



Gold Coast Training College

Student Handbook

2025

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PLEASE READ THE FOLLOWING REQUIREMENTS PRIOR TO ENROLLING IN ANY GOLD COAST TRAINING COLLEGE COURSE.

All students enrolling in any **security course** offered by the Gold Coast Training College must provide evidence of having a current Driver's License. A copy must be provided to the College upon enrolment and will be used as evidence of a competency-based skill during the training. NSW security students must also attend the pre course sign up and LLN Testing day. This is mandatory.

All students enrolling in a **First Aid /CPR course** must also be able to complete 2 minutes of uninterrupted CPR on an adult manikin, a child manikin and a baby manikin on the floor.

All students must attend an **LLND Test** prior or during the induction day. During the induction day information will also be provided in relation to class times, assessments, and complaints and appeals policies.

All beauty students, please be aware that all beauty classes do have practical assessments which require physical contact with clients.

Before enrolling in any of our Beauty courses, all students **under the age of 18** are required to have **Beauty Course Maturity and Permission Form** signed by a **parent or guardian**. This form ensures that both the student and their guardian understand the course requirements, responsibilities, and expectations.

Enrollment will not be accepted without the completion of this form.

If you are concerning about any of the matters above, you are welcome to book a consultation session with our office to discuss further.

Phone: 07 5528 3591

Address:

Level 1/ Shop 5
55 Nerang Street
Southport QLD 4215

Alternatively, students can **email** directly to the college to:
studentservices@gctrainingcollege.com.au

INFORMATION

The Gold Coast Training College is a Registered Training Organisation #40816 registered to provide nationally accredited courses.

The information contained in this manual is to assist students who are about to begin a course with The Gold Coast Training College to enable the student to understand their rights and responsibilities.

We want to make sure that you have access to all the relevant information as you embark on your learning experience. This manual will help you make informed decisions and help you understand how you can seek assistance when needed.

We have a strong focus on providing opportunities for everyone to access and participate in learning and to achieve their learning outcomes.

The Gold Coast Training College Training ensures that its practices are as inclusive as possible and do not unreasonably prevent any clients from accessing its services. The Gold Coast Training College Training hereby states that we undertake to act always in an ethical manner. All activities of the Training Organisation will be carried out honestly, fairly, and accurately to give value to our clients and students. High standards such as fair marketing and advertising will always be maintained.

Our commitment to continually improve our business allows training programs to be the best they can be and ensure that students/clients receive value for money.

Before you complete and sign the enrolment form, please be sure that you have read this handbook and understand its contents. If you do not understand anything, please ask. By filling in and submitting the enrolment form, you are acknowledging that you have read the student handbook and will abide by the information it contains.

On our web site has a comprehensive range of information that will help you the student make an informed decision concerning the training. The student information gives you an indication of what is in the course and the assessments required. Several courses e.g. first aid courses also list the competency skills sheets that are required for competency in that unit.

We support our clients by a variety of methods. If you feel that you would like to take advantage of this, please call our training coordinator on:

Phone: 07 5528 3591

COURSE FEE AND REFUND POLICY

Course Fees

Fees and charges are available on our website or request from your trainer prior to enrolling into this course.

Course fees may be paid by:

- Credit card
- Direct deposit
- Cash

If payment cannot be made, please contact the office for a payment alternative method and

Ph: 07 5528 3591 or email: info@gctrainingcollege.com.au

All course fees include college printed material and administration fees. Additional fees of \$15.00 per document will apply for additional copies of qualifications, statements of attainment and records of results.

Please note: The Gold Coast Training College is a registered training organization and does not accept payment of no more than \$1500 from each individual student prior commencement, the registered training organization may require payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student does not exceed \$1,500.

Subsidised Courses - Funding Programs

The Gold Coast Training College is an approved NSW Government's Smart and Skilled Program provider.

There are programs available enable eligible students to access training with heavily subsidised fees, meaning they incur very little out of pocket expenses.

Students eligible for subsidised training under these programs can normally only access the funding once, so it is important that you choose your course carefully.

Queensland Skills Assure Supplier

For Queensland students, we currently access the VET in School Program.

VET in Schools (VETiS)

Some students undertake nationally recognised vocational education and training (VET) qualifications while they are still at school. Students undertaking VETiS can complete one employment stream qualification at the certificate I or II level.

Gold Coast Training College does not charge students for undertaking courses under VETiS Program. It is **fully funded** by the VET Investment budget.

More information about VET in Schools information can be found

<https://desbt.qld.gov.au/training/providers/funded/vetis>

NSW Smart and Skilled Subsidised Training

Gold Coast Training College is approved to provide Smart and Skilled subsidised training in specific qualifications to learners residing in specific regions. All training subsidised by the NSW Government Smart and Skilled Program is subject to students meeting eligibility requirements.

