



VET
Student Handbook

Pioneer State High School - RTO 30424

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1. Introduction

1.1 Purpose of the Handbook

The VET Student Handbook has been developed to provide VET Students (Year 10, 11 and 12) of Pioneer State High School, with important information about their enrolment in our schools VET programs. If you are unsure of information, you should reach out to your teacher or a member of the RTO Management Team.

1.2 What is VET?

Vocational Education and Training (VET) helps students gain practical skills and knowledge for the workplace, that lead to nationally recognised qualifications. VET is informed by industry needs, which means the training is relevant, up to date, and focused on what employers are looking for. VET is delivered by a range of providers across Australia, including TAFEs, private training organisations, community providers, industry training centres, some universities, and many schools.

1.3 Australian Qualifications Framework (AQF)

The Australian Qualifications Framework (AQF) is the national system that sets the standards for qualifications in Australia. It covers all levels of education and training, from school certificates to university degrees and VET qualifications.

Pioneer State High School offers qualifications at:

- AQF 2: Certificate II Courses
- AQF 3: Certificate III Courses



1.4 Registered Training Organisation (RTO) and Management Team

Pioneer State High School is registered as a Recognised Training Organisation (RTO) and therefore is able to deliver VET to enrolled students in their senior school years (Year 10 – 12). Many staff at Pioneer State High School contribute to our RTO, including teachers, subject coordinators, support staff and heads of department. The RTO Management Team oversees operations and includes:

- Ms Lisa Veney - Chief Executive Officer
- Mrs Sally Munns - RTO Manager
- Mrs Sharlene Miller - Industry Liaison Officer
- Ms Kristy Frost - Deputy Principal (VET)

2. Enrolment and Induction

21 Entry Requirements

Some VET programs at the school may have specific entry requirements for the overall program or for individual units of competency. These requirements must be met before a student can enrol in the course or be assessed in a unit. Entry requirements may include:

- Completion of a prerequisite unit of competency
- Completion of another VET program
- Participation in an entry audition or interview
- Meeting specific Language, Literacy, Numeracy and Digital (LLND) skill requirements
- Holding a current Blue Card (eligibility to work with children and young people)
- Holding a valid General Construction Induction Training Card (previously known as a White Card)

Information about pre-requisites will be communicated in the Senior Subject Selection Book and by your teachers.

22 Subject Selection Handbook

The Subject Selection Handbook provides detailed information about all courses offered at Pioneer State High School. It is updated annually to ensure the content is accurate and relevant for the following school year. For each course, the handbook outlines:

- Qualification code and title
- Pathways available after completing the qualification
- Any associated costs
- Duration of the program
- Units of competency delivered
- Specific entry requirements, prerequisites, or other conditions
- Assessment methods used

You can access the current year [Subject Selection Handbook](#) here



23 VET Induction

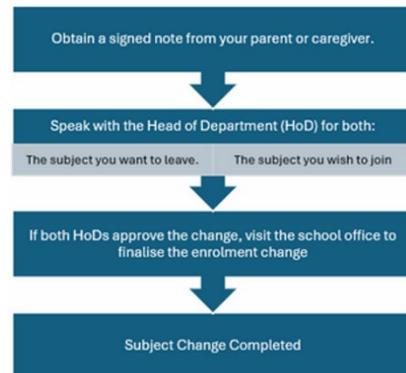
All senior students at Pioneer State High School are required to complete a VET Induction. This induction ensures students are aware of their rights and responsibilities when undertaking a VET program. This is a mandatory requirement of the school's Registered Training Organisation (RTO). The induction is delivered by teachers in VET subjects. It is also available online. You can access the [Student VET Induction](#) here.

