



Challenge  
Employment & Training

Take the Challenge!

# Student Handbook

All the information you need  
to make the most out of your  
Challenge experience

# Welcome to Challenge Employment & Training

We hope that you will enjoy your time with Challenge Employment & Training (Challenge). Whether you are commencing a career or if you are already employed and you are seeking to upgrade your skills, our trainers are committed to helping you achieve your goals.

The purpose of the Student Handbook is to provide you with all you need to know about our courses including what you may expect during your time with us and the procedures you are required to follow.

## Our commitment

We believe all individual clients have an automatic right to be treated with dignity and respect for their human rights at all times. We commit to provide students with the skills, knowledge and support to successfully complete their training. We commit to the principle that no individual should be left behind especially in regards to their human rights:

- to a job and the means to realise and maintain a sound livelihood
- with respect to learning associating with achieving and maintaining a sound livelihood

## Challenge Code of Ethics

- We will respect the privacy and confidentiality of our students at all time. We will only release information regarding their study and progress to any stakeholder, when formally authorised by a signed statement by the student. (This excludes release of information to meet government funding requirements).
- Challenge will inform all clients of their rights and obligations and ensure that all information given to them is current, accurate, impartial and consistent.
- Challenge will be sensitive to cultural and social needs of all students.
- Challenge will work closely and cooperatively with employers, students and all other relevant stakeholders as required.
- Challenge trainers will monitor the students' progress regularly, and ensure individual attention to help them achieve the best possible training outcomes.
- Challenge trainers will offer constructive feedback on the student progress, and ensure that the feedback is consistent with all parties in line with confidentiality requirements.
- Challenge trainers will deliver and assess all units as prescribed, either in face to face sessions, classroom sessions or online, in a manner conducive to best outcomes.
- Challenge staff members will be punctual with appointments and ensure that appointments are made with employers and students for scheduled visits and classroom sessions, or we will provide timely advice if these cannot be met.
- Challenge staff members will conduct business with courtesy and integrity. We will treat all your concerns seriously, and in a timely manner.
- Challenge will be contactable by telephone, facsimile, and email during business hours, and will respond within 24 hours to requests for information or support.

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# Student enrolment

## 1. Access and equity

Challenge will ensure training services will be made available to all clients (and potential clients) regardless of race, gender, age, marital status, physical or intellectual impairment, or sexual orientation.

Support mechanisms are available to support the trainees, employers and employees. Client selection, enrolment and induction will comply with equal opportunity legislation.

Clients will not be denied access to services where they are deemed eligible for such a service and where Challenge has the appropriate resources to provide high quality services.

Challenge will provide equal access for all communication with students.

## 2. Unique Student Identifier (USI)

As of 1 January 2015 the federal government implemented the Student Identifier Act 2014 and has legislated that vocational outcomes are not permitted to be issued unless the student has an USI – Unique Student Identifier.

Challenge can apply on your behalf but the minimum information required is your city of birth and ID documents that meet the national requirements. One of the following ID documents is needed to verify and issue an USI:

- Driver's Licence – state of issue
- Medicare card – number, individual reference, colour and expiry date
- Australian Passport
- Non-Australian Passport + VISA
- Immigration card

You can also apply for a USI yourself and then forward the number to Challenge on the enrolment form. <http://usi.gov.au/Pages/default.aspx> If you have any issues or questions, please don't hesitate to contact Challenge.

## 3. Apprenticeships/Traineeships & School Based Traineeships

Upon receipt of the form nominating Challenge Employment & Training as the Supervising Registered Training Organisation (SRT0), a trainer/assessor from Challenge will contact you and your employer to arrange a time to conduct a formal enrolment and induction session.

The induction process will go over all the requirements and information that you need about the apprenticeship/traineeship and you will have all the time you need to ask questions so you are sure about the apprenticeship/traineeship you are entering.

In consultation with you and your employer, the trainer/assessor will develop a training plan, which sets out the core competencies and electives that make up your course. The training plan will be signed by yourself, your employer, the trainer/assessor and, if you are still at school, a parent and your school supervisor.

You will be requested to complete a language, literacy and numeracy indicator tool so that the trainer/assessor can determine if you may need extra support to reach your learning goals.

## 4. Course enquiry

On receipt of your course enquiry, you will be contacted by Challenge to discuss course options suitable to meet your needs. This will include:

- Course fees and charges
- Information about Challenge's Language, Literacy and Numeracy Indicator tool so that the trainer/assessor can determine if you may need extra support to reach your learning goals.
- Course outline, including electives, assessment requirements and timelines
- Eligibility criteria for specific government funding programs – (Skilling Queenslanders for Work, Community Learning Programs & Certificate 3 Guarantee, Higher Level qualifications)

## 5. Student records

Challenge uses the Wisenet database to store student records and to meet government reporting requirements. Challenge complies with current Privacy Legislation and any information recorded will only be used for the purpose of recording data and results. You are able to access your own records through your trainer and Challenge administration.

