

Queensland Academy of Languages

Student Handbook

Certificate IV in TESOL: Teaching English to Speakers of Other Languages (30537QLD)

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OVERVIEW

Queensland Academy of Languages is a registered training organisation (RTO) which has its base at Sunnybank where students of training programs and also other participants may enjoy its provision of support and assistance. Queensland Academy of Languages is a provider of Certificate IV in TESOL: Teaching English to Speakers of Other Languages (30537QLD).

COURSE STRUCTURE MODULES AND NOMINAL HOURS

Core Units – Certificate IV TESOL (30537QLD)		Hours
Unit Code	Unit Title	
TEL001	Teach students from diverse language, culture and educational backgrounds	10
TEL002	Analyse language	15
TEL003	Teach speaking	15
TEL004	Teach listening	15
TEL005	Teach reading	15
TEL006	Teach writing	15
TEL007	Teach English grammar	15
TEL008	Teach spelling and pronunciation	15
TAADEL401A	Plan and organise group-based delivery	20
TAAASS402A	Assess competence	15
TAAASS403A	Develop assessment tools	15
TEL012	Develop resource files	5
Sub-total		170
Elective Units – Select 2 (Students will be advised of which of these are available)		
TEL013	Approaches and methods in TESOL	15
TEL014	Teaching English for academic purposes	15
TEL015	Teach ESL to early childhood learners	15
TEL016	TESOL with primary school-aged children	15
TEL017	Teaching ESL to teenage learners	15
TEL018	Use music, art and drama in TESOL	15
TEL019	Facilitate experiential learning programs	15
TAADEL403A	Facilitate individual learning programs	15
TEL021	Work with volunteers	15
TEL022	Setting up community-based English classes	15
TEL023	Using computers in TESOL	15
Core units		170
Elective units		30
Practice teaching		20
Total number of hours		220

EDUCATIONAL STANDARDS

Queensland Academy of Languages gives an undertaking to provide only the highest quality professional services. This means that our Co-ordinator and trainer/assessor conducting our training programs is well qualified, has extensive experience, an outstanding reputation and is recognised by his peers as being among the best in her field.

We provide a suitable, safe learning environment, with appropriate facilities and equipment, and conduct effective training programs using proven training methods and the most up to date information based on current research. Anonymous feedback is obtained from participants of our training programs to ensure that we are meeting your needs.

ON THE JOB TRAINING

The Practice Teaching Modules of this course require “hands on” experience gained through involvement in classes for English language learners organised by the provider of the course.

The Prac Teaching Modules may be completed in conjunction with the rest of the Course in the following ways:

- progressively as the rest of the course is delivered
- at the conclusion of the rest of the course in the same location
- at another time in another location

This Practice Teaching Experience, as with the delivery of the other modules, may take place within Australia or overseas.

ENTRY REQUIREMENTS

The following *Entry Requirements* are given with respect to the *Course Outcomes* documented in the program. For more information, or to obtain a copy of the specific course outcomes (if they haven't been forwarded to you), please phone the Queensland Academy of Language and Learning Centre and we will send this information to you.

Minimum Entry Requirements

Participants entering this course should have a sound level of ability in written and spoken English language usage. Generally participants would have demonstrated High Achievement at a Year 12 level or above. However prospective participants who can demonstrate in other ways that they are capable of performing at a similar level, or completing the course successfully, can be admitted.

These requirements apply to those wanting to qualify for TESOL in the following capacities:

- to groups of visiting students on short term study tours

- to small groups of migrants in a supervised and limited capacity for the development of general English skills
- to overseas students on an individual tuition or small group tutorial basis
- overseas in Institutions not governed by Australian standards where predominantly conversation English teaching is required.

Entry requirements for those wanting to qualify for TESOL in a professional capacity (eg as an ELICOS teacher: ELICOS = English Language Intensive Courses for Overseas Students).

Participants should enter the course with either:

a recognised general teaching qualification

or

a recognised degree or diploma and at least 800 hours of classroom teaching experience (eg in general TAFE teaching, or, overseas English teaching experience, etc)

ASSESSMENT

Assessment Strategy

Assessment of competencies for modules and Unit 404A will take place using a variety of approaches including: various forms of written tests (eg short answer, multiple choice), essays, other written assignments, preparation of lesson plans, oral presentations, role plays and observation of answers given in class discussions. Assessment related to the Practice Teaching Modules will take place in conjunction with the observation of, and reporting on, actual teaching practice.

