



# Student Handbook

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## Welcome

**Congratulations on choosing to study with Redmako Learning.** We are the experts within the Vocational Education Training (VET) sector, specialising in providing both tailored and nationally recognised training and assessment coupled with pathways which can include working in a practical environment in your chosen industry. Redmako Learning delivers qualifications to students to fast track their career within their chosen vocation by promoting the application of both practice and theory. Redmako prides itself on the relationships we have with schools, trainees and business owners and utilises these connections to provide you with a caring service like no other.

Redmako have vibrant, engaging and industry specialist Trainers and Assessors who are a dedicated team of professionals, each bringing an enormous wealth of experience. We employ trainers who possess the latest training qualifications, combined with extensive industry skills and experience (industry currency). Redmako strive to inspire all our trainees both in the theoretical and practical elements whilst excelling in their industry. Redmako has a *hands-on* learning approach which offers both results and accountability. We understand the needs and expectations of employers and trainees in the real business world. Our mentor style training means each student is nurtured throughout the entire learning process to fulfil their studies successfully.

Our passion is providing the highest quality Vocational Education Training to make studying relevant, current, flexible, convenient and future ready. We work closely with industry to ensure our training and assessment strategies are relevant and focused on current workplace best practice to meet both employer and student needs.

When you have chosen to study with Redmako Learning, whether you're a school student considering a school-based Traineeship or a super experienced professional seeking to be recognised via Recognition of Prior Learning (RPL) or anyone else in-between, you want the peace of mind that you'll be inspired in your learning journey and cared for.

We look forward to supporting you to achieve your educational and vocational goals.

Best regards,

Reuben Brennan

CEO – Redmako Learning

## Our Commitment

To ensure that we provide training and assessment services that meet the needs of clients and industry, we employ enough suitably qualified and experienced Trainers, secure suitable facilities, ensure enough opportunities for learning in appropriate environments, with suitable resource and assessment that is fair and flexible.

Prior to commencement—should Redmako Learning cancel training before it commences, you will be offered alternate dates (if the training is being rescheduled). If the training is not rescheduled or the dates offered do not suit you, all fees paid you will be refunded in full within 10 days of the training being cancelled.

For training that has commenced—In the unlikely event that Redmako Learning is unable to deliver the training, you will be offered the option to enroll with another RTO and Redmako Learning will assist in both finding a suitable RTO and in the transition to the new RTO. Any fees paid in advance held by the RTO and not attributed to training completed will be refunded and a statement of attainment issued for any units successfully completed.

## Our Service Commitment

- Your questions are important to us. Please be aware that our Trainers are working with other Students as well as yourself. We are committed to returning your calls and emails, but we ask that you allow us two (2) working days to respond;
- Assessment feedback will be given within 10 working days of our receiving the assessment in the office (not from the day it is posted);
- Statements of Attainment/Qualifications are issued within thirty (30) calendar days of your completion.

## Unique Student Identifier

Every student studying with Redmako Learning is required to supply the RTO with their Unique Student Identifier (USI). The USI is required at the time of enrolment. We are unable to accept enrolments without this number or notification of an exemption.

The purpose of the USI is to enable the collection and storage of your records of participation in vocational education and training on a central database. Allowing you easy access to your records.

If you are unable or unwilling to get a USI please visit the following website for further information on what to do to be able to participate in training.

For more information and to apply for your USI or an exemption go to: apply for your USI go to:  
<http://usi.gov.au/Training-Organisations/Pages/how-students-create-usis.aspx>

## Access and Equity

Redmako Learning upholds the principle that all applicants seeking to enrol are treated fairly and equitably and ensure that throughout the process of selection and admission, applicants are treated courteously and expeditiously.

Redmako Learning reserves the right to suspend from their training courses students who are:

- Unable to actively participate in the course activities as a result of injury;
- Disruptive;
- Affected by drugs or alcohol.

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Should this situation arise, immediate and discreet contact will be made with the client to discuss future training options for the individual(s) concerned.

## Expectations of Students

To avoid any confusion in the future, the following expectations of behaviour are provided. Compliance with these expectations is required by all Students. Failure to do so may result in cancellation of your enrolment.

- Abide by Copyright and Plagiarism laws and legislation;
- Comply with workplace health and safety regulations at all times;
- Comply with anti-discrimination legislation at all times. This includes but is not limited to equal opportunity, racial vilification and disability discrimination;
- Comply with workplace harassment, victimisation and bullying regulations at all times;
- Ensure that behaviour is of a level acceptable to the workplace at all times;
- Complete training and assessment activities within agreed timeframes;
- Communicate any difficulties with completion of activities or assessment with your Trainer;
- Inform your Trainer immediately should you be unable to attend due to illness or other reasons;
- Inform your Trainer if you have a medical condition that may affect your participation or affect those with whom you may be training.

## Student Support

Redmako Learning provides a high standard of service to students. You can contact your Trainer by phone, email or post during office hours. We endeavour to respond to students as quickly as possible, but you are reminded that our Trainers do have other students and classes to attend to. We will provide feedback on Assessments within ten (10) working days and to all queries, telephone calls and emails within two (2) working days.

Should you require further support, Redmako Learning can assist in identifying the appropriate support service as well as organising access to such services. Services referred to may include but are not limited to language, literacy and numeracy, counselling, etc. It should be noted that such services may attract an additional fee to be paid to the service provider. Such fees are the responsibility of the Student.

Should you or your Trainer/Assessor identify that you require any additional support, to be provided by Redmako Learning we will work with you to develop an Individual Support plan to ensure that we can provide the required support required.

## Training Materials and Equipment

During training, Redmako Learning students will be given access to safety equipment and other required material and equipment. This equipment and material should be used in accordance with the instructions given by the Trainer/Assessor. If a piece of equipment is purposely damaged or treated in a manner not in accordance with the instructions given by the trainer, a fee may be charged.

The copyright and ownership of all training material provided during the training belongs to with Redmako Learning and cannot be copied or claimed without written consent. All training materials are quality assured and are continuously updated.

## Fees and Charges

Students who withdraw from a course prior to commencement we be eligible for a refund of all fees paid except for the \$250 course administration fee (Please note this fee does not apply to subsidised training).

Tuition Fees are published on the website: [www.redmako.com.au](http://www.redmako.com.au).

Fees apply when applying for RPL and are published on the website: [www.redmako.com.au](http://www.redmako.com.au).

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Statement of Attainment requested by the student while continuing to study \$20

Re-Printing of Certificates/Statements of Attainment \$50.00.

Application for an extension: (further information is provided in the section “Extensions”)

- An extension of 4 weeks- \$200
- An extension of 8 weeks - \$300
- An extension of 12 weeks - \$550

Transfer to next intake date

- Fee for Service courses \$250
- Dual Qualification if one course is VETiS Funded \$50

## Fee Protection

Redmako Learning does not hold more than \$1,500 of student fees in advance by individual students. Employers and other parties wishing to pay fees of more than \$1,500 in advance may do so.

## Refund Eligibility

If a student withdraws from a course, at any time *prior* to courses commencement, a full refund of paid tuition fees is applicable, minus a \$250.00 Administration Fee. If the course requires the purchase of *Virtual Reality (VR) equipment* including headset and software this is considered purchasing materials required for the course and once purchased is *non-refundable*.

If a student withdraws from a course at any time after commencement of the course, all tuition fees are non-refundable and non-transferable unless:

1. In the event Redmako Learning cancel the course prior to commencement a full refund of all paid fees and charges will be made.
2. If the course has commenced Redmako Learning will refund the remaining tuition fees that have not already been used for the delivery of training and assessment services.
3. A refund is offered by Redmako Learning as remedy for a complaint raised by the student and it has been substantiated.
4. A refund to reconcile fees that have been overpaid by the student.
5. Special consideration such as:
  - a) Medical condition preventing the students from continuing the qualification;
  - b) Personal circumstances preventing the students from continuing the qualification;
  - c) Natural disasters preventing the students from continuing the qualification.

If a student decides to apply for Refund under special consideration arrangement, the application must be supported by evidences such as:

- Medical certificate;
- Insurance certificate;
- Certified Statutory declaration.

