Representative
 - 30782QLD - Course in Functioning as a Rehabilitation and Return to Work Coordinator
 - CPCCOHS1001A - Work safely in the construction industry (units (1))

*** Nationally Recognised Qualification**

Course Directory

To view a copy of our course directory and current available course dates visit our website at www.cciq.com.au or telephone our Client Services team on 1300 138 470 who will be able to assist with your enquiry.



Enrolling in a Course

After identifying the course on interest, a registration form is completed and forwarded to CCIQ Training. Enrolments can be forwarded through by contacting our Call Centre, Internet, Fax, Email, Mail, and face to face at any CCIQ Office.



Australian Quality Training Framework (AQTF)

The AQTF is the nationally agreed recognition arrangements for the Vocational Education and Training sector. All training providers registered in Australia who wish to deliver nationally accredited courses/qualifications must comply with these standards. The Department of Education, Training and the Arts is the body responsible for auditing and ensuring that registered training providers comply.

Australian Qualifications Framework (AQF)

In the vocational education and training sector, qualifications are based on nationally endorsed competency standards. The qualifications certify achievement of learning outcomes by the direct assessment of performance criteria. Having to not only know and understand, but actually demonstrate a set of competencies, levels of workplace performance can be enhanced by training strategies.

Distinguishing Features of National Qualifications

Certificate III	Certificate IV	Diploma
<i>This qualification certifies that the competencies will enable an individual to:</i>	<i>(BSB40807) This qualification certifies that the competencies will enable an individual to:</i>	<i>This qualification certifies that the competencies will enable an individual to:</i>
demonstrate some relevant theoretical knowledge	demonstrate understanding of a broad knowledge base incorporating some theoretical concepts	demonstrate understanding of a broad knowledge base incorporating some theoretical concepts, with substantial depth in some areas
apply known solutions to a variety of predictable problems	apply solutions to a defined range of unpredictable problems	analyse and plan approaches to technical problems or management requirements
perform processes that require applying a range of well developed skills where some discretion and judgement is required	identify and apply skill and knowledge areas to a wide variety of contexts with depth in some areas	transfer and apply theoretical concepts, technical or creative skills to a range of situations
interpret available information using discretion and judgement	identify, analyse and evaluate information from a variety of sources	evaluate information using it to forecast for planning or research purposes
take responsibility for own	take responsibility for own outputs	take responsibility for own outputs



outputs in work and learning	in relation to specified quality standards	in relation to broad quantity and quality parameters
take limited responsibility for the output of others	take limited responsibility for the quantity and quality of the output of others	take limited responsibility for the achievement of group outcomes

Competency Based Training

The concept of competency focuses on what is expected of an employee in the workplace rather than the learning process. It encompasses:

- the requirement to perform individual tasks (*task skills*)
- the requirement to manage a number of different tasks within the job (*task management skills*)
- the requirement to respond to irregularities and breakdowns in routine (*contingency management skills*)
- the requirement to deal with the responsibilities and expectations of the work environment, including working with others (*job/role environment skills*)



Training Methods

In accordance with Adult Learning Principles; Chamber of Commerce and Industry Queensland has a variety of training delivery methods for participants. These include:

- Classroom:** A class of participants (up to 12 in most cases) that is led by a facilitator through the material. This can provide interaction and social opportunities between participants as well an environment in which participants can share their experiences and/or questions regarding the course.
- Self Paced:** Participants use the manuals and materials from the course to study through self direction and contact a facilitator only when assistance is required.
- Workplace Based (On-the-job):** Training is conducted in the workplace by a qualified workplace trainer and provides interactive and problem solving opportunities within real work situations.

Assessment

Assessment is the process of collecting evidence and making judgements on the progress towards and achievement of performance requirements of learning outcomes. Chamber of Commerce and Industry Queensland assessment practices shall be in accordance with the following policies:

- open, accountable and defensible with emphasis on fairness and openness to the person being assessed.
- outcome orientated with focus on the achievement of learning outcomes.
- flexible and holistic encompassing a wide variety of assessment tools and methodologies.
- valid, reliable and consistent with multiple assessors.
- support for learning providing information about what a person needs to do to improve their competence.
- enable the participant to take full advantage of prior learning and competencies already achieved.
- right to appeal will apply to all who are assessed - defensible and well publicised mechanisms for appeal exist.