DELIVERY MODES

This course will employ a variety of delivery modes including: face to face lecturing, facilitated discussion, video and audio technology, and self directed study. Distance Education materials and procedures could be developed to facilitate the completion of the theory modules by external students. Practice Teaching modules would need to involve special arrangements involving direct observation of teaching and assessment practice by appropriately qualified assessors.

RESOURCES

Physical Environment and Resources

In order to complete the Practice Teaching Module students will need to teach classes of second or foreign language learners. Trainees should have access to resource materials which will aid in the preparation of lessons.

LANGUAGE, LITERACY AND NUMERACY (LL&N) SUPPORT POLICY

This policy has been designed to describe variations in arrangements for participants who have specific language, literacy and numeracy needs.

In essence the policy seeks to remove barriers within learning and assessment processes and practices which place individuals with special needs at a disadvantage.

The Queensland Academy of Languages and Learning Centre is an organization which specializes in behaviour management and learning disorders. Participants with special needs will have access to professional assistance in the areas of LL&N needing to be addressed for participants to read their goals and program outcomes. A range of specific testing and support services are offered and are available through our clinic.

The Queensland Academy of Languages and Learning Centre maintain a strong professional relationship within the languages and learning community and will maintain professional development opportunities, and provision of professional services available to assist persons with specific disabilities and learning difficulties.

The Queensland Academy of Languages & Learning Centre processes and practices are developed to standards of vocational competence established for the community services and education sectors. Assessment processes and practices are designed to assess against the specified standard which is required to achieve a competent outcome. We will vary assessment arrangements where the standards permit for individuals with special needs. The extent of variations depends on the learning and development being undertaken and the assessment strategy utilised. Variations to the assessment processes and practices will be agreed prior to an individual undertaking assessment.

Language, Literacy and Numeracy Support

Queensland Academy of Languages is committed to providing guidance or support to those participants who have any identified issues in relation to language, literacy or numeracy support.

Should a student require support, in a confidential interview information can be provided on access to appropriate support which is available. All information in relation to a participant's LLN skills is strictly confidential. More information can be obtained by visiting the following website:

www.centrelink.gov.au/internet/internet.nsf/services/literacy_numeracy.htm

Participants should note or discuss particular special needs with the Director prior to attending the program/ or on enrolment.

CLIENTS/PARTICIPANTS WITH SPECIAL NEEDS POLICY

This policy has been designed to describe variations in arrangements for participants who have physical disabilities or learning difficulties. The policy also applies to, but is not limited to, participants who may be intellectually, physically, or culturally challenged, and those who have specific language, literacy and numeracy needs.

In essence the policy seeks to remove barriers within learning and assessment processes and practices which place individuals with special needs at a disadvantage in relation to individuals without special needs.

Participants with special needs may require standardised learning and assessment practices to be varied in order to meet the specified standards. The Queensland Academy of Languages & Learning Centre will maintain consultation relationships with professional bodies interested in learning and development opportunities, and provision of professional services available to assist persons with specific disabilities and learning difficulties.

The Queensland Academy of Languages & Learning Centre's processes and practices are developed to standards of vocational competence established for the community services and education sectors. Assessment processes and practices are designed to assess against the specified standard which is required to achieve a competent outcome. We will vary assessment arrangements where the standards permit for individuals with special needs. The extent of variations depends on the learning and development being undertaken and the assessment strategy utilised. Variations to the assessment processes and practices will be agreed prior to an individual undertaking assessment.

APPEALS POLICY

The Queensland Academy of Languages & Learning Centre is committed to a fair and equitable process for dealing with participant appeals against assessment policies, processes, practices or outcomes. In the first instance, issues should be raised directly with Patricia Tyrer (Director) as they emerge in order to prevent disruption or the need for written complaint.

Clients/participants will be advised of the appeals process and of their rights, with regard to appeals, prior to commencement of program delivery. This information will also be conveyed as part of any initial program delivery or process.

APPEALS PROCESS

Note: Appeals against assessment outcomes must be lodged no later than 15 working days from the date of the receipt of the assessment report.