Students may be eligible for NSW Smart and Skilled subsidised training if they meet the following eligibility criteria:

- The individual either lives or works in New South Wales
- An Australian citizen, a permanent Australian resident, a humanitarian visa holder or a New Zealand citizen
- Aged 15 years or older
- No longer at school

Eligibility requirements vary for some funding categories. Contact us for more information, or use the Skills Generation funding eligibility checker or visit the **Skills NSW website eligibility checker**:

<https://education.nsw.gov.au/skills-nsw/apprentices-and-trainees/low-cost-and-free-training-options/smart-and-skilled>

Refund requests must be in writing and are processed within 20 business days. Refund will be processed by ETF. Once a refund has been processed, the payment evidence will be sent to the student via email.

Should the Gold Coast Training College need to cancel/ reschedule any course, students/companies are entitled to their 100% deposit of the courses that has not started being fully refunded or help with the process of transferring to a future course. Ideally, 48 hours' notice will be given to students/ companies however in cases where this is not achievable as much notice as possible will be given.

Students can receive a full refund if they withdraw more than 5 business days before the course starts. No refund available to students who leave before finalizing the course/ competency/ module unless they can provide a medical certificate or show extreme personal hardship. Students providing evidence of a medical certificate or extreme personal hardship may reschedule the course/ competency/ assessment to a future date. The date will be at the discretion of the Gold Coast Training College. If a student fails to formally withdraw from a course prior to commencement without giving 5 business days written notice in advance to the Gold Coast Training College will result in an automatic forfeiture of all fees paid.

Students will be given **two opportunities to be assessed as competent**. Should a student be deemed **not yet competent** following **the second attempt** of assessment **no refund will be given**. Request for Extension of Assessment Form and Request for Assessment Re-evaluation Form from Gold Coast Training College management team when needed.

The Gold Coast Training College reserves the right to cancel and refund an enrollment into any funded course if the student is found ineligible to participant.

All students have access to any details concerning legislative requirements, pertaining to the training and course information, upon request to management. Some examples are as follow: Student Handbook; mail outs; course brochure, posters, student email, memos and notices, reception desk.

Protection of Fees Paid

All deposits/prepayments received are placed in a separate account and are not accessed until the course commences. A relevant proportion of fees paid will remain in that account until the course is completed, to ensure refunds for eligible students.

COURSE DELIVERY

Workplace Health and Safety (WHS)

The safety of staff and clients is of primary importance. The Gold Coast Training College Training observes all WHS legislation and copies of the relevant Act are available to staff and clients. Trainers incorporate WHS considerations when planning and delivering training, and students will be advised of the WHS requirements of their programs and supervised accordingly. No staff member or student is to place themselves or other students in a position that contravenes the Work Health and Safety requirements. As a student, you have obligations to complete any training in a safe manner.

Access And Equity

Access and equity policies are incorporated into the Code of Practice and all operational procedures. The Gold Coast Training College Training prohibits discrimination towards any group or individual in any form, inclusive of

- Gender
- Physical or intellectual or psychiatric disability, or any organism capable of causing disease
- Pregnancy
- Homosexuality (male or female, actual or presumed)
- Race, colour, nationality, ethnic or ethno-religious background
- Age
- Marital status

Our training programs are designed and wherever possible facilities are set up to enhance flexibility of delivery to maximize the opportunity for access and participation by all students. We do this by:

Promoting access to employment and training for all people regardless of gender, socio-economic background, disability, ethnic origin, sexual orientation, age, or race. Ensuring training services are delivered in a non-discriminatory, open, and respectful manner.

Training all staff members so that they are appropriately skilled in access and equity issues.

Providing reasonable access to learners of all levels.

Conducting student selection for training opportunities in a manner that includes and reflects the diverse student population.

Actively encouraging the participation of students from traditionally disadvantaged groups and specifically aiding those most disadvantaged.

Providing culturally inclusive language, literacy and numeracy advice and assistance that help you in meeting personal training goals.

The Gold Coast Training College Training aims to identify and respond to the learning needs of all students. It is our intention that all trainers are to identify, at the start of training, the learning and assessment needs of their students. This may be accomplished informally through class discussion.

Trainers will ask questions that reveal the general English level of the students, understanding of subject concepts and technical skills, previous experience and considerations regarding possible assessment formats.

The trainers when formulating their lesson will use this information in assessment plans.

Students should express their views about their learning needs at all stages of their learning experience. We want to help students to identify their learning needs through the orientation procedure, Student Feedback Forms, Suggestion Box, lecturer discussion and an open invitation to approach staff with suggestions at any stage.

Again, these strategies provide staff with the required student-based information for use in designing client training.

All courses incorporate competency units, which focus on communication skills. In addition, language, literacy, and numeric support are accessible to all students and can be organized on a case-by-case basis during student orientation day. The enrolment officer can organize required support when required. All delivery, assessment and instruction are carried out in English unless otherwise stated. We have available for your reasonable adjustment concerning the assessment process, depending on the level of support you require. This will be determined at the enrolment process.

Literacy

- Providing essential writing tasks.
- Considering the use of group exercises for assessments.
- Providing examples and models of completed tasks, such as those on our website in the form of video examples and skills sheets for the First Aid course.

- Ensuring that documents and forms are written and formatted in plain English.
- Using clear headings, highlighting certain key words or phrases.
- Providing explanations of all technical terms used.