Assessment Schedule

When commencing each unit of competency, your trainer/assessor will give an overview of the planned assessment requirements and schedules. Student enrolment is current for a period of two years from commencement. All assessments should be submitted within that time, extensions of time will only be given in exceptional circumstances.

Cross Credit / Credit Transfer Policy

There are basically four principles which cumulatively address national recognition.

- 1 National Recognition of Qualifications and Statements of Attainment by RTOs.**
All RTOs must accept and recognise the decisions and outcomes of any other RTO or body in partnership with an RTO, thereby ensuring the mutual acceptance throughout Australia of the Qualifications and Statements of Attainment awarded by RTOs.
- 2 Mutual Recognition of Registration and Accreditation Decisions by STAs/SRAs**
Each State and Territory will always mutually recognise the decisions of all other States and Territories in registering a training organisation and in accrediting a course, where no relevant Training Package exists. This ensures the mutual acceptance throughout Australia of the qualifications and Statements of Attainment awarded by the RTO and the mutual acceptance of accreditation of courses.
- 3 Mutual Recognition of RTOs by other STAs/SRAs**
Mutual Recognition enables an RTO to operate within other States or Territories within the original scope of registration without a further formal recognition process or payment of additional fees.
- 4 Mutual Recognition through Primary Recognition Authority**
RTOs wishing to operate in more than one State/Territory should generally only be required to communicate with a single Recognition Authority, the Primary Recognition Authority. The Primary Recognition Authority will usually be the one in which the organisation was first registered and/or in which it conducts the majority of its training. However the conditions of the AQTF requires (inter alia) that Chamber of Commerce & Industry Queensland (CCIQ) advise the Department of Education, Training and the Arts (Qld) within 21 days, if it commences operations in any other state or territory.

CCIQ will duly recognise and give appropriate transfer of credit, statements of attainment and qualifications issued by verified RTOs. We will also ensure that information regarding national recognition principles is provided to clients (student information pages) and staff (through knowledge and acceptance of this quality manual).

Credit transfer provides specifically for recognition of relevant formal studies undertaken during the last 10 years with a recognised vocational or higher education provider. As such it differs from Recognition of Prior Learning which provides for students to obtain exemption from



subjects based on their demonstration that they have met the subject learning outcomes via previous non-formal and/or informal learning and training or via a combination of non-formal training and formal studies.

Credit transfer requires the student or prospective student to provide a certified Competence Transcript or Statement of Attainment for each competency achieved that is relevant to the course provided by CCIQ.

Code of Practice

Mission Statement

As a Registered Training Organisation, Chamber of Commerce and Industry Queensland has agreed to operate within the principles and standards of the Australian Quality Training Framework. Chamber of Commerce and Industry Queensland will ensure that policies and management practices are adopted which maintain high professional standards in the delivery of vocational education and training services and which safeguard the educational interests and welfare of course participants. This includes a commitment to recognise the training qualifications issued by other Registered Training Organisations.

Chamber of Commerce and Industry Queensland will maintain a learning environment that is conducive to the success of course participants and will have the capacity to deliver the nominated courses; provide adequate facilities and use appropriate methods and materials.

Legislative Requirements

Chamber of Commerce and Industry Queensland will meet all legislative requirements of State and Federal Government.

Clients should be aware of the implications of relevant legislation that affects their duties including:

- ▶ Workplace Health & Safety Act 1995
<http://www.dir.qld.gov.au/workplace/law/index.htm>

The Workplace Health and Safety Act is about making workplaces and work practices safer for everyone.

The Act sets out the laws about health and safety requirements affecting most workplaces, work activities and specified high risk plant in Queensland. It seeks to protect your health and safety and the health and safety of everyone at a workplace, while undertaking work activities or using specified high risk plant. The Act establishes a framework for preventing or minimising exposure to risk. You need to be familiar with the *Workplace Health and Safety Act 1995* in order to understand your obligations and safety requirements. The [Prevention of Workplace Harassment Advisory Standard 2004](#) (now known as a Code of Practice), provides information



on the main health and safety problems linked to workplace harassment and gives practical advice on how to manage them.