## How to Apply for a Refund

If the student wishes to cancel their course/training program, they must note:

- Refunds will be paid only on the % of training not yet commenced;
- Applications for refunds can be made to the CEO.

Refunds may be negotiated:

- Based on personal hardship or sickness upon provision of substantiation of the claim;
- On change of employment hours of locations (verified by employer)



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- Other reasons deemed valid at Redmako Learning's CEO's discretion.

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Application for a refund of tuition fees in accordance with this Policy must be made in writing on the 'Student Withdrawal Refund Form' form available from Redmako Learning Website. Requests for a refund should state the reason the refund is requested.

Redmako Learning will review your application within five (5) business days from the date in which the refund form is received by Redmako Learning and a decision will be made within ten (10) working days.

Once approved Redmako Learning will pay the approved refund amount within four (4) weeks of receiving the approving the refund.

All refunds will be recorded on the Refund Register and Application for Refund Forms will be retained on student files. Refund applications will not be processed where the signature on the Application for Refund does not match the Student's signature or signature of the original payee or their authorised representative.

For further information please refer to the Redmako Learning website and the Fee Schedule listed here: <https://www.redmako.com.au/about/privacy-policy-procedure/fees-overview-refund-policy/fees-overview/>

Redmako Learning pride ourselves on providing the highest-quality training in the industry. If you have any questions, please don't hesitate to give us a call on (07) 3339 1400.

## Appealing Refund Decisions

If you are not satisfied with the decision you have the right to appeal, please refer to the Appeals Procedure. The Appeals Procedure and the availability of appeals processes, does not remove the right of the student to act under Australia's consumer protection law.

## Competency Based Training and Assessment

Students enrolled in training which will lead to either a Statement of Attainment or Certificate are required to complete Assessments to demonstrate competency. Competency based assessment is the process of gathering evidence to confirm that Students can perform required skills and knowledge.

Assessments undertaken may include:

- Written/oral Assessments;
- Practical demonstrations;
- Virtual Reality (VR) Learning platform and simulated activities within this training and assessment framework;
- Completion of case studies and similar activities;
- Development of a Portfolio of Evidence (PoE);
- Work samples;
- Third party reports.

You will be given feedback on all Assessment Activities. Competency based assessment does not use a marking scale rather you are deemed "Competent" or "Not Yet Competent".

## Credit Transfer

You may be eligible for a Credit Transfer if you have previously undertaken training through a Registered Training Organisation. Credit Transfer may be granted for one or more units. Three (3) major factors need to be considered:

- 1) The currency of the Qualification/Statement of Attainment supplied;
- 2) Mapping to the current training; and
- 3) If the training was undertaken with a Registered Training Organisation (RTO).

If you think you may be eligible for a Credit Transfer, you will need to provide the following:

- The original Statement of Attainment and/or Certificate for your Trainer to sight;

- A copy of the Statement of Attainment and/or Certificate;
- Or a certified copy of your signed Statement of Attainment and/or Certificate by a Justice of the Peace (JP);
- There is no charge for Credit Transfer.

All applications for Credit Transfer will need to be verified with the issuing RTO to ensure its validity. In order to do this the student will need to complete a “Release of Information form”. This form will be sent to the issuing RTO to gain confirmation that they issued the qualification/statement of attainment, accompanied by a copy of your qualification or statement of attainment.

## Recognition of Prior Learning (RPL)

RPL is the process of formal recognition for skills and knowledge gained through previous learning such as:

- Life experiences;
- Previous formal learning;
- Employment, including previous significant vocational experience;
- Recreational or personal interests.

You may be eligible for RPL for part or all of your intended study, based on your previous experiences and learning. For more information regarding RPL and how to apply, please discuss this with your Trainer.

## Deferment

Redmako recognises that on occasion, you may require a break in their studies. Reasons may include but are not limited to holidays, new job or moving house. The length of the deferment will depend on your needs. Students can apply for a maximum of 8 weeks deferment over the duration of their study.

During a deferment Redmako will not contact you or provide any training and/or assessment services.

Resuming studies is automatic and occurs on the working day following the last date for the deferment.

## Applications for deferment

You must apply for deferment in writing by emailing [admin@redmako.com.au](mailto:admin@redmako.com.au)

- A deferment application must be made within 2 weeks before the start date of the period of deferment
- No fees are charged for a deferment
- Written applications must detail all of the following:
  - The reason for a deferment
  - The length of the required deferment and last date of deferment
  - A plan/timetable demonstrating how the remaining units will be completed within the remaining course duration
- Students will be notified in writing of the outcome of the application for an deferment, within 7 working days of application to the RTO
- Deferment does not result in the extension of the course duration. If you feel unable to complete the course within the timeframe you will need to apply for an extension.

## Extension

You should apply for an extension if you need the course timeframe to go beyond the duration set by Redmako Learning. The length of the extension granted will depend on the number of units yet to be completed and the individual students’ circumstances.

## Applications for extensions

You must apply for extension in writing by emailing [admin@redmako.com.au](mailto:admin@redmako.com.au)

Your application must be made within 2 weeks before the scheduled course end date

- Written applications must detail all of the following:
  - The reason for an extension
  - The length of the required extension and justification of the timeframe requested
  - A plan/timetable demonstrating how the remaining units will be completed within the time of the extension, if granted
- When considering an application for an extension the following will be taken into consideration:
  - Student's progress in the course to date (if applying at the end of the course more than 60% of the unit assessments have successfully been completed)
  - The circumstance leading to the request of an extension
  - The student's plan/timetable demonstrates a commitment to completing the training and assessment requirements within the extended period
  - The likelihood of finishing within the timeframe requested. If necessary for the student to complete, Redmako Learning may grant an extension of a period longer than requested by the student, due to the student's circumstances. In this case the student will be required to pay any additional fee applicable.

## Awarding an extension

- Once granted, the extension time period will commence from the scheduled end date of the course
- You will be notified in writing of the outcome of the application for an extension, within 7 working days of receipt of payment and the formal application for an extension and all required information being received by the RTO
- Only one extension is available per course. Once an extension has been applied for and a decision made, no further extensions are available on that course.
- In the event an extension is not granted the application fee will be refunded minus the \$77 administration fee.
- If you apply for an extension and your application is not successful will receive a Statement of Attainment for units completed.

## Fees for an extension

- An extension of 4 weeks- \$200
- An extension of 8 weeks - \$300
- An extension of 14 weeks - \$550

Extensions of more than 24 weeks can only be granted in circumstance approved by the Training Manager.

## Complaints and Appeals Policy and Procedure

The Redmako Learning Complaints and Appeals Policy and Procedures provide a consistent, fair and equitable framework for resolving student complaints and appeals. It outlines the procedure to follow and the phases involved to enable a complaint or an appeal to be managed in an appropriate and timely manner. It also reflects the expectations and responsibilities of Redmako staff and its students.

Redmako Learning is committed to providing a high-quality education and training service for all students. In the context of continuous quality improvement, students may raise complaints and appeals that need to be respectfully managed. This policy provides for the effective and efficient management of student complaints and appeals.

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This policy and its procedure apply to all students, staff and other persons, including potential students enrolled or seeking to enrol in a course of study with Redmako Learning. It also applies to all students enrolled or seeking to enrol in Redmako Learning courses with Redmako Learning Partner Organisations.

## Abbreviations and Definitions

In the context of this policy the following applies:

**Appeal** – is made when a student is dissatisfied with a decision made by Redmako Learning. An appeal can be made up to twenty days (28) from the date of the decision.

**Appropriate Confidentiality** – refers to situations when a Senior Officer of Redmako Learning may disclose to another relevant person only as much information as is necessary for the explicit purposes of clarification or assistance to enable the complaints or appeals process to be facilitated.

**Complaint** – means a statement or expression that something not satisfactory or acceptable. A formal complaint takes place if when it cannot be resolved informally (for example, the affected parties discussing the matter), and is written down for official processing. Example of complaints include:

- Concerns with quality of training and assessment services;
- Concerns regarding support provided;
- Perceived discrimination, unfairness and injustice, bullying, sexual harassment or other forms of harassment.