Language

- Presenting information in small chunks and speaking clearly, concisely, and not too quickly.
- Giving clear instructions in a logical sequence.
- Giving lots of practical examples.
- Encouraging you to ask questions.
- Asking questions to ensure you understand.

Numeracy

There is very little numeracy required in the short courses that we offer.

There is a numeracy standard required for higher qualifications. However, we encourage the use of calculators.

Digital Literacy

You are required to complete a Digital Literacy test prior to your attending the study. This assessment is designed to evaluate your literacy skills within the context of digital capabilities. By taking this test, you'll gain valuable insights into your current literacy level and how it relates to digital proficiency.

Essential Entry Requirements

If a student fail to meets essential entry requirements, the RTO must make 'reasonable adjustments' necessary for them to complete their course work or demonstrate competency. This may include adjusting the physical environment, student learning materials or the manner that a theory test is completed. Or use paper-based learning and assessment materials.

Welfare And Guidance Services and Client Support

If you have a problem with your course, you should see your trainer who will help you find the assistance you need.

Or you can see our appointed **Student Support Officer**.

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Gold Coast Training College

Level 1/ Shop 5

55 Nerang Street

Southport QLD 4215

Should you prefer to post your documents, please ensure you keep a copy. The Gold Coast Training College will not accept responsibility for lost documents.

Alternatively, students can email directly to the college to: studentservices@gctrainingcollege.com.au

Student Punctuality

Students should be at the course at least 15 minutes prior to the start of training. Some courses have enrolment proof of identity requirements and students must be able to satisfy these prior to attendance.

Failure to be on time may preclude you from attending. Transfer to another course is possible; a refund in these circumstances will not be available.

Competency Based Training

All training is based on the principles of Competency Based Training. Delivery and assessment will involve students in accomplishing the tasks required to demonstrate competency in any unit. Students will be provided with every opportunity to demonstrate that they can carry out required tasks.

All accredited courses, delivery and assessment comply with the requirements of the nationally endorsed Training Packages or Accredited Courses. These documents are found on our web site under the tab of the corresponding course. Students may access these packages or course outlines and familiarize themselves with each competency unit criteria. Some courses e.g. first aid will also display competency sheets to help you understand what tasks are required and what competencies are required.

Training – Trainers and Assessors

All training staff is employed based on having the qualifications, skills, knowledge, experience, and attitude for the position. The Gold Coast Training College Training follows employment legislation and promotes EEO principles in its recruitment practices.

Training - Flexible Delivery of Your Training

The Gold Coast Training College Training practices the principles of flexible delivery. Programs are designed and delivered in a way that is best suited to the course content and the needs of the students. At times this means courses are available to be delivered in a classroom environment, online or using a combination of classroom and online methods.

At the start of each course trainers will identify the delivery needs of the students and may adapt delivery strategies to meet the needs of the students, provided the content and evidence of competency still meets the needs of the training package or accredited course. The Gold Coast Training College Training pre-delivery approves changes. This ensures proper accredited qualifications can be issued.

Delivery alternatives may include: presentations, role play, case studies, demonstrations, excursions, guest lectures, group work, calculations, exercises, journals, projects, observations, computer assisted learning, tutorial style and individualized learning, library use, magazines and newspapers, video, and audio-visual.

All delivery and assessment are geared towards one outcome - that is the awarding of a nationally recognized qualification or statement of attainment. Hence delivery and assessment will be conducted according to the competency unit criteria as stipulated in the training package or accredited course.

Assessment – Industry Consultation

The Gold Coast Training College Training liaises with industry to confirm that the current course material and training reflects industry needs, covers knowledge and skills to meet employment and skill demands of industry; proposed courses are reflective of future industry and employment growth and assessment strategies, assess significant points and provide results that are useful to prospective employers.

Assessments – Validation and Moderation

The Gold Coast Training College Training ensures that our business model moderates all assessment tasks to ensure that the tasks and hence the results are reliable, valid, and fair and to ensure that the marking procedures are also fair and valid. Validating an assessment task involves checking that the assessment tool produces valid, reliable, sufficient, current, and authentic evidence to enable reasonable judgments to be made as to whether the requirements of the relevant aspects of the Training Package or accredited course have been met.

It includes reviewing and making recommendations for future improvements to the assessment tool, process and/or outcomes. Assessment tasks and course results are moderated (results and assessments made are reviewed to determine whether the tool is providing consistency and reliable outcomes) by course advisory committees at bi-annual meetings.

All delivered units will be assessed at the time of delivery by the trainer/assessor.

All assessment tasks are competency based and cover the entire scope of the units covered in the training program. Assessments are then subjected to checking by The Gold Coast Training College Training prior to the issue of statements of attainment or course certificates

Assessment tasks are designed to evaluate evidence that a student can demonstrate competency in all

relevant subject competencies.

Students are provided with every opportunity, within their course duration, to obtain and show competency. Students not able to show competency after the completion of their course will have the opportunity to redo the aspects of the assessment that require evidence of the student's competence.

This must be achieved within one month of completing the course, alternately, it may be decided that the student will need to re-enroll in the course and complete the outstanding assessment activity as part of the course. The trainer/assessor will indicate the requirements to demonstrate competencies required.