1. Should a participant wish to appeal against an assessment outcome, then the appeal will be lodged on the Continuous Improvement Request Form (Form 5A) and delivered to Patricia Tyrer (Director).
2. Discussion on the appeal will be conducted between Patricia Tyrer (Director), the participant, and where appropriate the Client/participant's representative. If the issue is resolved, then the process is complete.

If the issue remains unresolved, then

3. An option of reassessment by another Assessor which will be arranged by Patricia Tyrer (Director). If satisfied of outcome, then the issue is resolved and the process is complete. If not resolved, then mediation by the Department of Training will be sought.

Form 5A is available by request from The Queensland Academy of Languages & Learning Centre.

GRIEVANCE POLICY

The Queensland Academy of Languages & Learning Centre is committed to a fair and equitable process for dealing with grievances, and strives to deal with issues as soon as they emerge in order to avoid disruption or the need for formal complaint.

Clients/participants will be advised, at the time of training program commencement, of the grievance process and their rights with regard to disputes.

Grievance Process

1. When a Client/participant has a grievance with any aspect of the service or program delivery, they are encouraged to speak immediately with the Patricia Tyrer (Director) or the training consultant providing the service/program delivery in order to reconcile the issue(s).
2. If the Client/individual is not satisfied that the issue has been resolved, he/she should forward a written grievance to Patricia Tyrer (Director) setting out the details of the issue(s) of concern, alternatively, the client/individual may use the Continuous Improvement Form. (Form 5A). The issue(s) will attempt to be resolved within 15 working days from receipt of the written grievance/ completed Form 1. If necessary, an appropriate industry representative/or other negotiated third party will be invited to act as an objective body in order to negotiate a satisfactory resolution.
3. If the matter remains unresolved, the complainant will be advised that he/she may pursue the grievance through legal avenues, the appropriate Industry Training Advisory Body, the Anti-Discrimination Board, Consumer Affairs, or other bodies as appropriate.

Form 5A is available by request from The Queensland Academy of Languages & Learning Centre.

COMPLAINTS AND APPEALS POLICY

Students have the right to submit a complaint or appeal, preferably in writing, if they feel they have not been treated fairly in some way. Complaints are welcomed as a means of ensuring that we overcome problems faced by clients, and have the opportunity to improve the operation and delivery of our training programs.

1. A complaint or appeal may be lodged in person or in writing with Queensland Academy of Languages, who will conduct an investigation, assess the situation and take appropriate action.
2. Students who are dissatisfied with any academic decisions, or procedural issues should submit in writing their complaint or appeal to the Queensland Academy of Languages within fourteen (14) days of the issue or the assessment.
3. The Queensland Academy of Languages will conduct an investigation within fourteen (14) days of receiving the complaint or appeal in writing, assess the situation and take appropriate action to resolve the situation
4. If the complaint is related to training, Queensland Academy of Languages will arrange a meeting with you as student to discuss the issue and seek to resolve it.

5. If the complaint is related to instruction or assessment, The Queensland Academy of Languages will arrange a meeting with the trainer/assessor and the student to discuss the issue.
6. Complaints relating to fellow students will be handled in the same way, with a meeting between the students involved and Director.
7. In the event of a complaint or appeal against Queensland Academy of Languages trainers/assessors involving an alleged breach of civil law, the matter should be reported to take appropriate action, and if not resolved to your satisfaction, referred to the appropriate authority or Government Department.
8. The outcome of the complaint or appeal stating the reasons for the decision will be provided in writing to the person making the complaint or appeal.

We support a student's right to lodge complaint, and will not restrict this right in any way. We will do everything possible to address any complaints or appeals in an unbiased, professional manner.

UNACCEPTABLE BEHAVIOURS POLICY

The Queensland Academy of Languages & Learning Centre is committed to the provision of a place of work that is safe and healthy without risks to the safety, health or welfare of all personnel and participants.

This commitment is extended to all persons who may be affected by harassment, bullying or racial vilification. By making this commitment we recognise that at no time will the demand for work output be placed before the health, safety or welfare of personnel and participants.

The minimum standards accepted by management, are those in compliance with all relevant Acts, Regulations, and Codes of Practice. All personnel and participants have a responsibility to contribute to the effectiveness of our Policy by ensuring that they do not place any person including themselves at risk of exposure to harassment, bullying or racial vilification.

The Director is accountable and responsible for the implementation of this Policy and is supported by, but not limited to the disciplinary procedures described in Policy 14.

