



RTO Code: 41124

Student Handbook

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1. Introduction

Welcome to Formula Student. This handbook is designed to inform students and prospective students of Formula Student of procedures and administrative processes as they affect their participation in training, along with their rights and obligations at Formula Student. If you wish to discuss any of the following information, please do not hesitate to ask any of our training or management staff. **You must read this handbook if you intend to enrol in a course of study with Formula Student.**

2. About Formula Student

Formula Student is a Registered Training Organisation (RTO) regulated by the Australian Skills Quality Authority (ASQA). We have been operating since 2014 and as a RTO since 2015. The skills and qualifications attained by our students who have undergone competency-based assessment in qualifications under the Australian Qualifications Framework (AQF) are nationally recognised and portable. Formula Student has the authority to issue qualifications under the Australian Qualifications Framework (AQF) and we offer qualifications from National Training Packages. We also provide training in non-accredited courses to our clients.

Our teaching philosophy is designed around our students. Our student-centric classes are based on learning and assisting our students to recognise their potential and achieve their own success through training. We aim to make learning relevant and useful to students.

3. Our commitment to you

(a) Provide quality services

We are committed to providing high quality training and assessment services and we systematically monitor and evaluate those services to ensure that all aspects of operations comply with the [Standards for RTOs 2015](#) at all times. Our commitment to the continuous improvement of our operations means that we use a range of information from a number of sources to tell us what we could do better or differently. This information includes feedback from students, trainers and assessors, industry, the outcomes of assessment validation activities and complaints and appeals.

We encourage students to provide any feedback about their training and assessment experience and general interactions with us directly to one of our Directors. Alternatively, if a student is dissatisfied with a service provided or an action we have taken, they have the right to lodge a complaint. Refer to section 12: *Complaints and Appeals Policy & Procedure* in this handbook for further information about lodging a complaint.

(b) Keeping students informed

Where there are any changes to the services Formula Student has agreed to provide, we will advise relevant students as soon as practicable in writing. We will tell students if there is a change in the ownership of the RTO or if we enter into an agreement with another organisation to provide services on our behalf that are relevant to a student's training (or if there is a change to any of these agreements).

As a RTO, Formula Student must comply with all relevant legislative and regulatory requirements. This includes, but is not limited to, compliance with:

- the *National Vocational Education and Training Regulator Act 2011* and the legislative instruments it enables including *Standards for RTOs 2015*
- legislation, regulations and standards related to delivery of training to overseas students (if applicable)
- workplace health and safety legislation and regulations
- anti-discrimination legislation and regulations, and
- consumer protection requirements.

Formula Student will keep students (as well as its staff) informed about any changes to legislative and regulatory requirements that may affect the delivery of training and assessment.

(c) Respect student privacy

In recognition of students' right to keep their personal information private, we are committed to protecting and maintaining privacy, accuracy and security of student training records. For further information about this, refer to section 12: *Management of Records* of this handbook.

(d) Access, equity & support

Formula Student is committed to the principles of access and equity in education and training and generally permits open access to all courses and training programs. The exception is where open access is restricted because of legislation, licensing regulations, government funding policies or because of training package requirements. An assessment of pre-requisite competencies may be carried out to determine a student's suitability.

In many courses student numbers may be limited. Training courses are available to students who meet the specified minimum course entry requirements without discrimination on the grounds of sex, race, colour, nationality, ethnic origin, national origin, marital status, sexual preference, disability, age or any other unlawful grounds of discrimination.

We aim to support all of our students and provide access to the educational and support services they

need to successfully complete the qualification or course of study in which they are enrolled. For further information about the support we provide to our students, refer to section 9: *Student Support* in this handbook.

(e) A harassment, victimisation and bullying-free environment

Formula Student is an equal opportunity education and training provider, committed to freedom from discrimination, verbal, sexual and physical abuse and victimization. All students and staff have the right to an environment free from such abuse. Any incidents or concerns should be reported immediately to a trainer/ assessor or Director.

We reserve the right to dismiss any student for disruptive, inappropriate or discriminatory behaviour without refund.

(f) Recognition of student prior learning and current skills

Formula Student will have regard to students' prior learning, including existing skills, knowledge and experience when considering the amount of training to be provided. If a student has current, relevant skills and knowledge that can be verified by Formula Student, they may be eligible for recognition of that prior learning towards the course. Refer to section 9: *Enrolment procedures* of this handbook for further information about recognition of prior learning.

