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STUDENT HANDBOOK 2025

for Vocational Education and Training

Brisbane School of Distance Education

INNOVATION | INSPIRATION | INCLUSION



BrisbaneSDE



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BrisbaneSDE

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Welcome

Welcome to studying a VET qualification at the Brisbane School of Distance Education

School contact details

School name	Brisbane School of Distance Education
Street address	4 Cavendish Road Coorparoo QLD 4151
Postal Address	GPO Box 1308 Brisbane QLD 4001
Telephone	07 3727 2444
General enquiries	enquiries@brisbanesde.eq.edu.au
Website	https://brisbanesde.eq.edu.au
School office hours	8.00 am to 4.00 pm, every school day

VET details

RTO information	Brisbane School of Distance Education (RTO #1585)
VET enquiries	VET@brisbanesde.eq.edu.au
Faculty	Years 10–12 VET and Business

Handbook disclaimer

This VET Student Handbook contains information that is correct at the time of printing. Changes to legislation and/or BrisbaneSDE policy may impact on the currency of information included. BrisbaneSDE reserves the right to vary and update information without notice. You are advised to seek any changed information and/or updates from your trainer or by contacting BrisbaneSDE. This handbook has been prepared as a resource to assist students to understand their obligations and also, the obligations of BrisbaneSDE as a Registered Training Organisation. Please carefully read through the information contained in this handbook. All students need to read, understand, be familiar with, and follow the policies and procedures outlined. Any enquiries can be directed to BrisbaneSDE.

1. Introduction

Congratulations on your decision to enrol in a nationally-recognised vocational course with the Brisbane School of Distance Education's Registered Training Organisation (BrisbaneSDE RTO).

This handbook has been written to provide students with important information about the Vocational Education and Training (VET) qualifications offered at BrisbaneSDE, your rights and responsibilities as a VET student and policies and procedures developed by BrisbaneSDE.

Students should take the time to study this handbook carefully and ask their VET trainer/assessor (teacher) if they are unsure of any details.

1.1 The Australian Qualifications Framework (AQF)

All of the VET courses offered by BrisbaneSDE lead to a nationally recognised qualification:

- if a student achieves all requirements of the qualification, a certificate is awarded, or
- if a student is awarded only one or some of the units in the qualification, a statement of attainment is issued.

A certificate/statement of attainment will be recognised in all states and territories in Australia. This is because Australia has a national qualifications framework called the Australian Qualifications Framework (AQF). There are 10 different levels of qualifications that can be obtained. These are shown in the following diagram.



Source: Australian Qualifications Framework Second Edition January 2013
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The VET trainer/assessor will provide you with information about the VET qualification/s, including an overview of the specific units of competency in each, as well as assessment requirements.

1.2 Student selection, enrolment and induction/orientation procedures

Students wishing to enrol into VET courses at BrisbaneSDE participate in the same enrolment and selection processes as students enrolling into other courses at BrisbaneSDE. Where numbers are limited for VET subjects, selection will be based on interview and/or on the order in which enrolments are received. Students complete the BrisbaneSDE subject selection forms and indicate they wish to study a VET subject. Before training commences they also complete and sign a **VET Agreement form** acknowledging acceptance of the requirements of studying a VET subject at BrisbaneSDE.

This process also includes provision by the student of their **USI** (Unique Student Identifier), which is necessary in order for the certificate/statement of attainment to be issued. Applying for a USI is free and is necessary for enrolment into any VET course. For information on how to apply for a USI, go to www.usi.gov.au.

It is a recommendation that students enrolling in a VET course have achieved the recommended minimum result in Year 10 English (and Maths, where applicable) so that they are able to meet the literacy and numeracy demands of the qualification and have the best chance to successfully participate in the program of training.

Students enrolled in any VET course may be required to complete a Language, Literacy and Numeracy test to determine their level of reading, writing and numeracy skills according to the [Australian Core Skills Framework](#) (ACSF).