**Partner Organisations** – any organisation that provides services on behalf of Redmako Learning, including training, assessment, related educational and support services, and/or any activities related to the recruitment of prospective domestic students. As the Registered Training Organisation, Redmako Learning is responsible for ensuring all such services provided are in accordance with statutory obligations.

**Responsible Officer** – means the staff member or delegate with responsibility for handling the grievance, complaint or appeal on behalf of Redmako Learning; or the CEO of a Partner Organisation, working in conjunction with the CEO of Redmako Learning. A Responsible Officer must not review a decision they were involved in making and must occupy a position that is senior to that occupied by any person involved in making the original decision.

**Student** – refers to a person enrolled or seeking to enrol in any course or unit of study at Redmako Learning or at a partner organisation licensed to delivery Redmako Learning courses on behalf of Redmako Learning. Redmako Learning is unlikely to consider a complaint or appeal from a former student whose enrolment ceased six (6) months or more prior to the time of lodging the complaint.

**Support Person** – refers to a person who is not directly involved in the grievance or complaint such as a friend, counsellor or family member. A support person should not be a legal representative.

## Policy Provisions and Procedures

Redmako Learning believes that a student, who has a complaint or appeal, has the right to raise the complaint or appeal and expect that every effort will be made to resolve it in accordance with this policy, without prejudice or fear of reprisal or victimisation.

The student has the right to present the complaint or appeal formally as well as in writing.

Redmako Learning will manage all complaints and appeals fairly, equitably and efficiently as possible. Redmako Learning will encourage the parties to approach the complaint or appeal with an open mind and to resolve problems through discussion and conciliation. Where a complaint or appeal cannot be resolved through discussion and conciliation, Redmako Learning acknowledges the need for an appropriate external and independent person to mediate between the parties. The parties will be given the opportunity to formally present their case to the independent person.

**There are four (4) phases in the Redmako Student Complaints and Appeals Policy and Procedure:**

- Phase 1: Informal Complaint
- Phase 2: Formal Complaint
- Phase 3: Internal Appeal
- Phase 4: External Review.

All students or potential students can access each of the four phases of the Redmako Learning Student Complaints and Appeals Policy at any time. However, it is strongly recommended that each Phase of the policy is completed before escalating to the next Phase.

## **Phase 1: Informal Complaint**

- a. The student is encouraged to raise the complaint directly with person/s involved. For example, if the complaint is about fees, the concern should be discussed in the first instance with Administration. A complaint about an assessment task should be discussed in the first instance with the unit Trainer.
- b. An informal discussion should take place directly with the relevant person(s) as soon as possible. The student may choose to be accompanied or assisted by a Support Person during the informal discussion phase.
- c. If the student has attempted to resolve the issue directly with the relevant person(s) and is not satisfied with the outcome or does not wish to directly approach the person(s) concerned, the student should discuss the complaint with the delegated Responsible Officer within seven (7) working days of the issue.
- d. The Responsible Officer will consider the issue and may suggest a course of action to resolve the issue or attempt to mediate between the student and the person(s) concerned. An action to resolve will be presented to the complainant within ten (10) working days.
- e. A record of the discussion and its outcome will be maintained on the central Redmako Learning Complaints Register by the Responsible Officer.
- f. If the student is not satisfied with the outcome, the student can escalate their complaint to Phase 2 under this policy.

## **Phase 2: Formal Complaint**

If the complaint cannot be resolved in phase 1, it is to escalate to a formal process. The Complaint involves the student lodging a written complaint. The Complaint will be investigated by the Responsible Officer.

- a. The student completes a Complaint Form, (available from Student Services) or submits a letter to the Responsible Officer at the College where the student is studying or applying to enrol within ten (10) working days of the event relating to the complaint occurring.
- b. The student will receive written acknowledgment of the Complaint within ten (10) working days of the Complaint lodgement.
- c. The Responsible Officer investigates the Complaint and seeks to resolve it within twenty (20) working days of it being received by the Responsible Officer.
- d. The student will receive written notification of the outcome of the investigation within five (5) working days of finalising the investigation of the Complaint.
- e. If the student is not satisfied with the outcome, the student can escalate the complaint to Phase 3 under this policy.

To proceed to Phase 2, the student MUST provide the following information in writing:

- Details of the Complaint;
- Supporting information that the student wishes to have considered;
- An explanation of the steps already taken to try to resolve the issue informally and why the responses received are not considered satisfactory; and
- What the student thinks needs to be done to address his/her concerns.

As part of investigation process, the Responsible Officer will discuss the issues with the person(s) concerned, and if required, may discuss it with relevant staff observing the principle of Appropriate Confidentiality. A meeting with the student may be arranged to enable the student to formally present their Complaint in front of an independent person or mediator. The student may be accompanied or assisted by a Support Person at any such meeting.

If the Responsible Officer considers that the Complaint should be upheld, then relevant staff will be notified immediately to implement the actions required to resolve the Complaint. The student will be provided with a written report of the steps taken to address the Complaint within twenty-five (25) working days of the commencement of the complaint process.

If the Complaint is not upheld, then the student will be given a written report on the reasons for the decision. The student will also be advised of his/her right to access the Internal Appeals Process if not satisfied with the outcome of the formal Complaint and lodge this within twenty-eight (28) working days of the Phase 2 decision. The Responsible Officer will file a written record of the Complaint and its outcome in the central Redmako Learning Complaints Register.

If Redmako are going to take longer than 60 days to address the complaint the student will be advised of the delay, the reasons for the delay and the anticipated date a response will be provided.

### **Phase 3: Internal Appeals**

In the event that a student is not satisfied with a decision made by Redmako Learning, including assessment results:

- a) The student submits a written request for an internal appeal to the Responsible Officer within 28 days of receipt of the decision;
- b) The Responsible Officer may:
  - Decide based on the information already provided;
  - Decide that there are insufficient grounds to take any further action, thus concluding the consideration of the matter under this internal appeal phase; or
  - Establish an internal appeal review panel.
- c) If the decision is made to establish an Internal Appeal Review Panel, the Responsible Officer convenes the Panel within ten (10) working days of receipt of the Appeal Request Form;
- d) The Appeal Review Panel meets within twenty (20) working days of receipt of the Appeal Request Form;
- e) The student is given at least five (5) working days of notice in advance of the Internal Appeal Review Panel meeting;
- f) The student receives written notification within five (5) working days of the Panels' decision;
- g) If the student is still not satisfied, they can escalate the appeal to Phase 4 under this policy.

The Internal Appeal Process will consider all relevant information. The student may attend and be accompanied by a Support Person who may speak on the student's behalf. If the subject of the appeal involves other person(s), they will also be invited to present their case to the Panel. A written record of the meeting must be taken.

The student will be notified in writing within five (5) working days of the decision of the Internal Appeal Review Panel. If the appeal is upheld, the student will be informed of the action to be taken to resolve the matter. Redmako Learning will immediately implement any decision and/or action required. If the Complaint is not upheld, the student will be given a written report including the reason/s for the decision and advising the student of their right to access the External Review Process. The Responsible Officer will file a written record of the Appeal and its outcome in the central Redmako Learning Complaints Register.

## **Phase 4 – External Review**

If a student is not satisfied with the result or conduct of the formal complaint and/or internal review, they may apply for an external review. The external review will be formally investigated by an agent external to Redmako Learning or other impartial service such as legal agency. The cost for an external review will be shared equally between the Student and Redmako Learning.

If at any point throughout the complaint or appeal process it is anticipated that the process will take longer than 60 days the person submitting the complaint will be advised of the delay and the reason for the delay.



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## You may choose to lodge a complaint to:

Australian Skills Quality Authority (ASQA)

Tel: 1300 701 801

Online complaints form: <https://www.asqa.gov.au/complaints/getting-started-making-complaint-about-training-provider>

National Training Complaints Hotline

Tel: 13 38 73

Online complaints form: <https://www.education.gov.au/email-complaints>

## Access to Student Records

You may wish to access your records to check on work completed, progress or for other reasons. Please notify your Trainer in writing to organise a time suitable to view your training records. A minimum of two (2) notice is required. Other parties will not be permitted to access your files without written consent from you.