(g) Timely issuance of certification documentation

We will issue nationally recognised certification documentation (Qualification and Record of Results or Statement of Attainment) to students within 30 calendar days of them being assessed as meeting all of the requirements of the course of study they are enrolled in, provided all agreed fees have been paid and the student has obtained and advised us of their Unique Student Identifier (USI). Please see section 5 below for information about USIs. For information about the issue and re-issue of certification documentation, refer to section 11: *AQF Certification issuance & re-issuance procedure* in this handbook.

4. Student obligations & disciplinary procedures

(a) Obligations

Our commitment to students is outlined in section 3 of this handbook. In return, we have some expectations of students. We ask students to help us make their time and the time of their fellow students and trainers/assessors at Formula Student pleasant and productive by:

- paying course fees on time and in full
- treating students, staff and visitors to the RTO with respect
- respecting the equipment and property of the RTO and reporting any damaged, faulty or lost equipment to your trainer/assessor
- refraining from swearing in classrooms and other learning areas and smoking on RTO grounds
- not using mobile phones, or similar devices in class or workshop times
- not eating or drinking during sessions or taking food or drink into any classroom or the workshop
- complying with occupational health and safety requirements, directions and the requirement to provide and:
 - supply and wear appropriate personal protective equipment (PPE) (refer to section 10: *Occupational Health and Safety* in this handbook for further information about PPE) when on RTO grounds
 - be alcohol and drug free and not in possession of dangerous articles or weapons when on RTO grounds
- maintaining a good level of hygiene
- being responsible for personal property while on RTO grounds, including vehicles – Formula Student takes no responsibility for loss or damage of any property
- being punctual and attending all scheduled sessions
- taking responsibility for students' own learning and progress and seeking assistance or guidance if required (refer to section 9: *Student Support* in this handbook for further information)
- notifying us of change of address or other contact details
- not engaging in plagiarism or cheating in any assessment task

(b) Disciplinary procedures

Formula Student has a two strike disciplinary policy for most behavioural issues.

On the first occasion a student does not meet one or more of the obligations listed above, the student will be counselled by the Director of Formula Student about their inappropriate behavior and how it can be improved. A course of action will then be agreed upon and a reasonable time period allowed to implement the required changes. A record of the counselling and the agreed course of action will be retained on the student's file and a copy provided to the student.

On the second occasion, the student will be counselled and, at the discretion of the Director, will be suspended from attending one or more training sessions or will have their enrolment cancelled, with no refund of fees paid. A record of the counselling and the course of action will be retained on the student's file and a copy provided to the student.

Formula Student may suspend or cancel the enrolment of a student for serious misconduct, including but not limited to:

- disruptive/abusive behaviour or/and harassment of staff, visitors or other students (either verbally or physically)
- being under the influence of drugs or alcohol
- the presence of signs or symptoms of poor hygiene or any signs of transmittal ailments
- theft or deliberate damage to the property and equipment of Formula Student, its staff, visitors or other students
- flagrant disobedience of all reasonable and lawful instructions given to the student.

A suspended student is not permitted on RTO grounds for the period of the suspension (except at the invitation of the Director). A student who has had their enrolment cancelled is not permitted back on RTO grounds.

(c) Student Exclusions

Formula Student may exclude a student from commencing or continuing their course or attending an individual training session if they:

- arrive on RTO property under the influence of drugs and/or alcohol
- fail to pay the course fees on time and in full
- arrive at a workshop session without all of the required Personal Protective Equipment (PPE).

Exclusion may also apply if the limit on the number of students permitted for the class has been exceeded.

(d) Students undertaking Formula Student courses at external organisations

Where a student is physically undertaking a Formula Student course at an external organisation (e.g. at a school) the rules, policies and procedures of that organisation apply also, in addition to the obligations and procedures detailed above. Such additional rules, policies and procedures will be outlined to students prior to commencement of their course. Exclusion from the external organisation will result in exclusion from Formula Student training.

5. Unique Student Identifier (USI)

From January 2015, any registered training organisation, including Formula Student, is not generally permitted to issue AQF certification documents (a Qualification or Statement of Attainment) to a student without having (and verifying) the student's Unique Student Identifier (USI). A USI is a reference number made up of numbers and letters. Learn more about the USI scheme at <https://www.usi.gov.au/>. Students must provide their USI to Formula Student upon commencing their course.

6. Enrolment procedures

Formula Student uses a two-stage on-line enrolment process. Students must first “become a client” by going to “Become a student” at <https://www.formulastudent.edu.au> and then completing a form which asks for basic information. At completion of the form the student will select a password, following which the student will be able to “Log on to the student portal” (also at <https://www.formulastudent.edu.au>). Students will receive an email confirming their sign-up as a student and their student portal username and password. Students then log on and enrol in a qualification/course (or individual units of competency) by completing and then certifying and submitting the enrolment process for their chosen qualification/course on-line.