Assessment Attempt

Students will be given **two opportunities** to be assessed as **competent** in each unit.

- **First Attempt:** If a student is deemed **Not Yet Competent (NYC)** after their first assessment, they will be provided with a second opportunity to demonstrate competency.
- **Second Attempt:** A second attempt will also be granted if a student fails to complete their assessment by the specified **deadline**. Failure to meet this deadline will result in automatic withdrawal from the unit.
- **Extension Requests:** Students may request an extension for assessment deadlines by submitting a **Request for Extension of Assessment Form** which are available from the **Gold Coast Training College management team** and must be completed in a timely manner.

Failure to Achieve Competency

If a student is deemed **Not Yet Competent (NYC)** after the second attempt or is **withdrawn** due to non-compliance with deadlines, the student will be required to **re-enroll** in the unit, which will incur **additional fees per unit**.

Assessment Appeals

All appeals should in the first instance be discussed with your trainer to allow you to see if it is possible to be re-assessed. Students wishing to make an appeal should first make an appointment with the trainer/assessor. If the matter is not resolved an appointment (or telephone/email) should be made for an interview with the Manager.

In cases where a student wishes to appeal their assessment outcome, they can request a re-evaluation by submitting a **Request for Assessment Re-evaluation Form** which are available from the Gold Coast Training College management team and must be completed in a timely manner.

Recognition Of Prior Learning (RPL)

RPL is an assessment process that assesses the individual's non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to, and/or partial or total completion of, a qualification.

Students may apply for RPL based on previous and or current work experience, life experience or training. Only the RPL supervisor or General Manager of The Gold Coast Training College Training can grant RPL to the student.

Students are required to indicate their intention to apply for RPL upon registration and complete the RPL & Exemption Information kit available from The Gold Coast Training College.

The RPL assessor is available to discuss applications or provide advice on evidence that may support an application. The responsibility of providing complete and accurate documentation is a student Responsibility.

The assessor or The Gold Coast Training College Training will advise the cost prior to the application being submitted. The cost may vary by course and must be paid at the time of application to your assessor or direct to The Gold Coast Training College Training.

National Recognition

Under national recognition, The Gold Coast Training College Training recognizes the qualifications issued by other Australian RTO's and will grant an exemption for all previous training resulting in a competent result where the unit of competency can be identified, either as listed in the relevant Training Package or NTIS website.

Students are required to indicate their intention to apply for exemption at the time of registration and complete the **RPL KIT**. Students will be informed in writing regarding the cost prior to application, the results of their application and any further evidence required.

Credit transfer: Where a student is assessed, and considered previously to have completed the equivalent of a unit or a proportion of a course through formal study or other study, work, or life- experience (see Recognition of prior learning), they may receive credit for that unit or proportion, and the course requirements may be correspondingly reduced. Fees associated with this process will be advised prior to the assessment of the material.

Withdraw

If you wish to withdraw from a course or unit, or if you become disengaged from your studies, the following rules apply:

- **Notification:** Students must submit a written request for withdrawal via email or a formal withdrawal form.
- **Disengagement:** If you fail to participate in classes, assessments, or required activities without prior communication, you may be considered **disengaged**. After multiple attempts to contact you, disengagement will be treated as a formal **withdrawal** from the course or unit.
- **Timing:**
 - If you withdraw **before the census date** (or specified deadline), you will not incur any academic penalty or additional fees.
 - If you withdraw **after the census date** or are deemed **disengaged**, you may still be liable for full course fees, and the withdrawal will appear on your academic record as **Withdrawn** or **Fail**.

- **Re-enrollment:** If you wish to re-enroll in a withdrawn or disengaged unit or course, you may do so, but **additional fees** will apply.
- **Special Circumstances:** If you are withdrawing or disengaged due to extenuating circumstances (e.g., illness or personal matters), you may be eligible for a fee waiver or alternative arrangements. Please contact the **Gold Coast Training College management team** for assistance.

Grievance, Complaint, and Appeals Procedure

The Gold Coast Training College Training has a Student Grievance and Appeals Policy and Procedure ensuring that all student grievances are considered confidentially with expediency and to the satisfaction of all parties involved. Students are encouraged to submit their grievances or appeals using the Grievance and Appeals Policy and Procedure form available at reception. An appropriate staff member will arrange a meeting to address their concerns. If a satisfactory resolution cannot be achieved internally, students may access external third-party intervention, and will receive a written outcome statement. The policy ensures confidentiality and expediency but does not restrict students' rights to pursue other legal remedies.

Records Management

All courses are scanned and entered our database. Files are stored for the legislated period and electronic files are backed up regularly. Information concerning contact details, financial status, academic status, attendance status, registration details, identification details, evaluations, feedback, and surveys are all confidential. The files are securely secured.

Students have access to personal records upon request to the General Manager. In all cases The Gold Coast Training College Training will require proof of identity to protect the privacy of all client information.

