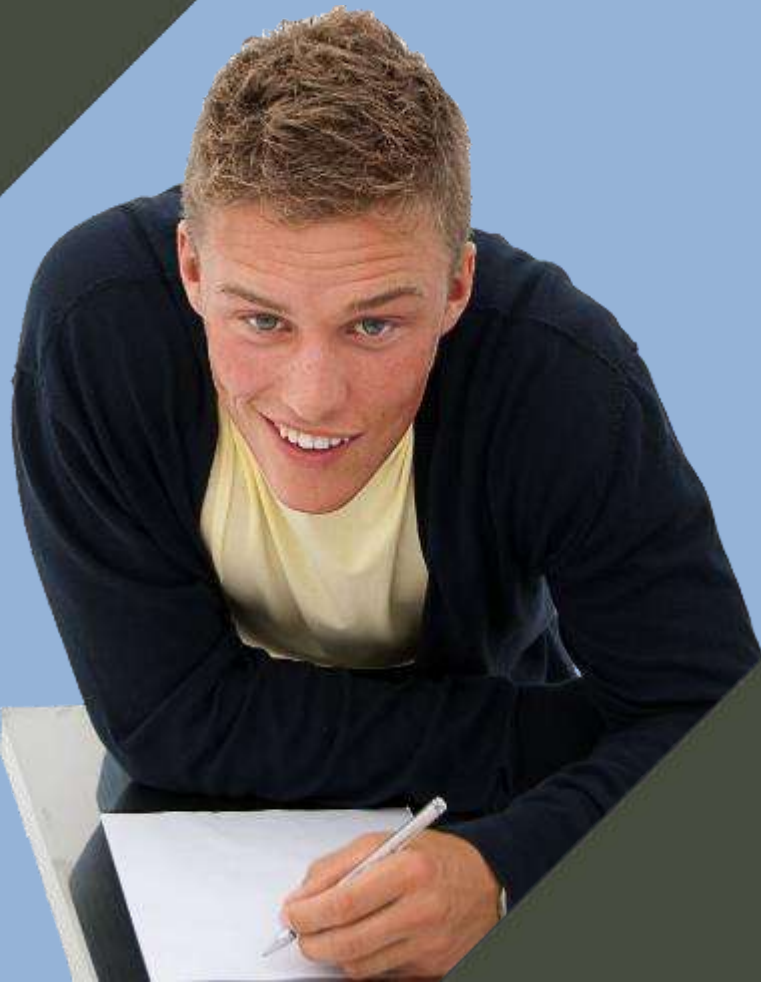


LEARNER HANDBOOK

RTO No: 40761



Orbus³

ASPIRE • ACQUIRE • APPLY

Disclaimer

This Learner Handbook has been prepared as a resource to assist learners in understanding their obligations and those of Orbus³ as a registered training provider. All learners are required to read the handbook and understand the policy and procedures outlined.

Changes to Orbus³ policy and/or legislation may impact currency of information contained in the handbook.

Important information

Orbus³ Pty Ltd

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ACN 163 523 984

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INTRODUCTION

Message from the CEO

As CEO of Orbus³ I assure learners that I will fully support the implementation of all quality, management and operational functions articulated in this learner handbook. I welcome your input and advice to ensure myself and the Orbus³ team adhere to our underlying philosophy of continuous quality improvement in all aspects of Orbus³'s operations.

This learner handbook provides the direction that informs and guides Orbus³ towards the provision of best practice in training development, management and service delivery. For Orbus³, it will facilitate compliance with the standards regulated by the Australian Skills Quality Authority. For clients of Orbus³, it will ensure that their investment in training provides the best possible training experience and outcomes.

Context

Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers according to the **Standards for NVR Registered Training Organisations 2015 (SNRs)** to ensure nationally approved quality standards for training are met. The focus of these standards is the demonstration of preparedness of registered training organisations to deliver quality training and assessment services and focus on continuous improvement.

Services

All programs offered by Orbus³ are aligned to the RII Resources and Infrastructure Industry training package for quality assurance and best practice.

Currently Orbus³ is able to offer learners training in the following:

Qualifications:

- [RII20115 Certificate II in Resources and Infrastructure Work Preparation](#)
- [RII30815 Certificate III in Civil Construction Plant Operations](#)
- [RII30915 Certificate III in Civil Construction](#)
 - Stream 1 – Bituminous Surfacing
 - Stream 2 – Bridge Construction and Maintenance
 - Stream 3 – Pipe Laying
 - Stream 4 – Road Construction and Maintenance
 - Stream 5 – Road Marking
- [RII40715 Certificate IV in Civil Construction Supervision](#)

Orbus³ recognises the importance and benefits of combining industry experience with tertiary education when striving to deliver programs of highest quality and relevance to the client. All trainers and assessors employed or contracted by Orbus³ have demonstrated significant industry experience in addition to obtaining tertiary qualifications, allowing them to provide a professional, well-rounded learning environment for participants. Staff are equipped with the skills to ensure their teaching methods are suitable for all participants, utilising simple language where appropriate to communicate information most effectively. Orbus³ strictly adheres to the SNR to continue delivering training services of the highest quality to their clients.

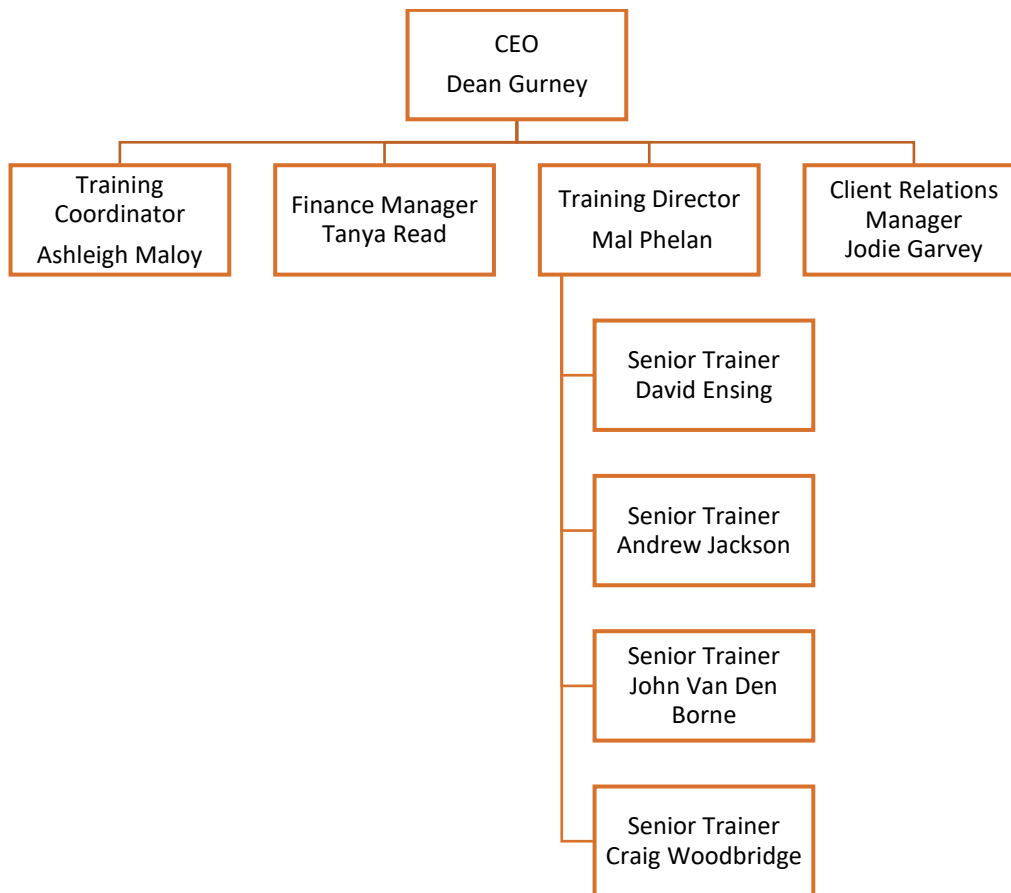
The CEO recognises that opportunities for improvement arise in every aspect of business and has developed an organisational culture within Orbus³ to capitalise on these opportunities for improved practice. Orbus³ supplies feedback forms to all learners at the end of each program, as participant feedback has been identified as an important and valuable factor in monitoring and developing business practices and quality training and ensuring the ever-changing needs and expectations of clients are being met. The CEO also welcomes feedback from other improvement opportunities such as risk assessment, learner suggestions, complaints and appeals, validation sessions and audit reports.

As a learner with Orbus³, your feedback is critical to our continuous improvement policy. Along with the formal feedback mentioned earlier, learners are encouraged to give feedback throughout their enrolment.

In order to encourage and achieve continuous improvement based on the collection of the above-mentioned data, Orbus³ has developed a best practice record and register which will include a written record of all improvement strategies and reviews.

Organisational Structure

This organisational chart illustrates the two-way lines of communication between the CEO, management and trainers which ensures the decision-making of senior management is informed by the experiences of its trainers and assessors.



LEGISLATIVE REQUIREMENTS

Registered Training Organisations (RTO) are subject to legislation pertaining to training and assessment, as well as business practice. Orbus³ will comply with relevant Commonwealth, State or Territory legislation and regulatory requirements relevant to its intended scope of registration.

Orbus³ will also inform all staff and clients of the legislative and regulatory requirements that affect their duties or participation in vocational education and training. Orbus³ recognises that compliance with legislative requirements underpins the effective implementation of its operations and ensures accountability and transparency of activities of both management and staff.

Complying with Legislation

Staff will be advised at induction and kept up-to-date with changes to legislation through monthly management meetings and written correspondence. Policies and procedures and associated tools and templates will be updated to reflect updates to legislation as soon practical following advice. Any training that is required will be organised in a professional and timely manner.