(a) Check for completeness and eligibility

Formula Student will confirm that the *Enrolment Process* has been properly completed, and that the student is eligible to enrol in the qualification/course they have selected (regards holding required pre-requisites or other eligibility criteria as stated in the course documentation for the selected course and that all certifications and Terms and Conditions have been accepted). Students will be contacted if further information is required for Formula Student to accept enrolment.

(b) Verify or create Unique Student Identifier (USI)

If the student has a USI (refer section 5: *Unique Student Identifier (USI)* for further information) and has provided it upon induction into their class, Formula Student will verify the provided USI using the Australian Government’s USI website either directly or via third party software.

If the student has a USI but cannot remember it and has indicated at induction that they would like Formula Student to check this for them, Formula Student will attempt to find the student’s USI using the Australian Government’s USI website or via third party software.

If the student does not have a Unique Student Identifier (USI) (refer section 5: *Unique Student Identifier (USI)* for further information) at the time of enrolment Formula Student will instruct the student to obtain one and advise Formula Student upon induction into their qualification/course.

(c) LLN assessment

The Formula Student enrolment process ask students to self-assess their language, literacy and numeracy skills as “excellent to good”, or “fair to poor”. If a student has indicated in the *Enrolment Process* that a skill is not “excellent to good”, Formula Student will discuss assessment of the student’s needs (if any) with the student (and where a student is undertaking school-based training, with the student’s

school). Refer to section 9: *Student support* of this handbook for further information about LLN assessment and support.

(d) Determination of eligibility for credit transfer or Recognised Prior Learning (RPL)

If a student has indicated on the *Enrolment Form* that they have current and relevant skills and would like to be assessed to determine if they are eligible for recognition of that learning towards the course, a trainer/assessor will contact the student to discuss their situation and the recognition process.

Credit transfer

Credit transfer will be granted if a student already holds relevant unit/s of competency (that can be authenticated) and can present:

- the original or certified copy of a relevant qualification or statement of attainment issued by another RTO
- the original or certified copy of a VET transcript issued by the USI Registrar (available from 2017 onwards)

Recognition of prior learning (RPL)

Recognition of prior learning will be given to students for competencies they may have acquired through formal, non-formal and informal learning if an assessment process determines they meet the requirements specified in the relevant training package or accredited course. A trainer and assessor will advise a student of the RPL process, application and evidence requirements, possible outcomes and indicative timeframes.

(e) Decision about enrolment

Formula Student will advise the student if their enrolment is accepted or declined.

Enrolment may be declined where extensive support would be required for the student to be able to participate appropriately in the training or where deficiency will clearly inhibit achievement of learning outcomes. In such cases, students will be counselled about their options.

If accepted, students will be advised of the schedule of delivery for each unit/unit cluster. If enrolment is subject to payment of a fee, Students will be issued with an invoice and must pay the unit/unit cluster fee by the date indicated on the invoice to secure their position. Refer section 7 *Fees, cancellations & refunds* below for more information about fees and fee payment. As places are limited in each scheduled unit/unit cluster (due to occupational health and safety requirements and availability of resources), places are filled in the order in which payment of the fee for the unit/unit cluster is received.

7. Fees, cancellation & refunds

(a) Course fees

Information about course fees for full-fee paying students is included on our website at www.formulastudent.com.au. Formula Student is willing to negotiate a fee payment plan on a case-by-case basis, however all outstanding fees must be paid before a qualification can be issued.

Formula Student requires full payment of the fee for a unit or unit cluster at least two weeks (14 calendar days) prior to the commencement date for that unit or unit cluster. An invoice will be issued with date payment due and details for payment options. A receipt for payment will be issued upon request.

The fees can be paid by:

- Bank deposit/EFT (to the account detailed on invoices)
- Cash at Formula Student's reception
- In some cases, the online enrolment process takes payment via credit or debit card.

Formula Student will notify students in writing of any change to the unit/unit cluster fee two weeks (14 calendar days) prior to the date the change is to take effect.

Other fees

Assessment of application for Recognition of prior learning (RPL) – per unit	\$50
Block of 10 hours of flexible simulated workshop environment for \$150.00 (refer "Student Support" section of this Handbook for further detail)	\$150
Re-issue Qualification	\$50
Re-issue Statement of Attainment	\$50
Re-issue Record of Results	\$50
Manuals/materials replacement	Current replacement cost – minimum fee \$10

These fees can be paid by:

- Bank deposit/EFT (to the account detailed on invoices)
- Cash at Formula Student's reception

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Any change to the above “Other fees” will be published to Formula Student’s website:
www.formulastudent.com.au.