24 Orientation and Enrolment Steps

Students select their subjects as part of the Year 10 Subject Selection and SET Plan (SET P) Process. It is important that students carefully review the Subject Selection Handbook to ensure they understand and are capable of meeting the course requirements. When you enrol in a new VET subject, your teacher will provide an orientation session. This will cover important information such as:

- An overview of the subject and course requirements
- Assessment processes and expectations
- Workplace health and safety procedures relevant to the course

If you wish to change from one VET subject to another, the following steps to the right must be followed:



25 Language, Literacy, Numeracy and Digital Literacy (LLND) Testing – Australian Core Skills Framework

Prior to starting a VET program, you will need to complete a Language, Literacy, Numeracy and Digital Literacy Test. These tests align to the Australian Core Skill Framework and will help your teachers understand if you meet the minimum core skill requirements for the course and whether you need any additional support.

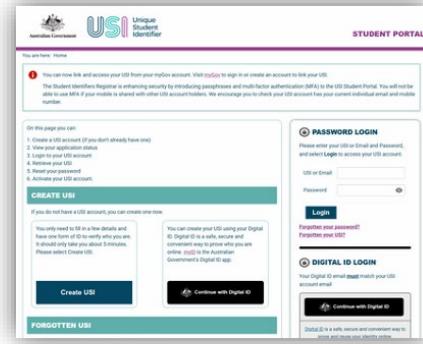
The Australian Core Skills Framework is embedded into every VET course and are the foundational skills needed to be successful in any job.

ACSF Performance Indicators		
Core Skill	Indicator	Description
Learning	.01	Active awareness of self as a learner, planning and management of learning
	.02	Acquisition and application of practical strategies that facilitate learning
Reading	.03	Audience, purpose and meaning making
	.04	Reading strategies
Writing	.05	Audience, purpose and meaning making
	.06	The mechanics of writing
Oral Communication	.07	Speaking
	.08	Listening
Numeracy	.09	Identifying mathematical information and meaning in activities and texts
	.10	Using and applying mathematical knowledge and problem-solving processes
	.11	Communicating and representing mathematics
Digital Literacy	.12	Active awareness of self as a digital user
	.13	Knowledge, use and application of digital literacy skills

26 Unique Student Identifier (USI)

A USI is your personal reference number for all nationally recognised training in Australia, and university study. You must have one to receive a certificate or Statement of Attainment.

- You can create your own USI at www.usi.gov.au or ask your RTO for help.
- Your USI must be verified by the RTO before your results or certificates can be issued
- All your VET training history will be linked to your USI and stored securely
-



3. Course Information

3.1 Course Structure and Delivery

All VET courses at Pioneer State High School are designed around units of competency, which outline the skills and knowledge required to perform tasks to industry standards.

Course delivery may vary depending on the qualification:

- Some courses use a clustered project-based approach, where multiple units are combined and delivered through a single project
- Others follow a lockstep approach, where you complete one unit at a time in a set sequence

Your teacher will communicate the structure of your course at the beginning of each term, including what units you'll be working on and how they'll be assessed.

Information about course duration and delivery mode is published in the Subject Selection Handbook each year.

3.2 Work Placement Arrangements

Some VET courses such as Cert III Hospitality require you to complete Industry Work Placement as part of your qualification. If a course includes work placement, this will be noted in the Subject Selection Handbook.

Your teacher will determine when you're ready to undertake Work placement and will notify both you and the Industry Liaison Officer (ILO). You will then meet with the ILO to complete the required paperwork, including placement agreements and any safety or insurance forms.

During your work placement:

- You must follow the employer's policies and procedures, including workplace health and safety rules
- Your teacher will provide a Logbook that you must fill out and get signed by your employer each day
- Your teacher or the ILO will check in with you and your employer during the placement to monitor progress

Even if your course doesn't require Work Placement, you may still be able to participate in a placement to gain industry experience. If you're interested, speak to your teacher—they can discuss your options with the ILO.

3.3 High-Risk and Industry-Specific Requirements

Some courses involve high-risk tasks or require specific licenses, checks, or safety training before students can participate. For example:

- WHS high-risk activities, which require parent consent to undertake (e.g. Cooking)
- Students may need to complete safety inductions or hold a White Card (Construction)
- Certain courses may require Personal Protective Equipment (PPE) to be worn at all times
- Some industries may require additional documentation such as a Blue Card (working with children) or vaccination records



Students will be notified of these requirements at the beginning of the course and must meet them to participate fully in training or work placement.

