

ACOUSTAR

STUDENT HANDBOOK

July 2020





This Student Handbook has been prepared by

Acoustar Institute of Vocational Education and Research

A Division of Noise Measurement Services Pty Ltd

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INTRODUCTION

The Acoustar Institute of Vocational Education and Research is a Division of Noise Measurement Services Pty Ltd and is referred to as 'Acoustar' in this Handbook.

Message from the CEO

As CEO of this organisation, I can assure Students that I will fully support the implementation of all quality, management and operational functions articulated in this Student handbook. Your input and advice is welcomed to ensure that myself and the Acoustar team adhere to our underlying philosophy of continuous quality improvement in all aspects of Acoustar's operations.

This Student handbook provides the direction that informs and guides Acoustar towards the provision of best practice in training development, management and service delivery. For Acoustar, it will facilitate compliance with the standards regulated by the Australian Skills Quality Authority. For clients of Acoustar, it will ensure that their investment in training provides the best possible training experience and outcomes through Nationally Recognised Training.

Max Thorne
CEO Noise Measurement Services Pty Ltd

OUR ORGANISATION

Acoustar provides Nationally Recognised Training in Work Health and Safety, and in Noise Monitoring, Assessment and Management. Training is also provided on through short courses and seminars, online and face-to-face.

Acoustar recognises the importance and benefits of combining industry experience with tertiary education when striving to deliver programs of highest quality and relevance to the client. All trainers and assessors employed or contracted by Acoustar have demonstrated significant industry experience in addition to obtaining tertiary qualifications, allowing them to provide a professional, well rounded learning environment for participants. Staff are equipped with the skills to ensure their teaching methods are suitable for all participants, utilising simple language where appropriate to communicate information most effectively.

In order to encourage and achieve continuous improvement Acoustar has developed a best practice record and register which will include a written record of all improvement strategies and reviews. Acoustar supplies feedback forms to all Students at the end of each program, as participant feedback has been identified as an important and valuable factor in monitoring and developing business practices and quality training, and ensuring the ever-changing needs and expectations of clients are being met.

The Acoustar Board of Studies provides oversight of our training programs and improvement opportunities such as risk assessment, Student suggestions, complaints and appeals, validation sessions and audit reports. The Registrar for the Board is available to assist you if for any reason our Team is not able to address a concern that you have.

As a Student with Acoustar, your feedback is critical to our continuous improvement policy. Along with the formal feedback mentioned earlier, Students are encouraged to give feedback throughout their enrolment.

ORGANISATIONAL STRUCTURE



ACOUSTAR BOARD OF STUDIES

A unique feature of our training is the oversight of our training programs by a Board of Studies. The Board and its Advisors consists of professional industry and education qualified persons. The Board is administered by a Registrar. The Board is empowered to review the content and presentation of training programs offered by the Registered Training Organisation ('Acoustar'). The Board supports Acoustar through Accreditation, Audit, Ethics, Governance, and Research protocols. The Board has oversight of our Acoustar – IEDIS Research Centre.

The Board does not have governance over the ASQA BSB41419 *Certificate IV Work Health and Safety* units or MSS80218 *Graduate Certificate in Environmental Management* (MSS025008 and MSS027022) units, protocols and requirements but exercises an oversight function to the Acoustar training programs. This is a unique and very powerful quality control function.

The Registrar to the Board provides an independent, impartial appeal process for a Student who has a complaint with the RTO that has not been satisfactorily resolved by a trainer/assessor or CEO.

By definition a person who has satisfactorily completed a specific unit within the BSB41419 or MSS80218 training program is acknowledged as being 'competent' for the purposes of that unit. There are different levels of competency recognised within ASQA but there is no external audit of the skills and knowledge required for competency. The Board of Studies reviews and audits competency issues and maintains a complaints' mediation process. The two processes allow quality-assurance with respect to skills and knowledge to assist trainers and assessors employed by Acoustar. The process provides certainty to a student, employer or regulatory authority, that a professional and/or technical level of competency has been achieved. This unique function of the Board has been identified as being of critical importance to potential employers and students.

The Board's governance oversight functions are as follows:

- To assist trainers and assessors in applying the Elements and Performance Criteria, Required Skills and Knowledge, Evidence Guides, Range Statements and Competencies for training programs promoted by Acoustar in order to meet and maintain the requirements of the *Standards for Registered Training Organisations (RTOs) 2015 as updated 21/08/2017*;
- To provide an independent ongoing systematic validation of assessment practices and judgments that includes each training product offered by Acoustar;
- To provide an impartial, independent person in a complaint or appeal process involving Acoustar; and
- To accredit students who have completed training programs for professional development offered by Acoustar.