(b) Student cancellation & refunds

If full payment for a unit/unit cluster has been made and the student notifies the RTO that they cannot attend the unit/unit cluster as scheduled:

- at least two weeks (14 calendar days) prior to the commencement date of the unit/unit cluster, the student can **choose** between a **full refund** of the paid unit/unit cluster fee or a **transfer** into another unit/unit cluster
- between one to two weeks (7 up to 14 calendar days) prior to the commencement date of the unit/unit cluster, the student can **choose** between a **refund of 50%** of the paid unit/unit cluster fee or a **transfer** into a later other unit/unit cluster
- less than one week (up to 7 working days) prior to the commencement date of the unit/unit cluster, the student is **not entitled to a refund** of any part of the paid unit/unit cluster fee and **will not be permitted to transfer** into another unit/unit cluster without paying the full fee for that other unit/unit cluster.

Notification must be received by emailing info@formulastudent.com.au and, if the timing of the notification allows for a refund of any fees paid, the email must include the student’s bank details (BSB, account number and account name) for electronic transfer of the refund due.

Within three weeks (21 calendar days) of receiving the notification, if the student is entitled to (and has requested) a refund, the request will be processed and the refund due transferred into the student’s nominated bank account within three weeks (21 days calendar days).

(c) Formula Student cancellation & refunds

If full payment for a unit/unit cluster has been made and Formula Student:

- terminates the training and assessment arrangement early*; or
- fails to provide the agreed services*

a student will be entitled to a full refund of the paid unit/unit cluster fee if the unit/unit cluster has not yet commenced or a proportionate refund if the unit/unit cluster has commenced.

The refund will be made within three weeks (21 calendar days) and will be transferred into the student’s nominated bank account.

* A student is not entitled to a refund if the student is suspended from attending or has had their enrolment cancelled in accordance with the circumstances explained in section 4: *Student obligations and disciplinary procedures* in this handbook.

8. Assessment policy and procedures

(a) Assessment policy

Formula Student is committed to the delivery of quality assessment. Four (4) principles underpin this commitment:

1. *Assessment decisions are based on the assessment of skills and knowledge compared with units of competence drawn from industry training package.*

Units of competency are drawn from nationally endorsed industry Training Packages as a primary benchmark for assessment. Supporting this are industry standards or codes of practice. These and other industry specific publications and engagement inform the context and standard of performance during assessment.

In order to identify the precise assessment criteria, a methodology of unpacking a unit of competence is applied in order to assess the full scope of the unit including elements of competence and performance criteria, incorporating range statement information and the specific requirements of the evidence guide. This process ensures that our assessment strategies accurately reflect the requirements of the training package and specifically the required knowledge and skills.

Assessment resources also provide for standardised outcomes supported by model answers/performance benchmarks to guide assessors in their judgements.

2. *Assessment is conducted in accordance with the principles of assessment*

In the delivery of assessment, Formula Student applies the principles of assessment. Assessment strategies have been designed to ensure:

- **Validity** - assessment is conducted against the broad range of skills and knowledge identified within each unit of competence and which is integrated with their practical application.
- **Reliability** - assessment is designed to gather and interpret evidence in a consistent manner that provides for reliable assessment both for the candidate and for assessors. This is achieved by using assessors who have the required competencies in assessment and the relevant vocational competencies. Assessment resources also provide for standardised outcomes supported by model answers to guide assessors in their judgements.
- **Flexibility** - assessment opportunities that reflect learner needs are provided. The chosen assessment strategies provide for recognition of a learner's prior learning and current competence by offering recognition of prior learning and credit transfer to all learners.
- **Fairness** - the assessment approach encourages fairness in assessment through consideration of the learner's needs and characteristics and through making reasonable adjustments when it is

required. Assessors achieve this through clear communication with the learner to ensure that they is fully informed about, understands and is able to participate in the assessment process.

Assessment may comprise any combination of assessment methods, including but not limited to one or more of the following:

- written questions
- practical tasks
- verbal questioning
- portfolio (usually for RPL only)
- third party reports (usually for RPL only)

While students must perform satisfactorily (against pre-determined benchmarks) for all parts of all assessments for a unit/unit cluster, in order to achieve an outcome of 'Competent', students are also given multiple attempts at demonstrating competence. Assessment will be guided by the Package that the qualifications sits under (for example MEM05). Generally however, assessment will be based on the following :