All staff are encouraged to view current legislation online at: www.austlii.edu.au

Examples of legislation relevant to the training business and its staff includes but is not limited to:

Commonwealth legislation:

- Copyright Act 1968
- Commonwealth Privacy Act 1988/Privacy Amendment Act 2012/Privacy Regulation 2013
- Commonwealth Sex Discrimination Act 1984

- Commonwealth Racial Discrimination Act 1975
- Commonwealth Age Discrimination Act 2004
- Commonwealth Disability Discrimination Act 1992
- National Vocational Education and Training Regulator Act 2011
- Standards for VET Regulators 2015
- Standards for Registered Training Organisations 2015

Queensland legislation:

- Commission for Children and Young People Act 2000
- Disability Services Act 2006
- Anti-Discrimination Act 1991
- Fair Trading Act 1989
- Vocational Education, Employment and Training Act 2005
- Work Health and Safety Act 2011

Training authorities / regulators:

- Australian Qualifications Framework (AQF)
- Australian Skills Quality Authority (ASQA)
- Council of Australian Governments Industry and Skills Council (COAGISC)
- Department of Employment, Small Business and Training (QLD)
- National VET Regulator (NVR)
- Treasury and Economic Development Directorate (ACT)

Work, Health and Safety Policy

The Work Health and Safety Act 2011 outlines the requirements of an RTO in establishing and maintaining workplace health and safety standards. The requirements of an RTO as specified in the abovementioned Act are to:

- Secure the health, safety and welfare of employees and other persons at work
- Eliminate, at the source, risks to health, safety or welfare of employees and other persons at work

- Ensure that the health and safety of members of the public is not placed at risk by the conduct of undertakings by employers and self-employed persons
- Provide for the involvement of employees, employers, and organisations representing those persons, in the formulation and implementation of health, safety and welfare standards.

Orbus³ has initiated procedures, policies, guidelines and work instructions, practising an on-going commitment to workplace health and safety including each site used for training delivery.

The following presents a strategic overview of Orbus³'s safety system and provides guidance for meeting the requirements of the Work Health and Safety Act on Orbus³'s premises thereby ensuring a high standard of workplace health and safety.

It is an obligation under legislation that all Orbus³ employees and management contribute to and assist in maintaining workplace health and safety and risk management operations as part of their role within the RTO. Orbus³ management is responsible for providing the following standards as part of its commitment to employees and clients:

- A safe workplace, with a safe system of work
- Adequate workplace health and safety professional development for Orbus³ learners, employees, management and stakeholders
- Properly maintained facilities and equipment
- A clean, tidy, suitably designed workplace with the safe storage of goods

The following procedures and standards are observed by Orbus³ to achieve a safe working and learning environment:

- Maintain a safe, clean and efficient working environment
- Evacuation plan (fire, bomb, major incident)
- Emergency control

- Accident / Incident reporting
- Rehabilitation
- Risk identification reporting
- PPE / chemicals (storage)
- Manual handling techniques and training
- Queensland tobacco laws requires a smoking ban of within 5 metres building entrances
- Store and dispose of waste according to WH&S regulations
- Equipment checks and maintenance
- Equipment safe storage
- Fire hazards identified and fire prevention
- Learner safety
- Unsafe situations identified and reported
- First aid and safety procedures

Harassment and Discrimination Policy

Under Australian law it is a requirement of every workplace to ensure it provides an environment free from all forms of harassment and discrimination, including victimisation and bullying. In doing so, all staff and learners are treated fairly and have the opportunity to feel safe, valued and respected.

By definition, harassment includes any form of behaviour that is unwanted, unwelcome or unreciprocated by relevant persons. This may manifest as verbal or physical harassment including any acts that may be perceived as humiliating, offensive, intimidating, threatening, discriminatory or otherwise contributing to an unpleasant workplace or experience for the persons.

At Orbus³ it is made known that in the event that a person considers that he or she has been or is being harassed, this person should be encouraged to inform the other party that their behaviour is objectionable and should not be continued, provided they are comfortable with confronting the offender. In instances where the person is

not comfortable discussing the matter with the offending party, a trainer or other Orbus³ staff member should be informed of the situation. In this case it becomes the responsibility of the relevant staff to follow Orbus³ policy and procedures to rectify the situation.

All learners and staff working with Orbus³ have the right to discuss matters of harassment with the relevant members of staff without making a formal complaint; all discussions are dealt with in confidentiality. The right to lodge a formal complaint of misconduct against the offending party is available and will be actioned according to Orbus³ policy and procedures.

Orbus³ ensures that all staff are adequately trained in dealing with harassment and discrimination in order to fulfil their roles and responsibilities in creating and contributing to a harassment and discrimination free workplace. In addition to relevant training, Orbus³ management provides opportunities for communication and mentoring amongst staff to ensure that all employees understand and correctly apply the processes and procedures involved in identifying and addressing of all forms of harassment and discrimination.

Orbus³ staff and learners should be aware of the following definitions:

Racial harassment

Involves a person or persons being threatened, abused, insulted or taunted in relation to their race, descent, nationality, colour, language, ethnic origin or any other racial characteristic. It may include but is not limited to; derogatory remarks, innuendo or slur, gestures, intolerance, mockery, displays of material prejudice towards a race, racial jokes, discrimination, exclusion, allocation of least favourable jobs or positions, or unfair treatment.

Sexual harassment

Involves any verbal or physical conduct of a sexual nature, which is inappropriate, unwelcome or uninvited. It may include but is not limited to; sexually related physical

contact such as kissing, embracing, pinching or other suggestive gestures, intimidation, coercion, requests for or promising of sexual favours, questions about a person's private or sexual life, sexist or explicit jokes, unwelcome phone calls, emails or other forms of non-work related communication, offensive noises, or displays of sexually graphic or suggestive material.

Bullying

Involves any behaviour that suggests a real or perceived power over another party, or otherwise undermines a person or group, generally comprised of repeated, persistent acts over a period of time. It may include, but is not limited to; verbal abuse, physical assault, intimidation, humiliation, unjustified criticism, sarcasm, insults, false or malicious rumours, exclusion or isolation, inflicting unnecessary work stresses, or sabotage of a person's work or their ability to work by withholding resources or information.

Confidentiality

Relates to privacy of information, ensuring that the information is only accessible to those who have the authority to access it. Within a RTO this may refer to private verbal discussions, learner assessments, managerial decisions and legal proceedings.

Discrimination

Involves the unfair or unequal treatment of another person based solely on class or category. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender history, impairment, age or sexual orientation. All forms of victimisation are also treated as a type of discrimination.

Harassment

Involves any behaviour intended to disturb, offend or upset. It may include any unwelcome or uninvited verbal or physical action that results in a person feeling intimidated, offended, humiliated or embarrassed. Equal opportunity laws prohibit harassment on the grounds of sex and race.

Personnel

Refers to all employees and contractors of Orbus³.

Victimisation

Involves any process that results in the unfavourable treatment of a person on unjust terms. It may include, but is not limited to; unfair punishment, treating a person poorly for their involvement in a complaint, to swindle or defraud a person, adverse changes to another's work environment, or denial of access to work related resources.

Specific principles:

- It is the right of all staff and learners to work and study in an environment free of any form of harassment and discrimination
- All reports of harassment and discrimination will be treated seriously, in an unbiased, respectful and sensitive manner
- Any form of harassment and discrimination is considered unacceptable behaviour and will not be tolerated by Orbus³
- When Orbus³ management is informed of any event involving harassment or discrimination, it is their responsibility to take immediate and appropriate action to address it
- In dealing with all complaints, the rights of all individuals involved should be respected and confidentiality should be maintained
- It is the intention of Orbus³ management that a process of discussion, co-operation and conciliation will resolve all complaints .-The aim is to achieve an acceptable outcome for the involved parties while minimising any potential damage to the organisation
- Both the person making the complaint and the person against whom the complaint has been made will receive information, support and assistance in resolving the issue from Orbus³ management

- Victimisation is unacceptable and will not be tolerated. No person making a complaint or assisting in the investigation of a complaint should be victimised
- Harassment or discrimination should not be confused with legitimate comment and advice (including constructive feedback) given appropriately by management or trainers
- Managers and trainers should be conscious of how they present their feedback to ensure the message is not misinterpreted
- Staff and learners should not make any frivolous or malicious complaints. All staff and learners are expected to participate in the complaint resolution process in confidence that the procedures are designed to ensure fair resolution

Working with Persons Under 18 Years of Age

Learners under 18 years of age may enrol with Orbus³. According to the law, a child is considered any individual less than 18 years of age.

Orbus³ will ensure that all learners are protected from all forms of harm, including bullying, harassment, discrimination and intimidation. All staff are required to report to Orbus³ management any behaviour that can reasonably be considered harmful or potentially harmful to learners, or where it is reasonable to believe that a learner has been harmed or requires protection from harm.

In cases where allegations or information indicate it is reasonable to believe a learner has suffered from or may require protection from harm, Orbus³ will report to the Department of Communities, Child Safety and Disability Services

www.communities.qld.gov.au.

The initial information that a child protection officer will require is:

- The name, age and address of the child or young person

- The reasons you suspect the child or young person may have experienced or is at risk of experiencing harm
- The immediate risk to the child or young person
- Contact details, you may remain anonymous; however it is preferable to provide these details so that the officer can call you if further information is needed

If allegations may constitute child abuse by a person external to Orbus³, the Orbus³ CEO will report the matter to the Police or the Department of Communities, Child Safety and Disability Services.

Orbus³ will comply with all relevant State and Federal legislation in the area of working with children.