Students are obligated to keep The Gold Coast Training College Training informed of their current contact details and to inform us immediately of any change in these details. Students should be advised that if they do not receive any correspondence due to incorrect contact details they are fully responsible

Issuance of Qualifications

On completion of a course, subject to checking of documentation students will be issued with the appropriate certification. On completion of delivery of the unit's trainers will submit Student Results Forms to the course completion supervisor for checking and entry into the electronic data managements. On successful course completion students will be eligible to receive qualifications/Unit of competency.

If students do not complete all required subjects at competent level, they will not be eligible to receive a qualification. They will, however, be eligible to receive a Statement of Attainment for the units completed within the course.

All qualifications and statements of attainment issued will be issued without alteration or erasure and be identified by a unique number – printed on the qualification or statement.

The Gold Coast Training College Training will maintain a record of all qualifications/statements of attainment issued for a period of 30 years.

RULES ENSURING COMFORT & CONVENIENCE FOR ALL STUDENTS.

Alcohol is NOT permitted on training. A student who appears to be affected by alcohol cannot attend the training.

Smoking is not permitted in and around the training environment.

Chewing gum is not permitted in and around the training room.

Drugs are not permitted in the training program. Anybody found having any sort of dealing with drugs will be expelled from the course and will be reported to the police. A student who appears to be affected by drugs cannot attend the training.

All litter to be removed following the class and there will be cleaning tasks required after each training session. See your trainer for this information.

Lipstick should not be worn when you are attending first aid courses because of the stain it may leave on manikin faces.

Medical Conditions

Students who have medical issues that could affect their performance in the training course should identify this to our student support officer or trainer. The Gold Coast Training College reserves the right to call the ambulance for assistance if you collapse and require attention.

Induction Requirements at the Training Course

Housekeeping responsibilities will be explained at the induction process and at the beginning of the course.

Fire and evacuation procedures. Your trainer will provide you with this information at the start of your course. If this does not occur, please bring this to your trainer's attention as it may have been an oversight.

Assessment requirements will be explained on how you can gain competency for this course.

Student Misconduct & Disciplinary Procedures

The Gold Coast Training College Training will not tolerate misconduct under any circumstance and a student may be asked to leave the premises, (or the course) with no refund or recognition of competencies already achieved for the following:

- Cheating or lying about marks or assessments

- Impairing others freedom to pursue their study
- Conduct that brings The Gold Coast Training College Training into disrepute or slander of The Gold Coast Training College Training, participants, or staff
- Plagiarizing material
- Failure to comply with reasonable instruction or supervision
- Conduct that place another at risk
- Assault to any member of our staff or participants including verbal, physical or threatening comments or gestures
- Discrimination, harassment (of any sort), disorderly conduct, disruptive, abusive, or anti-social behavior.
- Destruction or damage to our property or premises used by The Gold Coast Training College Training
- Stealing any property or equipment belonging to a student or our equipment
- Persistent lateness or unacceptable disruption of classroom
- The use of profanities, crass or obscene language, drunkenness or influenced by illegal substances
- Failure to undertake assessments as set out by The Gold Coast Training College Training and the AQTF
- Behaviour that breaches the Privacy Act 1988
- Criminal or anti-social behaviour

The Gold Coast Training College has in place a Harassment policy and procedure to create a safe environment for staff and students. The aim of these procedures is to give any staff member or student who has a harassment concern, access to a fair and confidential process assisted by understanding personnel within The Gold Coast Training College.

Staff And Students Need to be Aware of The Following Definitions:

Bullying - is unwelcome and offensive behaviour that intimidates, humiliates, and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insult, spreading false or malicious rumors

about someone, isolating or ignoring a person, putting people under unnecessary pressure with overwork or impossible deadlines, and sabotaging someone's work or their ability to do their job by not providing them with vital information and resources.

Confidentiality - refers to information kept in trust and divulged only to those who need to know.

Discrimination - is treating someone unfairly or unequally simply because they belong to a group or category of people. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender, history, impairment, age, or sexual orientation. Victimisation is also treated as another form of discrimination.

Harassment - is any unwelcome and uninvited comment or action that results in a person being intimidated, offended, humiliated, or embarrassed.

Personnel - refers to all employees of The Gold Coast Training College Training

Racial Harassment - occurs when a person is threatened, abused, insulted, or taunted in relation to their race, descent, or nationality, colour, language or ethnic origin, or a racial characteristic. It may include derogatory remarks, innuendo and slur, intolerance, mimicry, or mockery, displays of material prejudicial to a race, racial jokes, allocating least favourable jobs or singling out for unfair treatment.

Sexual Harassment - is any verbal or physical sexual conduct that is unwelcome and uninvited. It may include kissing, embracing, patting, pinching, touching, leering or gestures, questions about a person's private or sexual life, requests for sexual favors,

smutty jokes, phone calls, emails, facsimiles or messages, offensive noises or displays of **sexually graphic** or **suggestive material**.

Victimization - is punishing or treating an individual unfairly because they have made a complaint, or are believes to have made a complaint, or to have supported someone who has made a complaint.

If a staff member or student feels they have been harassed in any way they should **report it to the Manager** who will initiate an investigation. The Manager will document the concerns and keep the concerned party informed always as the investigation proceeds until a satisfactory outcome is achieved.