3.4 Third Party Arrangements

In some cases, Pioneer State High School may partner with external training providers (third parties) to deliver parts of a course. When this happens:

- Students and parents will be informed of the third-party provider's name and role
- The school remains responsible for ensuring the quality of training and assessment
- All support services and student records will still be managed by Pioneer State High School

If there are any changes to Third-Party Arrangements, these will be communicated with students and parents.

4. Student Support Services

4.1 Academic Support Services

At Pioneer State High School, we want every student to succeed. If you need help with your VET coursework, your teacher is your first point of contact. They can offer support with understanding content, staying on track with assessments, or developing skills you may need more practice with.

Additional academic support available to students includes:

- Youth Support Co-ordinator
- Flexi Centre

4.2 Wellbeing and Mental Health Support

Your wellbeing matters. If you're feeling overwhelmed, stressed, or just need someone to talk to, you're not alone — support is available. Pioneer State High School offers a range of services to help you manage your mental health and wellbeing, including:

- Guidance Officer
- Flexi Centre Staff – including the YSC, CEC
- Health Professionals
- Deputy Principals

To access any of these services, visit the Administration office. The receptionist will have a quick chat with you and book you in with the right person for support. All appointments are confidential, and the team is here to help you feel safe, supported, and ready to succeed.

4.3 Vocational and Career Guidance

Our Guidance Officers (GO), RTO Manager (VET HOD), Industry Liaison Officer (ILO) and Youth Support Coordinator (YSC) can support you in planning your next steps. Whether you're aiming for further training, an apprenticeship, university, or work, we can help you:

- Explore career options
- Build a resume
- Interview preparation
- Arrange work placement
- Apply for university course
- Apply for TAFE courses and courses at outside RTOs
- Apply School based apprenticeships and traineeships

Speak to the ILO, YSC, GO or VET HOD for support.



4.4 Access and Equity

We are committed to creating a learning environment where all students feel included and supported to succeed, regardless of background, ability, or circumstances.



4.4.1 Reasonable Adjustments

If you have a disability, learning difficulty, or health condition, Pioneer State High School can provide reasonable adjustments to help you access and participate in your VET course on the same basis as other students. It's important to remember that adjustments cannot change the intention or outcome of any part of a unit of competency. However, they can support you in demonstrating your skills and knowledge fairly.

Examples of reasonable adjustments include (but are not limited to):

- Changing classroom location to accommodate access needs
- Note-taking support
- Course materials in alternative formats (e.g. large print, electronic)
- Use of a laptop for assessments
- Auslan (Australian Sign Language) support
- Extra time, assessment extensions, or alternative assessment formats
- Ergonomic chairs or desks
- Use of assistive technology
- Having a support person present

To discuss or request adjustments, speak to your teacher, or a member of the RTO Management Team. All requests are treated confidentially and with care.

4.4.2 Inclusion Practices

Our school values diversity and promotes inclusive practices in all learning environments. Teachers are trained to support a wide range of learning styles and needs, and students are encouraged to treat each other with respect and kindness. If you ever feel excluded or need additional support, please reach out to your teacher, or a member of the Flexi Centre, or the RTO Management team.

5. Rights and Responsibilities

5.1 Student Rights

As a student in a VET course at Pioneer State High School, you have the right to:

- Be treated fairly, respectfully, and free from discrimination
- Learn in a safe and supportive environment
- Access quality training and assessment from qualified staff
- Be informed about your progress, rights, and responsibilities
- Receive support for your individual learning needs
- Have your privacy respected and personal information protected
- Provide feedback or raise concerns without fear of unfair treatment

5.2 Student Responsibilities and Code of Conduct

With these rights come responsibilities. All students are expected to:

Follow the school's Code of Conduct and behave in a respectful and responsible manner.