Should an incident of this nature occur, in the first occasion the person causing the incident will be counselled by the Director, any subsequent occurrences will mean an immediate disqualification in a training program/immediate termination of employment.

The Director will notate the series of incidents in the persons file. To meet the requirements of adequate control measures, a Continuous Improvement Request will be raised and outcomes recorded.

DISCIPLINARY POLICY

Disciplinary procedures are unlikely to apply as participants attending training are fee-for-service.

Where a participant consistently fails to meet her/his obligations, that participant may be subject to disciplinary procedures, ranging from a warning to removal from the program.

Disciplinary Procedures

All disciplinary breaches are to be referred to the Director. The Director must document and date actual examples of non-conformance which appear to have occurred without a reasonable excuse.

As soon as a non-conformance pattern is identified, the participant should be counselled about her/his behaviour. An initial counselling session should focus on specific, identified and documented examples of non-conformance. It should not include any 'personal comments' about the participant. During this session, the participant should be alerted to the matters of concern and should be advised that her/his ongoing behaviour will be monitored and that any further examples of non-conformance will be documented.

The content and outcomes of this counselling session will be documented. A copy of this document will be given to the participant and a copy will be placed on the participant's file.

Should removal from the program (or other penalties) be invoked, the participant must be advised that she/he has a right of appeal. In the first instance this would be referred to the participant's Employer for processing under the terms of their organisation's Industrial Agreement.

Student Misconduct and Discipline

Students are required to observe any lawful direction given by a Queensland Academy of Languages staff member in order to ensure the safety of individuals and the orderly conduct of learning programs delivered by Queensland Academy of Languages. Students must maintain a high standard of behaviour within the premises of Queensland Academy of Languages and must not indulge in any acts which may result in damage to property or unduly interfere with the comfort or convenience of any person lawfully entitled to be within the premises of Queensland Academy of Languages. Appropriate action will be taken by The Chairman and Co-ordinator of Queensland Academy of Languages should this be deemed appropriate, and an appeals process will be available to students upon any decision taken by The Chairman and Co-ordinator.

ACCESS AND EQUITY, AND ANTI DISCRIMINATION POLICY

The Queensland Academy of Languages & Learning Centre will meet the needs of individuals and the community by integrating access and equity guidelines. Equity principles are implemented for all persons through the fair allocation of resources and the right to equality of opportunity without discrimination. The Queensland Academy of Languages & Learning Centre will be pro-active in the promotion of opportunities for all persons to participate in learning and development programs and in associated decisions which affect their lives. To achieve these outcomes, The Queensland Academy of Languages & Learning Centre will:

- Ensure that client/participant selection is non-discriminatory and encourages fair access for numbers of under-represented groups.
- Ensure access and equity issues are considered during training program delivery, program design, course development, learning and assessment materials and methodology.

The Queensland Academy of Languages & Learning Centre is strongly committed to the The Queensland Anti-Discrimination Act which promotes fair treatment and equality of opportunity by making unfair

discrimination, racial and religious vilification and all sexual harassment against the law. It gives all of us the right to be treated fairly and to take action if unlawful discrimination, racial and religious vilification or sexual harassment occurs.

The Act places responsibilities on all of us to ensure that unlawful discrimination, racial and religious vilification and sexual harassment are minimised or prevented.

The Act prohibits sexual harassment, which is any form of unwelcome sexual attention that is offensive, intimidating or humiliating. It also prohibits discrimination on the basis of sex, marital status, pregnancy, parental status, breastfeeding, age, race, impairment, religion, political belief or activity, trade union activity, lawful sexual activity, association with, or relation to, a person who has any of the above attributes.

Anti discrimination

This legislation, *the Anti-Discrimination Act, 1991* promotes equality of opportunity for everyone, protecting them from unfair discrimination and from sexual harassment, as well as other certain associated objectionable forms of conduct.

In particular, the legislation is aimed at protecting the rights of the four target groups such as women; people with a disability; people for non-English speaking backgrounds and people of Aborigine or Torres Strait Island origin.