## 6. Changes to enrolment information

Challenge needs to keep all student records up to date. Should you cancel a course, change your name, address or other information during the period of your training; please contact our office on (07) 3282 8000 or your trainer on the phone number or email address provided.

## 7. Language, Literacy and Numeracy Indicator (LLN)

The LLN Indicator is designed to identify to the trainer/assessor if you may need extra support to reach your learning goals. Where you have been identified with potential support needs, your trainer will discuss the options available and develop an individual learning support plan.

# Training delivery

## 1. Training delivery and flexibility

Challenge is committed to providing high quality flexible training through access to qualified trainers in your area of training. In addition, student workbooks assist students in gathering knowledge and provide access to activities to apply skills and knowledge in the work environment. Employers benefit from the ability to ensure the training is relevant to the workplace.

## 2. Delivery methodology

Our delivery methodology is enhanced by the following features:

- Group sizes that ensure all attendees have the opportunity to participate
- Interactive activities and energisers are built into delivery to encourage full participation
- Training materials are clear and have been written in plain English
- Content is work based, and can be applied by participants immediately
- Learning environments are selected carefully and a range of audio and visual equipment is used
- New and current information is developed and introduced in courses continuously
- Learning styles are taken into account and delivery is adjusted accordingly
- Reasonable adjustment principles apply for students requiring it

### 3. Reasonable adjustment

Reasonable adjustment in VET is the term applied to modifying the learning environment or making changes to the training delivered to assist a learner with a disability. A reasonable adjustment can be as simple as changing classrooms to be closer to amenities, or installing a particular type of software on a computer for a person with vision impairment. We make reasonable adjustments in program delivery to make sure that learners with a disability have:

- the same learning opportunities as learners without a disability
- the same opportunity to perform and complete assessments as those without a disability.

### 4. Other support services

Students will have every opportunity to maximise their training and learning experience. Where there is perceived difficulty in achieving learning goals, information will be provided about possible alternate pathways or adjustment to achieve goals, options/choices to overcome barriers and ways to access a supportive network. This information will vary according to the individual needs of the student.

Before Challenge makes an adjustment for the student, the student or their associate is consulted about:

- Whether the adjustment is reasonable; and
- The extent to which the adjustment would achieve the aims in relation to the Student; and
- Whether there is any other reasonable adjustment that would be less disruptive and intrusive and no less beneficial for the student.

### 5. Competence of assessors

Challenge has appropriate systems in place to ensure that all staff members are appropriately qualified to meet our requirement under the Standards for Registered Training Organisations 2015.

All assessors must maintain current assessor qualifications as outlined in the Standards and our Staff Management Policy and Procedure. Where an assessor does not hold the required training and assessment competence, but is a recognised industry expert, we will put appropriate supervision arrangements in place to support the gathering of valid evidence.

### 6. Foundation Skills

All training and assessment delivered at Challenge contains embedded Foundation skills in the Vocational Competency. In some instances, Foundation Skills may be provided as a standalone component of a program.

They are non-technical skills that support participation in the workplace, the community, and adult education and training. Examples of Foundation Skills include things such as communication skills, literacy skills (reading, writing and numeracy), interacting with others, and skills to effectively participate in the workplace such as teamwork, problem solving, and self- and time-management.

## Student roles & responsibilities

### 1. Attendance

Students are required to be punctual whether they are engaged in work-based learning or attending training at the premises of Challenge. Please ensure that you keep training and assessment appointments as pre-arranged with your trainer. Delays in completing training and assessment activities may cause delays to completing training for yourself and others.

### 2. Health and safety

All workplaces, including Challenge are bound by the Work, Health and Safety Act 2011. Students are required to ensure their behaviour or actions do not put themselves or others at risk. Any accidents or injuries must be reported immediately to the trainer or workplace supervisor. If you have a medical condition (e.g. diabetes) that could require emergency treatments, please advise your trainer.

All trainers and project supervisors are issued with a full copy of Challenge's Workplace Health and Safety Policy. Students must cooperate with and follow all instructions from their trainer or supervisor in any matter concerning health and safety.