- Complete all coursework and assessments honestly and to the best of their ability
- Follow workplace-like behaviours that reflect industry standards, especially in VET programs
- Respect teachers, classmates, industry partners, and the learning environment
- Adhere to the school's Assessment Policy and meet assessment deadlines

Misconduct in a VET program may affect your ability to be deemed competent, as professional behaviour is a key requirement of all VET qualifications.

You can view the [Student Code Conduct](#) here.

5.3 School Values and Behaviour Expectations

Pioneer State High Schools has three behaviour expectations that all students are expected to uphold:

- **Be Calm:** Be safe; Breathe, Keep a cool head!
- **Communicate:** Listen; Learn; Take turns; Ask for help
- **Care:** Be kind; Be on time; Help others to learn with you



These values apply in the classroom, on excursions, during work placements, and any time you represent the school.

5.4 Disciplinary Procedures

5.4.1 Academic Misconduct

All VET students must follow the school's Assessment Policy, just like in their general subjects.

This policy outlines expectations and the consequences of academic misconduct, including:

- Copying answers from another student
- Copying and pasting from websites or course materials without using your own words
- Rewriting or removing questions to suit your responses
- Any actions that make your work no longer:
 - Valid (measuring the right skill)
 - Authentic (your own work)
 - Sufficient (enough evidence provided)
 - Current (completed in the required timeframe)

Students who commit academic misconduct will:

- Automatically receive a Not Satisfactory result for the task, and
- Be referred to the Head of Department (HOD) for follow-up

You can view the full **Assessment Policy** [here](#).

5.4.2 Behavioural Misconduct

Students who engage in behaviour that breaches the school's Code of Conduct may face disciplinary action. This could include warnings, parent contact, withdrawal from class activities, or in serious cases, removal from a VET program.

In VET, professional conduct is assessed alongside your practical skills. Consistent behaviour that fails to meet expectations can affect your competency and your ability to complete the course.



Pioneer State High School

Student Code of Conduct 2024-2027

Equity and Excellence: realising the potential of every student
Equity and Excellence outlines the government's vision for a progressive, high-performing education system. Equity and Excellence provides clarity for schools about priorities and expectations, with differentiated support targeted to each school's context and needs.

Queensland Department of Education

6. Assessment

6.1 Competency Based Assessment

Assessment in VET is different from General and Applied subjects. It is competency-based, which means your skills and knowledge are assessed against industry standards — not on a traditional A–E scale.

To be marked as competent, you must show that you can complete workplace tasks consistently and correctly in a variety of situations. This includes demonstrating all the aspects of a unit of competency, shown to the right.

In addition to demonstrating the skills and knowledge in a unit of competency, you must ensure that you meet the Dimensions of Competency. This is how you demonstrate skills and apply your knowledge relevant to a unit of competency.

<i>Unit of Competency</i>	Elements	Performance Criteria
	Foundation Skill	Australian Core Skills Employability Skills
Assessment Requirements	Performance Evidence	Knowledge Evidence
	Assessment Conditions	

Dimensions of Competency

Dimension	What it means	Example
Task Skills	Performing specific tasks to the required standard.	Demonstrating a safe manual handling technique.
Task Management Skills	Completing multiple tasks and managing your workflow.	Unloading canoes while communicating with others and checking equipment.
Contingency Management Skills	Dealing with problems or unexpected changes during tasks.	Adjusting lifting techniques safely when canoes are stacked awkwardly.
Job/Role Environment Skills	Meeting the behavioural and professional expectations of the work environment.	Completing tasks while following the Student Code of Conduct.