## Release of Contact Details and Information

To ensure that Registered Training Organisations meet the Standards for RTOs 2015 and offer quality training to students. ASQA conducts regular audits to confirm these obligations are met. The audit process involves a review of a training organisation's Policies, Procedures, Record keeping and practices. On occasions ASQA may contact past and present training students to conduct an interview to confirm that the organisation is complying with its obligations and providing a service which meets the needs of students and industry.

Upon request Redmako Learning is required to supply ASQA with student contact details including address, telephone numbers and email address. For audit purposes and in the event of a complaint or appeal, ASQA may request to view your files. The purpose of this is to ensure compliance with regulations and standards.

## Privacy Policy

Redmako Learning will collect information, manage, use it and disclose it in a way that complies with the Privacy Act 1988 (Commonwealth), as amended in the Privacy Amendment (Private Sector 2000)

Redmako Learning will:

- Where information is provided by another person, ensure that collection has been authorised by the individual concerned, or by someone who is legally authorised to act on their behalf;
- Only collect information by lawful and fair means and not in an unreasonably intrusive way;
- Protect archived personal information from loss or unauthorised access, use, disclosure, or misuse and from inappropriate modification.

## Change of Personal Details

Should you change any of your personal details please request a Change of Enrolment Information Form from your Trainer. Such details include, address, surname, contact telephone number etc.

## Results

You will receive your Assessment feedback and result within ten (10) working days of submission. On completion of a Qualification or Unit of Competency (UoC), Redmako Learning will issue Statements of Attainment/ Certificates within thirty (30) calendar days.

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Please note: If you require a Statement of Attainment to be issued during your enrolment, you will need to notify the Redmako Learning office. You will then receive a Tax Invoice for \$20 plus GST. This must be paid prior to receiving your Statement of Attainment and can be paid via Direct Debit, Credit Card or cheque.

## What if I Need my Certificate or Statement of Attainment to be Re-issued?

In the event of a lost or damaged Certificate or Statement of Attainment, please complete the Change of Enrolment Information Form to request re-issuance of a Certificate or Statement of Attainment and return with payment of \$50.

## Evaluation

Your feedback is particularly important to our commitment to ongoing improvement. Throughout your training you will be asked to provide your thoughts and comments on the training received. Redmako Learning encourages all students to make contact should they wish to provide feedback or comments on any aspect of the service received.

## Relevant Legislation to be Complied With

### Work Health and Safety Act 2011

The Work Health and Safety Act 2011 provides a framework for managing health and safety risks in Australian workplaces. The objective of the Act is to prevent fatalities, injuries and illness caused by a workplace, by workplace activities or by a specified high-risk plant - this is achieved by preventing or minimising exposure to risk. All organisations must comply with this Act, regardless of the types of services and/or products they provide or sell. For more information visit:

<http://www.comlaw.gov.au/Series/C2011A00137>

### Industrial Relations Act 1988

The principal objective of the Industrial Relations Act 1988 is the provision of a framework for industrial relations that supports economic prosperity and social justice. For more information visit:

[http://www.austlii.edu.au/au/legis/cth/num\\_act/ira1988242/](http://www.austlii.edu.au/au/legis/cth/num_act/ira1988242/)

### Privacy Act 1988

The Privacy Act 1988 makes provisions to protect the privacy of individuals, and for related purposes. It should be noted, however, that the Federal Privacy Act does not regulate state or territory agencies (except for the ACT). For information on privacy regulations in other states and territories, visit

the <http://www.privacy.gov.au>

### Copyright Act 1968

The Copyright Act 1968 is an Act relating to Copyright and the protection of certain performances, and for other purposes. For more information regarding the Copyright Act 1968, go to

[www.apf.gov.au/library/pubs/rn/1998-99/99rn26.htm](http://www.apf.gov.au/library/pubs/rn/1998-99/99rn26.htm)

### National Vocational Education and Training Regulator Act 2011

This Act was introduced in 2011 to establish a consistent registration and accreditation framework for Vocational Education and Training, by applying nationally agreed standards. For more information visit:

<http://www.comlaw.gov.au/Details/C2014C00623>

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## Equal Opportunity

Queensland Anti-Discrimination Act 1991

The objective of Equal Opportunity legislation is to encourage the identification and elimination of discrimination, sexual harassment and victimisation and their causes, and to promote and facilitate the progressive realisation of equality. For more information go to:

<http://www.equalitylaw.org.au/elrp/resources/>

## Australian Consumer Law (ACL) 2011

Australian Consumer Law (ACL) 2011 aims to provide an equitable, competitive, informed and safe market place. It makes provisions in respect to certain unfair or undesirable trade practices and aims at regulating the supply of goods and services. For more information visit:

<http://www.consumerlaw.gov.au/content/Content.aspx?doc=home.htm>

## Competition and Consumer Act (CCA) 2010

The object of the Competition and Consumer Act (CCA) 2010 is to enhance the welfare of Australians through the promotion of competition and fair trading, and through a provision for consumer protection. For more information visit: <http://www.accc.gov.au/content/index.phtml/itemId/815209>

## Useful Links and Contacts

### Canvas Online

[redmako.instructure.com](http://redmako.instructure.com)

### The Department of Employment, Small Business and Training (DESBT)

Website: <https://training.qld.gov.au/apprenticeshipsinfo>

Apprenticeships Info Phone: 1800 210 210

Apprenticeships Info Email: [apprenticeshipsinfo@qld.gov.au](mailto:apprenticeshipsinfo@qld.gov.au)

### Australian Skills Quality Authority

Website: [www.asqa.gov.au](http://www.asqa.gov.au)

Phone: 1300 701 801

### Fair Work Ombudsman

Website: [www.fairwork.gov.au](http://www.fairwork.gov.au)

Phone: 13 13 94

### Queensland Training Ombudsman

Website: <http://trainingombudsman.qld.gov.au/>

Phone: 1800 773 048

### Australian Apprenticeship Support Networks:

#### Apprenticeship Support Australia

Website: [www.apprenticeshipsupport.com.au](http://www.apprenticeshipsupport.com.au)

Phone: 1300 363 831

#### MEGT

Website: [www.megt.com.au](http://www.megt.com.au)

Phone: 13 MEGT (13 6348)

## MRAEL

Website: [www.mrael.com.au](http://www.mrael.com.au)

Phone: 1300 4 MRAEL (1300 467 235)

## Subsidised Training

This section contains information relevant to current subsidised options available to eligible students. You may or may not be eligible for subsidies and are encouraged to discuss your personal situation with an administrator at Redmako Learning. We will be able to determine through the pre-enrolment your suitability and eligibility to available subsidies. Further information on student eligibility can be found directly on the Australian Government website(s) and through contacting Redmako Student Administration team.

## User Choice

The User Choice 2017-20 program provides a public contribution towards the cost of training and assessment services for eligible Queensland apprentices and trainees. Apprenticeships and traineeships combine training with working in a real job, for a real boss, with a real wage. Apprentices and trainees complete a qualification and learn skills at work. Apprenticeships and traineeships can be full-time, part-time, or School-based. School-based apprenticeships and traineeships (SAT's) allow school students to work for an employer, as paid employees, and undertake training towards a qualification, whilst studying towards their Queensland Certificate of Education and / or Australian Tertiary Admission Rank (ATAR).

Apprenticeships and traineeships are practiced under Competency-based Training (CBT) which places emphasis on the workplace application of attained knowledge and skills. CBT allows apprentices and trainees to move through their qualification efficiently whilst maintaining an emphasis on quality of work. Upon completion of an apprenticeship or traineeship, an apprentice or trainee will have learnt new skills and gained experience and confidence through working in a real job.

## Priorities

Each qualification has a priority ranking. The priority will Department of Employment, Small Business and Training determine the level of public funds contributed to training regardless of whether the qualification is an apprenticeship or traineeship.

