



calibre

TRAINING AND DEVELOPMENT



Student Handbook 2019

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Contents

Welcome.....	4
Introduction.....	5
About Us.....	5
Other details.....	5
Registered Training Organisation (RTO).....	5
Student Code of Conduct.....	6
Access and Equity.....	6
Traineeships/Apprenticeships.....	7
Enrolment Types.....	7
Fees and Charges.....	7p
Concession Fees.....	8
Credit Transfer.....	8
Employer Contribution.....	8
Replacement of Awards.....	8
Refunds.....	8
Consumer Protection.....	9
Your rights and obligations.....	9
Our Obligations.....	9
Feedback, complaints and appeals.....	9
Privacy Statement.....	10
Unique Student Identifier (USI).....	11
Language, Literacy and Numeracy.....	11
Student Support.....	11
Accidents/First Aid.....	12
Copyright.....	12
Assessment.....	13
Reasonable Adjustment.....	14
Recognition.....	15
Recognition of Prior Learning (RPL).....	15
Credit Transfer (CT).....	15
Recognition of Current Competency (RCC).....	15
Plagiarism, Cheating and Collusion.....	15
Issuance of Qualifications.....	15
Surveys.....	16
Legislation.....	16
Glossary of Terms.....	17

Welcome

Thank you for choosing Calibre Training and Development (Calibre) to be your partner in this your training journey. You may be a school leaver or have been working in industry for many years or even looking for a change of career, whatever your circumstances all staff at Calibre are here to support you.

Calibre employs only highly industry skilled industry experienced trainers, who have done the hard yards and are willing to support and impart their wealth of knowledge to you. They are supported by a team of extensively experienced management, administrative and compliance staff, with over 50 years' experience in the vocational education and training industry between them.

We certainly hope that your experience at Calibre meets and exceeds your expectations! Calibre is committed to providing you the best possible services that we can and we continually strive to improve, remain current with industry standards and achieve best practice in all that we do.

Please do not hesitate to ever reach out to us, by way of email or phone either direct to your Trainer or through to the office, we are here for you.

All the best with your training, we look forward to sharing this journey with you.



Lisa Richardson
Chief Executive Officer
Calibre Training and Development

Introduction

This handbook contains information relating to your studies with Calibre Training and Development and we encourage you to read through the information and retain a copy for future reference. There is a range of information covered here including summaries of our policies and procedures and code of conduct.

Should you have any concerns or questions during your study, we encourage you to contact us directly either through your Trainer or by contacting 1300 283 287.

About Us

Calibre Training and Development has been delivering training across Queensland since 2011 in the areas of Civil Construction, Plant Operations, Road Maintenance and Construction, Pipe Laying, Warehousing, Food Processing, HSR, Business and Driving Operations.

Calibre Training and Development is currently registered with the Queensland Government (Department of Employment, Small Business and Training) as a Pre-Qualified Supplier of training to Queensland residents. This enables our clients should they be eligible, to access subsidised training, reducing the costs of training.

Although we have Trainers that are available to deliver training across the breadth of Queensland and nationally our offices are located:

Head Office

3B/525 Lytton Road
Morningside Qld 4170

P: 1300 283 287

Regional Office

1/81 Miles Street
Mount Isa Qld 4825

P: 07 47 43 7000

Other details

Registered Name: Calibre Training and Development Pty Ltd as Trustee for Calibre Unit Trust
Trading Name: Calibre Training and Development
National ID: 32394

Registered Training Organisation (RTO)

Calibre Training & Development is a nationally recognised training organisation registered with the national regulator of vocational education and training ASQA (Australian Skills Quality Authority). We deliver national recognised training as described under the Australian Qualification Framework (AQF) and also non-accredited courses tailored to meet individual needs. RTOs are recognised nationally and internationally as providers of quality-assured and nationally recognised training and qualifications.

As a registered training organisation, Calibre acts in the best interests of our clients, students, employers and employees and meets the Standards for Registered Training Organisations 2015.