- Written questions (if included) - two (2) attempts to demonstrate satisfactory performance in each part of each question. If after two (2) attempts, a student has not demonstrated satisfactory performance, they will be locked out of further attempts and verbally questioned to determine if they didn't have the knowledge to answer the question, or if they didn't understand the question being asked. If they are then unable to answer correctly on a further two (2) attempts they may be deemed 'Not Yet Competent' in the unit/unit cluster and will have the option of re-enrolling in the unit/s.
- Practical tasks (if included) - five (5) attempts to demonstrate satisfactory performance in each part of each task that maps to performance criteria within a unit of competency. If after five (5) attempts, a student has not demonstrated satisfactory performance, they will be deemed 'Not Yet Competent' in the unit and will have the option of re-enrolling in the unit/s. If however a student performs satisfactorily on 3 consecutive occasions, they will be deemed satisfactory and will not be assessed further for that element or performance criteria.
- Verbal questioning (if included) - three (3) attempts to demonstrate satisfactory performance in each part of each question that maps to performance criteria within a unit of competency. If after three (3) attempts, a student has not demonstrated satisfactory performance, they will be deemed 'Not Yet Competent' in the unit/unit cluster and will have the option of re-enrolling in the unit/s.

(This information is conveyed to students during the induction and may be dependant on the qualification being delivered).

3. *Evidence that meets the rules of evidence is gathered*

Assessment strategies have been designed to ensure:

- **Sufficiency** - the collection of enough appropriate evidence to ensure that all aspects of competency have been satisfied and that competency can be demonstrated repeatedly.
- **Validity** – the collection of evidence that is specified in the benchmarks for assessment, with a significant emphasis on direct evidence that is gathered in a simulated fully equipped and operational engineering workshop through observation of performance and questioning related to underpinning knowledge.
- **Authenticity** – the collection of evidence that is authentic. To support this, assessors must be assured that the evidence presented for assessment is the candidate's own work. For all assessment, learner are required to state that the assessment is entirely their own work and has been completed according to the instructions provided.
- **Currency** – satisfaction that the learner currently holds the skills and knowledge relating to a particular assessment. This will mostly relate to recognition applications where a learner has been in the workplace for many years and is seeking recognition of skills and knowledge obtained through workplace experience or previous training.

4. *Assessment is validated and continuously improved*

Pre-assessment

As outlined in the *Approach to developing assessment materials*, to ensure that the assessment resources are consistent with the requirements of the Training Package and that they maintain their validity, currency, sufficiency and effectiveness, assessment tools are reviewed prior to use.

All assessment tools are to be validated prior to being used for the first time. The *Pre-assessment validation checklist* guides the validation process and exists as a record of the validation activity.

Post-assessment

As outlined in the *Plan for validation of assessment practices and judgements*, assessment judgements made by assessors over time are reviewed periodically and systematically with the purpose of ensuring the RTO's assessment system produces valid assessment judgements and ensures graduates have the skills and knowledge required by industry, as expressed in the training package.

The assessment system itself is also examined to ensure it has produced graduates with the required skills and knowledge.

(b) Assessment procedures

Depending on the requirements of the package, and due to the simulated workshop environment employed by Formula Student to make learning/assessment conditions as real as possible, assessment will normally take place after the delivery of a theory component (that will build on the pre-reading requirements for the unit/s) and the opportunity to apply the theory learnt to a practical task and to practice the skill and apply the acquired knowledge. In most cases, the theory and learning will be targeted to a task that will cluster components of multiple Units of Competency as it is very difficult in the real world to carry out a task without utilising elements of multiple skills. You cannot operate a lathe for example without utilising safety procedures, reading technical drawings, utilising measuring equipment, using hand tools for adjustment, two-way communication prior to the task and after and so on. Tasks for assessment will generally have some performance criteria from multiple Units of Competency, but generally not all. Therefore multiple tasks are necessary to fulfil all elements of Units of Competency.

Assessment for a unit of competency/cluster of units of competency usually includes more than one component and usually each component has more than one task/activity. The tasks may include: observations of performance, questioning (verbal or written), projects and/or portfolios of evidence.

Your performance in each of the components will be considered together to make a judgement about your competence in the unit/cluster of units.

You must perform satisfactorily in all parts of all components (against pre-determined benchmarks/model answers) in order to achieve an outcome of 'Competent' in the unit/cluster of units.

You will be given a range of learning material targeted to the tasks required and those tasks will be scaffolded and imbricate from the beginning of the course to the end. You must perform satisfactorily in all components of all assessment for every unit of competency/ cluster of units of competency that comprise the qualification in order to be eligible to be awarded a qualification.

If you:

- do not understand how you will be assessed in this unit of competency/these units of competency
- do not understand a question your trainer/assessor asks you
- do not understand the tasks or the behaviours expected from you in the practical tasks

please ask your trainer/assessor to explain it to you.