Privacy

We understand the importance people place on their privacy and personal information. As such we take your privacy very seriously and comply with the requirements of the National Privacy Principles of the Commonwealth Privacy Act (2001) and where they apply to our dealings with you the participant.

In some cases, we will be required by law to make participant information available to others such as Registering Bodies from State or Federal Government Departments. In all other cases, we ensure that we

will seek the written permission of the participant. The relevant Privacy Principles are summarized as:

Collection We will collect only the information necessary for our primary function and you will be told the purposes for which the information is collected.

Use and disclosure Personal information will not be used or disclosed for a secondary purpose unless the individual has consented or a prescribed exception applies.

Data quality We will take all reasonable steps to make sure that the personal information we collect, use, or disclose is accurate, complete, and up to date.

Security We will take all reasonable steps to protect the personal information we hold from misuse and loss and from unauthorised access, modification, or disclosure.

Feedback or Survey Reports

Feedback from you is pivotal in our efforts to continue to improve the services and courses that we offer. When your trainer asks you to complete a survey, please take time to give a considered response. If, for any reason you, are unable or uncomfortable completing the form in class, there is an additional opportunity to print off a feedback form (in the documents section) print off and simply email, fax, or mail it to us.

Contact Details:

For further information relating to the information contained in this Student Handbook please contact The Gold Coast Training College.

Phone: 07 5528 3591

Email: info@gctrainingcollege.com.au

ATTENDANCE POLICY

Regular attendance is a crucial part of successfully completing your Beauty course. It not only ensures that you gain the necessary skills and knowledge but also helps you stay on track with assessments and practical components. The following attendance policies apply to all students enrolled in our Beauty courses, including those under the age of 18.

Attendance Requirements

- Students are required to attend **100% of scheduled classes** unless prior arrangements have been made or exceptional circumstances apply.
- Attendance will be monitored regularly, and students must sign in at the start of each session.
- Failure to attend may result in **penalties**, including the possibility of being withdrawn from the course.

Reporting Absences

- If a student is unable to attend due to illness or personal reasons, they must inform their trainer or course coordinator **before** the start of the class.
- Absences due to illness must be accompanied by a medical certificate if the student misses more than two consecutive classes.

Lateness and Early Departures

- Students are expected to arrive on time for all sessions. If a student is late or needs to leave early, they must notify their trainer in advance.
- **Excessive lateness** may result in it being recorded as an absence.

Consequences of Poor Attendance

- Students who do not meet the attendance requirements will be issued with up to three warnings before further action is taken.
 - **First Warning:** The student will receive a verbal warning and will be reminded of the importance of attendance.
 - **Second Warning:** A written warning will be issued, detailing the missed classes and the potential impact on course progression.
 - **Third Warning Letter:** After repeated absences or failure to meet attendance requirements following the second warning, the student will receive a formal **Third Warning Letter**. This letter will indicate that they are at risk of being withdrawn from the course if attendance does not improve immediately.

Withdrawal After Third Warning

- If a student receives a Third Warning Letter and their attendance does not improve, the institution reserves the right to withdraw the student from the course.
- The decision to withdraw will be communicated in writing, and the student will have an opportunity to meet with the course coordinator to discuss any exceptional circumstances before a final decision is made.

Attendance and Assessments

- Many of our assessments involve practical components that must be completed during class time. Missing these sessions may affect your **assessment outcomes**.
- Students who miss practical demonstration or assessments may be rescheduled at the trainer's discretion, but this may not always be possible depending on the nature of the course.
- If the students are given the secondary demonstration/ assessment, and the secondary attempt is missed again, the student will be deemed withdrawn in that unit. If the students wish re-enrol in that specific unit, additional fee will apply.

COMPLAINTS POLICY

We are committed to providing a learning and working environment in which complaints are responded to promptly and with minimum distress and maximum protection to all parties. As part of its commitment to creating a supportive and open organisational culture, The Gold Coast Training College is committed to ethical and responsible management, transparency in its decision-making processes, and a visible, accessible, and fair complaints process.

The Gold Coast Training College views student complaints as providing an opportunity to review and improve its policies and practices, and to gain insight into student (Student employer and instructor) levels of satisfaction. It is an integral part of The Gold Coast Training College Continuous Improvement Policy.

The complaints policy is also located on our website at www.gctrainingcollege.com.au and is also located within each induction pack for each course. The complaints and appeals process is available on the secure student portal on the home page for each course.

Students can also submit their complaints and evidence directly to:

The Manager

Gold Coast Training College

Level 1/ Shop 5

55 Nerang Street

Southport QLD 4215

Should you prefer to post your documents, please ensure you keep a copy. The Gold Coast Training College will not accept responsibility for lost documents.

Alternatively, emailed directly to the college to:

studentservices@gctrainingcollege.com.au

Responsibilities of Managers, Staff, and Students

Managers and other designated staff at The Gold Coast Training College are responsible for responding appropriately to complaints.

A designated manager is responsible for coordinating the resolution process in keeping with The Gold Coast Training College complaint handling principles, relevant policies, and procedures. The designated manager is also responsible for ensuring that staff and complainants involved in the complaint resolution process understand their rights and responsibilities in relation to this policy.