In VET, you are required to meet all the requirements in a competency this means:

- Demonstrating all requirements of an observation or portfolio task
- Achieving a result of 100% on any question-based assessment

6.2 Assessment Principles

All VET assessment at Pioneer State High School follows these principles to ensure fairness and equity:

- You'll receive clear and timely information about each assessment, including:
 - What you will be assessed on
 - How the assessment will happen
 - When feedback will be provided
- Where possible, you may be involved in decisions around the timing or method of assessment
- Assessment will consider your language, literacy and numeracy needs
- Reasonable adjustments will be made for students with specific needs, as long as the integrity of the competency is maintained
- You'll be given feedback and opportunities to reflect on your progress



6.3 Assessment Outcomes and Feedback

Once you've completed an assessment, you'll receive one of the following outcomes:

- **Satisfactory (S)** – Your evidence meets all requirements for the unit of competency
- **Not Satisfactory (NS)** – Your evidence does not yet meet all requirements



Once you have achieved Satisfactory results in all required assessments for a unit, you'll be deemed Competent (C) for that unit.

Your teacher will provide you with regular feedback on your progress and what you need to do to reach competency.

6.4 Reporting of Results

In VET subjects, you will not receive A–E grades. Instead, you will receive an achievement grade and an effort grade on your report card:

Achievement Grades	
Grade	Meaning
CA - Competency Achieved	You've completed all required units and either finished or are ready to exit the course
WTC – Working Towards Competency	You are progressing as expected and providing evidence toward completion.
CNA – Competency Not Achieved	You're not engaging or providing sufficient evidence; you may be at risk of not completing the course.

Effort and Behaviour Grades		
Grade	Effort Grade Meaning	Behaviour Grade Meaning
A	The student is a model learner, demonstrating personal commitment, persistence and adaptability.	The student always demonstrates positive learning behaviours and models the expectations set out in the Student Code of Conduct.
B	The student consistently demonstrates personal commitment, persistence and adaptability in their learning.	The student consistently demonstrates positive learning behaviours and regularly meets the expectations set out in the Student Code of Conduct.
C	The student typically demonstrates commitment, persistence and adaptability in their learning.	The student mostly demonstrates positive learning behaviours and usually meets the expectations set out in the Student Code of Conduct.
D	The student sometimes demonstrates commitment, persistence and/or adaptability in their learning.	The student sometimes demonstrates positive learning behaviours and needs guidance to meet the expectations set out in the Student Code of Conduct.
E	The student requires frequent encouragement to persist and persevere with learning.	The student rarely demonstrates positive learning behaviours and requires intensive support to achieve the expectations set out in the Student Code of Conduct.

7. Recognition of Prior Learning & Credit Transfers

VET allows you to gain recognition for skills or knowledge you already have. This can save you time by avoiding unnecessary re-assessment of what you've already achieved. There are two main ways your prior learning can be recognised:

- Credit Transfers
- Recognition of Prior Learning (RPL)

7.1 Credit Transfers

A Credit Transfer recognises prior formal learning. If you have already completed a unit of competency in a previous course (at Pioneer SHS or another registered training organisation), and that same unit appears in your new course, you will not have to do it again — you will receive a Credit Transfer instead.

If you have completed a unit of competency from your course in another one at Pioneer SHS, then the Credit Transfer will automatically apply.

If you have completed a unit of competency from your course in another course run by another provider, you will need to provide your teacher with a verifiable statement of attainment or statement of results.