► Workers' Compensation and Rehabilitation Act 2003

<http://www.legislation.qld.gov.au/LEGISLTN/CURRENT/W/WorkersCompR03.pdf>
<http://www.workcoverqld.com.au/>

This Act establishes a workers' compensation scheme for Queensland providing benefits for workers who sustain injury in their employment, for dependants if a worker's injury results in the worker's death. WorkCover Qld is a statutory body established under the WorkCover Qld Act 1996. WorkCover is committed to delivering a fair workers' compensation scheme providing maximum benefits to injured workers at minimum premium costs to Qld employers.

► Anti Discrimination Act 1991

<http://www.legislation.qld.gov.au/LEGISLTN/CURRENT/A/AntiDiscrimA91.pdf>

This Act promotes equality of opportunity for everyone by protecting them from unfair discrimination in certain areas of activity and from sexual harassment and certain associated objectionable conduct. The Anti-Discrimination Commission Queensland is an independent statutory authority which administers *the Anti-Discrimination Act 1991*.

The Act prohibits discrimination on the basis of the following attributes:

- a. sex;
- b. relationship status;
- c. pregnancy;
- d. parental status;
- e. breastfeeding;
- f. age;
- g. race;
- h. impairment;
- i. religious belief or religious activity;
- j. political belief or activity;
- k. trade union activity;
- l. lawful sexual activity;
- m. gender identity;
- n. sexuality;
- o. family responsibilities;
- p. association with, or relation to, a person identified on the basis of any of the above attributes.

You should be familiar with the act and its implications in your dealings with staff and other students



- ▶ Vocational Education, Training and Employment Act 2000
<http://www.legislation.qld.gov.au/LEGISLTN/CURRENT/V/VocEdTrEmA00.pdf>

The Vocational Education, Training and Employment Act 2000 was introduced by the Queensland Government to provide a legislative foundation for flexible high quality training to support Queensland's workforce, both now and in the future. The legislation has introduced better regulation of the apprenticeship and traineeship system and a more effective structure for providing advice on vocational education, training and employment matters to the government.

- ▶ Training and Employment Regulation 2000
<http://www.legislation.qld.gov.au/LEGISLTN/SLS2000/00SL267.pdf>

The Training and Employment Regulation 2000 is sub-ordinate legislation that supports the Vocational Education and Training and provides details on areas of that legislation, including:

- Registering training organisations and accrediting courses
 - Apprentices and trainees
 - Fair procedures
 - Vocational placement
 - TAFE institute fees
- ▶ Copyright Act 1968
http://www.austlii.edu.au/au/legis/cth/consol_act/ca1968133/

Australian law recognises that individuals have the right to protect the moral and economic interests arising from their creative works. Copyright is a form of intellectual property that protects a variety of literary, artistic, musical and dramatic endeavours as well as other things such as sound recordings and films. It is not ideas but their expression that are protected by copyright law.

In Australia, copyright law is contained in the [*Copyright Act 1968*](#) (the Act), and in court decisions that have interpreted the provisions of the Act. The Act is amended from time to time to keep the law up to date.

The law gives owners of copyright exclusive rights to do certain things with their material. Copyright is intended to protect creative works from being used without the agreement of the owner and to provide an incentive for creators to continue to create new material.

- ▶ Commission for Children and Young People and Child Guardian Act 2000
<http://www.legislation.qld.gov.au/LEGISLTN/CURRENT/C/CommisChildA00.pdf>

The Children and Young People and Child Guardian Act 2000, with amendments made in 2004, requires people seeking work with children (persons under 18 years of age) in a paid, voluntary



or self-employed capacity to undergo a criminal history check – the ‘working with children check’ – and imposes penalties on those deemed ‘not suitable’ who apply for, engage in or continue to work in child related employment.

► Privacy Act 1988

<http://www.privacy.gov.au/act/index.html>

This act protects the privacy of individuals, and effects the way in which we collect and use information regarding our clients and staff. Further details regarding Chamber of Commerce and Industry Queensland’s privacy policy is included in the Code of Practice under the heading Privacy Policy.

Access & Equity

All participants and/or clients will be recruited in an ethical and responsible manner and consistent with the requirements of the curriculum or National Training Package. Chamber of Commerce and Industry Queensland’s Access and Equity Policy will ensure that participant selection decisions comply with equal opportunity legislation. Additionally, qualified staff will assess the extent to which the applicant is likely to achieve the stated competency standards and learning outcomes of the course, based on their qualifications and experience.