All students and staff have a responsibility to contribute to the achievement of a productive, safe, and

equitable study and work environment at The Gold Coast Training College, students and staff have a responsibility to:

- Participate in the complaint resolution process in good faith
- Co-operate fully in any investigation process
- Assist the complaint handler in reaching satisfactory resolution wherever possible
- Avoid complaining about the same matter to several different units or individuals at the same time
- Avoid making complaints or counter-complaints with a mischievous or malicious intent.
- This policy applies to all aspects of training at The Gold Coast Training College.
- The actions/performance of people involved in the delivery and management of training
- The quality, content, and relevance of training programs.
- The support services provided by The Gold Coast Training College.
- Students may make a complaint about any matter, which relates to their program of study at The Gold Coast Training College, even if the incident, which is the basis of the complaint, did not occur on a course.

Accountability for Student Complaints

A key principle in The Gold Coast Training College complaint resolution process is that complaints are resolved wherever possible at the lowest appropriate level of management.

Students are encouraged to raise their complaint in the first instance directly with the person concerned. This is appropriate in matters where the student feels comfortable with making a direct approach, or where the complaint does not relate to allegations of unlawful behaviour (e.g. assault, illegal discrimination or harassment, corruption).

Where it is not appropriate for the student to raise the issue directly with the other person/s, they can make a complaint to the Manager or other person in authority at The Gold Coast Training College.

The Manager of The Gold Coast Training College is responsible for receiving and investigating complaints from students.

All students have the option of making a formal written complaint to the Manager. The Manager will gather information and seek advice from all parties before responding to the complaint

Assistance for Students in Making a Complaint

Students may wish to seek advice and assistance in lodging a complaint from one of the instructors at The Gold Coast Training College.

How to Raise a Complaint

A complaint to a person in authority can be in writing on the complaints form, and due to the requirements

of procedural fairness the complainant will have to be identified unless the facts of the matter are not in dispute.

Often the complainant may not wish to complete a customer complaint form and so makes the complaint verbally to a member of staff. It is the duty of the member of staff to document this complaint.

- If the complaint is about a staff member, the complaint should be made to the Manager.
- If the complaint is about another The Gold Coast Training College student, the complaint should be made to the instructor and/or the Manager, and the complaint will then be reviewed and resolved.
- If the complaint relates to behavior by a person external to The Gold Coast Training College who the student is interacting with in the course is the assessor or a training instructor, the complaint should be made to the Manager who will then follow the policy and take appropriate action.

Complaints - principles for handling a complaint

The Gold Coast Training College procedures for handling student complaints are based on confidentiality, impartiality, procedural fairness, and prompt resolution.

Where appropriate, complaints will be resolved at the lowest possible level of management or in accordance with the hierarchy above. However, all complaints will be recorded in The Gold Coast Training College complaints register so that all levels of management are aware of complaints made. The Manager will monitor progress, engage all relevant levels of management, and ensure that action is taken in each case.

Procedural fairness will be observed in all aspects of handling a complaint. In practice, this means that all parties to a complaint will be informed of the complaint the specific allegations being made, and all parties will be given the opportunity to respond to any allegations made. Procedural fairness usually requires that the complainant must be willing to be identified, unless the facts of the matter are not in dispute, or where the matter involves allegations of corruption, misadministration, or serious waste.

- Management will ensure that they have no conflict of interest or bias in relation to any party to the complaint, and that there is no perception by the parties that they have a conflict of interest or bias. If the person in authority does not believe they can handle the complaint in an impartial way, they will exclude themselves from the process, and refer the matter to their supervisor. In the case of a conflict of interest or an inability to resolve the complaint, the complaint should be referred to the relevant governing/regulatory body for mediation.
- Confidentiality will be respected wherever possible within the constraints of the need to fully investigate the complaint, and matters pertaining to the complaint will not be discussed beyond the parties to the complaint and staff involved in resolving the complaint. In some cases, resolution of

the complaint may also involve appropriate bodies external to The Gold Coast Training College, e.g. trade unions or statutory bodies.

- Resolution of the complaint will usually consider the preferred process of resolution of the person who made the complaint. However, there may be instances where a complaint is of such a serious nature that formal action is required that is beyond the wishes of the complainant, e.g. when a complaint raises or relates to allegations of unlawful behaviour or corruption or when The Gold Coast Training College duty of care to staff or students may be compromised if no action is taken. All complaints will be dealt with in accordance with The Gold Coast Training College Policy and procedures.
- Management has a responsibility to respond to complaints within a reasonable timeframe. Complaints will be responded to as quickly as possible in the circumstances, and complainants will be advised of the proposed timeframe for resolution. Unless a complaint is unusually complex or involves allegations of misconduct, The Gold Coast Training College will achieve resolution of a complaint within 4 weeks of the complaint being lodged with the appropriate person in authority. If it is not possible to achieve resolution within this timeframe the complainant will be advised of this, and will be kept informed of the progress of the matter. Students should be aware that if the matter has been lodged initially at an inappropriate level of authority, it might take longer to respond to the complaint.
- Where the Gold Coast Training College considers more than 60 calendar days are required to process and finalize the complaint, the Gold Coast Training College will inform the complainant in writing, including reasons why more than 60 calendar days are required, and Will provide regularly updates to the complainant on the progress of the matter.
- The Gold Coast Training College will provide for review by an appropriate party independent of the RTO and the complainant, at the request of the individual making the complaint, if RTO process fail to resolve the complaint.