Orbus³ management recommend that all staff obtain the appropriate Police check for child related employment. Information is available at: www.afp.gov.au

Consumer Rights

Consumer protection

On 1 January 2011, the Australian Consumer Law commenced and the Trade Practices Act 1974 was repealed and replaced by the Competition and Consumer Act 2010. The Australian Consumer Law provides for:

- National consumer protection and fair trading laws
- Enhanced enforcement powers and redress mechanisms
- A national unfair contract terms law
- A new national product safety regime
- A new national consumer guarantees law

Contractual agreement

Learners who enrol in a training program with Orbus³ should be aware that they are entering into a contractual agreement. With a view to ensuring all learners are fully aware of their rights and obligations, Orbus³ will design agreements, enrolment forms, service agreements or similar using a logical format and simple English. This may include, but is not limited to:

- Wording that allows the perspective learner to know what he / she is agreeing to
- Clearly explained disclaimers
- No misleading or deceptive behaviour
- No actions, omissions or dialogue (written or verbal) that may force or coerce the learner
- Fair dealings for disadvantaged learners

For more information refer to: www.consumerlaw.gov.au

Privacy Principles

The Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Privacy Amendment Act) made many significant changes to the Privacy Act 1988 (Privacy Act). These changes commenced on 12 March 2014. The Privacy Regulation 2013, made under the Privacy Act, also commenced on 12 March 2014.

Privacy Principles that are strictly applied to all aspects of Orbus³'s operations include:

Collection

Orbus³ will only collect necessary information pertaining to one or more specific operations. The learner will be informed as to the purpose for which details are being collected.

Use and disclosure

Orbus³ will ensure learner personal information is not used or disclosed for secondary purposes without obtaining explicit consent from the learner, unless a prescribed exception applies.

Data quality

Orbus³ will take all reasonable measures to ensure that all learners' personal information that is collected, used or disclosed is accurate, current and complete.

Data security

Orbus³ will take all reasonable measures to ensure all collected learners' personal information is protected from misuse, loss or damage, and that all data and record storage is secure from unauthorised access, modification or disclosure.

Openness

Orbus³ will maintain documentation which details how learners' personal information is collected, managed and used. When a learner makes an enquiry in relation to information collected, Orbus³ will explain what information is held, for what purpose it is held and what procedures outline the collection and use of information.

Access and correction

Orbus³ will allow learners access to personal information held in all circumstances unless prescribed exceptions apply. If the learner identifies errors within the information, Orbus³ will correct and update the file.

Unique identifiers

Orbus³ will not assign learners' unique identifiers except when it is necessary for efficiency of operations. Commonwealth Government identifiers, such as Medicare numbers or Tax File Numbers, will only be used for the purposes of which they were issued.

Anonymity

Orbus³ will provide learners the opportunity to interact with the business without requiring the learner to make their identity known in any circumstances it is practical and possible to do so.

Trans-border data flows

Orbus³ privacy protection principles apply to the transfer of data throughout Australia.

Sensitive information

Orbus³ will request specific consent from a learner in circumstances where it is necessary to collect sensitive information. Sensitive information may include but is not limited to; information relating to a learner's health, criminal record, racial or ethnic background.

Learner Progress

Learners have the right to request information about or have access to their own individual records. Orbus³ trainers and assessors or administration staff will provide the requested information or access. Learners also have the right to request a hardcopy of their own individual file that can be supplied as a printout from records retained within the data management system.

Please feel free to ask your trainer and assessor or administration staff at any time for a printout of your progress.

LEARNER OVERVIEW

What courses can I study with Orbus³?

Orbus³ strictly adheres to SNR with all programs aligned to the qualifications contained in the RII Resources and Infrastructure Industry training package, ensuring best practice in service and delivery at all times.

Currently Orbus³ is able to offer learners training in the following:

Qualification:

- RII20115 Certificate II in Resources and Infrastructure Work Preparation
- RII30815 Certificate III in Civil Construction Plant Operations
- RII30915 Certificate III in Civil Construction
 - Stream 1 – Bituminous Surfacing
 - Stream 2 – Bridge Construction and Maintenance
 - Stream 3 – Pipe Laying
 - Stream 4 – Road Construction and Maintenance
 - Stream 5 – Road Marking
- RII40715 Certificate IV in Civil Construction Supervision

What qualification will I receive?

Upon successful completion of your course with Orbus³ you will be eligible to receive the following award.

Course	Certification
<ul style="list-style-type: none">• RII20115 Certificate II in Resources and Infrastructure Work Preparation	Qualification
<ul style="list-style-type: none">• RII30815 Certificate III in Civil Construction Plant Operations	Qualification
<ul style="list-style-type: none">• RII30915 Certificate III in Civil Construction	Qualification
<ul style="list-style-type: none">• RII40715 Certificate IV in Civil Construction Supervision	Qualification

How is training delivered?

Training courses with Orbus³ may be delivered by:

- Face to face classroom training
- Face to face on-site training
- Blended learning

What are the prerequisites?

Prerequisites are specific to individual courses. Please consult the course outline for your chosen course for prerequisite information.

How do I enrol?

Enrolment is initiated by you contacting Orbus³ and we will despatch to you by suitable means an enrolment form and literature on the course(s) being considered and any other relevant documentation.

FEES

Orbus³ offers Apprenticeships, Traineeships and 'Fee for Service' training services. This means some courses will attract fees. All fees will be invoiced and paid at the end of training unless prior arrangements are made with Orbus³ management.

Due to Orbus³ collecting fees at the end of the learner's training or where the total course fee is less than \$1,500, a fee protection process is not required. These fees are paid by/charged to the learner, a government agency or the learner's employer.

Fee information is available via:

- Orbus³ enrolment form
- Orbus³ promotional material
- Direct email from Orbus³

Each of these information streams clearly identifies all fees and charges, including optional charges such as Recognition of Prior Learning (RPL) fees. The RTO's fee policy will be updated regularly so that both Orbus³ and our clients will be protected.

Orbus³ will provide the following fee information, to each learner:

- a) The total amount of all fees including course contribution fees and any other charges;
- b) Payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee;
- c) The fees and charges for additional services, including such items as issuance of a replacement qualification testamur and the options available to learners who are deemed not yet competent on completion of training and assessment; and
- d) Orbus³'s refund policy.

ACT Fees and Charges

Initial and Completion Fee

The ACT Government requires all RTOs to charge a 'Student Contribution Fee', except where the learner is exempt, or eligible for a concession and Orbus³ chooses to waive the remaining tuition fee. Orbus³ may determine the fee per delivery mode; however, it must be equal to or higher than the published mandatory minimum tuition fee for each Australian Apprenticeship qualification. The tuition fee charged by Orbus³ will be \$450 per qualification from 1 October 2019.

All eligible Australian Apprentices (AA) who commenced after 1 January 2016 can claim a completion payment of \$300. To qualify apprentices must not have completed 50% or more of their training via Recognition of Prior Learning (RPL) and/or Credit Transfer. A completion payment will be paid directly to the AA upon completion of the qualification and a survey issued by Skills Canberra. Bank details will need to be provided to Skills Canberra using the AVETAR apprentice log in.

Fee Concessions and Exemptions

The ACT Government allows RTOs to offer a fee concession to eligible Australian Apprentices (AA) in certain circumstances where the AA:

- Holds a current Health Care Card or Pension Card
- Can prove genuine hardship

Where the AA is under 18 years old this rule will apply if the parent/guardian holds one of the above cards.

If any of these concession rules apply, Orbus³ will submit an Application for Fee Concession Reimbursement Form to Skills Canberra.

AAs may be exempt from paying fees in certain circumstances. The tuition fee will not be charged where:

- The employer is the RTO for its own AA, or
- The AA leaves one employer and recommences within 12 months with another employer, in the same qualification and with the same RTO, or
- The AA is required to go to a different RTO as a result of a change of RTO process, or
- The learner is an ASBA and the school is the RTO.

Queensland Fees and Charges

Student Contribution Fees

These fees are the non-government contribution to the cost of training and assessment services provided by Orbus³.

The student contribution fees under the Queensland Government User Choice Program in 2017-2020 are set at \$1.60 per nominal hour for each unit of competency. The total amount is advised at enrolment as this total cost will depend on the electives chosen.

When the participant 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.

Orbus³ will invoice these fees quarterly in arrears for units of competency deemed competent in that quarter. These may be paid on behalf of the learner by the employer. These fees cannot be waived by the RTO.

Partial exemption – tuition fees

Orbus³ must charge 40 per cent of the student contribution fee where the participant falls into one or more of the following exemption categories.

- The participant was or will be under 17 years of age at the end of February in the year in which the Orbus³ provides training, and the participant is not at school and has not completed year 12
- The participant holds a Health Care Card or Pensioner Concession Card issued under Commonwealth law or is the partner or a dependent of a

person who holds a Health Care Card or Pensioner Concession Card and is named on the card

- The participant issues Orbus³ with an official form under Commonwealth law confirming that the participant, his or her partner or the person of whom the participant is a dependent, is entitled to concessions under a Health Care Card or Pensioner Concession Card
- The participant is an Aboriginal or Torres Strait Islander person.
Acceptable evidence is as stated on the Training Contract and AVETMISS VET Enrolment Form.

Fee-free apprenticeships/traineeships for under 21s

Under an initiative of the Queensland Government, effective from 1 July 2019, Orbus³ will not charge a student contribution fee to a learner under 21 who:

- Enrols or is currently enrolled in a high priority qualification (as determined by the Department of Employment, Small Business and Training)
- Meets the student eligibility and;

The student contribution fee will be met by the department.

Free apprenticeships for under 21s will cover the cost of training for apprentices and trainees who are undertaking a priority apprenticeship or traineeship qualification from 1 July 2019 to 30 June 2023.