Completed Certificate II in
Workplace Skills
BSBWHS211

Credit Transfer for Unit

Enrolls into the Certificate II in
Visual Arts
• BSBWHS211 

7.2 Recognition of Prior Learning (RPL): Process and Eligibility

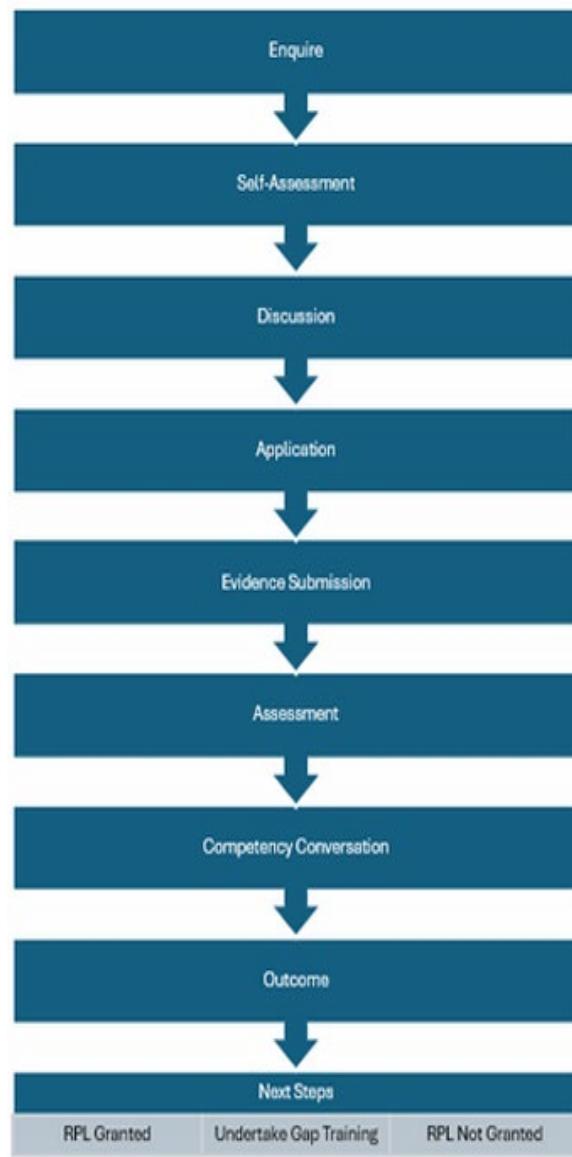
Recognition of Prior Learning (RPL) is a process where your existing skills and knowledge (gained through work, volunteering, life experience, or informal training) are assessed to see if they meet the standards of one or more units in your VET course.

RPL is assessment only — you don't need to redo training, but you do need to provide evidence that shows you already have the required skills and knowledge.

Personal & Workplace Evidence	Direct or Primary Evidence	Indirect or Supporting Evidence
<ul style="list-style-type: none"> • Resume • Job descriptions • Licenses • Qualifications • Photos of work • Awards 	<ul style="list-style-type: none"> • Certificates • Statements of attainment • Rosters • Payslips • Verified references • Samples of your work 	<ul style="list-style-type: none"> • Diary entries • Performance reviews • Reports • Emails • Videos • Customer feedback • Witness testimonies

To undertake RPL, you will need to undertake the following process:

1. **Enquiry:** You talk to your VET teacher about RPL
2. **Self-Assessment:** You're given a short form to reflect on your skills
3. **Discussion:** You and your teacher review the self-assessment and decide if RPL is suitable
4. **Application:** If proceeding, you complete an RPL Application Form
5. **Evidence Submission:** You submit your evidence with the signed form
6. **Assessment:** Your teacher compares your evidence against the unit requirements
7. **Competency Conversation:** Your teacher may interview you about your experience
8. **Outcome:** You are informed whether RPL is granted, not granted, or if gap training is required
9. **Next Steps:** Depending on the outcome:
 - **RPL Granted** – You don't need to complete the unit again
 - **Gap Training Required** – You'll complete just the parts of the unit that weren't covered by your evidence
 - **RPL Not Granted** – You'll complete the unit as normal



If you disagree with the outcome, you have the right to appeal the decision. Your teacher will explain how to do this.

8. Complaints and Appeals

8.1 How to Make a Complaint or Appeal

At Pioneer State High School, we are committed to ensuring that your concerns are heard and dealt with fairly. If you are unhappy about any part of your VET program, we encourage you to make a complaint or appeal. The Pioneer State High School [Complaints and Appeals Policy](#) is available here.

You can raise concerns about:

Complaint	Appeal
<ul style="list-style-type: none"> • Staff conduct • Student behaviour • Host employer behaviour • Training quality or delivery • Administration (e.g. not receiving your certificate) • Financial matters (e.g. subject levy refunds) • Student protection and wellbeing concerns 	<ul style="list-style-type: none"> • Final assessment or competency decisions • Any other decision made by the RTO (e.g. course access or results)

If you have concerns or disagree with a decision made regarding your enrolment in VET, you have the right to lodge a complaint or appeal.