You have the right to appeal an assessment decision and/or lodge a complaint about any aspect of the assessment process. Refer to section 12: *Complaints and Appeals Policy & Procedure* in this handbook for further information about lodging an appeal.

9. Student Support

At Formula Student, we aim to support all of our students and provide access to the educational and support services they need to successfully complete the qualification. At any time, if a student feels they are having difficulty or need assistance, the student should talk to their trainer/assessor. If a student does not feel comfortable speaking to this person they may contact the office in person, by phone, email or in writing where all information will be treated with respect, confidentiality and privacy. Formula Student will make every effort to provide as much support as possible within its policies and resources for students to achieve the required level of competency. However, where extensive support is required for the student to be able to participate appropriately in the training or where deficiency will clearly inhibit achievement of learning outcomes, the enrolment may be declined or if the student has already commenced, additional support services can be provided at the student's expense.

(a) Language, Literacy and Numeracy (LL&N) assessment and support

Formula Student's enrolment process includes asking students to self-assess their language, literary or numeracy (LLN) skills as either "excellent to good", or "fair to poor". If a student self-rates as "fair to poor" their LLN skills will be assessed to ensure they are at the level required for the course in which they are enrolling. If a student is enrolling in a school-based qualification/course, Formula Student will discuss the LLN skills and additional support needed with the student's school, who will arrange to provide the required support. In addition, after commencement of training, if we become aware that a student may not have the level of LLN to successfully complete the course, we will talk to the student (and their school, if applicable) regards additional support services that can be provided at the student's expense.

The LLN assessment includes a small number of questions that will tell us about a student's level of reading, comprehension and math skills and the student can decide if they want to do the assessment at our premises or somewhere else. We will review their completed assessment and contact the student to discuss their responses and provide them with options if it is assessed they would benefit from language, literacy and/or numeracy support and refer them to a support service as soon as practicable so they are not disadvantaged in their learning. This would generally be the Reading Writing Hotline (telephone number 1300 655 506 or <http://www.readingwritinghotline.edu.au/>).

If a student studies at one of the universities listed below they can also visit the relevant websites for assistance.

Griffith University Student Support at <http://www.griffith.edu.au/students/support>

University of Queensland Student Support at <http://www.uq.edu.au/teaching-learning/student-learning-support>

Queensland University of Technology Student Support at <https://www.qut.edu.au/study/student-life/student-support/support-for-learning>

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By contacting one of the websites above, students can get the best assistance available. Students can approach these organisations themselves, without waiting for us to refer them.

(b) Skills Tutorials

At Formula Student we understand that not all students will learn and complete activities at the same time.

Some will be quicker than others at learning new skills and knowledge and some will be slower at learning new skills and knowledge. Additionally, those who are quicker at one skill may be slower at another skill.

For this reason, tutorial sessions are held on an as-needed basis to assist those students who require extra tuition or guidance.

More information about our tutorial sessions, including pricing and duration can be found at under the “Student Support” tab of our website at www.formulastudent.com.au.

(c) Support with personal issues

Formula Student does not employ a welfare officer, however we have contacts with local agencies that can assist students with any personal issues that may arise.

10. Occupational Health & Safety

During their training, students have access to commercial-grade purpose-built workshops, stocked with a comprehensive range of hand and power tools and equipment used in engineering. Consumables for learning activities and assessment tasks, along with learning materials are included in the course fee. However, students are required to supply stationery and a range of personal protective equipment (PPE), including: long sleeved shirt, long pants, protective footwear, protective eyewear/safety glasses. These items must meet certain safety specifications. Please refer to www.formulastudent.com.au for further information and specifications. Students may also be required to provide laptops/computing equipment and software depending on the needs of the course they are enrolling in.

Students will need to supply those items and wear them during all workshop sessions. Students who arrive at a workshop session without all of the required PPE may not be permitted entry to the workshop to participate in the session, for the student's safety and the safety of others.

11. AQP Certification issuance & re-issuance procedure

(a) *Certification issuance*

Students who successfully complete all units of competency or modules in a nationally recognised qualification or course will be issued a **qualification testamur** - an official certification document that confirms that a qualification has been awarded to an individual (sometimes referred to as an: 'award', 'parchment' or 'certificate').

Students who are issued a qualification testamur will also be issued with a **record of results** - a record of all learning leading to a nationally recognised qualification or an accredited unit in which a student is enrolled (sometimes referred to as an: 'transcript of results', 'academic transcript', 'record of achievement' or 'statement of results').

Students who successfully complete one or more nationally recognised units of competency (but not enough to be issued a qualification) will be issued with a **statement of attainment** - issued in recognition that one or more accredited units has been achieved.