It is not acceptable for any members of staff, or students to engage in any forms of sexual harassment, and any incidents of this type of behaviour should be reported to, and will be dealt with by the Chairman. For further information, access the following Website:

http://www.legislation.qld.gov.au/LEGISLTN/CURRENT/A/AntiDiscrA91_06D_030401.pdf

Anti-Discrimination and Harassment

Under the above Acts, *the Anti-Discrimination Act, 1991* and *the Workplace Health and Safety Act, 1995*, Sexual harassment and anti-discrimination is against the law. Sexual harassment is any form of unwelcome sexual attention that is intimidating, humiliating or offensive. What constitutes sexual harassment to one person may be acceptable to another. It is every student's right to a sexual harassment free environment. Where instances of discrimination or harassment occur, they will be investigated in a confidential manner. If proved, the person responsible will be disciplined. For further information, please visit the following website:

www.hreoc.gov.au/sex_discrimination/sexual_harrasment (described above)

STUDENT ORIENTATION

New students have an orientation/registration session at the commencement of programs of study. At this time, students are given comprehensive information regarding their programs of study, delivery methods, assessment methods and dates and are made familiar with the policies and procedures which will affect you in your study.

STUDENT GUIDANCE AND WELFARE

Queensland Academy of Languages is committed to providing guidance where possible to assist in meeting your learning needs, by

1. Providing support to assist with learning and any queries related to assignments.
2. Referring students to support agencies or Government Departments for guidance or assistance during and following training.

HEALTH AND SAFETY

There is always the potential for accidents and injury when attending training, so we need to be aware of the need for taking precaution to avoid them. The most serious is in relation to emergency evacuation in the event of fire or other hazards. The Queensland Academy of Languages will advise you of the evacuation procedures in case of an emergency, and we have an Occupational Health and Safety policy for your protection.

All safety precautions are undertaken by Queensland Academy of Languages, and should a safety incident occur, you will be provided with an Incident Report to document the incident and its outcomes.

MANAGING PARTICIPANT RECORDS POLICY

Privacy

The Queensland Academy of Languages & Learning Centre will maintain paper-based and electronic records for each client/participant. The Queensland Academy of Languages & Learning Centre will provide secure filing cabinet and electronic storage for client/participant records. Electronic files will be backed up regularly with an electronic copy stored off-site.

The Queensland Academy of Languages & Learning Centre will undertake to safeguard any confidential information.

The Queensland Academy of Languages & Learning Centre further undertakes that, except as required under the Standards for Registered Training Organisations or by law, information about a client/participant will not be disclosed to a third party without the written consent of the client/participant.

Archiving

Client/learner records will be retained for a period of thirty (30) years

PERSONAL RECORDS ACCESS PROCESS

Client/Participant Access to Personal Records

- The Queensland Academy of Languages & Learning Centre will provide clients/participants with negotiated access to their personal records. Clients/participants will not have the right to remove any documents from their files. Where necessary, copies of records will be made available to a client/participant learner. An additional fee may be charged for these records.
- For individuals requesting access to copies of their records, and who are unable to attend the office of The Queensland Academy of Languages & Learning Centre, a written request is required stating the reasons why access to participant record/s is required, and submitting this to the Director at The Queensland Academy of Languages & Learning Centre.

WORKPLACE HARASSMENT, VICTIMISATION AND BULLYING

The *Workplace Health and Safety Act, 1995*, and in particular, *Prevention of Workplace Harassment Advisory Standard 2004* states that workplace harassment, victimisation and bullying cover a wide range of behaviours ranging from subtle intimidation to more obvious aggressive tactics, including which result in offence, intimidation and humiliation or threatens workers. There are a number of behaviours of workplace harassment, victimisation and bullying which are not appropriate and not acceptable and such behaviours should be reported to the Chairman who will act upon these immediately. For further information, access:

<http://www.dir.qld.gov.au/workplace/subjects/harassment/whatisharassment>

Workplace Health and Safety Act 1995

This legislation, The *Workplace Health and Safety Act, 1995*, applies to all workplaces and work activities, and is one which all staff need to be aware of. The purpose of this Act is to prevent a person's death, injury or illness being caused by a workplace. There is a responsibility by both employers and employees to ensure the workplace is safe and any hazards or unsafe practices are identified and acted upon. Any incidents or issues should be reported to the Chairman if identified by staff. This policy and procedure is also encompassed in our Quality System. For further information, access the following website:

<http://www.legislation.qld.gov.au/LEGISLTN/CURRENT/W/WorkplHSaA95.pdf>

AUSTRALIAN QUALITY TRAINING FRAMEWORK (AQTF) STANDARDS

You are about to consider becoming a participant in the process that can result in achieving a nationally accredited qualification.