The funding priorities are:

- Priority One qualifications are those which lead to occupations deemed to be critical priorities in Queensland and are 100% subsidised;
- Priority Two qualifications are those which lead to occupations not deemed critical in Queensland but are considered high priority. These qualifications are 75% subsidised;
- Priority Three qualifications are those which lead to occupations not deemed critical in Queensland but are considered medium priority. These qualifications are 50% subsidised.

## Existing Workers

Existing Workers are eligible for User Choice Funding only when undertaking Priority One qualifications irrespective of whether they belong to a Priority Population Group. Workers are considered as Existing after they have been employed for more than three months full-time or twelve months part-time.

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## Training

### On-the-job

On-the-job Training provides the opportunity to apply skills learnt in the workplace. It is where training is provided by a suitably qualified member of the apprentice or trainee's workplace in order to provide the necessary range of experience. Tasks set by the supervisor and with the assistance of Redmako allow apprentices or trainees to demonstrate their competency and build a portfolio of evidence of their achievements.

### Tutor

In addition to the Redmako Trainer, all Redmako apprentices or trainees have access to a Tutor whom are available via phone or email at any time during the learning journey. Contact details for the Tutor will be provided by the Redmako Trainer at Session 1. To be successful in completing the apprenticeship or traineeship, it is essential that the learner is proactive with their learning and to utilise the support services provided by Redmako.

### Online

The online component may include the learning guide and theory questions as part of the assessment. Units of Competency (UoC) are allocated via the online portal applicable to the apprenticeship or traineeship undertaken and it is expected that apprentices and trainees will read through their Learner Guide and attempt the quizzes prior to the relevant Session to be delivered by the Redmako Trainer.

### Virtual Reality (VR) Platform

Redmako Learning utilise a customised Virtual Reality (VR) Platform known as VREDDO. This enables students to complete their learning via a virtual experience of simulated classroom activities, simulated learning and participation and interactivity with an assign VR Trainer and Assessor. Candidates can visit their allocated learning workshops on several occasions throughout their study duration. Additionally, students will have access and use of the customised Learning Management System (LMS) *Learn Redmako*.

### Classroom

Classroom Delivery removes the apprentice or trainee from routine work duties to undertake training in a classroom environment. This can take place at Redmako's campus or another training venue. Apprentices or trainees will be provided the location and times of the classroom delivery as they are scheduled with the consent of the apprentice or trainee and employer.

## Training Contract

The Training Contract is a legally binding contract which allows the employer and apprentice or trainee to enter into a registered apprenticeship or traineeship.

All the information on the Training Contract must be accurate and truthful. By signing the Training Contract, the employer and apprentice or trainee have indicated they understand and are bound by the conditions and associated obligations of the Training Contract. If it is discovered that a Training Contract contains false or misleading information the Department of Employment, Small Business and Training (DESBT) will not register the contract.

The Training Contract must be signed within 14 days and returned to the Australian Apprenticeship Support Network within 28 days of the start of the apprenticeship or traineeship.

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To enter into a Training Contract an employee must be undertaking either part-time work of at least 15 hours per week or full-time work with an average of 38 hours per week. A Casual employee **cannot** enter into a Training Contract.

## Roles, Responsibilities, and Obligations

Each party involved in the apprenticeship or traineeship have their own roles, responsibilities, and obligations which are agreed to when the Training Contract and Training Plan (see Training Plan) are signed.

### Supervising Registered Training Organisation (SRTO) – Redmako Learning

Redmako at the start and during the term of a Training Contract, including when a registered Training Contract is either permanently or temporarily transferred to a new employer and / or on return from a suspension period, will:

- Negotiate the training plan with the employer and apprentice/trainee.
- Agree to the training plan.
- Sign the training plan and ensure the employer and apprentice/trainee sign the training plan within 3 months of the start of the apprenticeship/traineeship.
- Develop and sign a new training plan and ensure the employer and apprentice/trainee sign the training plan within 28 days if a training plan for the apprentice or trainee has ended because the SRTO has been replaced, or because of a permanent, temporary or statutory transfer of a registered training contract.
- Ensure a copy of the signed training plan is given to the employer and apprentice/trainee within 14 days after the parties sign it.
- Where a training plan is developed for a school-based apprentice or trainee, ensure that–
  - a copy of the training plan is provided to the school co-ordinator as a courtesy
  - negotiation and agreement includes the school in relation to the schedule of school studies, training and employment
  - competencies applicable to the apprenticeship/traineeship and the apprentice's or trainee's school program, which will be delivered by the school, are identified
  - the limits to institutional training delivery to school-based apprentices are observed.
- Change the training plan if the employer and apprentice/trainee agree to the change
  - Take all reasonable steps to ensure the employer and apprentice/trainee sign the changed training plan within 14 days after the change is agreed to
  - However, if the change is minor (e.g. an amendment to reflect the changed title of a qualification), the signatures of the employer and apprentice/trainee are not necessary. A copy of the changed training plan must be sent to the employer and apprentice/trainee within 14 days after making the change. A minor change would not alter the fundamental information contained in a training plan such as who, how, what, where and when.
- Give DESBT notice if the apprentice/trainee is not making the progress required under the apprentice's/trainee's training plan.
- Provide the apprentice/trainee with an appropriate training record within 14 days of the parties signing the training plan.
- Informs the apprentice/trainee and employer of how to use the training record.
- Give reasonable notice to the apprentice/trainee of the requirement to produce the training record for updating.
- Check and update the training record with the formal/off-the-job training that has been completed, at a minimum, every 3 months

## Australian Apprenticeship Support Networks (AASN's)

AASN's are contracted by the Commonwealth Government to provide Australian Apprenticeship Support Services to employers, apprentices or trainees, and prospective apprentices or trainees across Queensland. Your AASN will assist with:

- Creation of the Training Contract;
- Administering payment/s under the Australian Apprenticeship Incentives Program;
- Provide comprehensive information to apprentices or trainees, employers, and other interested parties;
- Establish effective relationships to encourage the commencement and successful completion of apprentices or trainees;
- Your AAC will explain their full roles and responsibilities prior to signing the Training Contract.

## Department of Employment, Small Business and Training (DESBT)

The Department of Employment, Small Business and Training (DESBT) oversees and administers the apprenticeship and traineeship system in Queensland and provides advice and assistance to everyone involved in the apprenticeship or traineeship. Department of Employment, Small Business and Training helps employers and apprentices or trainees to get the most out of the apprenticeship or traineeship experience, and provides information, support, and advice to all parties of the Training Contract via the Apprenticeships Info Service.

## Employer

- Negotiate the training plan with the supervising registered training organisation (SRTTO) and apprentice/trainee.
- Agree to the training plan.
- Sign the training plan.
- Give the Department of Employment, Small Business and Training (DESBT) signed notice if the apprentice/trainee is unlikely to meet the requirements of his or her training plan.
- Give DESBT signed notice if the training required under the apprentice's/trainee's training plan can not be completed within the nominal term of the registered training contract.
- Give reasonable notice to the apprentice/trainee of the requirement to produce the training record for checking and updating.
- Check and update the training record with the on-the-job training that has been completed, at a minimum, every 3 months.

Events where the employer must notify DESBT:

- Agreement by the parties to amend or cancel the Training Contract;
- Sale or disposal of the business by the employer;
- Dissolution or change of business partnership;
- Where the purchaser of a business agrees to continue to train an apprentice or trainee, the employer must give notice to DESBT of the agreement. On receipt of this notification, the Training Contract is taken to be assigned to the purchaser of the business;
- Temporary transfer of a Training Contract within seven days of date of effect;
- Suspension of a Training Contract at least seven days prior to date of effect.

The employer must not directly or indirectly:

- Obstruct or discourage in any way, the apprentice or trainee from participating in the training required under the Training Plan to be delivered by Redmako;

- Place the apprentice or trainee at a disadvantage because they participate or attempt to participate in the required training.

## Apprentice or Trainee

The apprentice or trainee is required to:

- Negotiate the training plan with the SRTO and employer.
- Agree to the training plan.
- Sign the training plan.
- Update the training record with details of training undertaken on a regular basis, but at intervals of no more than three months.
- Keep the training record in their possession except when it is required for inspection or updating
- Produce the training record to the employer, training organisation and/or the department when requested.