Prior to enrolment, students and parents can access information on training, student responsibilities as a VET student, VET in practice, competency-based assessment, recognition of prior learning and credit transfer. This is available from the [Vocational education](#) page on the BrisbaneSDE website.

After enrolment has been finalised, students are registered into their qualification's QLearn course/s where further information is available. Students will then be able to access VET Orientation/Induction.

Upon enrolment into a class, the trainer/assessor will work through the key points in orientation/induction sessions with the students, after which training will commence.

Important: Regular attendance and active engagement during lessons, including verbal and non-verbal communication with the trainer/assessor and fellow students, is a requirement in VET subjects. As VET qualifications are designed to prepare students for working in the various industry areas and equip them with the [Core Skills for Work Developmental Framework](#), students will be required to actively demonstrate the development of their understanding, skill and competency during their lessons. They will be expected to use their microphones and web cameras when directed by their trainer/assessor so that the students' progression of knowledge, skills and competency can be observed and evidence collected. Trainers/Assessors will use strategies to assist students to develop confidence in using microphone and web camera/video during the early weeks of the course. Privacy of student information will be protected at all times.

2. Information about the VET qualification

Prior to enrolment, course information can be obtained from the Vocational education page on the BrisbaneSDE website and via the Subject Guides on the BrisbaneSDE website. After enrolment, information will be provided by the trainer/assessor during subject orientation in class time, and will be available in the qualification's QLearn course.

Information available to students regarding course information will include:

- Qualification code and title
- Units of competency (code and title) to be delivered
- Duration of the course of study
- Entry requirements (if applicable)
- Fees and charges

- Course outcomes and pathways
- Equipment/Materials to be accessed and supplied by the student
- Assessment requirements
- Lesson participation requirements
- Contact information of the external RTO (for applicable qualifications)
- Work placement requirements (where applicable).

3. Marketing and advertising of course information

BrisbaneSDE will ensure that its marketing and advertising of AQF qualifications to prospective students is ethical, accurate and consistent with its scope of registration. In the provision of information, no false or misleading comparisons are drawn with any other training organisation or training product.

The RTO logo will only be employed in accordance with its conditions of use. BrisbaneSDE will not advertise or market in any way VET accredited courses, qualifications or units of competency that are not on their scope of registration.

BrisbaneSDE will ensure it will have the appropriate human and physical resources to deliver and assess any course currently on the scope of registration. If access to these resources is lost, then students will be provided with alternative opportunities to complete the course and the related qualification.

4. Legislative requirements

As a RTO, BrisbaneSDE will observe all Australian, state and territory laws governing vocational education and training and meet all legislative requirements of the following Acts, as they relate to the school:

- Standards for Registered Training Organisations (RTOs) 2015
- VET Quality Framework
- *National Vocational Education and Training Regulator Act 2011*
- *Education (General Provisions) Act 2006*
- Education (General Provision) Regulation 2017
- *Vocational Education, Training and Employment Act 2000*
- *Education (Work Experience) Act 1996*
- Education (Queensland Curriculum and Assessment Authority) Regulation 2014
- *Child Protection Act 1999*
- *Commission for Children and Young People Act 2000*
- *Work Health and Safety Act 2011*
- *Anti-Discrimination Act 1991*
- *Disability Services Act 2006*
- *Freedom of Information Act 1982*
- *Privacy Amendment (Enhancing Privacy Protection) Act 2012.*

5. Fees and charges, including refund

The following qualifications are offered to students, with BrisbaneSDE as RTO unless otherwise indicated.

Qualification code	Qualification title	Year 1*	Year 2*	Total cost*
BSB10120	Certificate I in Workplace Skills [^]	\$ 40.00	N/A	\$ 40.00
FSK10219	Certificate I in Skills for Vocational Pathways [^]	\$ 40.00	N/A	\$ 40.00
ICT20120	Certificate II in Applied Digital Technologies	\$ 25.00	\$ 25.00	\$ 50.00
FSK20119	Certificate II in Skills for Work and Vocational Pathways	\$ 25.00	\$ 25.00	\$ 50.00
FNS20120	Certificate II in Financial Services	\$ 50.00	N/A	\$ 50.00
CHC22015	Certificate II in Community Services [§]	N/A	N/A	N/A
CHC30221	Certificate III in School Based Education Support [†]	\$350.00	\$350.00	\$700.00

*Prices current at 28 January 2025.