Formula Student issues AQP certification documentation (qualification testamur, statement of attainment or record of results) only to a student who:

- it has assessed as meeting the requirements of the training product as specified in the relevant training package or VET accredited course, and
- has paid all agreed fees they owe to the RTO.

Further, AQP certification documents will only be issued to a student if the student has supplied, and Formula Student has verified, their Unique Student Identifier (USI) (refer to the section 5: *Unique Student Identifier (USI)* in this handbook for further information about the requirement to have a USI).

Certification documentation will be issued to a student within 30 calendar days of the above requirements having been met.

(b) *Certification re-issuance*

If a qualification, statement of attainment or record of results is misplaced or damaged, the student or past student may request the re-issue of the misplaced or damaged document by accessing, completing and submitting the *Request for re-issuance of documentation*, available from www.formulastudent.com.au.

For privacy reasons, the request must be made by the student (or past student) and the original or a certified copy of one of the following identification documents must be sighted by the Director of Formula Student:

- Driver's licence; or

- Australian Passport; or
 - Australian Birth Certificate;
- or if the student (or past student) doesn't have any of the above, the following will be accepted:
- Naturalisation Certificate (Australian Citizenship); and a Current Green Medicare Card.

A fee applies for the re-issuance of documentation and applicable fee information is located in the information about requesting the re-issuance of documentation at www.formulastudent.com.au.

Certification documentation will be issued within 10 calendar days of a complete request being submitted provided:

- payment has been received, and
- entitlement to the documentation has been confirmed - the student (or past student) requesting the documentation is the student (or past student) to whom the documentation was originally issued.

12. Complaints and Appeals Policy & Procedure

Formula Student is committed to providing a fair complaints and appeals process and respects the right of stakeholders to lodge complaints and requests for appeals about decisions. The principles of natural justice and procedural fairness will be adopted at each stage of the complaint and the appeal process and all people involved will be treated with courtesy and respect. The lodgement of a complaint or a request for an appeal will not disadvantage any stakeholder in their dealings with Formula Student.

The policy is made publicly available by including it here, in the Student Handbook, which is available from our website.

What is a complaint?

A complaint is an expression of dissatisfaction with a specific action or service of Formula Student or an allegation involving the conduct of:

- Formula Student, its trainers, assessors or other staff;
 - a third party providing services on behalf of Formula Student, its trainers, assessors or other staff;
- or
- a student of Formula Student.

What is an appeal?

An appeal is a request for a review of a decision made by Formula Student (or a third party providing services on the RTO's behalf), including decisions about assessment.

Value of complaints and appeals

Formula Student values complaints and requests for appeals as opportunities to identify operational improvements to quickly and appropriately respond to changes in the marketplace or stakeholder expectations. The subject of complaints and requests for appeals and outcomes are recorded on a register to allow analysis of matters over time and identify any common factors that may need action.

It is preferable, to all parties, that matters are resolved as quickly and effectively as possible and stakeholders, including students, are encouraged to raise issues of concern directly with their trainer and assessor or the Director at the earliest opportunity with the view to addressing the matter in an informal but effective matter.

Procedures for making a complaint or lodging an appeal

If a stakeholder, including a student, is unable to raise issues of concern directly with their trainer and assessor or the Director with the view to addressing the matter in an informal manner, or if the stakeholder, including the student, is not satisfied with the outcome of the informal approach, a formal complaint or request for appeal may be lodged.

A complaint or request for appeal:

- must be made within 15 calendar days of the event, circumstance or decision that is the subject of the complaint or request for appeal;
- must be made in writing using the *Complaint & Appeals Form* available at www.formulastudent.com.au or otherwise in writing provided the following information is included:
 - whether you are lodging a complaint or requesting an appeal;
 - your name, home phone number, mobile number and email address;
 - the date of the event, circumstance or decision that is the subject of the complaint or request for appeal;
 - details of the complaint or appeal (you may attach supporting documentation if required);
 - any steps you may have taken to resolve the issue;
 - what outcome would you like to see from raising this complaint / appeal;
 - a statement that the information provided is, to the best of your knowledge, true and correct, that you acknowledge that Formula Student may use the information provided to investigate the complaint and that you understand that this information may also be used for the continuous improvement of the RTO's operations; and
 - your signature and the date (unless submitting by email).

- will be acknowledged in writing within two (2) calendar days of receipt of a complaint or request for appeal.

Procedures for investigating a complaint or appeal

Complaints and requests for appeals will be investigated by a person or persons who was not/were not involved in the event, circumstance or decision that is the subject of the complaint or request for appeal.