This qualification can only be delivered to you in Queensland by an organisation that has met the required standards of the Department of Employment and Training Australia.

The required standards are defined in the Australian Quality Training Framework (AQTF). DETA QLD audits Registered Training Organisations (RTO's) to ensure compliance against these standards.

These standards ensure you are provided with the highest quality training and assessment, and also that your provider meets these standards in supplying you with your qualification.

http://www.dest.gov.au/sectors/training_skills/policy_issues_reviews/key_issues/nts/aqtf/what.htm

The Australian Qualifications Framework

This is a framework which sets out all nationally agreed education and training qualifications in Australia. The vocational education and training sector delivers eight qualifications under this framework, ie Certificate I to Vocational Graduate Diploma. As stated in this handbook, you will see the qualifications offered by us, and their equivalent level under AQF. For more information, access the following website:

<http://www.aqf.edu.au/>

ACCESS AND EQUITY

Queensland Academy of Languages is committed to providing opportunities to all people for advancement, regardless of their background. We support government policy initiatives and provide access to our training where we can to those who are at a disadvantage, even seeking assistance for participants from relevant agencies or government departments.

Queensland Academy of Languages meets the needs of individuals and the community through the integration of access and equity guidelines, and will apply equity principles to ensure equality of opportunity without discrimination by ensuring that our selection criteria is non-discriminatory, providing fair access to training for disadvantaged people.

We liaise with agencies and Government Departments when appropriate – e.g. for Austudy, literacy and numeracy support, migrant education and disability support in order to assist any of our students who may require assistance, in a non-interventionist manner.

In exceptional cases of financial hardship or other extenuating circumstances, the participant may make an application for full or partial refund and forward this in writing to The Director will then determine whether the application is approved, and if approved, will make sure the participant is removed from the class roll, and the full or part amount of refund is returned to the participant.

LEGISLATION

We are subject to a variety of legislation related to training and assessment. This legislation is continually being updated and, therefore, the following websites are provided so that students may keep up with any amendments or changes.

Vocational Education, Training and Employment Act, 2000

This legislation governs the system for the effective and efficient provision of high quality vocational education and training and in particular encourages the generation of employment opportunities. The legislation provides pathways for all young people, and has a number of regulations and guidelines, the

appropriate ones of which are encompassed in our quality system. For more information, access the following website:

<http://www.legislation.qld.gov.au/LEGISLTN/CURRENT/V/VocEdTrEmA00.pdf>

Privacy legislation

This act, the *Privacy Act 1988*, makes provision to protect the privacy of individuals and to give effect to the right of persons not to be subjected to arbitrary or unlawful interference with their privacy, family, home or correspondence. This means that you as students, are protected by this privacy legislation. Your student records are protected, and cannot be supplied to others without your consent. A procedure exists within our organisation for you to provide approval for release of information should you so desire. However, no information will be provided without your consent. For more information, access the following website:

http://www.privacy.gov.au/publications/privacy88_030504.pdf

Appeals Policy

Students have the right to appeal against an assessment decision with which they are not satisfied:

1. Appeals should be submitted within 14 days of receiving notification of your results personally or in writing to the Queensland Academy of Languages, who will conduct a re-assessment as the trainer/assessor.
2. If the outcome of the appeal does not satisfy the student, a further appeal may be made within 14 days of notification of the result, and evidence being provided to an independent arbiter.
3. The results of the appeal will be provided to the student in writing.

RECOGNITION OF PRIOR LEARNING (RPL)

An application can be made for RPL when the student believes that they have already attained the necessary skills and competencies elsewhere (work, other study etc.).

A comprehensive application for RPL kit is available from Queensland Academy of Languages upon request. If you feel you have the skills, knowledge or experience required to apply for RPL, you will be able to have an interview with the Queensland Academy of Languages who will assist you with your application. You will be required to provide documentation to support your application. Your application will be processed and an assessment made as to the success or otherwise of your application. You will be notified in writing of the result. Should your application be successful, your results will be recorded on your Academic Statement.