Outcomes of the complaint resolution process

Complainants will receive a written statement documenting the outcome of their complaint unless resolved at the time the complaint is raised and further correspondence would serve no purpose. The outcome will be in keeping with the seriousness of the incident, which was the basis of the complaint, and outcomes will be applied consistently across The Gold Coast Training College. Some of the possible outcomes of a student complaint include:

- Through the resolution process the student gains a better understanding of the situation so that his/her concerns are addressed.

- A mutually acceptable resolution is reached through conciliation or mediation.
- The complainant receives an apology, and/or the issue or behaviour that was the basis of their complaint is modified.
- In some cases, the complaint cannot be substantiated and no further action will result.
- In more serious cases, The Gold Coast Training College formal disciplinary processes will be invoked
- Any disciplinary action will be undertaken in accordance with the processes prescribed in relevant industrial agreements (for staff) or The Gold Coast Training College Rules (for students). Formal warnings about inappropriate behaviour are a common outcome in the first instance, unless the behaviour is of a very serious nature (for example, involving repeated incidents of inappropriate behaviour or serious breaches of the code of conduct). Serious staff and instructor breaches will result in immediate dismissal.

All documentation relating to complaints will be kept strictly confidential and will not be accessible to anyone who is not directly involved in handling the complaint. Any material about the outcome of the complaint will be placed on the appropriate student and/or personnel file in accordance with the requirements of the Policy on Employee Records and the Policy on the Privacy of Student Records and will only be accessible to authorised officers of The Gold Coast Training College and the individual concerned.

Student Feedback Forms are available after all courses to be completed and forwarded to the proprietors.

Any student wishing to appeal an outcome of assessment may informally approach the trainer of that course at any time to discuss possible solutions or lodge a written appeal within 5 working days of course completion to The Gold Coast Training College.

GCTC Complaint Form

If you have a complaint about the Gold Coast Training College or their staff, please raise your concerns with one of our managers this can be done either verbally or supplying details on this form

Please provide details of your complaint here

Please note that in keeping of our Complaints Policy

Lodgment of complaints must be in writing to the Manager of the Gold Coast Training College within 5 working days of course completion.

All concerns will be acknowledged by management within seven days. Any substantiated complaint will be acted upon, with the initiator being advised of the outcome in a timely manner.

Any student wishing to appeal an outcome of complaint may approach the Chief Executive Officer of The Gold Coast Training College to discuss possible solutions or lodge a written appeal within 5 working days of the decision.

Any such appeals will be kept on file for future reference. Any unresolved appeals will be referred to the appropriate authority.

Legislation

National Vocational Education and Training Regulator (Outcome Standards for Registered Training Organisations) Instrument 2025

The objectives of the Standards are to ensure nationally consistent, high-quality training and assessment services for the clients of Australia's vocational education and training (VET) system.

The purpose of these Standards is to:

- set out the requirements that an organization must meet to be a registered training organization (RTO);
- ensure that training products delivered by RTOs meet the requirements of training packages or VET accredited courses, and have integrity for employment and further study; and
- ensure RTOs operate ethically with consideration of learners' and enterprises' needs.

The Standards form part of the VET Quality Framework. As defined in section 3 of the Act, the VET Quality Framework is comprised of the Standards for Registered Training Organizations, the Australian Qualifications Framework, the Fit and Proper Person Requirements, the Financial Viability Risk Assessment Requirements, and the Data Provision Requirements.

Compliance with the Standards is a condition for all NVR RTOs and for applicants seeking registration under the Act.

Further information can be found at <https://www.legislation.gov.au/F2025L00354/latest/text>

ASQA

The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector.

ASQA regulates courses and training providers to ensure nationally approved quality standards are met.

Further information can be found at <http://www.asqa.gov.au/>

DTET

The Department of Trade, Employment and Training was established in November 2024. It formerly known as the Department of Employment, Small Business and Training.

The department is responsible for supporting the Minister for Finance, Trade, Employment and Training. In supporting our minister, the department is maintaining high-quality services and focusing on implementing the government's objectives for the community and its government commitments.

DTET regulate Queensland apprenticeships and traineeships and facilitate access to and participation in vocational education and training pathways, enabling Queenslanders to gain employment in current and future industries.

Further information can be found at: <https://desbt.qld.gov.au/>

Training Services NSW

Training Services NSW is part of NSW Department of Education. Training Services NSW works to improve training outcomes for the people of NSW. As part of NSW Department of Education, Training Services NSW aim to work in partnership with industry, providers and the community to create positive learning environments on vocational education and training.

Further information can be found at: <https://www.nsw.gov.au/departments-and-agencies/department-of-education/contact-training-services-nsw>