Student Code of Conduct

The Student Code of Conduct outlines the expected standard of behaviour for all students, in general it is expected that as a student you will:

- Be responsible for your study program
- Treat staff and fellow students courteously and with consideration at all times
- Maintain a reasonable standard of grooming, including appropriate standards of hygiene and clothing, PPE (personal protection equipment) (and appropriate to your workplace if applicable)

All students have the right to:

- Be treated fairly and with respect by all students and staff
- Not be harassed, victimised or discriminated against on any basis
- Learn in a supportive environment which is free from harassment, discrimination and victimisation
- Have their personal details and records kept private and secure according to our Privacy Policy
- Access to any information that Calibre holds about them
- Have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution
- Make appeals about procedural and assessment decisions
- Receive training, assessment and support services that meet their individual needs
- Be given clear and accurate information about their course, training and assessment arrangements and their progress
- Access the support they need to effectively participate in their training program.

We are committed to promoting a safe and health work and study environment as per the Work Health and Safety Act 2011 to, so far as practicable, provide and maintain a working environment where our employees and students are not exposed to hazards (particularly whilst studying at Calibre premises). The OS& H Act also requires individuals to take responsibility for contributing to their own safety in all circumstances.

Access and Equity

Calibre provides equal opportunity and affirmative action in employment and education.

All of our personnel have a responsibility to uphold and maintain the highest possible standards of access and equity for all our students and clients. All staff are required to act in accordance with our Code of Practice and all students and clients are made aware of their rights and responsibilities through this student handbook.

We recognise the principles of access and equity and the rights of all people to be treated in a fair and equitable manner, and are not subject to discrimination or harassment. Calibre strives to provide full and equal participation for all students and staff and to foster learning and a working environment which values diversity, encourages acceptance and is free of discrimination and harassment.

Traineeships/Apprenticeships

Calibre will ensure that where students are participating in Traineeships/Apprenticeships, that the employer is engaged in the training and assessment processes of students from its workplace.

Calibre will work with the employer, Trainee/Apprentice (parent/school if applicable) to:

- development a relevant and transparent Training Plan
- coordinate appropriate times for visits to the workplace for the purposes of delivering training or undertaking assessment
- allow every opportunity for the Trainee/Apprentice to learn the skills and acquire the knowledge of their trade or traineeship
- access to structured on and/or off-the-job training
- a safe and appropriate working environment

A student is entitled to 2 User Choice qualifications during the period of their working life. The second qualification undertaken cannot be of a lower priority than the first. Eligibility for access to the User choice Program is undertaken on your behalf prior to enrolment by Calibre Training and Development and your selected AASN. (Australian Apprenticeships Support Network).

Enrolment Types

As previously mentioned, Calibre is registered as a Pre-qualified Supplier with the Department of Employment, Small Business and Training (Queensland Government) to offer subsidised training from the State VET Investment Plan.

As a Pre-qualified Supplier, Calibre is able to offer training under the Certificate 3 Guarantee program and User Choice (Apprenticeships/Traineeships) at subsidised fees.

When making the decision to accept government funded training, please take into consideration the implications of accepting a funded place and how this may affect your future plans and decisions, this will be explained to you by Calibre at time of enrolment. Under Certificate 3 Guarantee program, you can only receive funding towards your FIRST post-school qualification.

Should you not be eligible to access government subsidised training, or the training of your choice is not funded, the program may be charged at a Fee for Service rate, meaning the cost of the training may be higher than the subsidised programs.

For further information on these programs and eligibility please refer to the Department of Education Small Business and Training website <https://desbt.qld.gov.au/training/providers/funded>.

Fees and Charges

Calibre fees and charges are applicable to the type of enrolment, for example:

- Certificate 3 Guarantee fees are subsidised, student contribution fees are advertised on our website and are payable at point of enrolment.
- User Choice (Apprenticeship/Traineeships) fees are subsidised, student contribution fees are calculated based on the enrolled unit of competency nominal hours by the scheduled

\$1.60 per nominal hour fee as set by the Queensland Government. These fees may be paid by the student or a third party such as an employer, and generally are paid at point of enrolment.

- Fee for Service fees are not subsidised, and generally are paid at point of enrolment or otherwise negotiated.

Calibre collects fees in advance of the training and assessment being conducted, to ensure the protection of fees paid in advance, Calibre will accept payment of no more than \$1500 from an individual learner prior to the commencement of the course. Should the cost of training exceed \$1500, a payment schedule will be prepared and provided to the student.

Unless otherwise specified, course fees include the cost of all compulsory training and assessment materials. No additional charges will be necessary.