Where the apprentice or trainee is School-based:

- Obtain the school's approval before entering into a School-based Training Contract;
- Talk to the school about how the training and employment will impact on the timetable.

## Parents / Guardians

Although the parent or guardian is not a party to the Training Contract, Department of Employment, Small Business and Training will provide them with written copies of correspondence related to various processes which occur during the life of the Training Contract. Department of Employment, Small Business and Training provides correspondence to keep the parent or guardian informed, so they may assist the apprentice or trainee to navigate through the processes and help to ensure successful completion of the apprenticeship or traineeship.

It is important to note that DESBT may only provide the parent or guardian listed on the Training Contract with any information contained in the Training Contract, unless the apprentice or trainee has formally, in writing, advised the Department of Employment, Small Business and Training otherwise (for example, where the mother is listed on the Training Contract, the apprentice or trainee would need to advise DESBT to provide the father with information pertaining to the Training Contract).

An employer who is also the parent or legal guardian of the apprentice or trainee may sign the Training Contract as both the employer and parent or guardian. The parent or guardian's involvement in the processes related to the Training Contract automatically cease when the apprentice or trainee turns 18 years of age.

The parent or guardian's responsibilities are:

- To sign the Training Contract within fourteen (14) days after the day the apprenticeship or traineeship starts;
- If the employer and apprentice or trainee and a proposed new employer agree to permanently transfer the Training Contract to the new employer, sign the application;
- If the apprentice or trainee decides to withdraw their consent to suspend or cancel the Training Contract within seven (7) days, sign the written notice advising the DESBT of the withdrawal;
- If the employer, apprentice or trainee, and Redmako agree to sign a Completion Agreement to initiate completion of the apprenticeship or traineeship, sign the Completion Agreement.

If the employer and apprentice or trainee agree:

- To apply to the DESBT to amend the Training Contract, sign the application;



- To temporarily transfer the Training Contract to a new employer for a period not exceeding one (1) year, sign the notice informing DESBT of this agreement;
- To suspend the Training Contract for a period not exceeding one (1) year, sign the application;
- To apply to cancel the Training Contract, sign the application.

## Supervisor Requirements

The supervisor is required to provide on-the-job training to the trainee and be permanently engaged in the same workplace and predominately work during the same hours as the trainee.

Persons qualified to provide training in the workplace for **trainees** are one of the following:

- 1) A person who has satisfactorily completed a traineeship in the trainee's calling, and is the holder of a completion certificate issued under an Act;
- 2) A person who holds a certificate of recognition issued under an Act, certifying the person has the necessary skills and knowledge in the calling;
- 3) A tradesperson in the trainee's calling, as defined under a specific industrial instrument;
- 4) A person who holds a tradesperson's certificate or certificate of recognition as a recognised tradesperson issued under *Tradesperson's Rights Regulation Act 1946* in the traineeship calling;
- 5) A person who holds a relevant qualification in the traineeship calling;
- 6) A person individually, or persons collectively, who has / have documented competence (achieved through RPL or a training pathway) in all the competencies the employer is required to provide training for under the trainee's Training Plan (cannot be a person or persons currently undertaking the same traineeship); and
- 7) A person undertaking a traineeship, at a higher level than the trainee's, whose traineeship incorporates supervisory or coordinating skills and who has documented competence (achieved through RPL or training pathway) in at least one of the competencies the employer is required to provide to the trainee under the Training Plan and who is supervised by a person that qualifies under Point 1 and / or 5 and / or 6;
- 8) Lastly, where a license to practice the calling is required, the qualified person holds a current license.

## Length of Apprenticeship or Traineeship

A nominal term (or length/duration) is allocated to each apprenticeship or traineeship, giving the Training Contract an end date. The probationary period is included as part of the nominal term.

The part-time and School-based nominal term is double the full-time nominal term. When a Training Contract status is changed, the nominal term is automatically updated.

If the employer, apprentice or trainee and Redmako decide there is insufficient time to complete all training and assessment before the end of the nominal term, they must apply to extend the nominal term. This application must be made before the end of the original nominal term.

## Probationary Period

As a rule, the probationary period for apprenticeships is 90 days and 30 - 60 days for traineeships. The probationary period applies from the first day of the apprenticeship or traineeship and is included in the nominal term of the Training Contract. Probationary Periods also apply to Training Contracts where the apprentice or trainee is recommencing in the same apprenticeship or traineeship, but not when the Training Contract has been temporarily or permanently transferred to a new employer.

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The employer and apprentice or trainee may apply in writing to the Department of Employment, Small Business and Training to extend the probationary period for the Training Contract. The probationary period cannot be extended further than six months from the commencement of the traineeship or apprenticeship.

Whether a Training Contract has been signed or not, the apprenticeship or traineeship may be ended at any time during the probationary period. The party who wishes to end the apprenticeship or traineeship must give written notice to the other party. This notice must state the date the apprenticeship or traineeship is to end, which can be no later than the end of the probationary period. The employer must notify the Department of Employment, Small Business and Training that the apprenticeship or traineeship has ended within seven days after it ends.

Probationary periods for employment are a separate matter from probationary periods for an apprenticeship or traineeship. A party requiring further information on the employment contract should contact the relevant employer organisation, union, or Fair Work Ombudsman.

## Time Spent Undertaking Training

Under the requirements of the Training Contract, all employers must release their apprentice or trainee from work and pay the appropriate wages to attend any off-the-job training, including assessment as provided for in the Training Plan.

However, this may not apply to School-based apprentices and trainees. The relevant industrial relations provisions applicable to the employer will specify whether the School-based apprentice or trainee is paid for time spent undertaking off-the-job training.

## Transfer of a Registered Training Contract

The Department of Employment, Small Business and Training allows registered Training Contracts to be transferred from one employer to another either permanently or temporarily. They may be considered for a variety of reasons, such as:

- A change in circumstances of the employer and / or apprentice or trainee;
- A lack of ongoing employment;
- To improve training opportunities;
- To facilitate the assessment of competency required under the Training Plan when an employer is temporarily unable to provide the range of work or facilities required.

Temporary Transfers of Training Contract must not exceed one year and must end before the nominal term of the contract ends. All parties, including the new employer, must agree to the change and must notify the Department of Employment, Small Business and Training within seven days after the transfer takes effect. A new Training Plan will be developed within 28 days with the temporary new employer and the Training Record (see Training Record) must be kept up to date with details of the work and training undertaken within the temporary employer.

Permanent Transfers must be made under application to the Department of Employment, Small Business and Training. Applications will be decided by the Department of Employment, Small Business and Training within 28 days of submission and once a decision is made, written notification of the approval and transfer effect date will be provided to all parties. The new employer takes on all responsibilities and obligations as outlined at the original sign up.

A new Training Plan will be developed by Redmako within 28 days of the Permanent Transfer. It is important to note when an application is made without the consent of the original employer and there was a break in

the apprentice or trainee employment arrangements, the application may not be approved, and a cancellation and recommencement may need to be actioned.

Probationary periods do not apply to Temporary and Permanent Transfers.

## Training Plan

All apprentices and trainees require a Training Plan. The Training Plan sets out details of how, when, and by whom training, and assessment is conducted to achieve the competencies required for the qualification.

The Training Plan outlines the training to be delivered to the apprentice or trainee, by the employer, and Redmako and includes the planned assessment arrangements. The Training Plan must be negotiated and agreed to by the employer, apprentice or trainee, and Redmako (the parent or guardian is not a party to the Training Plan and their signature is not required).

Each apprentice or trainee in the workplace must have their own Training Plan, and if the apprentice or trainee is under more than one training contract, a Training Plan is required for each apprenticeship or traineeship.

Redmako must take all reasonable steps to ensure the plan is:

- Signed within three months of the commencement of the apprenticeship or traineeship for the initial Training Plan;
- Signed within 28 days of the replacement date, where Redmako has taken over the training from another SRTO;
- Signed within 28 days of the transfer date, where there has been a permanent, temporary, or statutory transfer of a registered Training Contract;
- A copy of the signed Training Plan has been issued to the employer and apprentice or trainee within 14 days of signing.