*Disobedience of any direction given on a safety matter will be regarded as misconduct justifying dismissal from the course.*

### 3. Behaviour

Challenge has a *zero-tolerance policy regarding:*

- Aggressive behaviours of any type including violence and bullying;
- Possession and/or use and/or dealing in any unlawful drugs or consumption of alcohol in any of our programs;
- Sexual Harassment of any kind. Sexual Harassment is defined below
- Wilful damage to any property owned by Challenge or any of its staff, contractors and students;
- Theft.

Such behaviours will be deemed to constitute serious misconduct, will lead to disciplinary action and dismissal from Challenge programs. Before any dismissal action, the student or students involved will be afforded procedural fairness, that is they will be informed of the allegations made against them, be provided the chance to present a defence and will be afforded fair judgement by decision makers.

### Our Commitment to Eliminating Harrassment

Challenge is committed to providing a work, program and services, participation and study environment which is free from sexual harassment, racism and racial harassment, harassment and bullying of all kinds for all members of staff, clients and students.

Students who believe they have been bullied or harassed should immediately contact the Manager of Labour Market Programs or the RTO Manager who will follow the Group Policy to investigate and manage allegations of abuse. Students are also entitled to lodge a complaint with the Anti-Discrimination Commission of Queensland [www.adcq.qld.gov.au](http://www.adcq.qld.gov.au)

Behaviour which may constitute sexual harassment is impossible to describe exhaustively but includes any verbal or physical conduct of an explicitly or implicitly sexual nature which is unsolicited and unwelcome, and may include:

- leering, patting, pinching, touching, embracing, hugging, kissing
- repeated requests for dates or social activities, especially after prior refusal
- requests for sexual favours
- sexual comments or innuendo about a person's physical appearance
- sexual comments or innuendo about a person's sexual preference
- sexually offensive or electronic messages and offensive telephone calls, or smutty jokes or comments
- groups of people leering, wolf whistling or making sexual comments at a person or group of people
- offensive or humiliating displays of sexually graphic material

Some forms of behaviour with a sexual element to them are criminal matters, such as sexual violence and obscene communications. We will not tolerate criminal acts and will refer such matters to the appropriate authority.

#### **4. Smoking and alcohol**

Challenge actively discourages smoking. Smoking is not permitted except in designated areas. Consumption of alcohol is not permitted. Students who smoke are not allowed extra breaks (i.e., in addition to tea and lunch breaks) in order to smoke. They are expected to utilise rest and lunch breaks for smoking.

Any student who attends a course under the influence of intoxicating liquor or a drug (except a drug administered by, or taken in accordance with the directions of, a person lawfully authorised to administer the drug), is deemed unfit to participate.

The trainer and/or project supervisor is able to use fair judgement to assess whether or not a student is intoxicated or under the influence of a drug. Where the Trainer/Supervisor makes such an assessment they will stand down the student and direct them off the premises. This action will be taken in the interests of safety.

#### **5. Mobile phones**

Mobile phones are to be turned off during training sessions. If you are expecting an urgent call, please discuss with your trainer prior to the commencement of the training session.

#### **6. Emergency evacuation of building**

It is necessary that you are aware of evacuation procedures for your venues where your training and assessment takes place – this may be your workplace or external training room. Information is required to be displayed and will include evacuation alarms, evacuation procedures, assembly points and safest exit path. Your trainer will go over these with you prior to the commencement of training.

#### **7. Student absences**

If you expect to be absent from a training session, you are required to advise Challenge administration. Students who miss training sessions are expected to follow up on any training missed. Persistent absences may result in disciplinary action being initiated and may result in exclusion from the course.

# Assessment

## **1. Assessment tasks**

Assessment tasks provide the opportunity for students to demonstrate competence in a variety of ways. Written questions and practical demonstrations are an example of how students are assessed by Challenge. Using a range of assessments provides the opportunity for the trainer to gather sufficient evidence to be satisfied that the student has met the performance requirements of nationally recognised competency standards (your trainer/assessor will explain this to you). Reasonable adjustment principles apply to assessment tasks.

## **2. Competency based assessment**

Competency based assessment is a process for assessing a person's skills and knowledge. Assessment is based upon actual skills and knowledge a person can demonstrate in the workplace or in other relevant contexts. This is different from some other assessment systems which only measure knowledge and not the application of that knowledge. It is the role of your trainer to gather a portfolio of evidence of your competence through a combination of assessment methods including:

- **Practical Activity**  
A task which involves an application of knowledge.
- **Short answer written assessments (questions)**  
Often short answer questions which need answers of a single word, a few words, a sentence or paragraph. This may also include multiple choice questions.
- **Vocational placement**  
A placement at a host employer where students will demonstrate their skills and knowledge, and which requires the completion of a Log Book which may include Observation Checklists.
- **Project Work**  
Requires the development of a document/s towards a specific task .
- **Case Studies**  
Allows opportunity for students to display process and problem solving skills in a set of integrated tasks.
- **Observation**  
Involves observing the demonstration of a student's performance.