Fee Structure

Total course fee

Each qualification, unit of competency, accredited or non-accredited course offered by Orbus³ has a specific course fee. The course fee is the maximum fee that may be charged to the learner for his / her selected training program.

It is Orbus³'s policy that the course fee will be *all-inclusive*. Learners will not be 'surprised' by unexpected requirements, fees or expenses.

Inclusions:

- All tuition
- Support and coaching
- Specified text books
- Classrooms and facilities

Where additional resources normally associated with a program of study are required (for example; reference material, research documents, own computer) the learner will be clearly advised of exactly what is required in the learner study guide for that program.

Learners can call Orbus³ to confirm their course fees.

Payment required in advance

Orbus³ as a policy, does not require payment in advance for any course being provided.

However, full payment from each learner is required prior to issuing of their certificate for a course or qualification.

Enrolment fee

No enrolment fee is applicable.

Withdrawal fee

No withdrawal fee is applicable.

Re-submit fee

No re-submit fee applies.

Re-assessment fee

No re-assessment fee applies.

Statement of Attainment

No fee applies to produce a Statement of Attainment when the learner has partially completed the training program and must withdraw.

Re-print certification

Where the learner requests a new copy of his / her certification, the following fees apply:

- Statement of Attainment \$25.00+GST
- Qualification (with academic transcript) \$40.00+GST

Contact Us

Unit 2, 42 Cessna Drive, Caboolture QLD 4510

Phone: 07 5499 3359

Email: admin2@orbus3.com.au

Refunds

'Fee for Service' courses

An application for a refund is addressed according to the notice given by the person making the request:

- 14 days prior to the commencement of the course – 100% refund
- Between 13 days and 7 days prior to the course - 75% refund
- Between 6 days and the commencement of the course – 50% refund
- Withdrawal during the course – no refund. A pro-rata credit is available so the learner can complete the course at a later date

Information provided prior to enrolment or the commencement of training and assessment, whichever comes first, specifies the learner's rights as a consumer, including but not limited to any statutory cooling-off period (where applicable) and the learner's right to obtain a refund for services not provided by the Orbus³ in the event the:

- Arrangement is terminated early, or
- Orbus³ fails to provide the agreed services

User Choice

An application for a refund is addressed according to the notice given by the person making the request.

Orbus³ will ensure:

- The provision for full refunds to learners for Student Contribution Fees charged for training delivery that has not commenced at the time of the cancellation of enrolment;

- The provision of proportionate refunds where the learner has withdrawn from a Unit of Competency/Module; and
- The provision of refunds to employers/industry for additional charges paid beyond the learner and government contributions.

RECORDS

Orbus³ has a clearly documented quality administrative and records management system in place to secure the accuracy, integrity and currency of records, to keep documentation up-to-date and to secure any confidential information obtained by Orbus³ and committees, individuals or organisations acting on its behalf.

Data is collected and stored in accordance with the processes outlined in this document and Orbus³'s record management procedures ensure timely and accurate records inform the continuous improvement processes of Orbus³. In addition, these records management procedures will ensure that all documentation providing evidence of compliance to the essential standards of registration is accurately maintained.

Record-Keeping Procedures

Upon enrolment, learner's details will be entered into the Orbus³ database system. This process initiates the establishment of the learner's individual file that is then used to record all future details pertaining to the client. Orbus³ retains the file and management of the file will be in accordance with the Orbus³'s training records policy.

Orbus³ is committed to maintaining the accuracy, integrity and currency of all learner files, as well as ensuring appropriate security of all records to uphold confidentiality and protect learner privacy.

Completed assessments

Every assessment submitted by a fee for service learner will be retained for a minimum period of six (6) months or 6 years for learner's enrolled into a User Choice Contract. At the expiration period, the learner's results will be stored electronically for thirty (30) years.

Paper based records will be scanned and stored electronically.

All electronic records are stored utilising AVETMISS compliant software and access is restricted by a password system.

Results of assessment records

Learner assessment results will be recorded electronically within the Orbus³ database system. This information may be used to provide annual competency completion reports and/or AVETMISS reports, as required.

- Sufficient information to re-issue the testamur, if required, will be retained
- Results of assessment will be retained for thirty (30) years

Security

Orbus³ ensures further security of records by complying with the storage requirements detailed in ASQA's General directive: *Retention requirements for completed learner assessment items*, 22 June 2012. This directive includes requirements for storage including:

safeguards against unauthorised access, fire, flood, termites or any other pests, and to ensure that copies of records can be produced if the originals are destroyed or inaccessible. Orbus³ enhances its compliance with this directive by protecting electronic files with up-to-date virus protection, firewall and spy ware protection software.

The data management system is Cloud based and offers the security and integrity expected of a reputable Cloud storage system.

Orbus³ software and hardcopy systems will retain learner's results for a period of no less than thirty (30) years. If requested, enrolment information, training and assessment information or results of assessment will be provided in electronic format

wherever possible. Paper based records will be scanned and saved in Adobe PDF format. Paper records will be securely shredded every twelve (12) months in accordance with Orbus³ CEO's directions.

A copy of each testamur issued is scanned and retained in Adobe PDF format. If requested, the testamur may be re-printed at any time within the thirty (30) year period after issue. This method ensures the original format, design, signature, date and units of competency are reprinted accurately and with a minimum of effort and expense.

The database system is used and data/files/records are converted and saved in Adobe PDF format. Orbus³ has chosen Adobe PDF because research indicates this software will be able to be opened and read for up to thirty (30) years.

Ceasing operation

In the event that Orbus³ ceases to operate, its records will be transferred to ASQA in the appropriate format and detail as specified by ASQA at the time of ceasing RTO operations.

All other records including training records, taxation records, business and commercial records will be retained for a period of at least seven (7) years.

Orbus³ will ensure that any confidential information acquired by the business, individuals, committees or organisations acting on its behalf are securely stored.

Access to Records

Orbus³ has implemented a record management system that ensures that all learners have access to accurate information regarding their learning in a timely fashion. To ensure this, employees are informed of their responsibilities for record keeping and the process is monitored through the continuous improvement process and

improved where necessary. This section outlines the data management procedures that support this records management system.

Access to learner records

Access to individual learner training records will be limited to those required by the SNR, such as:

- Trainers and assessors to access and update the records of the learners whom they are working with
- Management staff as required to ensure the smooth and efficient operation of the business
- Officers of ASQA or their representatives for activities required under the standards for registered training organisations

Orbus³ trainers and assessors will maintain accurate and current records of each learner's progress and achievement of competencies in the area of their study. These records will be entered on the Orbus³ database system during training and assessment or immediately at the completion of training and assessment.

As learners complete each competency, the trainer or assessor will check the achievements against the relevant qualification packaging rules and sign off successfully completed competencies.

All details of full or partially completed competencies will be recorded and stored on the learner's file.

Upon completion of all relevant competencies within a qualification, the learner will be entitled to receiving the full qualification. The certificate and academic record and / or statement of attainment will be produced and signed by Orbus³ management, trainer and / or assessor, and presented to the learner.

A scanned electronic copy of all signed qualifications issued will be converted to PDF format and secured in the learner's file.

Learner Access to Records

Learners have the right to request information about or have access to their own individual records. Orbus³ trainers and assessors or administration staff will provide the requested information or access. Learners also have the right to request a hard-copy of their own individual file that can be supplied as a printout from records retained within the data management system.

You should feel free to ask your Orbus³ trainer and assessor or administration staff at any time for a printout of your progress.

Privacy

Orbus³ considers learner privacy to be of utmost importance and will practice a high standard of care and concern in regard to maintaining learner privacy in all aspects of business operations. Any persons external to the organisation acting on behalf of Orbus³ are made aware of the confidentiality procedures and privacy policies prior to commencing work with Orbus³.

Orbus³ will comply with all legislative requirements including the Privacy Act 1988 (Commonwealth) and National Privacy Principles (2001). www.privacy.gov.au. The Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Privacy Amendment Act) made many significant changes to the Privacy Act 1988 (Privacy Act). These changes commenced on 12 March 2014. The Privacy Regulation 2013, made under the privacy Act, also commenced on 12 March 2014.

Orbus³ ensures no learner information is disclosed without the learner's consent, except as required by law or in adherence to the SNR. Learner consent must be obtained in writing from the learner, unless the learner is under the age of 18 years, in

which case written consent from their parent or guardian must be obtained. Consent to disclosure of information forms and / or letters will be recorded.

Recognise Qualifications of RTO

Orbus³ will recognise all AQF qualifications and statements of attainment issued by any other RTO. If any ambiguity is detected when validating a learner's certification, Orbus³ will seek verification from the relevant RTO before recognising the qualification or statement of attainment.

Procedure for Recognition of Qualifications

Learners enrolling with Orbus³ will be made aware of the recognition of qualifications policy by Orbus³ staff at the time of enrolment to offer the opportunity of recognition of relevant qualifications or statements of attainment prior to the commencement of training. Orbus³ trainers will remind learners of the policy progressively throughout the duration of their course.

When a learner presents an AQF qualification or statement of attainment to a trainer or staff member, a copy of the certificates will be taken and submitted to Orbus³ for verification. Orbus³ will verify the authenticity of the qualification or statement of attainment. The verified copy of the qualification or statement of attainment is placed in the learner's file. Once verification of the qualification or statement of attainment has been established, Orbus³ staff will inform the learner and offer exemption from the relevant unit(s) of competency. Staff will ensure the learner is aware of and understands what component(s) of their training and assessment are affected.

Orbus³ staff will update the learner's records accordingly.