[^]Not offered to School-based students.

[§]Trained and assessed by Skills Generation as RTO. This qualification is VETiS funded, i.e. there is no subject fee for students who reside in Queensland unless VETiS funding has already been used. If so, fee for service is \$1200.

[†]Trained and assessed by Cairns Training Academy as RTO.

Students who leave a VET course before the scheduled completion date may be able to claim a refund for part of the course cost in accordance with the BrisbaneSDE RTO Fee Policy or fee policy of the partner RTO.

Matters regarding payment of fees or refund of fees will be managed by the Business Manager (BM) or delegate in accordance with the principles contained in the School's Fee Policy. (For information about subject charges and refunds refer to the [Guide to our school](#) on the BrisbaneSDE website.)

BrisbaneSDE will charge for VET courses provided by external training providers via a Partnership Agreement with that provider. If this occurs, the external RTO is responsible for refunds.

6. Student services

BrisbaneSDE will establish the needs of students and deliver services to meet individual needs where applicable. All students will have involvement with some or all of the following processes, designed to establish their educational needs:

- Junior and Senior Education and Training (JET/SET) plans
- subject selection processes, and
- career guidance services.

The provision of educational services will be monitored to ensure that students' needs are catered for through review of student SET plans, as needed.

BrisbaneSDE will continually improve student services by collecting, analysing and acting on any relevant data collected when students provide valuable feedback through informal and formal processes i.e. through individual student assessment feedback, course evaluation feedback, and quality indicators — via student engagement surveys and school-generated surveys (where applicable).

7. Student support, welfare and guidance services

Students have access to a wide range of support, welfare and guidance services, including:

- Deputy Principals, Years 10, 11 and 12
- RTO Manager/HoD VET and Business
- VET trainers/assessors
- External VET Programs Coordinator
- Career Counsellor / Guidance Officer
- Pathways and Engagement Team
- Learning Support teachers
- Indigenous Support
- Year Coordinators, Years 10, 11 and 12
- Community Engagement Team
- Student IT Support and Services

8. Provision for language, literacy and numeracy assistance

VET qualifications are comprised of units of competency from a national training package, into which basic literacy and numeracy elements have been incorporated. Delivery and assessment within the context of an industry vocational area can assist the student to learn these literacy and numeracy components more readily.

BrisbaneSDE Trainers/Assessors hold TAE40116 Certificate IV in Training and Assessment or equivalent which incorporates the competencies required to address students' language, literacy and numeracy skills, enabling them to support students' learning needs in these areas. However, if additional language, literacy or numeracy support is required, staff will refer to literacy specialist teachers, who can advise on the implementation of individualised learning strategies.

9. Access and equity

The access and equity guidelines at BrisbaneSDE are designed to remove any barriers so that all students have the opportunity to gain skills, knowledge and experience through access to VET subjects. BrisbaneSDE is inclusive of all students regardless of sex, race, impairment or any other factor. Any matter relating to access and equity will be referred to the RTO Manager.

Staff and students, in their induction to the school, are made aware of the school's policies with regard to access and equity.

Access and equity guidelines will be implemented through the following strategies:

- The school curriculum, while limited by the available human and physical resources, will provide for a choice of VET subject/s for all students.
- Links with other providers, such as TAFE institutes and other external RTOs will be considered where additional resources are required.
- Access to school-based apprenticeships and traineeships may be available to students by their own undertaking.
- Where possible, students will be provided with the opportunity to gain a full Certificate at AQF levels I, or II or III (where applicable).
- Access to industry specific VET programs will be available to all students regardless of sex, gender or race.
- If BrisbaneSDE loses access to either physical and or human resources, students will be provided with alternative opportunities to complete the course and the related qualification.