All students will be given one opportunity to revisit and resubmit assessment for units of competency to achieve competence. Any further re-submissions will be at the discretion of the Training Manager.

## **3. Assessment records**

The results of your assessment are stored in the Wisenet database in your personal record.

## **4. Recognition of Prior Learning (RPL)**

Recognition of Prior Learning means that you may be able to receive recognition for specific competencies that you have acquired through other studies, training, and/or experience at work or from everyday life. During enrolment, your trainer will provide you information on how to apply and can provide support with your application for RPL.

## 5. Credit transfer – national recognition

Challenge recognises the qualifications and statements of attainment issued by all other Registered Training Organisations for nationally recognised training delivered anywhere in Australia. Where it is identified on enrolment that you have completed an equivalent unit of competency, you will automatically be granted credit. You must provide a certified copy of the qualification or Statement of Attainment (which lists units achieved) at the time of enrolment. Where you cannot produce a certified copy of the documentation required, credit will NOT be granted.

## 6. Appeals

Students who do not agree with an assessment decision have the right to appeal. Appeals are to be lodged within fourteen days of the assessment being completed and marked by the assessor. The appeal is to be submitted to the Training Coordinator at Challenge, PO Box 272, Redbank Qld 4301.

A decision on the appeal will be made within seven days and you will be informed of the decision via written correspondence.

# Fees and charges

## 1. Student fees

### a. User Choice

Students completing traineeships funded under User Choice arrangements are required to pay student contribution fees of \$1.60 per nominal hour for each unit of competency completed, including units that are assessed through a Recognition of Prior Learning (RPL) process. These fees are to be paid upon enrolment and prior to the commencement of training & assessment.

Some students may be able to claim a 60% exemption from paying tuition fees if they provide sufficient evidence of falling into one of the following categories:

- A student is or will be under 17 at the end of February in the year in which the training is provided and they have not yet completed year 12;
- A student who holds a health care card or pensioner concession card or is the partner or a dependant of a person who holds a health care card or pensioner concession card, and is named on the card;
- A student provides an official notification that the student, his or her partner or the person of whom the student is a dependant, is entitled to concessions under a health care card or pensioner concession card; or
- A student who has identified as an Aboriginal or Torres Strait Islander person
- Fees for students completing traineeships not funded under User Choice arrangements are built into the fees paid by the employer.

When the participant converts from a school-based apprentice or trainee to a full-time or part-time apprenticeship or traineeship, student contribution fees will be charged for training and assessment for any units of competency not yet commenced. This does not apply when the participant is a Year 12 graduate and is undertaking a high priority qualification as identified by the Queensland Department of Education and Training.

Student contribution fees may be paid on behalf of the student by their employer or another third party.

Full exemption —

Full exemption from Student Contribution Fees applies:

- Where credit transfer/national recognition has been applied to a unit of competency
- Where the participant is a school-based apprentice or trainee
- Where payment of the student contribution fee would cause extreme financial hardship, then Challenge may waive these fees after review of the student's circumstances and evidence supporting, such circumstances is completed by the General Manager
- Fee-free Year 12 graduates — A Year 12 graduate who commences an apprenticeship/traineeship within 12 months of completing Year 12 (that is, by the end of the calendar year following completion of Year 12) and enrolls in a high priority qualification identified by the department (Senior Statement issued by the Queensland Curriculum and Assessment Authority, or equivalent certification must be supplied

Additional charges—

Challenge Employment and Training may seek additional charges from the employer/industry. Any additional charges will be negotiated up-front and disclosed to the employer/industry prior to the participant's enrolment.

### b. Certificate 3 Guarantee

Certificate 3 Guarantee is available to students who meet specific eligibility criteria. Students enrolling into the Certificate 3 Guarantee funded training must pay enrolment fees at the commencement of the program. Assessment results will not be accepted until payment has been confirmed.

Prices are set as per the QLD Government price list for each qualification and are also available via a link on our website. Fees are adjusted when a student presents evidence meeting eligibility requirements for concession and also for the previous successful completion of current and relevant competencies.  
<https://training.qld.gov.au/docs-data/strategies/vetinvest/subsidieslist>

Student should be aware that they will no longer be eligible for a government subsidised training place under the Certificate 3 Guarantee once they have successfully completed a certificate III qualification.

## 2. Challenge refund policy

In the event that the course is cancelled by Challenge, clients will receive a full refund of fees paid, and there will be no administration charge. Challenge will make every effort to complete the training and/or assessment once the student has commenced study in their chosen qualification or course.