ASSESSMENT POLICY

Queensland Academy of Languages has an assessment policy which is available for your information, that ensures students and trainers/assessors work together to achieve the training program aims. The following principles will be applied by Queensland Academy of Languages to all assessment:

- **Validity** – a true test, meeting the standards from the training package as well as industry requirements.
- **Reliability** – ensuring that assessments are conducted consistently with different groups or individuals to reflect a common standard.
- **Flexibility** – adjustments are allowed, taking into account the varying situations and circumstances of participants, but maintaining a consistent standard.
- **Fairness** – making allowances to ensure assessment is equitable and overcoming any disadvantage participants might have in relation to disabilities, language and literacy or capacity to apply what they are learning.

Our policy also includes a requirement that students are provided with clear, concise directions for assessment and recording of results.

NATIONAL RECOGNITION AND CREDIT TRANSFER PROCESS

The Queensland Academy of Languages recognises the AQF qualifications and Statements of Attainment issued by any other RTO and gives credit for these towards an award, where applicable.

In order for credit transfer to apply, an assessor from The Queensland Academy of Languages must sight an original or JP-certified copy of a Qualification or Statement Of Attainment issued by another RTO.

A JP-certified copy of the document must be retained as part of The Queensland Academy of Languages records of assessment.

Where the AQF Qualification or Statement of Attainment applies to an award which no longer exists, documentary evidence must be provided which will enable a determination of equivalence with the award/statement of attainment for which credit transfer is being sought. The applicant may also be asked to demonstrate currency of the knowledge and skills attested to in the qualification or statement of attainment.

Information about this policy on national recognition and credit transfer will be included in information made available to clients/participants in a participant handbook prior to attending training.

COURSE FEES

Current course fees:

Full program and qualification:	\$2500 per person
Per module:	\$150.00
RPL/RCC:	\$96.00

Fees should be checked with The Queensland Academy of Languages & prior to completing your enrolment form.

REFUND OF FEES

Students may make application for a refund of fees in writing to the Director of Queensland Academy of Languages stating the reason for the request for refund. Where an applicant has paid the fees for a training program and wishes to cancel, a full refund of the fees will be made prior to the commencement of the training program.

Where a cancellation is made after the commencement of the training program for a reason beyond the control of the participant, they will be offered the opportunity of completing the training program at the next available opportunity. If this is not possible, a pro-rata refund will be made.

Where a training program is cancelled by Queensland Academy of Languages, and alternative training programs do not suit the applicant, a full refund of fees will be made within fourteen (14) days of receipt of application for refund.

Queensland Academy of Languages will provide a full or partial refund of fees in exceptional circumstances or through illness or injury preventing the student from completing the unit/module within fourteen (14) days of receipt of application for refund.

In exceptional cases of financial hardship or other extenuating circumstances, the participant may make an application for full or partial refund and forward this in writing to The Director will then determine whether the application is approved, and if approved, will make sure the participant is removed from the class roll, and the full or part amount of refund is returned to the participant.

PUBLIC PREPAID TRAINING PROGRAMS

An initial non refundable deposit of 15% will apply to all training courses, payable one week prior to course commencement. The balance of 85% is to be paid in full before the training course starts.

Should The Queensland Academy of Languages & Learning Centre cancel a training course at any time prior to the commencement date or during the course, participants will be entitled to a full refund or a transfer of funds to a future course.

Where circumstances prevent a participant from notifying absence until one day prior to program commencement, the 15% non refundable amount will be retained by The Queensland Academy of Languages & Learning Centre to cover administration costs. For persons who will consider financial hardship, the Director will assess individual cases on make appropriate arrangements on their own merit.

Cancellations must be notified to the Director, and refunds will must be authorised by the by the Director.

ADMISSION PROCEDURE

Enrolments are accepted in order of application by mail or phone. Deferred enrolment will be offered where an application is received after a class has been filled. In such cases, applicants will be notified as soon as possible by telephone and confirmed by mail.

Where a number of applications are received at the same time, and insufficient places are available in a training program, preference will be given to the applicants who need to complete the training program

to meet employment or life skills requirements. If there is an urgent need to complete a training program, every effort will be made to assist applicants with enrolment in a following class.

Applicants are advised to book early because places are limited. Enrolments are made in writing or by phone. On application, and again when they confirm their enrolment, Queensland Academy of Languages will discuss people's needs and provide information to assist them in choosing the training program most appropriate to their needs and situation.