Concession Fees

Fees may apply at a reduced rate should a student be a holder of a valid concession card (Health Care Card, Pensioner Card), or other identified concession avenues as per the relevant program.

Credit Transfer

Should a student apply for Credit Transfer for a unit of competency and is deemed eligible, no fees will be charged for that unit of competency. If fees have already been paid, a refund of that unit's fees will be payable or final invoice will be reduced to reflect the Credit.

Employer Contribution

Additional fees may be charged to the employer, but will be defined prior to enrolment. These fees will consider such things such as location of the worksite, accommodation, site specific training that Calibre staff may have to undertake.

The Employer Contribution will be subject to a refund less the incurred expenses at the time of withdrawal/cancellation, calculated at a cost per unit of competency.

Replacement of Awards

Calibre will charge for the reissue or copies of awards, including Record of Results, Statements of Attainment, Qualifications (Certificate) or other formal certification as per :

- Certificate Reprint \$50
- Statement of Attainment or other Reprint \$20

Payable is to be made at request of the reprint.

Refunds

Under User Choice, if a student withdraws prior to the completion of the Traineeship/Apprenticeship, and all student contribution fees have been paid, a refund will apply for the units of competencies that have not yet started at the scheduled rate of \$1.60 per nominal hour.

There are no refunds available for Certificate 3 Guarantee or Fee for Service students unless the following occurs:

- Calibre has to cancel or postpone a course prior to its schedule commencement date, if required. All course fees will be refunded in full should this occur.
- Student withdraws from the program prior to commencement of training will receive a full refund of fees paid.

The Employer Contribution will be subject to a refund less the incurred expenses at the time of withdrawal/cancellation, calculated at a cost per unit of competency.

Consumer Protection

Students as consumers play an important role in promoting quality training. This is why it is important for you as a student to know your rights when undertaking training and how to provide feedback to us to help resolve any issues you may have.

Your rights and obligations

All students have the right to:

- Expect the education and training they received will be of a quality consistent with the Standards for Registered Training Organisations 2015, and contractual requirements by relevant state funding authorities.
- Be informed about personal information that is collected about them and the right to review and correct that information
- Access to a provider's consumer protection complaints system.

All students have obligations, including but not limited to:

- Provide true and accurate information to the provider
- Behave in a responsible and ethical manner

Our Obligations

All Registered Training Organisations have obligations, including but not limited to:

- Provide the training and support necessary to allow the student to achieve competency
- Provide a quality training and assessment experience for all students
- Provide a clear and accessible feedback and consumer protection system including an identified consumer protection officer
- Maintain information and adhere to privacy legislation

Feedback, complaints and appeals

Calibre is committed to a process of continuous improvement based on feedback from students, Trainers, employers and other stakeholders. We welcome your comments which might help us improve our services, products and processes.

Despite all efforts of Calibre to provide a high standard of service to its students, clients and other stakeholders, complaints and appeals may occasionally arise which require formal resolution. All complaints, appeals and feedbacks are taken seriously and will be treated timely, fairly and equitably.

Students and clients are encouraged, wherever possible, to resolve concerns or difficulties directly with the person/s concerned to deal with the issue before it becomes a formal complaint. The Calibre team are available to assist students to resolve their issues at this level.

Complaints and appeals may be made in relation to any of Calibre's services, activities and decisions such as:

- the application and enrolment process
- the quality of training and assessment provided
- Training and assessment matters, including student progress, assessment and outcomes
- access to personal records
- Decisions made by Calibre Training and Development
- The way someone is treated

Should the issue not be resolvable, and you wish to submit a formal complaint the process is as follows:

1. Submit in writing an outline of your complaint/appeal to info@calibretd.com
2. Calibre Administration will provide notification of receipt of your complaint within two business days.
3. Calibre Administration will review the complaint/appeal and present to management for review.
4. A Calibre staff member will be in contact with the complainant/appellant within fourteen business days of receipt of the complaint/appeal.
5. An outcome should be resolved within a period thirty days from the receipt of the initial complaint/appeal.

Should the matter be complex, the resolution may take longer than the abovementioned timeframes. If Calibre considers more than 60 calendar days are required to process and finalise the complaint or appeal, we will inform the complainant/appellant in writing, including why more than 60 days are required, and maintain regular contact and update on progress of the matter. Students will be kept up to date during whilst the process is ongoing and enrolment will be maintained.