This is done by the following process:

- **Step 1:** Talk to your VET teacher about the issue. Most issues can be resolved with a conversation
- **Step 2:** If you're still not satisfied, complete a [Complaints and Appeal Form](#) available on the school website.
- **Step 3:** Submit your form by giving to the VET HOD or the school Administration office



Once submitted:

- Your complaint or appeal will be acknowledged in writing
- It will be assigned to the appropriate RTO Officer for investigation
- You will be kept informed throughout the process

8.2 Complaint and Appeals Process

We have clear internal procedures to make sure your complaint or appeal is handled fairly and respectfully.

Internal Process:

- The RTO Manager (or Principal if the complaint is about the RTO Manager) investigates the issue
- You and anyone involved have the right to a support person during the process
- For complaints that are not resolved quickly, a mediation or independent review may be arranged
- For assessment appeals, your teacher will first review the decision. If needed, a qualified, independent assessor will be brought in
- Outcomes will be discussed with you directly

External Process:

If the issue is not resolved through our internal process, we may refer you to an external body such as:

- Queensland Curriculum and Assessment Authority (QCAA) – for advice on external complaint processes
- Other relevant authorities depending on the nature of the concern (e.g. Fair Work Ombudsman, Training Ombudsman)

8.3 Timeframes and Support During the Process

We aim to resolve all complaints and appeals within 60 calendar days; if more time is needed, you will be informed in writing with an explanation, supported throughout the process, and assured that all matters will be treated confidentially with securely kept records.

9. Fees and Refund Policy

9.1 Course Fees and Levies

Some VET programs have a subject levy. This helps cover the cost of specialist equipment, operational expenses, and offsite learning experiences.

- Subject levies are published in the school's Subject Selection Handbook
- These fees must be paid in full, or a payment plan must be set up by the due date
- Payment plans must be followed
- You must be up to date with your school fees or have a payment plan in place to participate in your VET program

9.2 Excursion and Incursion Costs

If your VET program includes an excursion, incursion, or camp, you may be required to pay a separate fee.

- Payment must be made by the due date listed on the permission form
- Students must be up to date with school fees or following a payment plan to attend these activities

9.3 Refund Conditions and Application Process

If you leave a VET program with a subject levy, you may be eligible for a pro-rata refund based on how much of the course you completed; if you have any outstanding Student Resource Scheme (SRS) fees, any refund will be credited towards your balance. Similarly, if you have paid for an excursion, incursion, or camp but are unable to attend before the payment due date, you can request a refund, which may also be applied to any outstanding SRS fees. For help with payments or refunds, please speak to the school office or your VET teacher.



10. Workplace Health and Safety

10.1 WHS Responsibilities

At Pioneer State High School, safety is everyone's responsibility — including yours. Whether you're a student enrolled in a VET course, on placement, or involved in school-based work activities, you are considered a worker under Section 28 of the Work Health and Safety Act 2011. This means you have a legal duty to uphold certain workplace health and safety responsibilities.



In order for you to be compliant with your WHS responsibilities, you need to ensure that you:

- Follow all reasonable safety instructions
- Use protective equipment provided to you correctly
- Not interfere with or remove safety devices
- Avoid anything that could harm you or others, including being under the influence of alcohol or drugs
- Report unsafe behaviour or damaged equipment to your trainer or teacher
- Keep your work area clean and safe
- Report any injuries or near misses immediately

Your behaviour must also support a safe learning environment for everyone and must not interfere with:

- School property
- The safety or wellbeing of staff or students
- The ability of staff to do their jobs
- The ability of students to participate or learn

10.2 Industry-Specific Safety Requirements

When you're on industry work placement, your safety responsibilities continue. Before you begin, a Work Experience Agreement Form must be signed by:

- You (the student)
- Your parent or guardian
- The work placement provider
- The school

During your placement, you must:

- Follow all workplace health and safety procedures
- Wear any required safety gear
- Perform your duties responsibly and follow all reasonable instructions
- Report any incidents or accidents to both the school and your supervisor

Your guardian must inform the school of any medical conditions that may affect your safety or the safety of others. The work experience provider is responsible for:

- Ensuring your safety and supervision,
- Explaining safety rules, including PPE requirements,
- Providing a safe and inclusive environment,
- Notifying the school of any incidents involving you.