### a. Certificate 3 Guarantee

Generally a refund does not apply after a student or supporting organisation has paid the Co-contribution fee. However a student may apply to the CEO for a relaxation of this policy on a case by case basis.

For full fee or fee for service payment arrangements involving an enrolment fee followed by a number of monthly payments, a full refund of the enrolment fee and resources fee (less an administration fee of \$100) will apply if students withdraw before the first training session takes place and resource materials are returned unopened. Refunds do not apply if a student withdraws for any reason after training has commenced. Students are strongly advised to consider their work and/or personal commitments before enrolling to avoid this situation occurring.

c. User Choice refund policy

A refund of User Choice Student Contribution Fees will apply for training that has not commenced at the time of cancellation of enrolment. Where a student has commenced a unit of competency but withdrawn prior to completion, proportionate refunds will be provided.

Refunds will also be provided to employers paying on behalf of the student in the event of withdrawal prior to completion.

### 3. Applying for a refund

To apply for a refund, employers or students should contact Challenge on (07) 3282 8000 to request a refund form. The Training Coordinator will consider the application and advise the employer or student within 5 working days of receipt. The decision as to whether the employer or student will receive a refund or partial refund will be made based on the ground for refunds specified above.

## Qualifications and statements of attainment

### 1. Issue of Qualifications

Challenge will issue a Qualification to students who have fulfilled the requirements of the course for which they are enrolled. The Qualification is a nationally recognised document with a unique identifying number. It is accompanied by a list of all competency units achieved. Once you receive your qualification, you are advised to store it in a safe place. In the future, you may need to provide a certified copy of your qualification when applying for a job or seeking to enrol in further training.

### 2. Issue of Statements of Attainment

A Statement of Attainment is issued to a student who partially completes a course. The Statement of Attainment will list the competency units achieved. The Statement of Attainment is also a valuable document which should be stored safely for any future time when you may be asked to provide a certified copy.

### 3. Replacement Qualifications or Statements of Attainment

A replacement Qualification or Statement of Attainment is available on request. A flat fee of \$25 applies.

## Student feedback

### 1. Training and assessment feedback

Your feedback is important because it helps to identify issues to do with training and assessments and it gives Challenge opportunities for improvement.

You will be asked to provide written feedback on completion of the course. Your trainer will provide you with the feedback forms.

### 2. Complaints

We would also like to hear from you if you have a complaint about any aspect of your relationship with Challenge. It is important that your complaint is in writing. Please first discuss your complaint with your trainer who may be able to resolve the matter. If the trainer can't resolve the matter, it will be referred to the Training Coordinator. If you feel that you cannot discuss the issue with your trainer, please either contact the Training Coordinator direct on 07 3282 8000 or send your complaint to:

The Training Coordinator  
PO Box 272  
Redbank Qld 4301

## Compliance with legislation

### 1. Further Education & Training Act 2014

The purpose of this Act is to establish and maintain a system for the effective and efficient provision of high quality vocational education and training to meet the immediate and future needs of industry and the community.  
<https://www.legislation.qld.gov.au/LEGISLTN/CURRENT/F/FurtherEdTrngA14.pdf>

### 2. Work Health and Safety Act 2011

The main object of this Act is to provide for a balanced and nationally consistent framework to secure the health and safety of workers and workplaces.  
<https://www.worksafe.qld.gov.au/laws-and-compliance/workplace-health-and-safety-laws/laws-and-legislation/work-health-and-safety-act-2011>

### 3. Sex Discrimination Act 1984

An Act relating to discrimination on the grounds of sex, marital status, pregnancy, potential pregnancy, family responsibilities or involving sexual harassment.

### 4. Anti-Discrimination Act 1991

The purpose of this Act is to promote equality of opportunity for everyone by protecting them from unfair discrimination in certain areas of activity, including work, education and accommodation.

**5. Racial Discrimination Act 1975**

The Racial Discrimination Act 1975 aims to ensure that people of all backgrounds are treated equally and have the same opportunities. The Act also makes discrimination against people on the basis of their race, colour, descent or national or ethnic origin unlawful.

**6. Disability Discrimination Act 1992**

The Disability Discrimination Act 1992 promotes the rights of people with disabilities in areas such as housing, education and the provision of goods and services.

**7. Privacy Act 1988**

The objective of this principle is to ensure that Australian Privacy Principle's (APP) entities manage personal information in an open and transparent way.





## Head Office

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**f** [www.facebook.com/challengeemployment](http://www.facebook.com/challengeemployment)

**Challenge**  
Employment & Training