Discrimination occurs if a person treats someone differently on the basis of an attribute or characteristic such as gender, sexuality, race, pregnancy, physical or intellectual impairment, age, etc. BrisbaneSDE strives to meet the needs of each student through incorporating access and equity principles and practices which acknowledge the right of all students to equality of opportunity without discrimination. The following principles apply:

- VET curriculum areas will be adequately resourced, with trainers/assessors acquiring the appropriate qualifications, in order to ensure students have quality outcomes.
- VET training and assessment will be in line with industry standards to ensure quality outcomes for students. As well, a variety of training/assessment methods will be used to cater for the ways in which students learn.
- All students will be actively encouraged to participate in VET qualifications, irrespective of background/ cultural differences.
- Literacy/Numeracy is integrated throughout all VET qualifications, as well as being delivered separately through the English/literacy and Maths/numeracy programs.
- BrisbaneSDE will openly value all students, irrespective of background, culture or other differences, and all students will be made to feel valued through the delivery of appropriate training and assessment methods and support structures.
- Any complaints in relation to discrimination/harassment will be treated seriously, in line with the [Complaints and Appeals Policy statement](#).

10. Flexible learning and assessment procedures

The following represent the basic VET assessment principles of this school. They are designed to promote fairness and equity in assessment:

- All VET students at this school will be fully informed of the VET assessment procedures and requirements and will have the right to appeal.
- Students will be given clear and timely information on assessment.
- Information given to students, on the assessment cover sheet, will include:
 - advice about the assessment methods
 - assessment procedures
 - the criteria against which they will be assessed
 - how feedback will be provided and the time frame.
- Students will be provided with information on their progress via trainer/assessor feedback, through the school reporting system and/or via an Individual Assessment Profile.
- The assessment approach chosen will cater for the language, literacy and numeracy needs of students.
- Any special geographic, financial or social needs of students will be considered in the development and conduct of the assessment.
- Reasonable adjustment will be made to the assessment strategy to ensure equity for all students, while maintaining the integrity of the assessment outcomes.
- 'Competency Demonstration Days' may occur during the year to provide students with opportunity to attend BrisbaneSDE to demonstrate competency to their trainers/assessors face-to-face. Access to these opportunities will be provided on the basis that the student has been actively participating in their VET program and will be made by the trainer/assessors' invitation.
- Opportunities for feedback and review of all aspects of assessment will be provided to students.
- A clearly documented mechanism for appeal against assessment processes and decisions is available to students in this handbook and in the [Vocational education](#) page on the BrisbaneSDE website.

The VET trainer/assessor will provide students with a thorough overview of the assessment requirements for the individual VET courses. The following information, however, represents some general information about the VET assessment process at BrisbaneSDE.

11. Competency based assessment

In order to be successful in gaining competency, students must demonstrate consistent application of knowledge and skills to the standard of performance required in the workplace. Students must be able to transfer and apply skills and knowledge to new situations and environments.

11.1 Assessment methods and judgement of competency

Students are provided with numerous opportunities to demonstrate competency throughout the duration of the course. This could be through face-to-face observations, observations during web conferencing sessions, competency conversations, folio submissions, response to questions, group work etc. Feedback is provided verbally, on assessment cover sheets, during online lessons, via email and/or through the course's online learning platform (QLearn) using terms such as Satisfactory or Unsatisfactory in relation to training activities and individual assessment tasks, and Competent or Working Towards Competency for Assessment of units of competency.

11.2 Recording assessment results

When the student has demonstrated consistent application of skills and knowledge in a unit of competency, the assessor will award competency. Assessment results are recorded by the assessor in a digital markbook which is uploaded to a Training Management System and is 'banked' into the student's learning account in the QCAA Student Management Portal. An assessment profile will be maintained for each student.

Students may also receive alternative assessment if they apply for and meet the requirements for Recognition of Prior Learning (RPL) which is covered later in this handbook.

12. Student access to accurate records, policies and procedures

BrisbaneSDE is committed to regularly providing students with information regarding their participation and progress.