CCIQ prohibits discrimination towards any group or individuals in any form, inclusive of but not limited to:

- People with disabilities
- People from culturally and linguistically diverse backgrounds
- People from Aboriginal or Torres Strait Islander descent
- Youth
- Women
- Long term unemployed
- People in remote locations or geographical removed from major training centres

Disciplinary action will be taken against anyone who discriminates, harasses, bullies or is violent against another participant.

Discipline may involve a warning, formal counselling or expulsion from the course depending on the specific circumstances.

All disciplinary action will be dealt with by the State Training Manager.



Relevant State and Territory legislation

ACT Anti-Discrimination Act 1991 http://www.austlii.edu.au/au/legis/act/consol_act/da1991164/

NSW Anti-discrimination Act 1977- Part 4A
http://www.austlii.edu.au/au/legis/nsw/consol_act/aa1977204/

Victoria Equal Opportunity Act 1995
http://www.austlii.edu.au/au/legis/vic/consol_act/eoa1995250/

NT Anti-Discrimination Act 2004 http://www.austlii.edu.au/au/legis/nt/consol_act/aa204/

QLD Anti-discrimination Act 1991
<http://www.legislation.qld.gov.au/LEGISLTN/ACTS/1991/91AC085.pdf>

SA Equal Opportunity Act 1984 http://www.austlii.edu.au/au/legis/sa/consol_act/eoa1984250/

Tasmania Anti-discrimination Act 1998- Division 5
http://www.austlii.edu.au/au/legis/tas/consol_act/aa1998204/

WA Equal Opportunity Act 1984 http://www.austlii.edu.au/au/legis/wa/consol_act/eoa1984250/

Commonwealth Acts

Age Discrimination

Young, old and everyone in between – Australians of all ages have a right to be treated fairly and have the same opportunities as everyone else.

This right is protected under the *Age Discrimination Act 2004*.

Disability Discrimination

People with disabilities have the same human rights as all members of the community.

The Disability Discrimination Act 1992 makes disability discrimination unlawful and aims to promote equal opportunity and access for people with disabilities.

Racial Discrimination

Almost one half of all Australians were either born overseas or had a parent born in another country. Our country is also home to the world's oldest continuing culture.

The *Racial Discrimination Act 1975* aims to ensure that Australians of all backgrounds are treated equally and have the same opportunities.

Sex Discrimination

Equality between men and women is a principle that lies at the heart of a fair and productive society. It is also the key goal of the Sex Discrimination Act 1984, which aims to eliminate discrimination and sexual harassment and promote greater equality in all aspects of the Australian community.



Quality Management Focus

Chamber of Commerce and Industry Queensland has a commitment to providing a quality service and a focus on continuous improvement. Chamber of Commerce and Industry Queensland values feedback from course participants, staff and employers and have mechanisms in place to have feedback considered for future programs.

Marketing

Chamber of Commerce and Industry Queensland will market their training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons will be drawn with any other provider or course.

Client Services

Chamber of Commerce and Industry Queensland have sound management practices to ensure effective client service. Chamber of Commerce and Industry Queensland have developed service standards to ensure timely issue of assessment results and qualifications. These will be appropriate to competence achieved and issued in accordance with national guidelines.

External Review

Chamber of Commerce and Industry Queensland has agreed to participate in external monitoring and audit processes required by Department of Education, Training and the Arts. This may cover random quality audits, audit following complaint and audit for the purposes of re-registration.

Refund Policy

Chamber of Commerce & Industry (CCIQ) has a fair and equitable Refund Policy guaranteeing the refund of fees to course participants under reasonable circumstances. The management guarantees CCIQ's sound financial position and safeguards clients' fees until used for learning and assessment.

1. An organisation or individual may substitute another participant prior to course commencement date at no cost should the nominated person be unable to attend **as long as notification is provided in writing prior to commencement of the course.**
2. Registration may be transferred to another course or cancelled at no cost up to fifteen working days prior to a course providing notification is provided in writing.
3. Transfers to another course or cancellations made between ten and fifteen working days (3 weeks) prior to the commencement of the course must be in writing and will attract a 20% administration fee.