If a cancellation is received, Queensland Academy of Languages will notify those on the waiting list in order of listing to offer them a place. If there are sufficient people on the waiting list, Queensland Academy of Languages will endeavour to organise another class.

COMPETENCY BASED TRAINING (CBT)

To be eligible to achieve your qualification, you must satisfactorily complete all the requirements of your unit of competency within a given time. This means that you will be assessed in terms of being able to do the job to industry standards.

Competency-based training (CBT) is an approach to vocational education and training that places emphasis on what a person can do in the workplace as a result of completing a program of training. Ideally, progress within a competency-based training program is not based on time.

Competency based training or CBT, focuses on what a learner can do as a result of participating in training. At the end of training, a learner needs to be able to demonstrate their competency in a new skill. There will also be situations where a learner doesn't need to do any training before they can demonstrate their competency. They may have learnt how to do the task in any other number of ways. What matters is that they can demonstrate their competency, not that they have taken part in training.

Under Competency Based Training (CBT), there are competency standards. The concept of competency focuses on what is expected of an employee in the workplace rather than on the learning process, and embodies the ability to transfer and apply skills and knowledge to new situations and environments. Competency is a broad concept that includes all aspects of work performance and not only narrow task skills. Each unit of competency describes the work performed in the workplace.

WHAT IS A UNIT OF COMPETENCY?

A unit of competency is like a subject or unit of study. It is made up of elements and their associated performance criteria. There are a number of units of competency in the training program or training programs you will study.

ELEMENTS AND PERFORMANCE CRITERIA

Competencies are subdivided into elements and elements are further subdivided into performance criteria. You will need to successfully demonstrate the skills contained in both the elements and the performance criteria.

How will I be Assessed?

All assessment is set out in the overview to each competency or competencies which is provided to you at the commencement of each workshop or class. Once this assessment has been successfully completed, you will receive a result which will count towards your qualification.

Results

Assessments will be marked “competent” or “not yet competent.” Units of competency results will be recorded for you. At the completion of your training program or individual unit your qualification will be issued showing the units of competency in which you have achieved. If you do not complete your training program you will be eligible for a Statement of Attainment for any units of competency achieved.

Final results for individual competencies following each semester will be made through provision of a written Statement of Attainment issued officially. Final results in any competency will be made available to individual students by way of a Statement of Attainment or, on the completion of all competencies, a qualification award.

PHYSICAL RESOURCES WHICH ARE AVAILABLE

Queensland Academy of Languages has training facilities in Brisbane which have the following physical resources used in the delivery of training and assessment:

- Training rooms
- Audio cassette facilities
- CD player
- Sound system Recorder
- CDs and audio cassettes
- Queensland Academy of Languages supplies participants with binders and writing materials for maintaining notes/handouts.

The following resources are available for the training room:

- Fans and heating (for winter)
- Tables and chairs
- Lounges
- Layout facilities
- Coffee and tea facilities, milk and sugar
- Cold water jugs and glasses

Training rooms are well equipped with comfortable student seating with a large white-board and training facilities. Video recorders, tape recorders, screens, mobile sound units and appropriate models and charts are available in rooms which require these resources. All training rooms have appropriate air and/or cooling.

If our training programs are offered in alternative locations, these resources will also be available.

WITHDRAWAL FROM A TRAINING PROGRAM

If you wish to withdraw from a training program or a unit of competency this may be negotiated with you and the Queensland Academy of Languages

RECOGNITION OF QUALIFICATIONS OR STATEMENTS OF ATTAINMENT ISSUED BY ANOTHER RTO

Queensland Academy of Languages supports the national policy of this recognition of qualifications and Statements of Attainment issued by other Registered Training Organisations (RTO), regardless of the location, provided that the RTO is registered to offer units of competency which exist within the qualification being offered by Queensland Academy of Languages and which may also exist in other Training Packages.

We hope you enjoy your time with us!

Patricia Tyrer
Director
QAL

Acknowledgement Declaration

I acknowledge that I have read and fully understand the contents of this Student Handbook, which outlines the conditions my rights and responsibilities as a student of Queensland Academy of Languages and that I have also received induction into my training program.

.....
Name

.....
Signature

.....
Date

.....
Name of Witness

.....
Signature of Witness

.....
Date

More Information

Should you need any further information, please call us and we will be only too happy to send you any information that you require, or to discuss your specific requirements.

We look forward to having you involved in our program!