The VET trainer/assessor will maintain accurate and current records of each student's progress towards, and achievement of Units of competency. Units of competency will be recorded in the Training Management System as a student progresses and achieves competencies. Results will then be uploaded to the QCAA Student Management Portal to bank QCE credits for the qualification into the student's learning account.

The VET trainer/assessor will provide progress reports at least once each semester or at any time on request by the student. Students will also have access to information regarding any unit achieved through their own online learning account.

13. Confidentiality and data collection and use

Information about a student, except as required by law or as required under the [VET Quality Framework](#), is not disclosed without the student's written permission or, if the student is less than 18 years of age, that of their parent or guardian.

Under the Data Provision Requirements 2020 and National VET Data Policy (which includes the National VET Provider Collection Data Requirements Policy), Registered Training Organisations are required to collect and submit data compliant with AVETMISS for the National VET Provider Collection for all Nationally Recognised Training. This data is held by the National Centre for Vocational Education Research Ltd (NCVER), and may be used and disclosed for the following purposes:

- populate authenticated VET transcripts
- facilitate statistics and research relating to education, including surveys and data linkage
- pre-populate RTO student enrolment forms
- understand how the VET market operates, for policy, workforce planning and consumer information, and
- administer VET, including program administration, regulation, monitoring and evaluation.

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

NCVER will collect, hold, use and disclose your personal information in accordance with the *Privacy Act 1988* (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website www.ncver.edu.au).

14. Employer contributing to learner's training and assessment

Wherever possible students are encouraged to undertake placement in workplaces that provide experience in the competencies included in their VET qualifications. BrisbaneSDE does not use assessment by work placement supervisors. Students on work placement may record their activities in a workplace logbook which may be used by the assessor to support judgements of competency.

Some courses, generally Certificate III qualifications, contain a mandatory requirement of work placement, in accordance with the Training Package.

15. Complaints and appeals policy and procedures

The following policy is an extension of the [BrisbaneSDE Complaints Policy](#) (located on the BrisbaneSDE website).

BrisbaneSDE will create an environment where students' views are valued.

Complaints arise when a student is dissatisfied with an aspect of the school's RTO services, its staff or a third party offering services on its behalf, and requires action to be taken to resolve the matter.

Appeals arise when a student is not satisfied with a decision that the school RTO has made during training and/or assessment.

Students with either a complaint or an appeal will have access to a complaints or appeal process, as documented below. Complaints and appeals are managed by BrisbaneSDE in a fair, efficient and effective manner. This process will be followed by all trainers and assessors and RTO staff at BrisbaneSDE.

Stage 1

- The initial stage of any complaint or appeal shall be for the complainant to communicate directly, either verbally or in writing, with any staff member. (The Complaints and Appeals Record form located on the VET page of the BrisbaneSDE website may be used.) The staff member will acknowledge receipt of the complaint or appeal within 5 working days and record in the Complaints and Appeals Register. This register provides invaluable data about aspects of the RTO's operations that could be improved.
- The RTO Manager (or Deputy Principal, Year 12 if the object of the complaint is the RTO Manager) will advise the outcome of the complaint or appeal within 10 working days of the request and record the outcome in the Complaints and Appeals Register.

Stage 2

- If the student is not satisfied with the outcome of the complaint or appeal at Stage 1, the student may communicate verbally, or in writing, to the RTO Manager (or Deputy Principal Year 12 if the object of the complaint is the RTO Manager) or delegate. (The Complaints and Appeals Record form located on the VET page of the BrisbaneSDE website may be used.) The RTO Manager/Deputy Principal will acknowledge receipt of the complaint or appeal within 5 working days and record in the Complaints and Appeals Register.
- The RTO Manager/Deputy Principal will advise the outcome of the complaint or appeal within 15–30 calendar days of the complaint and record the outcome in the Complaints and Appeals Register.