4. Transfers to another course or cancellations made between five and ten working days (2 weeks) prior to the commencement of the course must be in writing and will attract a 35% administration fee.
5. For cancellations made inside five days prior to the commencement of the course, no refund will be issued, however a substitute may attend the course as per Item 1 above.
6. No refunds will be made after the commencement of the course unless the participant provides a medical certificate or can demonstrate extreme personal hardship. In this case, the participant may transfer to a subsequent course at the discretion of management.
7. CCIQ reserves the right to cancel or postpone a course to an alternative date. All registered participants affected by such changes will be offered the opportunity to transfer to the next available course program or receive a full refund.

Note: Bookings on courses are not guaranteed until payment is received.

Appeals

Chamber of Commerce and Industry Queensland has a fair and equitable process for dealing with participant appeals. In the event that appeals cannot be resolved internally, participants will be advised of the appropriate legal body where they can seek further assistance. All course participant records are managed securely and confidentially and are available for perusal on request.

Chamber of Commerce and Industry Queensland strives to deal with issues as soon as they emerge and develop solutions acceptable to all parties as expeditiously as possible. Participants unhappy about an assessment decision or any other problems have the right to appeal or voice their concerns.

A participant seeking to voice an appeal against the results of an assessment has the following avenues of appeal:

- An informal approach should be made to the instructor / trainer not later than 7 days after the results have been notified to the participant. It is the responsibility of the participant to re-submit any further negotiated assessment evidence or project work to their trainer.
- If the participant is dissatisfied with the decision of the trainer, they have a further right of appeal to the State Training Manager within 14 days. This appeal needs to be in writing and a re-evaluation fee may be incurred. Should the participant be successful in their appeal this fee shall be refunded.



- If the matter is still not resolved from the participant's viewpoint, they will be advised that they may take their appeal to Chamber of Commerce and Industry Queensland's Appeal Committee. This also needs to be done in writing detailing the issues of concern and why a solution has not been achieved to date.
- If the matter is still not resolved, the participant will be advised to proceed through external avenues such as the relevant ITAB, DET, Anti-discrimination Board, Consumer Affairs or other bodies as appropriate.

Training and Assessment Standards

Chamber of Commerce and Industry Queensland has personnel with appropriate qualifications and experience to deliver the training and facilitate the assessment relevant to the training products offered. Assessment will meet the National Assessment Principles (including Recognition for Prior Learning and Credit Transfer).

Sanctions

Chamber of Commerce and Industry Queensland will honour all guarantees outlined in the Code of Practice. Chamber of Commerce and Industry Queensland understands it must meet the obligations of this Code or supporting regulatory requirements, where applicable, if not the registration as a training provider withdrawn.

Support Services

Students With Disabilities Or Special Needs

Chamber of Commerce and Industry Queensland is committed to enrolling suitably qualified applicants for admission who might have physical disabilities or special needs. Intending applicants with physical disabilities or special needs should consult the Training Services Team at an early stage, about their proposed courses of study and the nature of their disabilities. Where the consultation is by letter to the Training Manager, the outside of the envelope should be clearly labelled "Personal and Confidential".

Language, Literacy & Numeracy:

It is a policy of Chamber of Commerce and Industry Queensland that the language, literacy and numeracy demands of our training products and services will not be greater than those required in the actual workplace.

Chamber of Commerce and Industry Queensland uses a Pre Course Profile and Language Literacy and Numeracy Support Indicator (when notified by a participant that they may have an LLN Issue) to identify the needs of participants to ensure course materials and assessment tools used:

- are at a suitable level for the course participants or



- ensure enough practice in the skills they need to develop is offered.

If a participant feels they have certain difficulties with language, literacy and/or numeracy skills, informing Chamber of Commerce and Industry Queensland beforehand, through completing the Pre Course Profile, will allow Chamber of Commerce and Industry Queensland to address them during the training program by providing assistance while the task or information is being trained.

There are a number of adjustments and strategies Chamber of Commerce and Industry Queensland can use to cater for special needs. A few examples might include:

- using visuals to support written texts;
- writing material in plain English;
- using more signs, pictures and graphics;
- using group exercises;
- providing lots of practical examples;
- avoiding slang or jargon;
- reading questions aloud;
- asking participants to demonstrate skills.

By completing the Pre Course Profile and returning it before the commencement date of the training, Chamber of Commerce and Industry Queensland will be better positioned to ensure the learning experience the participant receives meets their individual needs.