The Training Plan may be altered if all parties agree. The changed Training Plan must be signed within 14 days after the change is agreed to (unless the change is considered minor). A copy of the changed Training Plan must be issued to the employer and apprentice or trainee within 14 days.

## Training Record

Within 14 days of the Training Plan being signed, Redmako must provide the apprentice or trainee with a Training Record to record evidence of progression of training. The apprentice or trainee must:

- Hold the Training Record and produce it to their employer, Redmako, or the DESBT, when requested;
- Take it with them if they change employers.

Redmako and the employer must, at intervals of no more than three months, request the apprentice or trainee to produce, within a reasonable timeframe, the Training Record to inspect or record completed training. Regular checks allow the parties the opportunity to discuss training and ensure the apprentice or trainee is receiving the full range of work and progressing satisfactorily.

Upon completion of each unit of competency, the Training Record will be signed by all parties:

- The employer signature supports that the apprentice or trainee is competent in the workplace, industry, and company standards;

- The apprentice or trainee's signature supports that they agree they have the ability to competently perform the workplace tasks;
- The Redmako Trainer's signature supports the successful completion of off-the-job training in the underpinning knowledge and skills.

## Failure to Make Reasonable Progress

The Training Plan details competencies to be achieved and timeframes for achievement. Each apprentice or trainee will also be provided with a Training Record from Redmako in which to document progress towards achievement of these competencies.

Redmako is responsible for ensuring that the training required to be delivered under the apprentice or trainee's Training Plan is delivered to the apprentice or trainee.

If it is identified that the apprentice or trainee is not making reasonable progress through their apprenticeship or traineeship, without valid reasons, the Redmako Trainer will discuss with the apprentice or training and the employer to rectify the situation. If the failure to make reasonable progress continues, a letter will be sent to the apprentice or trainee and the employer formally documenting it, and if it is School-based, the letter will also be sent to the Industry Liaison Officer of the school and the apprentice or trainee's parent or guardian.

If the above process is unable to rectify the progression, the Department of Employment, Small Business and Training will be notified in writing.

## Discipline

A range of disciplinary actions can be pursued if the Department of Employment, Small Business and Training believe the employer and / or apprentice or trainee have engaged in misconduct or contravened the Act or the Training Contract. The Department of Employment, Small Business and Training may make any of the following orders to:

- Reprimand the employer and / or the apprentice or trainee;
- Impose a fine.

Examples of misconduct relating specifically where the apprentice or trainee does not:

- Carry out a reasonable and lawful instruction given by their employer, their employer's agent, Redmako, or the DESBT;
- Attend work and do their job;
- Work towards achieving the qualification or Statement of Attainment stated in the Training Contract;
- Participate in training and assessment required under the Training Plan;
- Keep the Training Record as required;
- Produce the Training Record for inspection when requested by another party to the Training Contract.

Examples of misconduct relating specifically where the employer:

- Fails to carry out reasonable and lawful instruction that is consistent with the party's obligations under the Training Contract given by the DESBT;
- Does not update the Training Record as required;
- Fails to provide the apprentice or trainee with the facilities, range of work, supervision and training as required under the Training Plan;

- Directly or indirectly obstructs or discourages the apprentice or trainee from participating in training required under the Training Plan.

Failing to advise the DESBT of notifiable events affecting the Training Contract that include:

- Sale or disposition of the business and / or partnership;
- If the employer is a partnership and the partnership is dissolved;
- Deciding the apprentice or trainee is unlikely to meet the requirements of the Employment of the apprentice or trainee has ceased.

## Amendments

During the term of an apprenticeship or traineeship, there is often the need for the employer or the apprentice or trainee to make changes to the details of the registered Training Contract. Employers and apprentices or trainees have an obligation to advise the DESBT of any changes to the Training Contract.

Changes that can be made are:

### Minor Amendment

- The apprentice or trainee's name;
- The employer's trading name;
- Correction of a typographical error in a party's name or address;
- A party's address;
- The qualification (as a result of the original qualification being superseded).

The person initiating the minor amendment may advise the other to the Training Contract and the Department of Employment, Small Business and Training either orally or in writing.

### Amendment

- The start date of the apprenticeship or traineeship;
- Employment mode;
- Change of qualification to another in a different industry or training package;
- Change of qualification level;
- Date of birth where it impacts on legislated age restrictions;
- Change of employer's legal name.

All parties to the Training Contract must apply in writing to the Department of Employment, Small Business and Training for approval of these types of amendments. Redmako also must support this application if the change affects the Training Plan.

## Entitlements and Wages

The Department of Employment, Small Business and Training, Australian Apprenticeship Support Networks, and Redmako do not have authority over, nor are able to advise, on workplace Entitlements and wages. Please contact the Fair Work Ombudsman on 13 13 94 for information relating to Entitlements and wages.

## Cancellation

A registered Training Contract may be cancelled either when the parties mutually agree, or in certain circumstances, by the DESBT. When the parties to a Training Contract agree to cancel, a Cancellation Form is completed, signed, and forwarded to the Department of Employment, Small Business and Training.

A party to the Training Contract may withdraw their consent to the agreement to cancel the Training Contract. This notification must be in writing and received by the Department of Employment, Small Business and Training within seven (7) days after the original application was received.

In some circumstances, parties may wish to consider a transfer or suspension of the Training Contract as an alternative to cancellation.

The DESBT may propose to cancel a registered Training Contract if advised of the following:

- The employer has ceased business;
- The employer has ceased operating the business in which the apprentice or trainee was employed;
- There has been a substantial change to a party's circumstances, affecting the party's capacity to perform their obligations under the Training Contract;
- The employer has moved the business to a place where it is impractical or unreasonable for the apprentice or trainee to travel;
- The Training Contract contains false or misleading information;
- The employer has been declared a prohibited employer;
- The employer is failing, or has failed, to comply with their obligations;
- The employment of the apprentice or trainee has ceased;
- The apprentice or trainee is a school student and the school has withdrawn their support for the student's participation in training;
- The Training Contract was registered in error.

## Completions

All apprenticeships and traineeships in Queensland are competency-based. This means that when the employer and apprentice or trainee are satisfied all training and assessment required under their Training Plan has been completed, and Redmako has issued the qualification, then the completion process can be commenced. School-based apprentices and trainees must also have completed the minimum required paid working hours.

The employer, apprentice or trainee, and Redmako must sign a Completion Agreement, stating that all training and assessment required under the Training Plan has been completed by the apprentice or trainee. The parent or guardian's consent on the Completion Agreement is also required, if the apprentice or trainee is still below 18 years of age.

Upon receiving the Completion Agreement, the Department of Employment, Small Business and Training will issue a Completion Certificate for the apprenticeship or traineeship if satisfied the apprentice or trainee has completed.

Upon deciding that the apprenticeship or traineeship has not been completed, the Department of Employment, Small Business and Training will send written notice to the employer, apprentice or trainee, parent or guardian (if applicable), and Redmako informing of the decision.

## School-based Apprentices and Trainees

To commence a School-based Apprentice or Traineeship (SAT), a student must have the support of the employer, the school, Redmako, and their parent or guardian.

The employer, student, and parent or guardian (if applicable and appropriate) will be required to sign a Training Contract agreeing to work together for the length of the apprenticeship or traineeship.

There **must** be some impact on the student's school timetable for the apprenticeship or traineeship to be considered School-based.

## Paid Employment Requirements

All School-based apprentices or trainees are paid for time spent working with their employer. The employer should contact the Fair Work Ombudsman to discuss industrial relations provisions applicable to the employer and Department of Employment, Small Business and Training to determine the following matters:

- Whether or not the apprentice or trainee will be paid for time spent undertaking training delivered by Redmako;
- Leave entitlements;
- Periods of paid employment must never fall below the minimum of 375 hours (50 days) per 12-month period from the commencement of the School-based Training Contract.

School-based trainees must not complete in less than 12 months unless they have completed the minimum 375 hours (50 days) paid work requirement. The DESBT may randomly audit completing School-based traineeships and request evidence from the employer to confirm the minimum of paid employment was worked.