Stage 3

- If the student is not satisfied with the outcome of the complaint or appeal to the RTO Manager/Deputy Principal Year 12 or delegate, the student may communicate verbally, or in writing, to the CEO. (The Complaints and Appeals Record form located on the VET page of the BrisbaneSDE website may be used. Direct emails to: principal@brisbanesde.eq.edu.au.) The CEO will acknowledge receipt of the complaint or appeal within five working days and record in the Complaints and Appeals Register.
- The CEO will organise an independent party to review the complaint or appeal and they will communicate the decision to all parties in writing within 10 working days of the complaint. The Complaints and Appeals Register will then be updated.

Stage 4

- If a student is still not satisfied, in case of a VET-related complaint or appeal, the Executive Principal as CEO will refer to the QCAA complaint process, which can be found at www.qcaa.qld.edu.au.

16. Arrangements for recognition of prior learning and credit transfer

All VET students have access to a procedure that awards Recognition of Prior Learning or Credit Transfer.

16.1 Recognition of prior learning policy

Recognition of Prior Learning (RPL) is an assessment process that assesses an individual's level of knowledge and skills against individual or multiple units of competencies that may have been acquired through formal, non-formal and informal learning. All students shall have access to, and will be offered, RPL. All applications for RPL will be responded to once a written application has been received. The RTO Manager will keep an RPL Register which documents all RPL applications and their outcomes. Once the evidence has been provided to the school to assess RPL, the VET assessor will determine the extent that the applicant meets the requirements specified in the training package. The student will be notified of the decision both verbally and in writing. Students may have access to reassessment on appeal: see Appeals Policy.

16.2 Recognition of prior learning procedure

Information on RPL is located in the VET orientation resources. In addition, RPL information will be provided during orientation/induction lessons.

VET students seeking RPL will be:

- provided with a copy of the RPL Application Form by their trainer/assessor
- provided with sufficient information by the trainer/assessor about the types of evidence that can be used to support an RPL application — some examples of this may include a resume, certificates, photos, videos, references from supervisors, folio of work, performance reviews or job descriptions
- able to appeal an RPL decision according to the Complaints and Appeals Policy.

The VET teacher will:

- develop any alternative methods of assessment required as a result of an RPL application and make a judgement
- notify the student of any gap training required as a result of the review of their application
- update the student's records if RPL is granted
- notify the student of the outcome of the RPL process within 21 calendar days.

16.3 Credit transfer policy

Credit Transfer refers to the granting of credit to students of exact or equivalent units of competency previously completed in another qualification. Credit can be granted to students for studies or training completed at the same or another registered training organisation.

Information on Credit Transfer is located in the VET orientation resources. In addition, Credit Transfer information is provided during introductory lessons.

16.4 Credit transfer procedure

To obtain credit transfer students need to submit the following documents to the RTO Administration Officer for processing:

- a completed Application for Credit Transfer form located on the [Vocational education](#) page under Forms and documents
- copies of the Qualification or a Statement of Attainment.

The RTO Administration Officer receives an alert through the QCAA's Student Management System and the RTO's database and will initiate the credit transfer process. They will verify authenticity of the certification document with the issuing RTO and the student will be notified when credit has been awarded.

17. Recognition of AQF qualifications and statements of attainment issued by another RTO or school

BrisbaneSDE recognises all AQF qualifications issued by another RTO. BrisbaneSDE will seek verification of the certification from the relevant RTO.

17.1 Recognition of qualifications procedure

- The VET trainer/assessor and RTO Manager or delegate will make students aware that any existing AQF qualifications or statements of attainment they possess will be recognised by the school during the VET student induction at the beginning of the year. This is documented on the enrolment form as well.

- VET trainers/assessors will remind students of this policy at the beginning of each term.
- If a student presents an AQF qualification or statement of attainment to a VET trainer/assessor, it will be provided to the RTO Manager or delegate.
- The VET trainer/assessor in consultation with the RTO Manager or delegate will verify the authenticity of the qualification or statement of attainment.
- The verified copy of the qualification or statement of attainment is uploaded to the Training Management System.
- The student will be given an exemption for the units of competency identified in the qualification or statement of attainment and assessment will be modified accordingly. Students with modified assessment programs will be provided with an individualised Assessment Profile.