Credit Transfer

Credit transfer refers to the transferral of academic credit obtained by learners through participation in courses or national training package qualifications with other RTOs, towards a qualification offered by Orbus³. Credit transfer is granted on the basis that the credit validates the learner's competency within the relevant qualification / unit of competence. Credit transfer of a qualification / unit of competence is available to all learners enrolling in any training program offered by Orbus³.

Unique Student Identifier

The [Unique Student Identifier \(USI\)](#) scheme, enabled by the Student Identifiers Act 2014, allows learners to access a single online record of their VET achievements. The scheme also allows for reliable confirmation of these achievements by employers and other RTOs. The online system provides each learner with a USI.

The USI scheme will provide a national online authenticated record of learners training attainment and will serve as a building block for a range of vocational education and training reforms. Over time, the ability of learners to access and share their training records will make enrolment processes more efficient for training providers and learners. Training providers will have access to an online information source to manage learner transfers between training providers, and the assessment of credit transfer and pre-requisites.

Orbus³ will only issue a qualification or statement of attainment to a learner after the learner has provided a verified USI or Orbus³ applies for a USI on behalf of the learner. To avoid any delays in issuing certification documentation Orbus³ will ensure that learner's USIs are applied for or verified USI at the time of enrolment.

Orbus³ will protect the security of all information related to USI's. Security measures are in place to protect both digital and hard-copy records from loss, damage or

unauthorised access. Orbus³ stores paper based records in locked cabinets. Digital records are backed up on a Cloud system. All AQF certification documentation issued by Orbus³ is kept for 30 years. Where a qualification or statement of attainment is recorded in the USI scheme, Orbus³ does not retain additional records to demonstrate this because the required records will exist within the USI scheme.

When reporting data about the training, each record of nationally recognised training that is provided to the national centre for vocational education research (NCVER) national VET provider collection will have a USI attached. This USI will be used to draw down on this data collection in real time. This means that, in the future, learners will be able to draw down a record of their VET achievements from one place. They can view this online or they can use the data to develop a transcript that they can attach to a job application, for example.

The USI will be increasingly useful for Orbus³ when the data builds, Orbus³ (with the learner's permission) will be able to draw down information about that learner's previous VET attainments throughout Australia. This will assist with assessing learner's admission to courses, for credit transfer and in some circumstances, their eligibility for funding. More information is available from the [Department of Industry's website](#).

The USI will also be useful for RTOs. As the data builds, RTOs (with the learner's permission) will be able to draw down information about that learner's previous VET attainments from across Australia.

This will assist with assessing learners for admission to courses, for credit transfer and in some circumstances, their eligibility for funding. More information is available from [Unique Student Identifier \(USI\)](#)

TRAINING AND ASSESSMENT

Orbus³ is committed to delivering high quality training and assessment services that exceed the expectations of their learners. To ensure this, Orbus³ has implemented processes for data collection and analysis within its operations that ensure the continuous improvement of training and assessment. Continuous improvement measures in this area respond to the results of data analysis and involve all internal and external stakeholder groups.

The quality and continuous improvement policy and procedure defines the methods of data collection and analysis. In order to provide high quality outcomes to their clients and learners, Orbus³ ensures that strategies for training and assessment are developed with effective consultation with industry and stakeholders.

Principles of Training and Assessment

Training and assessment strategies developed by Orbus³ will adhere to the following principles:

- Training and assessment strategies are developed for each qualification / unit of competency that will be delivered and assessed
- All training programs will require the development of a training and assessment strategy for full and partial completion of a qualification
- Each training and assessment strategy will be developed in consultation with industry representatives, trainers, assessors and key stakeholders
- Training and assessment strategies will reflect the requirements of the relevant training package and will identify target groups
- Training and assessment strategies will be validated annually through the internal review procedures

Quality training and assessment principles

Orbus³ will apply the *Principles of Assessment and the Rules of Evidence*.

Principles of assessment

To ensure quality outcomes, assessment should be:

- Fair
- Flexible
- Valid
- Reliable

Fair

Fairness in assessment requires consideration of the individual learner's needs and characteristics, and any reasonable adjustments that need to be applied to take account of them. It requires clear communication between the assessor and the learner to ensure that the learner is fully informed about, understands and is able to participate in the assessment process, and agrees that the process is appropriate. It also includes an opportunity for the person being assessed to challenge the result of the assessment and to be re-assessed if necessary.

Flexible

To be flexible, assessment should reflect the learner's needs; provide for recognition of competencies no matter how, where or when they have been acquired; draw on a range of methods appropriate to the context, competency and the learner; and support continuous competency development.

Valid

Assessment is valid when the process is sound and assesses what it claims to assess.

Validity requires that:

- Assessment against the units of competency must cover the broad range of skills
- Knowledge that are essential to competent performance

- Assessment of knowledge and skills must be integrated with their practical application
- Judgement of competence must be based on sufficient evidence (that is, evidence gathered on a number of occasions and in a range of contexts using different assessment methods). The specific evidence requirements of each unit of competency provide advice on sufficiency

Reliable

Reliability refers to the degree to which evidence presented for assessment is consistently interpreted and results in consistent assessment outcomes. Reliability requires the assessor to have the essential competencies in assessment and relevant vocational competencies (or to assess in conjunction with someone who has the vocational competencies). It can only be achieved when assessors share a common interpretation of the assessment requirements of the unit(s) being assessed.

Rules of Evidence

These are closely related to the principles of assessment and provide guidance on the collection of evidence to ensure that it is:

- Valid
- Sufficient
- Authentic
- Current

Valid

Assessment is valid when the process is sound and assesses what it claims to assess.

Validity requires that:

- Assessment against the units of competency must cover the broad range of skills
- Knowledge that are essential to competent performance
- Assessment of knowledge and skills must be integrated with their practical application

- Judgement of competence must be based on sufficient evidence (that is, evidence gathered on a number of occasions and in a range of contexts using different assessment methods). The specific evidence requirements of each unit of competency provide advice on sufficiency

Sufficient

Sufficiency relates to the quality and quantity of evidence assessed. It requires collection of enough appropriate evidence to ensure that all aspects of competency have been satisfied and that competency can be demonstrated repeatedly. Supplementary sources of evidence may be necessary. The specific evidence requirements of each unit of competency provide advice on sufficiency.

Authentic

To accept evidence as authentic, an assessor must be assured that the evidence presented for assessment is the learner's own work.

Current

In assessment, currency relates to the age of the evidence presented by a learner to demonstrate that they are still competent. Competency requires demonstration of current performance, so the evidence collected must be from either the present or the very recent past.

Connecting Training and Assessment with the Workplace

To maximise the outcomes for learners, Orbus³ ensures that every opportunity to connect training and assessment with the workplace is utilised. Opportunities will be developed in consultation with the relevant workplace personnel and responsibilities clearly communicated to all involved.

To identify a range of delivery and assessment methods that meet a variety of needs, an on-going schedule of industry liaison and consultation will be adhered to. These consultations will be documented with meetings and memorandums

acknowledged by those industry and enterprise representatives involved in consultation relative to the development of assessment strategies.

Learners enrolled in an apprenticeship / traineeship program will normally be working for an employer within the industry. In some circumstances employers may offer a contribution towards the cost of training and assessment, which is encouraged by Orbus³.

Orbus³ will:

- Involve workplace personnel in planning workplace programs, where they are relevant to the training and assessment program
- Ensure that the training and assessment program makes full use of opportunities at the workplace
- Monitor each learner's progress and the support provided to them by workplace personnel
- Consult with workplace personnel in the development of workplace training and assessment processes
- Inform workplace personnel of their training and assessment roles and responsibilities, and accept these responsibilities, where relevant to the training and assessment program
- Monitor support provided to each learner by workplace personnel
- Monitor the learner's progress

Information from workplace personnel is used to continuously improve training and assessment. A number of programs that engage employers or other parties who contribute to each learner's training, assessment and support services to meet their individual needs are available.

Assessment Policy

Orbus³ acknowledges the critical role that assessment plays in determining the competency of learners. In developing the assessment (including RPL) for each qualification and unit of competence, the CEO will ensure:

- Compliance with the assessment guidelines from the relevant training package, qualification and unit of competence of accredited course
- Assessment leads to a qualification or statement of attainment under the Australian Qualifications Framework (AQF)
- Assessment complies with the principles of competency-based assessment and informs the learner of the purpose and context of the assessment
- The rules of evidence guide the collection of evidence to support the principles of validity and reliability
- The application of knowledge and skills is relevant to the standard expected in the workplace, including skills for managing work tasks, contingencies and the job environment
- Timely and appropriate feedback is given to learners
- Assessment complies with Orbus³'s access and equity policy
- All learners have access to re-assessment on appeal

Training Guarantee

It is the intention of the CEO of Orbus³ that all learners will receive the full training services paid for at all times, including but not limited to training and assessment, assessment only, recognition of prior learning or short courses. The corporate structure, governance and financial management systems and processes guarantee the training for learners enrolled with Orbus³. Specifically, the integrity, business experience and training expertise of the CEO ensure continuity of training and completion of training is guaranteed for all learners. The continuous improvement and quality management practices employed by Orbus³'s CEO and

staff are designed to pro-actively identify any anomaly that might cause a business interruption or training failure and address this situation before any learners are affected.

The quality management and operational framework procedure developed by Orbus³ also guarantee training continuity and completion. For example; the recruitment, induction and staff professional development policies and procedures ensure best practice and minimise the potential for business interruption or training failure.

In the extremely unlikely event of a business interruption or training failure, learners training is guaranteed as fees are paid at the completion of the Learner's training. This means that in the unlikely event of a business interruption or training failure, Orbus³ can issue a statement of attainment for the training completed.