## Leaving School

If a School Based Apprenticeship or Traineeship (SAT) has not completed prior to leaving school, it must be converted to full-time or part-time arrangements. The Department of Employment, Small Business and Training will convert SAT's to full-time arrangements the day after their Year 12 school ends. However, for SAT's who leave school before the end of Year 12, the employer, apprentice or trainee, and parent or guardian must notify the Department of Employment, Small Business and Training in writing to convert the Training Contract to full-time or part-time.

## Employer and Student Contributions

Employers may also be required to contribute towards the cost of training. Any charges must be negotiated and disclosed prior to enrolment. Redmako Learning's fees can be viewed at: <http://www.redmako.com.au/policies>

In most cases students are required to pay a contribution fee. However, in some cases the fee can be partially or fully exempt. Students are partially exempt if they hold a Health Care or Pensioner Card (or is a partner or dependent named on the card of a person who holds a card), are under the age of 17 at the end of February in the year of training commencement and have not completed Year 12, or a person of Aboriginal or Torres Strait Islander descent. Student Contribution Fees are discounted by 60% under this partial exemption.

School-based apprentices or trainees are fully exempt from Student Contribution Fees whilst at school but may be required to pay fees once the Training Contract has been converted to part-time or full-time. Year 12 Graduates can access fee-free training. Students must enrol and commence training with an approved training provider by the end of the calendar year following completion of Year 12.

## Assistance for Cancelled Apprentices and Trainees

Apprentices and trainees whose training contracts are cancelled and were receiving funding under the User Choice Program may be eligible to continue to receive funding. This will allow the cancelled apprentice or trainee the opportunity to attend training while looking for a new employer.

## Travel and Accommodation Assistance

The Department of Employment, Small Business and Training (DESBT) provides assistance to apprentices and trainees who are required to travel to and from their usual place of residence to attend training with the nearest training organisation available to deliver the qualification.

Travel and Accommodation Assistance can be used by apprentices and trainees when attending off-the-job training with Redmako. To be eligible, the distance travelled must be more than 100 kilometres return and the claim must be submitted within 6 months of the completion of the training period. This subsidy is not available to School-based Apprentices or Trainees.

## Disability Support

Redmako makes 'reasonable adjustments' by adapting their training delivery methods to ensure equity and full access to training by all apprentices and trainees with a disability. Please discuss with your Redmako Trainer for information on what support is available.

For more information regarding the eligibility requirements, your obligations and responsibilities to access a Government subsidised training place through the User Choice program please read the information contained in the following link:

User Choice - <https://training.qld.gov.au/training/incentives/userchoice>

## Certificate 3 Guarantee program

The Certificate 3 Guarantee program provides eligible individuals with access to a subsidised training place in an Australian Qualifications Framework certificate III level qualification. The government's aim is to assist working-age Queenslanders without post-school certificate III or higher-level qualification to complete a nationally recognised certificate III qualification that leads to:

- Either a job outcome for individuals trying to enter the labour market or their desired industry/career; or
- Advancement in the workplace or career progression for individuals already employed in their preferred industry.

It is essential that you understand the eligibility requirements, your obligations and responsibilities to access a Government subsidised training place through the Certificate III Guarantee Program please read the information contained in the following link:

Certificate 3 Guarantee - <https://training.qld.gov.au/training/incentives/certificate3>

## Eligibility

In order to undertake training through the Certificate 3 Guarantee Program, prospective students must meet the following eligibility criteria:

- Aged 15 years or above and no longer at school;
- Permanently reside in Queensland;



- Be an Australian citizen, Australian permanent resident (including a humanitarian entrant), a temporary resident with the necessary visa and work permits on the pathway to permanent residency, or a New Zealand citizen;
- Not hold, or currently enrolled in, a Certificate III or higher-level qualification, not including qualifications completed at school and foundation skills training;
- It is important to note that students can only access subsidised training under the Certificate III Guarantee Program once.

## Contribution

The Department of Employment, Small Business and Training require students to contribute towards their training under the Certificate III Guarantee Program. Redmako Learning's fees can be viewed at: <http://www.redmako.com.au/policies>

Year 12 Graduates can access fee-free training. Students must enroll and commence training with an approved training provider by the end of the calendar year following completion of Year 12.

## Higher Level Skills program

The Higher-Level Skills program provides eligible individuals with access to a subsidised training place in selected Australian Qualifications Framework certificate IV level and above qualifications or priority skill sets.

The principal aim is to help individuals gain the higher-level skills required to secure employment or career advancement in a priority industry or transition to university to continue their studies. The Higher-Level Skills program also provides eligible employers or industry with the capacity to address current workforce development needs that are adversely impacting on productivity, where individual employees meet the program's eligibility requirements.

While it is primarily industry's role to train its workforce, there is a role for government to invest in training that meets emerging industry needs if it will benefit Queensland's economy and support industry to boost productivity. It is essential that you understand the eligibility requirements, your obligations and responsibilities to access a Government subsidised training place through the Higher-Level Skills Program please read the information contained in the following link:

Higher Level Skills - <https://training.qld.gov.au/training/incentives/highskills>

## Eligibility

In order to undertake a qualification through the Higher-Level Skills program, prospective students must meet the following eligibility criteria:

- Aged 15 years or above and no longer at school;
- Permanently reside in Queensland;
- Be an Australian citizen, Australian permanent resident (including a humanitarian entrant), a temporary resident with the necessary visa and work permits on the pathway to permanent residency, or a New Zealand citizen;
- Not hold, and not be enrolled in, a Certificate IV or higher-level qualification, not including qualifications completed at school and foundation skills training.

In addition to the standard eligibility requirements, specific restrictions or exemptions may apply to participation in certain subsidised qualifications. Any additional eligibility requirements will be based on industry advice or requirements under the relevant national training package. Please check with Redmako

for any further eligibility requirements. It is important to note that students can only access subsidised training under the Higher-Level Skills program once.

## Contribution

The Department of Employment, Small Business and Training require students to contribute towards their training under the Certificate III Guarantee Program. Redmako Learning's fees can be viewed at: <http://www.redmako.com.au/policies>

Year 12 Graduates can access fee-free training. Students must enrol and commence training with an approved training provider by the end of the calendar year following completion of Year 12.

## VETiS

Vocational Education and Training in Schools (VETiS) is a program that enables students to gain nationally recognised qualifications while at school. Students learn skills and knowledge required for specific industries. Working with schools, Redmako offer this training.

VETiS can be undertaken in years 10, 11 and 12, and can count towards the Queensland Certificate of Education.

Redmako Learning works with schools to deliver Vocational Education and Training (VET) in Schools (VETiS). We support the student and the school in the following ways:

- Dedicated VETiS Enrolment Officers – we assign an Enrolment Officer to your school program to take care of the ENTIRE enrolment process. Yes – we'll chase the Medicare cards, identification, proof of address and parents' signatures;
- Tutorial support for students – we understand that students can fall behind or get stuck with any assessment item or maybe even just forget their credentials to access the Learning Management System. Your VETiS Students will be assigned a dedicated Tutor who will monitor their progress or lack thereof & proactively reach out to offer special support;
- Work experience coordination – if the VETiS program your students are undertaking requires a work placement, Redmako Learning will take full responsibility for coordinating such. The cohort of students requiring placement will be assigned to a Redmako Learning Placement Support Officer who will be charged with placing the students and then monitoring the students' performance in the workplace, plus the Employers satisfaction with the placed students;
- Assessment support for Teachers without Currency – Redmako Learning understands that schools regularly face the challenge that Teachers charged with delivering VETiS programs often lack currency. To counter this obstacle, Redmako Learning can work with your school to implement strategies for Assessment Support e.g. Having a Redmako Learning Assessor conduct and sign-off assessment.

Redmako Learning are work collaboratively with your school effectively to deliver VETiS. VETiS is available via many qualifications and we design programs to work very effectively for you while you're at school in support of your school.

The VETiS Fact sheet can be viewed at:

<https://mec.eq.edu.au/Supportandresources/Formsanddocuments/Documents/vetis-fact-sheet.pdf>