17.2 Internal recognition of qualifications procedure

- BrisbaneSDE will complete a comprehensive mapping exercise (where relevant) to identify common units of competency across qualifications on the scope of registration
- At the beginning of each year, those students who are enrolled in courses where there are common units of competency, or who have progressed from Certificate I to Certificate II or Certificate II to III (where applicable) are identified and advised to apply for credit transfer.
- This process is repeated throughout the year for students who change subjects
- The information is entered into the Training Management System as 'CT' (credit transfer).

17.3 Awarding of QCE credits and new learning

- QCE credits are awarded by the QCAA for Certificate I qualifications on completion, and for Certificate II and III qualifications in full on completion, or in part in increments of 25% based on Units of competency achieved.
- Credit accrues to the QCE when a student completes new learning. **Credit transfer of units of competency are not considered to be new learning.** Refer to [Additional VET QCE credit rules](#) from the QCAA website for information on how QCE credit contributes for VET qualifications with a combination of new learning and VET credit transfer.

18. Certification and issuing of qualifications

BrisbaneSDE must issue to students whom it has assessed as competent, in accordance with the requirements of the Training package or VET accredited course, a VET qualification or VET statement of attainment (as appropriate) that:

- meets the Australian Qualifications Framework (AQF) requirements
- identifies the RTO by its national provider number from the national Register and
- includes the nationally recognised training (NRT) logo in accordance with the current conditions of service.

BrisbaneSDE will ensure that, through the implementation of the AQF Qualifications Issuance Policy:

- Students will receive the certification documentation to which they are entitled
- AQF qualifications are correctly identified in certification documentation
- AQF qualifications are protected against fraudulent issuance
- A clear distinction can be made between AQF qualifications and non-AQF qualifications
- Certification documentation is used consistently across the school
- Students and parents/caregivers are confident that the qualifications they have been awarded are part of Australia's national qualifications framework – the AQF
- The RTO Manager will establish anti-fraud mechanisms by including the RTO's own logo and an identification number.

18.1 Replacement of certification documentation policy

Requests for a replacement certificate or statement of attainment are handled in a timely manner. There is no charge for a replacement certificate or statement.

18.2 Replacement of certification documentation procedure

The following procedure is to be followed:

- All requests for a replacement qualification or statement of attainment must be in writing (email is acceptable) from the student to the RTO Manager at VET@brisbanesde.eq.edu.au, and must include verifiable evidence of identity, for example, a Justice of the Peace (JP) certified copy of birth certificate or driver's licence.
- The RTO will access the archived records/Register of Qualifications Issued to access the required information for the replacement document.
- The replacement will be issued with 14 working days of receipt of the written request.

19. Qualification and accredited course guarantee

BrisbaneSDE gives a guarantee that the student will be given every reasonable opportunity to complete the training they have commenced in their chosen qualification or accredited course. Students who enter a course after the start date have the opportunity to negotiate a package of units that will lead to a statement of attainment only. This adjustment will be reflected in the VET Late Enrolment Checklist which will be signed by both the student and parent/guardian.

In the event of losing a specialist trainer, and the RTO Manager being unable to obtain a suitable replacement, arrangements will be made for the agreed training and assessment to be completed through another RTO if this is possible (fees may be incurred). Prior to the transfer to another RTO, affected students will be formally notified of the arrangements, and agreement to those arrangements including any refund of fees will be obtained.

If an external transfer is not possible, the RTO Manager will gain a written agreement for a subject/course transfer within the school from the student and parent/guardian.

20. Vet student agreement form — prior to commencement of training

Upon enrolment, the student and parent/guardian will sign a VET Student Agreement (and Late Enrolment Checklist, if enrolling after the beginning of the school year) and submit to the trainer/assessor. The VET Student Agreement and Late Enrolment Checklist documents can be accessed from the [Vocational education](#) page on the BrisbaneSDE website.



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STAFF HANDBOOK 2025

for Vocational Education Training



BrisbaneSDE

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