10.3 Permission and Consent Forms

To participate in VET excursions, incursions, camps, high-risk activities or industry placements, you must return all required permission forms with up-to-date medical information.

- **Excursion Permission Forms:** Must be signed by your guardian. These acknowledge that in the event of an accident, your guardian is responsible for medical costs
- **High Risk Activity Forms:** Some activities are classed as high or extreme risk. Your guardian must sign a special High Risk Permission Form before you can participate
- **Work Experience Forms:** Must be signed by all parties involved. These confirm responsibilities for health, safety, supervision, and conduct during the placement

If you're ever unsure about what's required, ask your VET teacher or the school office for help.

11. Data Management and Privacy

11.1 Management of Personal and Academic Data

We collect and use your personal and academic information to support your education. Your data is kept accurate, secure, and accessed only by authorised staff. Information shared with external providers is limited to your USI, enrolment details, and competency outcomes, sent only to Queensland Curriculum and Assessment Authority (QCAA) and National Centre for Vocational Education Research (NCVER).

11.2 Use and Storage of the USI

Your USI links your training records nationally. We use it only for education purposes and share it only with government bodies like QCAA and NCVER as required.

11.3 Student Privacy and Data Security

Your information is stored in a secure system and only authorised RTO staff can access it. We must:

- Keep accurate records of your enrolment and results
- Keep records for at least 7 years (or 30 years for some students)
- Report your results to the QCAA and NCVER for national data tracking

You can access more information about privacy and how your data is used via: DEWR VET Privacy Notice.

12. Qualification Issuance

12.1 AQF Certificate Issuance

Once you've successfully completed all the requirements for your VET course:

- You will receive a Certificate (also known as an AQF qualification) and a Record of Results listing the units you've completed
- If you only complete part of a course, you will receive a Statement of Attainment for the units you achieved

These documents will be issued within 30 calendar days after:

- You've been marked as competent for all required units
- You have a verified Unique Student Identifier (USI)
- Any agreed fees are paid

All your results and certificates are recorded in the school's official student management system.



12.2 Replacement of Qualifications and Statements of Attainment

If you lose your certificate or statement, you can apply for a replacement. You will need to request a replacement in writing. You will need to provide:

- Your name
- Postal address
- Qualification to replace
- Year obtained
- Proof of Identity (e.g. birth certificate, driver's licence, School ID)

Replacement certificates will show the original award date, not the reprint date.

13. Communication and Continuous Improvement

13.1 RTO Obligations

As a Registered Training Organisation (RTO), the school commits to delivering high-quality training and assessment that meets national standards. We ensure that all courses are current, relevant, and delivered by qualified trainers.

We also provide support services to help you succeed and maintain accurate records of your progress.

13.2 Communicating Changes to Agreed Services

If there are any changes to your training, assessment, or support services, we will notify you promptly. This includes changes to schedules, trainers, course content, locations, or Third-Party providers.

We aim to keep you fully informed so you can plan your studies without disruption.

13.3 Continuous Improvement and Student Feedback

Your feedback helps us improve the quality of our training and services. We encourage you to share your thoughts openly through various channels.

13.3.1 Direct Feedback Opportunities

You can provide feedback directly to your trainers, the administration team, or via suggestion boxes at any time.

13.3.2 National Quality Indicator Surveys

We participate in national surveys to gather anonymous feedback from students about training quality and outcomes. Your participation helps us maintain high standards.



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