RECOGNITION OF PRIOR LEARNING

Recognition of Prior Learning (RPL) means recognition of competencies currently held, regardless of how, when or where the learning occurred. These competencies may be attained through any combination of formal or informal training and education, work experience or general life experience. In order to grant RPL, the assessor must be confident that the learner is currently competent against the endorsed industry or enterprise competency standards or outcomes specified in Australian Qualifications Framework accredited courses. The evidence may take a variety of forms and could include certification, references from past employers, testimonials from clients and work samples. The assessor must ensure that the evidence is authentic, valid, reliable, current and sufficient.

Orbus³ appreciates the value of workplace and industry experience and recognises that learners will acquire vocational skills and knowledge from a variety of sources other than formal training. These skills are legitimate irrespective of how they were acquired and the RPL process is designed to provide validation of such relevant skills.

Orbus³'s Recognition of Prior Learning Process

Recognition of Prior Learning is an assessment process that assesses an individual's formal, non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to, and / or partial or total completion of a VET qualification.

The recognition of prior learning (RPL) process will be offered to and explained to all relevant learners. All learners will have access to Orbus³'s RPL policy that is contained in the Orbus³ learner handbook and is available on request.

Learners who believe they have already obtained current skills and knowledge that would otherwise be covered in the qualification / unit of competence for which they intend to attain, should apply for RPL. The learner's skills and knowledge will be

assessed and validated, and where appropriate, units of competency acknowledged, and face-to-face training reduced.

As part of the Orbus³ enrolment policy, trainers will advise learners of the availability of RPL policy, explain what the process involves and how it relates to the attainment of the qualification in some circumstances. Trainers will remind learners of this option progressively throughout their time in training, in order to provide multiple opportunities for learners to engage in the RPL process.

When approached by a learner seeking RPL, trainers will:

- Advise the learner of the process
- Explain where the evidence is gathered in our online system
- Explain the forms of evidence such as Competency Conversations, Practical Observations, Referee Forms etc that we collect for each separate unit within a qualification.
- Advise that it is the Assessors decision to award an RPL outcome based on the evidence and their experience.

Recognition of prior learning (Fee for Service)

The learner will be charged \$2,000. This is broken into two components – A) includes the initial application, consultation either in person or via phone with the suitably qualified assessor (\$500) and B) the RPL assessment and (if successful) certification (\$1,500)

Where the learner is not able to achieve the full qualification through RPL and gap training is required, a training plan and costing structure will be mutually agreed upon. The basis of the cost structure will be pro-rata on a unit-by-unit basis based on the scheduled course fee.

TRANSITION FROM SUPERSEDED TRAINING PRODUCTS

Orbus³ will observe the overarching principle that it must deliver the current training product to a learner, unless the learner would be genuinely disadvantaged by undertaking that training product and the genuine disadvantage to them in doing so outweighs the benefits of continuing training in and being issued with a qualification or statement of attainment for a superseded or deleted training package qualification or superseded / expired accredited courses. Orbus³ will ensure that learners are not enrolled in qualifications/courses that adversely affect their opportunities for employment, residency status and/or future study pathways.

Orbus³ will provide timely and adequate advice and guidance to learners. The transfer of learners will be undertaken in collaboration with the learner and Orbus³ in accordance with the Standards for RTOs 2015. If the qualification or course in which they are enrolled is superseded/deleted/expired the RTO will ensure learners are given the opportunity to transfer to replacement training package qualifications and accredited courses or other currently endorsed training packages or accredited courses. Confirmation of correct transition and teach out requirements is ensured by complying with this Standard.

Orbus³ will ensure that:

- Where a training product on Orbus³'s scope of registration is superseded, all learners' training and assessment is completed and the relevant AQF certification documentation is issued or learners are transferred into its replacement, within a period of one year from the date the replacement training product was released on the National Register.
- Where an AQF qualification is no longer current and has not been superseded, all learners' training and assessment is completed and the relevant AQF certification documentation issued within a period of two years from the date the AQF qualification was removed or deleted from the National Register.

- Where a skill set, unit of competency, accredited short course or module is no longer current and has not been superseded, all learners' training and assessment is completed and the relevant AQF certification documentation issued within a period of one year from the date the skill set, unit of competency, accredited short course or module was removed or deleted from the National Register, and
- A new learner does not commence training and assessment in a training product that has been removed or deleted from the National Register.

Scope of Registration

Orbus³'s CEO will ensure that the replacement training product is included on the RTO's scope of registration. Where a developer is responsible for the parent-training package deems the replacement-training product is equivalent to the superseded qualification, the RTO's scope of registration will be automatically updated by ASQA to include the replacement-training product. The scope will be updated immediately after the endorsement process, unless Orbus³ advises ASQA that it:

- Has 'opted out' of this process, or
- Has unresolved compliance issues that prevent the scope update.

In cases where the training product is not considered equivalent to the earlier version or where Orbus³ has 'opted out' of automatic updates, before transferring any learner enrolments, the following must take place:

- Apply to ASQA for the replacement to be added to the RTO's scope of registration, and
- Have that application approved.

Learners who will complete their study and be issued with a qualification or statement of attainment within the one-year transition period do not need to be transferred to a replacement-training product.

One year from the date it was superseded, ASQA will remove the superseded training product from the RTO's scope of registration. From this date, Orbus³ will not:

- Enrol or train learners in that training product, or
- Issue a qualification or statement of attainment for that training product (except as a replacement for a previously issued qualification or statement of attainment).

Removed or deleted qualifications

In some instances, training package developers determine there is no longer sufficient demand for a qualification to justify it being maintained. The qualification is removed or deleted without being superseded by another.

In this case, there is no clearly identified replacement qualification for learners to transfer to, although it may be possible to identify one that is the closest to meeting your learner's needs. Whether it is practical to transfer learners to a suitable qualification will depend on a range of factors, including how close to completion each learner is. The guiding principle should be what will best meet the needs of the learner. If completing the qualification is the best path for the learner, Orbus³ staff will ensure that all training, assessment and issuance of certification is completed within two years of the date the qualification was removed. Orbus³ will not allow a new learner to commence training or assessment from the date a qualification is removed or deleted from the [National Register](#).

Two years after a qualification is removed or deleted, ASQA will remove the qualification from the RTO's scope of registration. From that date, Orbus³ will not:

- Enrol or train learners in that qualification, or
- Issue that qualification (except as a replacement for a previously issued qualification).

Removed or deleted skill sets, units, courses and modules

Where a skill set, unit, course or module (not attached to a qualification) is removed or deleted, Orbus³ will ensure that all training, assessment and issuance of

certification is completed within one year of the date the skill set, unit or module was removed or deleted. Orbus³ will not allow a learner to commence training or assessment from the date a skill set, unit, course or module is removed or deleted from the [National Register](#).

One year after a skill set, unit or module is removed or deleted; ASQA will remove the training product from the RTO's scope of registration. From that date, Orbus³ will not:

- Enrol or train learners in that skill set, unit, course or module, or
- Issue a statement of attainment for that skill set, unit, course or module, (except) as a replacement for a previously issued statement of attainment.

In all cases, the date shown on the National Register is considered to be the date of publication, deletion or removal.

Sometimes, a qualification or accredited course will specify a core or named elective unit or module that has been superseded, removed or deleted from another training package. In these cases, Orbus³ will continue to include the component/s as named in the qualification or course being delivered.

ASQA does not grant permission for individual RTOs to continue delivery beyond the allowable timeframes. Where ASQA has agreed that exceptional circumstances apply to a certain cohort of learners justifying delivery beyond the allowable timeframes, e.g. where apprenticeship arrangements necessitate, it will publish this information on its website. In such cases, the exemption will apply to any RTO, but only for delivery to a learner whose enrolment matches the identified criteria.

CLIENT SERVICES

Orbus³ is committed to delivering high quality services that support learners throughout their training and assessment. This commitment is based on a client-focused operation that produces the best possible outcome for learners. Orbus³ will ensure learners are informed of the services they are to receive, their rights and obligations, and the responsibilities of the RTO. Learners who undertake training with Orbus³ receive every opportunity to successfully complete their chosen training program. Orbus³ will provide learners with information prior to commencement of services including any subcontracting arrangements affecting the delivery of training and/or assessment.

Learner advice

Orbus³ takes a systematic approach to establish and recognise the needs of each client. It is a requirement that all staff members do their utmost to meet the needs of learners. Where a learner's need is outside the scope or skill of the organisation they will be referred to an appropriate service or an alternate training organisation.

Orbus³ delivers specialised training and assessment services¹. As such, it is vital that all learners are informed of and understand the extent of the training course that they are enrolling in.

Services include:

- Pre-enrolment materials
- Study support and study skills programs
- Language, Literacy and Numeracy (LLN) programs or referrals to these programs

Orbus³ has in place a process and mechanism to provide all clients information about the training, assessment and support services to be provided, and about their rights and obligations, prior to enrolment or entering into an agreement.

In summary, Orbus³ will provide:

- Training programs and services that promote inclusion and are free from discrimination.
- Support services, training, assessment and training materials to meet the needs of a variety of individual learners.
- Consideration of each individual's needs to provide the best opportunity for skill development and attainment of qualifications that can lead to further training or employment.
- Opportunity for consultation between staff and learners so that all aspects of individual circumstances can be taken into consideration when planning training programs.
- Consideration of the views of learner's community, government agencies and organisations, and industry when planning training programs.
- Access to information and course materials in a readily available, easily understood format.
- Information to assist learners in planning their pathway from school or the community to vocational education and training.

While Orbus³ guarantees that all learners will receive the full training services paid for, it does not guarantee a learner will successfully complete the course in which they are enrolled or that the learner will obtain a particular employment outcome outside the control Orbus³.