All records relating to the complaints and appeals will be treated as confidential and are covered by Calibre's Privacy Policy and recorded on the Complaints and Appeals Register.

Privacy Statement

Under the Data Provision Requirements 2012, Calibre Training and Development is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form), may be used or disclosed by Calibre Training and Development for statistical, administrative, regulatory and research purposes. Calibre Training and Development may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorized agencies; and NCVER

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- Populating authenticated VET transcripts
- Facilitating statistics and research relating to education, including surveys and data linkage
- Pre-populating RTO student enrolment forms
- Understanding how the VET market operates, for policy, workforce planning and consumer information and
- Administering VET, including program administration, regulation, monitoring and evaluation.

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

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

Unique Student Identifier (USI)

From 1 January 2015, we, Calibre Training and Development can be prevented from issuing you with a nationally recognised VET qualification nor statement of attainment when you complete your course if you do not have a Unique Student Identifier (USI). In addition, we are required to include your USI in the data we submit to NCVER. If you have not yet obtained a USI you can apply for it directly at <https://www.usi.gov.au/students/create-your-usi/> on computer or mobile device.

You may already have a USI if you have done any nationally recognized training, which could include training at work, completing a first aid course or RSA (Responsible Service of Alcohol) course, getting a white card, or studying at a TAFE or training organization. It is important that you try to find out whether you already have a USI before attempting to create a new one. You should not have more than one USI. To check if you already have a USI, use the 'Forgotten USI' link on the USI website at <https://www.usi.gov.au/faws/i-have-forgotten-my-usi/>.

Language, Literacy and Numeracy

At enrolment, you will be asked to participate in a short language, literacy and numeracy assessment. This assessment is not to be considered as a pass or fail, but the findings of your assessment will be provided to your Trainer so that they are able to assist you throughout your studies. Should you require additional assistance in any area, Calibre will endeavour to seek out and recommend relevant professionals to assist.

Student Support

Should you require additional support during the term of your training, please advise your Trainer/Assessor who will endeavour to refer you to an appropriate support service, if they are unable to assist.

Calibre offers a free training support service to all students who have any questions or difficulties regarding their training and/or their future career development, please speak to your Trainer in the first instance. We are here to help and will always try to source the information you require to feel supported or refer you to an appropriate service if required. Listed below are a number of possible support services:

Service	Phone	Website	Purpose
Reading and Writing Hotline	1300655506	www.readingwritinghotline.edu.au	Advice and referral to one of 1200 providers of courses in adult literacy and numeracy.
Centrelink	131021	www.centrelink.gov.au	Financial Assistance <ul style="list-style-type: none"> • Pensioner Supplement • ABSTUDY • AUSTUDY • Youth Allowance
Australian Apprenticeship Support Network (AASN)	1800639629	www.australianapprenticeships.gov.au	AASN handles all matters related to traineeships and apprenticeships.
Queensland Training Ombudsman	1800773048	www.trainingombudsman.qld.gov.au	An independent office that provides Queenslanders with dedicated support to resolve training issues or make complaints.
Australian Centre for Disability Law	1800800708	www.disabilitylaw.org.au	Promotes and protects the human and legal rights of people with disability and their supporters through legal advocacy
Lifeline	131114	www.lifeline.org.au	Counselling service.
Fair Work Australia	1300799675	www.fwa.gov.au	National workplace relations tribunal.
Beyond Blue	1300224636	www.beyondblue.org.au	Provides information and support to help everyone in Australia achieve their best possible mental health, whatever their age and wherever they live.

Accidents/First Aid

Should an accident or incident that requires first aid occur on campus, it is to be reported immediately to your Trainer/Assessor and the details will be recorded on an Accident Report form and signed by both the Trainer/Assessor and student.

If an accident or incident that requires first aid occurs at the workplace during your employment/training contract, please notify your supervisor and follow your relevant workplace processes.

Copyright

Calibre Training and Development adheres to the rules which exist for Training Institutions under the Copyright Act 1968. Students should be aware that any reproduction of course materials, text books or journals without the prior written consent of Calibre is a breach of Copyright Laws and, where necessary, will pursue the remedies available to us under the Act and its Regulations to protect our rights and entitlements.