Welfare and Guidance Services

Where necessary, arrangements will be made for students requiring literacy and/or numeracy support. This will be out-sourced to relevant qualified experts. Any fees incurred will be the responsibility of the student.

The Organisation has access to personnel with experience in developing assessment services for diverse client needs.

The Organisation's student information will ensure that all fees and charges are known to students prior to enrolment. Students are advised of course content, outcomes and assessment procedures before training commences.

The Organisation's quality focus includes - access and equity, recognition of prior learning, fair and equitable refund policy, grievance policy, appeal policy and complaint procedure.

For any matter outside the organisation's expertise or control, the organisation will make every attempt to refer the student to the relevant agency or expert.

Issuance of Qualifications

Chamber of Commerce and Industry Queensland has developed service standards to ensure timely issue of assessment results and qualifications. From the date that a course participant's



assessment plan / checklist is signed off by the Assessors, Chamber of Commerce and Industry Queensland will ensure a turnaround time frame of not greater than 14 days for verifying, processing and issuing the relevant Statement of Attainment or Qualification.

Recognition Process (formally Recognition of Prior Learning)

Chamber of Commerce & Industry Queensland (CCIQ) recognises qualifications and Statements of Attainment, within the Australian Qualifications Framework (AQF), issued by any other Registered Training Organisation (RTO) who is Australian Quality Training Framework (AQTF) compliant. The organisation advises clients of mutual recognition obligations in the Organisation's Code of Practice.

CCIQ provides information to staff on the requirements for mutual recognition of AQTF qualifications and Statements of Attainment awarded by other organisations, through staff induction, noticeboards, and Code of Practice.

CCIQ recognises AQF qualifications and Statements of Attainments issued by any other Registered Training Organisation (RTO) that are applicable to programs, courses or Statement of Attainments subjects offered by CCIQ.

Where prospective students have undertaken studies at other non-accredited or higher education institutions both domestically and internationally these qualifications are also assessed against the CCIQ's courses to enable Recognition of Prior Learning (RPL) to be processed and appropriately granted.

CCIQ provides a RPL application form detailed the required types of information required by applicants wishing to utilise this process.

Recognition of Prior Learning (RPL) exists in a number of forms:

1. formal training in a similar course/institution
2. formal training in a related course
3. work experience in the profession/industry
4. work experience in a related profession/industry
5. life experience.

Formal Training in a Similar Course/Institution

It is possible for an applicant to gain credit in an area or subject that has been covered at another institution or on another course. Each case for this is viewed separately according to its merits. Regular reviews of the courses offered by other colleges will be made in relation to claims for exemption. Proof of credit must be arranged through the institution concerned, with the students consent.

Transfers, credits and exemptions follow a common procedure but each individual is subject to individual assessment.



Formal Training in a Related Course

Applicants who have completed similar modules from a related profession are given exemption or credit for those modules upon validation. Proof of credit must be arranged through the institutions concerned, by the student.

The credit is negotiated with the applicant and if necessary a challenge test is conducted.

Work Experience in Industry

Credit for any competency is by negotiation in light of the individual's experience, combined with challenge tests, the applicant and administration then arrive at a mutually agreeable arrangement. Applicants in this category have employment history from a relevant industry (an enormously diverse group).

Life Experience

Where an applicant claims exemption or credit of modules on the basis of life experience, documentary evidence of the experience is required. The documents must include references and referee's who are contactable. Through a series of negotiations and challenge tests, the applicant and administration arrive at a mutually agreeable arrangement.

Where an applicant claims exemption from, or credit for, a subject or subjects on the basis of life experience or work experience, evidence of experience is required.

Documents must include reference and/or referees who are contactable. Applicants will be required to show evidence of completed training (1 & 2 above). Proof of completed training must be arranged through the institution concerned, with the students written consent. Where no documentation is available, the applicant is offered a challenge test in the modules or competencies concerned. The challenge test can take the form of short or long written responses, oral and/or practical tests by a qualified assessor.

Cost of RPL

Costs associated with the RPL process are charged on a case by case basis and will be quoted on application. Fees are payable prior to the assessment being conducted by the trainer as per normal enrolment terms and conditions.