LEARNER INFORMATION POLICY

Orbus³ will provide all relevant information and directions to each learner prior to enrolment as part of the learner induction to enable the learner to make informed decisions about undertaking training with Orbus³. This information will be clear and readily available in print or referral to an electronic copy. This will include details required to source the Orbus³ learner handbook, available as PDF document Orbus³'s website www.orbus3.com.au

Orbus³ will provide the following information specific to each learner:

- The code, title and currency of the AQF qualification, skill set or VET course to which the learner is to be enrolled, as published on the National Register
- Equipment, resources and/or programs to increase access for learners with disabilities;
- Learning resource centres;
- Mediation services or referrals to these services;
- Flexible scheduling and delivery of training and assessment;
- Counselling services or referrals to these services;
- Information technology (IT) support;
- Learning materials in alternative formats, for example, in large print; and
- Learning and assessment programs customised to the workplace.

The services Orbus³ will provide to the learner including the:

- Estimated duration of the services.
- Expected locations at which the services will be provided
- Expected modes of delivery
- Name and contact details of any subcontractor which will provide training and assessment to the learner

- The learner's obligations including any requirements that Orbus³ requires the learner to meet to enter and successfully complete their chosen AQF qualification, skill set or VET course
- Any materials and equipment that the learner must provide; the educational and support services available to the learner

Where there are any changes to agreed services, Orbus³ will advise the learner as soon as practicable, including in relation to any change in ownership.

Client Selection and Enrolment Procedure

Client selection

Enrolment and admission into some Orbus³ training programs is subject to meeting certain pre-requisite conditions and / or entry requirements. Specific details of the pre-requisites pertaining to these training programs are contained in individual course documentation and are made available prior to enrolment. In the case that a potential learner does not meet the pre-requisite conditions and / or entry requirements, Orbus³ staff will endeavour to assist them in understanding their options in regard to meeting the standards. Orbus³ management or trainers can address any questions regarding these arrangements.

Enrolment

The enrolment procedure commences when a learner contacts Orbus³ expressing interest in a training program(s). Orbus³ staff will respond by dispatching by suitable means an enrolment form, learner handbook, literature on the program(s) being considered and any other documentation that may be relevant.

Enrolment applications will then be assessed to ensure that the learner meets any prerequisites and / or entry requirements that have been set for the selected course. Learners will be informed of successful enrolment and sent information on the course and their course induction. Learners who do not meet the pre-requisites for the

selected course will be notified of their unsuccessful enrolment and invited to contact Orbus³ to discuss their training needs and alternative opportunities.

Induction

On successful completion of the enrolment process, all learners will under-go an induction program including:

- Introduction to Orbus³ training staff
- Confirmation of the course being delivered
- The training and assessment procedures including method, format and purpose of assessment
- Qualifications to be issued
- Learner handbook provided

Access and Equity

Orbus³ is committed to practicing fairness and equal opportunity for all current and potential learners to access and participate in learning, and to achieve their learning outcomes regardless of age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment or remote location that may present a barrier to access, or any other perceived difference in class or category. Orbus³ ensures that its practices are as inclusive as possible and do not unreasonably prevent any clients from accessing its services. Orbus³ will address access and equity matters as a nominated part of operational duties. If a learner identifies with one (1) or more of the following priority groups, he / she may be able to receive additional assistance:

- Aboriginal and / or Torres Strait Islander people
- Carers of people who are ill, aged or who have a disability
- People with a disability
- Women and girls who are returning to education and training
- Women and girls who are seeking training opportunities in non-traditional roles

- Young people aged 15 to 25
- Australian South Sea Islanders
- Parental job seekers
- People with English language, literacy and numeracy needs
- Mature aged workers who require up-skilling
- Long-term unemployed and disadvantaged jobseekers
- People from different cultural and ethnic backgrounds
- People who speak a language other than English

Orbus³ has developed this learner handbook to guide and inform all staff and learners in their obligations regarding access and equity. Upon induction into Orbus³, all staff are provided with copies of the policies which they must adhere to throughout all their operations as an Orbus³ staff member. Learners are made aware of the access and equity policy via the Orbus³ learner handbook, and informed of their rights to receive access and equity support and to request further information.

Orbus³ access and equity policies are in place to ensure that training opportunities are offered to all people on an equal and fair basis in all circumstances, irrespective of their gender, culture, linguistic background, race, socio-economic background, disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.

Practicing these policies will guarantee that any learner who meets Orbus³ entry requirements will be accepted into any training programs. If any learner or staff member have issues or questions regarding access and equity, or believes they have been treated unfairly, they will be directed to Orbus³'s management for consultation.

Language, Literacy and Numeracy Assistance

Orbus³ course information and learning materials contain written documentation and limited numerical calculations.

Orbus³ recognises that not all learners will have the same level of ability in relation to reading, writing and performing calculations. All potential learners seeking to enrol with Orbus³ will be required to complete an online language, literacy and numeracy test to assess the learner's ability. This process is to ensure that all learners who commence a training program possess the skills required to understand the presented material and complete assessments.

Orbus³ will endeavour to provide assistance to learners having difficulty with language, literacy or numeracy to accommodate their needs. In the event that a learner's needs exceed the ability of Orbus³ staff to assist, the learner will be referred to an external support agency, so they have the opportunity to obtain the skills required to complete the training program.

Learner Support

Learner support policy

Orbus³ will make all reasonable effort and utilise a variety of available methods to assist all learners in their efforts to complete training programs. Orbus³ will determine the support needs of individual learners and provides access to the educational and support services necessary for the individual learner to meet the requirements of the AQF qualification, skill set or VET course as specified in training packages or VET accredited courses. Orbus³ will continue to develop strategies to make support available where gaps are identified.

Trainers are responsible for ensuring that all learners are aware they can contact their trainer or other Orbus³ staff members in the event that they are experiencing difficulties with any aspect of their studies. Staff will ensure learners have access to the full resources of Orbus³ to assist them in achieving the required level of competency in all nationally recognised qualifications.

In the event that a learner is experiencing personal difficulties, training staff will encourage the learner to contact Orbus³ who will provide discreet, personalised and confidential assistance as according to the nature of the difficulties.

In the event that a learner's needs exceed the capacity of the support services Orbus³ can offer, they will be referred to an appropriate external agency. Extensive information regarding support agencies, resources and services may be sourced online. Orbus³ staff members will assist learners to source appropriate support

Flexible delivery and assessment procedures

Orbus³ recognises that some people are better suited to learning via teaching methods not usually obtained in the traditional classroom setting. With some minor adjustments to teaching and assessment methods, a learner who is experiencing difficulty learning and achieving the desired results in the traditional setting may show considerable improvements.

The staff and management of Orbus³ respect these differences among learners and will endeavour to make any necessary adjustments to their methods in order to meet the needs of a variety of learners. For example, the inability to complete a written assessment will not be interpreted as a sign of incompetence, provided the learner can verbally demonstrate competency.

Acceptable adjustments to teaching and assessment methods may include but are not limited to; having a trainer read assessment materials to learners, having a learner's spoken responses to assessment questions recorded or allowing a learner to sit for an assessment alone in a different room.

Orbus³ staff will pursue any reasonable means within their ability to assist learners in achieving the required competency standards. In the event that a learner's needs exceed the capacity of the support services Orbus³ can offer, they will be referred to an appropriate external agency.

Reasonable adjustment

Reasonable adjustment means adjustments that can be made to the way in which evidence of learner performance can be collected. Whilst reasonable adjustments can be made in terms of the way in which evidence of performance is gathered, the evidence criteria for making competent / not yet competent decisions (and / or awarding grades) should not be altered in any way. That is, the standards expected should be the same irrespective of the group and / or individual being assessed; otherwise comparability of standards will be compromised.

APPRENTICESHIPS AND TRAINEESHIPS

Orbus³ recognises that apprenticeships and traineeships are the perfect vehicle for training and developing new and existing staff. Because much of the training is in the workplace, the skills an apprentice or trainee acquires are customised to the specific needs of an organisation. Furthermore, employers may be eligible for various government financial incentives to assist with employing an apprentice or trainee.

State and Territory governments are responsible for all aspects of their training systems, including Australian Apprenticeships policy, priorities, regulatory and administrative arrangements. It also includes determining what qualifications are suitable for Australian Apprenticeships in each state or territory, approving registered training organisations to deliver them and distributing public funds to registered training organisation for training delivery.

Orbus³ takes part in a number of Federal and State funded initiatives. Examples of funding and incentive opportunities include those identified below.

- State Funding under User Choice
 - ACT Training Initiative Funding Agreement 2019-2021
 - Queensland Government DESBT User Choice Program
- Industry Funding under the Construction Skills Queensland Annual Training Plan

DISCIPLINE

Orbus³ makes every effort to practice co-operation and mutual respect in all internal and external dealings to uphold high quality, professional training and assessment services. The same disciplined behaviour is expected of learners as a contribution to a functional learning environment, and as a sign of respect to staff and fellow learners.

Professional Behaviour

Orbus³ Management encourage any trainer or staff member who is dissatisfied with the behaviour or performance of a learner has the authority to:

- Warn the learner that their behaviour is unsuitable, or
- Ask a learner to leave the class, without refund or acceptance into another course, or
- Immediately cancel the class.

If a learner wishes to object or lodge an appeal against the disciplinary action taken, they have the right and opportunity to follow the Orbus³ complaint procedure.

Orbus³ staff are expected to maintain a professional and ethical working relationship with all other staff members, management and learners. Breaches of the disciplinary standards will result in discussion between the relevant trainer and Orbus³, and appropriate action will be taken.

Plagiarism

Definition

Plagiarism is the "wrongful appropriation" and "purloining and publication" of another author's "language, thoughts, ideas or expressions," and the representation of them as one's own original work.