Assessment

As a provider of vocational training and education programs, Calibre provides competency based assessment. Competency is defined by the Standards for Registered Training Organisations (RTOs) 2015 as: *“consistent application of knowledge and skill to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments”*.

This means that students are assessed against industry determined competency standards that are set out in the related training package or accredited course. These competency standards (known as “units of competency”) describe the discrete work tasks and knowledge, as well as the technical and employability skills that a person needs to perform a task effectively in the workplace.

Competency is assessed by comparing the prescribed units of competency with the student’s evidence of performance and their ability to apply their skills and knowledge in a range of situations and environments.

A qualified Trainer and Assessor is a person who is recognised by Calibre Training and Development as meeting the national standards for assessment and training delivery as identified by ASQA. Calibre’s Trainers/Assessors are able to conduct assessment only in areas which they have relevant vocational competencies and training qualifications. They must also be competent in the training and assessment competencies to the national standards required. The assessment process your Trainer/Assessor uses must conform to the following principles:

Validity

Valid assessment actually assesses the competency it is meant to assess. A valid assessment of a particular unit will assess performance criteria that are part of that unit. Evidence is collected from activities and tasks that clearly relate to the Unit of Competency.

- Evidence demonstrates that all the performance criterion have been met.
- Evidence is sufficient.

Reliability

Reliable assessment produces the same judgment about a person's competency when the assessment is completed by another assessor.

- Assessment practices should be monitored and reviewed to ensure that there is consistency in the interpretation of the evidence.
- Assessors must be competent in the National Workplace Assessor Competency Standards.

Fairness

Assessment is fair if it does not disadvantage any applicant in relation to another.

- Assessment practices and methods must be equitable to all groups of applicants.
- Assessment processes and criteria for determining performance must be made clear to all applicants seeking assessment.
- Applicants must be provided with opportunity to challenge the assessment.

Flexibility

Flexible assessment remains valid, reliable and fair while dealing with:

- The way the competency was developed or acquired through a formal training course or through on-the-job experience.
- Any disability that the applicant might have, e.g. hearing impairment or reading difficulties.
- The equipment used to demonstrate competence, e.g. the familiarity of the equipment to the Participant.

- Different periods over which the assessment might be done; e.g. the need to apply the entire assessment at one time or parts of the assessment as a person learns. This would most likely result in the Participant being assessed in individual learning outcomes or the elements that make up the competency.

Calibre ensures that only students who hold the requisite skills and knowledge as set out in the unit of competency are marked as Competent. Calibre does this by:

- Ensuring that its assessment tasks meet the requirements of the training package or accredited course
- Ensuring its assessment processes are valid, fair, flexible and reliable
- Ensuring assessment processes are carried out in a way that is consistent with the Qualification Delivery and Assessment Strategy (QDAS) documented during course development and regularly updated
- Providing comprehensive Assessments and supportive documentation with clear information to trainers and assessors
- Continually reviewing and improving assessment processes, tools and records
- Having a planned schedule of validation activities that ensures effective validation are achieved
- Ensuring that assessors follow the rules of evidence and sight current, sufficient, authentic and valid evidence when forming their assessment decision

Assessments are broken up generally into a range of methods including written questions, practical demonstration (observation by Trainer/Assessor) and /or oral presentation. All components of the assessment are to be completed and assessed by the Trainer/Assessor prior to competency being achieved.

Your Trainer will communicate to you when and how assessments will be conducted and are due. You will be given three opportunities to resubmit your work, prior to being deemed Not Competent. Following this you would be required to reenrol and pay fees for that particular unit of competency again.

Reasonable Adjustment

When necessary, assessors will make reasonable adjustments to training and assessment processes to ensure that all people are treated equally in the assessment process and that no person is disadvantaged due to a disability.

Assessment processes may be reasonably adjusted to accommodate the following, but not limited to these, groups:

- Students with English as a second language
- Students with literacy or numeracy difficulties
- Indigenous students
- Students with sensory impairments
- Students with physical or intellectual disabilities

Reasonable adjustment may mean:

- Making training resources and methods accessible
- Adapting physical facilities, environment and /or equipment
- Making changes to the assessment arrangements
- Making changes to the way evidence for assessment is gathered.