Procedures

1. A letter of acceptance to students will enclose a copy of CCIQ's RPL Policy and Procedures, application form and advice that applications should be received by CCIQ before commencement of the Course.
2. Once the RPL process has been completed, students will receive written confirmation from the RPL co-ordinator and can proceed with the enrolment. In special cases where an RPL application has been lodged and exemption is confirmed after beginning academic studies the student will be required to complete a new enrolment form so that enrolment and financial records can be adjusted accordingly.
3. Successful recognition means that students have no module commitment, assessment or financial requirements in the module, and their successful completion of that module entered into their academic records.
4. All exemptions will go before requisite Academic Staff for approval.
5. Any variation of these Policy and Procedures will be at the discretion of CCIQ. The policy will be reviewed annually.
6. Applications for RPL will go to the Training Administrator to be processed.

The role of Assessors will be to:

- (a) assess the applicant's self-assessment information
 - (b) administer and mark challenge tests done by applicants.
7. Applications must be made using the standard RPL form. Applicants are requested to provide the fullest possible details to assist the assessment process. Only full Course applications apply.
 8. On the basis of the completed application form, CCIQ will invite students to complete all of the examinations and other assessments including oral assessment if appropriate as required.



Registration Procedures

To ensure an enrolment is confirmed attach payment to the completed registration form. This form can be located on www.cciq.com.au or telephone 1300 138 470 and request a registration form be faxed or emailed.

Please ensure credit card details are completed or a cheque is attached when forwarding the registration form.

Parking

Participants should contact their local Chamber of Commerce & Industry Queensland office to discuss parking availability. Parking availability for each region can be located by viewing: <http://www.cciq.com.au/training-maps>

Awards & Qualifications

For a participant to be awarded a Certificate or Diploma, he/she must satisfactorily complete all units of competencies that are a mandatory part of that course together with any specified electives.

Participants who fail to satisfy the minimum course requirements will be given a Statement of Attainment listing only those units of competency successfully completed. All course fees must be paid in full before any award can be issued.

Replacement Awards

In the event of damage to, or loss of an award document, a replacement copy will be provided. The Training Administrator will be responsible for the provision of all replacement awards. Students requiring replacement awards will need to apply directly to the Training Administrator.

Cost of Awards

The cost of initial copies of awards is included in the student course fees.

Replacement awards will be provided for a nominal charge (as per fees schedule).

Fee Structure

Chamber of Commerce and Industry Queensland can offer the full qualification or units of competence individually or in groups. We also offer recognition processes for those who seek to have previous skills and learning acknowledged. Please contact your local CCIQ office for a full schedule of services and fees.



Facilities & Equipment

The physical resources necessary to implement and achieve the objectives of the accredited course/s will be available as and when required for the duration of the course. More specifically, all resources will meet the following criteria:

- cover the range & level of skills development required to achieve the units of competency.
- consider issues of quality and quantity to allow for repetitive practice.
- be up-to-date and comparable to those encountered in industry.

Standard equipment used by Chamber of Commerce and Industry Queensland in training sessions will include:

- Data projector
- Overhead Projector
- Whiteboard
- Video Camera, VCR & TV
- Flip Charts & Butcher Paper
- Participant Manuals & Assessment Instruments

Chamber of Commerce and Industry Queensland will ensure participants are provided with an environment conducive to learning, reflects workplace practice, addresses access and equity issues and meets all relevant workplace health and safety requirements.



Privacy Policy

Your privacy is respected by Chamber of Commerce and Industry Queensland. Information collected is for the purposes of processing your registration and keeping you informed of upcoming training. The intended recipient of this information will be Chamber of Commerce and Industry Queensland, our trainers and service providers. The provision of this information by you is voluntary. However, if you do not provide the information requested, Chamber of Commerce and Industry Queensland may be unable to process your registration. You have the right of access to, and alteration of, personal information concerning yourself held by Chamber of Commerce and Industry Queensland in accordance with the Privacy Act 1998. The information is being collected by Chamber of Commerce and Industry Queensland and will be held by Chamber of Commerce and Industry Queensland.

Language, Literacy and Numeracy

If you feel you have a Language, Literacy or Numeracy issue please contact the training team on the below contact details for further discussions.

Chamber of Commerce and Industry Queensland Contact Details

Telephone 1300 138 470
Fax (07) 3013 3414
E-mail training@cciq.com.au

Please post any correspondence to

Chamber of Commerce and Industry Queensland
Training Division
375 Wickham Terrace
BRISBANE Q 4000