The Registrar of the Board of Studies can be contacted at: Registrar@acoustar.qld.edu.au

ACOUSTAR – IEDIS RESEARCH CENTRE

Uniquely for a vocational training organisation, Acoustar maintains the Acoustar-IEDIS Research Centre operating under the oversight of the Board of Studies. The Research Centre provides guidance and incentives for students to undertake research of a practical and/or vocational nature. All of our training functions interlink to provide students with strong guidance, a depth in training and an ability to extend their work by research.

STUDENT OVERVIEW

Noise Measurement Services Pty Ltd is a Registered Training Organisation (RTO Registration Identifier Code 41013). It allows the RTO to provide Nationally Recognised Training for work, health and safety, and noise monitoring, assessment and management. Short Courses are also available for persons wanting Continuing Professional Development in these topics.

What courses can I study with Acoustar?

Our programs aligned to the qualifications contained in the BSB07 Business Services and MSS80218 Training Packages, ensuring best practice in service and delivery at all times. Acoustar offers Students training in the following qualifications:

- BSB41419 Certificate IV in Work Health and Safety
- MSS80218 Units MSS025008 and MSS027022

What qualification will I receive?

Upon successful completion of your course with Acoustar you will receive the following award(s):

Course	Certification
BSB41419 Certificate IV in Work Health and Safety	Qualification
MSS025008 Monitor and Evaluate Noise	Statement of Attainment
MSS027022 Coordinate Noise Management Activities	Statement of Attainment

The CEO is authorised to sign Certificates and Statements of Attainment for students who have completed training under the RTO Registration issued to Noise Measurement Services Pty Ltd.

All our Acoustar training packages for qualifications are current (see the National Register at <https://training.gov.au/Organisation/Details/41013>) and are published in our course overview document available online at www.acoustar.qld.edu.au

The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers according to the Standards for Registered Training Organisations (RTOs) 2015 -2017 to ensure nationally approved quality standards for training are met. The focus of these standards is the demonstration of

preparedness of registered training organisations to deliver quality training and assessment services and focus on continuous improvement.

How is training delivered?

Training courses with Acoustar are delivered by:

- Study online
- Face to face classroom training (blended training with online)
- Student study at home or work (practical work)

Individual personal mentoring is available for specific units. Please discuss with your mentor/trainer.

Our training is delivered to meet the specific Unit requirements from <https://training.gov.au/>

BSB41419 Certificate IV in Work, Health and Safety:

Acoustar offers 5 core units and 10 elective units. All 5 core units must be taken, plus 3 units from Group A and the remaining 2 units selected as follows:

- both may be selected from Group A, Group B or any currently endorsed Training Package qualification or accredited course at the same Australian Qualifications Framework (AQF) level
- 1 Unit may be selected from a Certificate III or Diploma, from any currently endorsed Training Package qualification or accredited course.

CORE

- BSBWHS412 Assist with workplace compliance with WHS laws
- BSBWHS413 Contribute to implementation and maintenance of WHS consultation and participation processes
- BSBWHS414 Contribute to WHS risk management
- BSBWHS415 Contribute to implementing WHS management systems
- BSBWHS416 Contribute to workplace incident response

Group A

- BSBRES411 Analyse and present research information
- BSBWHS417 Assist with managing WHS implications of return to work
- BSBWHS418 Assist with managing WHS compliance of contractors
- BSBWHS419 Contribute to implementing WHS monitoring processes

Group B

- BSBMGT403 Implement continuous improvement
- BSBRSK401 Identify risk and apply risk management processes
- BSBSUS401 Implement and monitor environmentally sustainable work practices

Endorsed Units

- AHCAGB518 Develop climate risk management strategies (Approved to deliver in 2020; in preparation; Diploma level)
- DEFWHS002 Develop noise management plans (Diploma level)
- MSS025008 Monitor and evaluate noise (Diploma level)

In addition, Acoustar offers two specialist noise management Units (MSS80218):

- MSS025008 Monitor and evaluate noise (Level 5 and Level 8 options)
- MSS027022 Coordinate noise management activities (Level 8)

What are the entry requirements?**BSB41419**

A student can apply for the BSB41419 Certificate IV Work, Health and Safety course without any previous knowledge or qualifications. A good standard of English is required, as well as literacy and numeracy skills.

MSS025008, AQF Level 5

A student can apply for the MSS025008 *Monitor and evaluate noise* unit at Diploma level (Level 5) without any previous knowledge or qualifications. A good standard of English is required, as well as literacy and numeracy skills.