Recognition

Calibre accepts and provides credit to learners for units of competency and/or modules (unless licensing or regulatory requirements prevent this) where these are evidenced by:

- AQF certification documentation issued by any other RTO or AQF authorised issuing organisation, or
- authenticated VET transcripts issued by the Registrar (in the form of an USI Transcript)

Recognition of Prior Learning (RPL)

Recognition of prior learning is an assessment process that involves assessment of an individual's relevant prior learning (including formal, informal and non-formal learning) to determine the credit outcomes of an individual application for credit.

Credit Transfer (CT)

Credit transfer is a process that provides students with agreed and consistent credit outcomes for components of a qualification based on identified equivalence in content and learning outcomes between matched qualifications.

Recognition of Current Competency (RCC)

Recognition of current competency applies if a client has previously successfully completed the requirements for a unit of competency or module and is now required, (e.g. by a licensing authority) to be reassessed to ensure that the competence is being maintained. In this case no extra skill or competencies are nationally recognised.

Plagiarism, Cheating and Collusion

Students are required to sign on their assessments, a declaration of the authenticity of the assessment tasks being submitted. All work submitted as evidence must be entirely the student's own. Students who are caught plagiarising, cheating or colluding in their assessments, will be subject to resubmitting their assessments and may result in disciplinary action.

All staff have an obligation to identify and investigate any possibility of plagiarism, cheating or collusion.

Issuance of Qualifications

At the successful completion of a full qualification, Calibre will issue students with their Certificate and Statement of Results within a period of 30 days from the date that the final assessment was assessed. Before certification is issued, Calibre will verify competency has been properly assessed and all tasks have been completed. Generally students will be posted their Certificate unless otherwise negotiated.

If a student completes less than the full qualification or a short course, Calibre will issue a Statement of Attainment detailing the units of competency successfully completed and assessed.

Surveys

At the completion or periodically throughout your training you may be contacted to participate in a survey conducted by Calibre.

Additionally, if you are undertaking training under the Certificate 3 Guarantee Program, you will be contacted within three months of completion/withdrawal of your program to undertake a Student Training and Employment Survey. These findings will be shared with the State Government Department of Employment, Small Business and Training.

Additionally, at time to time, you may be contacted by ASQA the national training regulator to participate in a student survey.

The findings of surveys may be shared with Commonwealth and State/Territory Government departments and authorised agencies and NCVER, which will be used for statistical, administrative, regulatory and research purposes.

Legislation

As a requirement of the Standards for Registered Training Organisations 2015, Calibre Training and Development must ensure it stays up to date with all relevant legislation administered by state and federal government bodies. The legislation that particularly affects the delivery of our training and assessment services at present include but are not limited to:

- National Vocational Education and Training Regulator Act 2011
- Student Identifiers Act 2014
- Work Health and Safety Act 2011
- Competition and Consumer Act 2010
- Corporations (Queensland) Act 1990
- Disability Discrimination Act 1992
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Age Discrimination Act 2004
- Information Privacy Act 1988
- Australian Privacy Principles 2014
- Fair Work Act 2009
- Copyright Act 1968
- Further Education and Training (FET) Act 2014
- Further Education and Training (FET) Regulation 2014

In addition, state based funding Agreements and Policies such as:

- VET Pre-Qualified Supplier Agreement
- Pre-Qualified Supplier Policy 2018-2019
- User Choice 2017-20 Policy
- User Choice Pre-Qualified Supplier Policy
- Certificate 3 Guarantee Program Policy 2018-2019

Glossary of Terms

AASN	Australian Apprenticeships Support Network
ASQA	Australian Skills Quality Authority
AVETMISS	Australian Vocational Education and Training Management Information Statistical Standard
CT	Credit Transfer
DESBT	Department of Education Small Business and Training
FET	Further Education and Training
NCVER	National Centre for Vocational Education and Research
PPE	Personal Protective Equipment
PQS	Pre-Qualified Supplier
QDAS	Qualification Delivery and Assessment Strategy
RCC	Recognition of Current Competencies
RPL	Recognition of Prior Learning
USI	Unique Student Identifier
VET	Vocational Education and Training
WHS	Work Health and Safety



Calibre Training and Development

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