Policy

Plagiarism is considered academic dishonesty and a breach of journalistic ethics. It is subject to sanctions like expulsion. It is quite reasonable to research material in the course of undertaking assessment. All sources, however, must be clearly referenced. Orbus³'s CEO takes a very strict approach to plagiarism and proven incidents will not be tolerated.

COMPLAINTS AND APPEALS

Academic and Non-Academic Grievance Policy

An academic and non-academic grievance policy and procedure is available to all persons wishing to make a grievance, appeal or any other manner of objection in relation to the conduct of Orbus³. The grievance procedure will address both formal and informal complaints. All formal complaints must be submitted in writing to Orbus³ management and will be heard and addressed, including a response to the aggrieved person, within ten (10) working days of receipt.

Orbus³ management will maintain a grievance register to document the course of action and resolution of all formal grievances. All grievances substantiated by the grievance procedure will be reviewed as part of Orbus³ continuous improvement procedure.

This Policy & Procedure ensures the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process. Orbus³ is committed to developing and maintaining an effective, timely, fair and equitable grievance handling system which is easily accessible to all complainants.

Orbus³ aims to:

- Develop a culture that views grievances as an opportunity to improve the organisation and how it works;
- Set in place a grievance handling system that is client focused and helps Orbus³ to prevent grievances from recurring;
- Ensure that any grievances are resolved promptly, objectively and with sensitivity and in complete confidentiality;
- Ensure that the views of each complainant and respondent are respected and that any party to a grievance is not discriminated against nor victimised;
- Ensure that there is a consistent response to grievances.

A grievance can be defined as a person's expression of dissatisfaction with any aspect of Orbus³'s services and activities, including both academic and non-academic matters, such as:

- the enrolment, induction / orientation process;
- the quality of education provided;
- academic issues, including learner progress, assessment, curriculum and awards in a VET course of study;
- handling of personal information and access to personal records;
- the way someone has been treated.

These grievance procedures are designed to ensure that Orbus³ responds effectively to individual cases of dissatisfaction.

It is the responsibility of Orbus³ management to ensure adherence to the grievance procedure and that resolution is sought in all reasonable circumstances. This includes informing and assisting learners with the grievance procedure and supply of complaint forms.

If the learner is still not satisfied with the resolution of the grievance after following and exhausting the grievances procedure, the learner may contact ASQA and lodge a written complaint via the online complaints form.

Academic and Non-Academic Grievance Procedure

All persons wishing to make a complaint, appeal or any other manner of objection in relation to the conduct of Orbus³ or any third party (such as other learners, outsourced trainers, subcontractors, staff, trainers, assessors) have access to the following procedure:

This procedure can be utilised by complainants to submit a grievance of an academic or non-academic nature. Grievances of an academic nature include

issues related to learner progress, assessment, curriculum and awards in a VET course of study. Grievances of a non-academic nature cover all other matters including grievances in relation to personal information that Orbus³ holds in relation to an individual.

During all stages of this procedure Orbus³ will take all steps to ensure that:

- the complainant and any respondent will not be victimised or discriminated against;
- the complainant has an opportunity to formally present their case and each party to a grievance may be accompanied and assisted by a support person at any relevant meetings;
- a full explanation in writing for decisions and actions taken as part of the process will be provided if so requested by the complainant or a respondent;
- where the internal or external grievance handling or appeal process results in a decision that supports the complainant, Orbus³ will immediately implement any decision and/or corrective action required and advise the complainant of the outcome. This may include the updating of any relevant policies and procedures as well as the Learner Handbook where appropriate.

STAGE ONE – Formal Grievance

Formal grievances must be submitted in writing marked to the attention of the Training Coordinator as follows:

Training Coordinator
Unit 2, 42 Cessna Drive,
Caboolture, QLD 4510
Tel: (07) 5499 3359
E: admin2@orbus3.com.au

Receipt of the grievance will be acknowledged in writing. The grievance handling process will commence within ten (10) working days of the receipt of the formal grievance and all reasonable measures will be taken to finalise the process as soon as practicable.

The Training Coordinator or their nominees, will then, if necessary, seek to clarify the outcome that the complainant hopes to achieve.

Such clarification may be sought by written or verbal request or by a face-to-face interview with the complainant. When such clarification occurs in a face-to-face interview, the complainant or respondent may ask another person to accompany them.

The Training Coordinator, or their nominee, will then endeavour to resolve the grievance and will provide a written report to the complainant on the steps taken to address the grievance, including the reasons for the decision, within ten (10) working days. The report will further advise the complainant of their right to access the internal appeals process if they are not satisfied with the outcome of their formal grievance.

STAGE TWO – Internal Appeal:

If a complainant is dissatisfied with the outcome of their formal grievance they may lodge an appeal with the CEO (who is senior to the original decision maker) within twenty (20) working days of receiving notification of the outcome of the formal grievance. The CEO will appoint an appropriate person or committee to consult with the complainant and other relevant parties within ten (10) working days.

Where possible, such consultations should take the form of face-to-face interviews. The complainant or the respondent may ask another person to accompany them to these interviews.

Following the consultation, the CEO or their nominee, will provide a written report to the complainant advising further steps taken to address the grievance, including the reasons for the decision, within ten (10) working days. The report will further advise the complainant of their right to access the external appeals process if they are not satisfied with the outcome of the internal appeal.

STAGE THREE – External Appeal:

If the complainant is dissatisfied with the outcome of their appeal, they may lodge an external appeal. If the complainant wishes to further appeal this decision they may lodge an appeal with an independent dispute resolution body such as Resolution Institute. Upon referral of a dispute and appointment of a mediator, the Resolution Institute mediator will charge an initial fee of \$440.00 for the first 4 hours of their services, or part thereof (current as of September 2019). This includes pre-mediation services. Subsequent hours are billed at a rate of \$165 per hour, or part thereof. The costs are shared between the parties unless prior arrangements are made.

As the fees listed may change, please call the Resolution Institute to confirm updated fees and charges associated with a referral on 1800 651 650.

<http://www.resolutioninstitute.com.au>

The learner may supply additional information to the independent dispute resolution body which they did not previously supply to Orbus³ either in the original application or the request for review.

Publication

This procedure for the handling of Academic and Non-Academic Grievances will be published in the Learner Handbook and on the Orbus³ website.

<https://orbus3.com.au/>

Further Action

Where the person reporting a grievance remains unsatisfied with the outcome of the grievance handling procedure, the person making a grievance is to be directed to the following external agencies:

In relation to consumer protection issues, these may be referred to the Office of Fair Trading.

In relation to the delivery of training and assessment services, these may be referred to the National Training Complaints Service via the following phone number: 13 38 73.

The procedures set out in this document do not replace or modify procedures or any other responsibilities which may arise under other policies or under statute or any other law.

Nothing in this policy and procedure limits the rights of individuals to take action under Australian Consumer Protection laws. Also, these procedures do not circumscribe an individual's rights to pursue other legal remedies.

Enrolment Status

Where a current learner chooses to access this policy and procedure, Orbus³ will maintain that person's enrolment while the grievance handling process is ongoing.

Record Keeping & Confidentiality

A written record of all grievances handled under this procedure and their outcomes shall be maintained for a period of at least five (5) years to allow all parties to the grievance appropriate access to these records upon written request to the CEO.

These records will be maintained at:

Unit 2, 42 Cessna Drive,
Caboolture, QLD 4510
Tel: (07) 5499 3359

All records relating to grievances will be treated as confidential and will be covered by Orbus³'s Privacy and Personal Information Procedures.

Delayed Processes

In the unusual circumstances where a delay in the grievance process occurs, where longer than sixty (60) calendar days are required to process and finalise the complaint or appeal, Orbus³ will inform the complainant in writing. In line with the importance that Orbus³ places on open and transparent processes and communication, the first written communication will be made at five (5) days. From that point, the complainants will be regularly updated on the progress of the matter. Including reasons why more time is required.

Record and Review

The grievance policy of Orbus³ highlights the importance of accurate documentation through the maintenance of records of all processes and outcomes.

All grievances (complaints and appeals) will be reviewed at Orbus³ management meetings. Continuous improvement procedures may be actioned when the complaint/appeal procedure results in identification of factors appropriate for improvement to internal operations. When the initial causative factor of the complaint identifies a problem with current Orbus³ policies and / or procedures, the

continuous improvement procedure will ensure changes are made to prevent reoccurrence of the problem.

APPENDIX: GLOSSARY

A

AQF	Australian Qualification Framework
AQTF	The Australian Quality Training Framework
ASQA	Australian Skill Quality Authority
ATO	Australian Taxation Office
AVETMISS	Australian Vocational Education and Training Management Information Statistical Standard

B

BAS	Business Activity Statement
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C

CAL	The Copyright Agency Ltd
CEO	Chief Executive Officer
COAG	Council of Australian Governments
CPA	Certified Practising Account
CQI	Continuous Quality Improvement
CV	Curriculum Vitae

D

DESBT	Department of Employment, Small Business and Training (Queensland)
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E

EFTPOS Electronic Funds Transfer Point of Sale

G

GST Goods and Services Tax

I

ISC Industry Skills Council

J

JP Justice of the Peace

M

MS Access Microsoft Access

MS Excel Microsoft Excel

N

NCVER National Centre for Vocational Education Research

NQC National Quality Council

NRT Nationally Recognised Training

NVR National Vet Regulator

NGO Non-Government Organisation

O

OH&S Occupational Health and Safety

P

PDF Portable Document Format

PPE Personal Protective Equipment

Q

QI Quality Indicators

R

RTO Registered Training Organisation

S

SNR Standards for Initial Registration

T

TAE Training and Education

TESTAMUR Certificate of Merit or Proficiency

U

USI Unique Student Identifier

V

VET Vocational Education and Training

W

WH&S Work Health and Safety