Details of complaints and requests for appeals will only be made known by those directly concerned.

The person or persons conducting the investigation will interview the person making the complaint and, if the complaint was about a person, will separately interview the person the complaint is about. They may also review documentation, including RTO policies and procedures and may, if relevant, interview other stakeholders and staff.

In the case of an appeal against an assessment or other decision, the person or persons conducting the investigation will review the decision and the evidence used to make the decision. If it is an assessment decision being appealed, the assessor and student will be interviewed separately to find out whether there is any relevant information not contained in the student's file.

A complainant or appellant may be accompanied by and/or assisted by a support person at any time.

Regardless of the outcome, and while complaints and appeals will be finalised as soon as practicable, the complainant or appellant will be notified of the outcome, and reasons for the outcome, in writing within 30 calendar days of the complaint or appeal being lodged.

Where Formula Student considers more than 60 calendar days are required to process and finalise a complaint or appeal, the complainant or appellant will be:

- informed in writing of the reasons why more than 60 calendar days are required; and
- regularly update the complainant or appellant on the progress of the matter.

Review by a third party

If the complaints and appeals process fails to resolve a complaint or appeal, the complainant or appellant may request a review by a party independent of themselves and Formula Student. A mediator can be provided by the [Australian Mediation Association](#); however, the complainant or appellant must organise the mediation and meet all costs of engaging a mediator. The RTO will reasonably cooperate in any organised mediation session/activity.

Use of complaints and appeals to inform continuous improvement

The causes of complaints and appeals are identified and corrective action is taken to eliminate or mitigate the likelihood of reoccurrence and to inform the continuous improvement of RTO operations. The *Complaints and Appeals Form* ensures that such causes and opportunities are captured in the RTO's *Continuous Improvement Register* and the *Approach to monitoring compliance and continuous*

improvement ensures the systematic consideration of these causes and opportunities for improvement.

13. Management of records

Formula Student is committed to meeting its obligation to manage and ensure the accuracy and integrity of certain records relevant to the operations of the RTO and respects that individuals have the right to keep their personal information private.

Access to records, privacy & accuracy

- Formula Student is required to collect certain information for national database and tracking purposes, to assist in ongoing qualification issuance as required and to contact and communicate with students during the period of a student's enrolment. As an example, the *Enrolment Process* collects information about a student, some of which is used by the RTO during the period of enrolment (e.g. contact details and details about work experience and qualifications achieved) and some of which is collected to contribute to national records of VET activity (e.g. reason for study, employment status and level of schooling).
- In recognition of a student's right to keep their personal information private, the RTO is committed to protecting and maintaining privacy, accuracy and security of your training records. All data is confidential and is not forwarded to any other party unless the RTO is legally obligated to do so as a condition of its registration or a student has given written consent for the data to be released to a third party. Some data must be provided to the national statistical database to comply with the Total Vet Activity reporting requirements for RTOs.
- Records about progress, competency achievement, and qualification issuance are updated periodically by the Director of Formula Student or its Trainers and Assessors.
- Students are able to confirm and update and/or correct their personal and sensitive information during their enrolment period by contacting the Director of Formula Student.
- Access to electronic records is password controlled and access is limited to those who need the information/record in the course of providing training and assessment services or in administering the RTO. The Directors of Formula Student have access to all records and will provide access to essential others as the need arises. Access to hard copy records is also controlled by the Directors of Formula Student.
- Certain information about students, including information related to enrolment, progress and attainment must be retained by the RTO for 30 years. Students may have access to their records, including records of progress and records of certification issued to them at a mutually convenient time agreed with the Director. Students may be required to provide photo ID for this access.

- If you have a complaint about the management of your records and privacy, you have the right to lodge a complaint. Refer to section 12: *Complaints and Appeals Policy & Procedure* in this handbook for further information about lodging a complaint.

Treatment of records on ceasing operation

Formula Student acknowledges that it has a responsibility to transfer records to the Australian Skills Quality Authority (ASQA) should Formula Student ceased to operate. Student records of achievement are retained by the RTO in its Student Record System and will be forwarded to ASQA within 30 days of the organisation effectively ceasing to operate as an RTO.

Student records of achievement will include the following information for each student:

- family name, first name
- residential post code
- date of birth
- student ID number
- enrolment and commencement dates
- code and title of qualification, course or program student enrolled in
- codes and titles of units of competency completed and results (if applicable)
- date the Certificate or Statement of Attainment was issued

Destruction of Records

The Directors of Formula Student are the only persons who can authorise the destruction of physical/hard copy records. Records are only to be authorised for destruction after the retention period has lapsed.

Documents identified for destruction are to be securely destroyed, for example shredded.