MSS025008 and MSS027022, AQF Level 8

The training program skill set consisting of MSS025008 *Monitor and evaluate noise* and MSS027022 *Coordinate noise management activities units* is taught at Graduate Certificate level. Both units are elective units within MSS80218 *Graduate Certificate in Environmental Management* and entry to this qualification requires one of the following:

- relevant higher education qualification or equivalent industry experience
- MSS50218 Diploma of Environmental Monitoring and Technology together with work experience at a senior or advanced level in environmental monitoring and technology or relevant technical field
- extensive work experience at a senior or advanced level in environmental monitoring and technology or relevant field.

FEES

Acoustar operates as a 'fee for service' training provider and all training programs or coursework attract fees. These fees are paid by / charged to the Student or the Student's employer. **Fees and charges are published in the Acoustar Fees Policy on the website www.acoustar.qld.edu.au**

All fees must be paid at or prior to the commencement of training unless prior arrangements are made with Acoustar management.

Fee Structure

Our standard fees are based on a mentored training program designed for a single student at our Brisbane training centre. We reserve the right to negotiate different fees for larger student numbers or for students not attending the Brisbane centre.

Each qualification, unit of competency, or coursework module offered by Acoustar has a set fee. The fee is charged to the Student for the selected training program provided at our Brisbane Training Centre. It is Acoustar's policy that a fee is all-inclusive for tuition, support and coaching, specified textbooks (PDF versions), and use of our facilities in Brisbane.

When there are additional requirements (for example: reference materials, research documents, own computer) the Student will be clearly advised of exactly what is required prior to commencement of the training program.

Training Programs or Courses Off-Site

Standard fees apply plus the cost of providing the training program or coursework at a location outside Brisbane. Fees are calculated on an 'actual and reasonable' basis for travel, accommodation and staff travel time and include GST.

Micro-credentials and Continuing Professional Development Points.

Acoustar provides training based on formal Nationally Recognised Training (NRT) skills and knowledge. The concept of 'micro-credential' means a training scheme that:

- Certifies the achievement of a specific set of skills and knowledge;
- Has a statement of purpose and clear learning outcomes;
- Is a shorter, contemporary component of a formal NRT qualification.

To fit the concept of 'micro-credentials' with existing 'traditional' training Acoustar has designed our BSB41419 or noise management units into modules.

- A **micro-credential** issued by Acoustar is **credit-bearing** on satisfactory completion of a module;
- Some modules are available on-line and manageable by mobile phone or tablet;

- Some modules require certified fieldwork or experience before a Statement of Attainment can be issued;
- Continuing Professional Development “points” are awarded when a micro-credential is awarded.

Table 1: Standard Training Program Fees

COURSE	Units	Program Fee
COMPLETE BSB41419 COURSE	10 Units	\$1480.00
MSS025008 Monitor and Evaluate Noise (Level 5 or Level 8 AQF)	1 Unit	\$1480.00
MSS025008 and MSS027022 ‘Noise Management’ Skillset (Level 8, AQF)	2 units	\$2240.00
Micro-credentials for Units/Modules	-	TBA June 2020

Notes to Table 1:

All fees are GST Exempt

Fees are paid at the time of commencement of training.

Payment of Tuition Fees at Commencement of Training

The steps are:

- Enrol
- Commence training – start online modules or receive printed coursework documents
- Pay fees (due at commencement date - charged per module or Unit)

Tuition fees are due at the commencement of training.

- By a business (company enrolment): by a company purchase order, credit card, or bank transfer. The unit or module fee is charged and must be paid by week 4 after a student (employee) commences the training (*‘commencement date’*) unless specific arrangements are made with the CEO. A student will not be allowed to sit final examination(s) or be awarded a certificate of statement of attainment until the full fees are paid.
- By a student (personal enrolment): cash, credit card, or bank transfer. No single personal payment may exceed \$1500.00.
- **‘Commencement date’** is the date when formal training commences after enrolment in the unit of study. This is either when the student accesses the online study materials or when the study materials are provided to the student. All Acoustar training programs are referenced to hours’ of study and practical work from commencement of training to completion date.
- **‘Completion date’** is the study hours’ for the unit of study:
For a single BSB41419 unit of study – The completion date for the training is based on 40 hours’ study time and practical work from the commencement date.

For the complete BSB41419 training program - The completion date for the program is based on a nominal 470 hours' study time and practical work from the commencement date.

For the MSS025008 unit of study - The completion date for the training is based on a nominal of 70 hours' study time and practical work from the commencement date.

MSS025008 and MSS027022 Skillset – The completion date for the training is based on a nominal 100 hours' study time and practical work from the commencement date.

- A student can apply for additional study time beyond the nominal hours in order to complete a training program. Study time is based on a study day of 7.5 hours. Application is made to the trainer/assessor for an extension of time. An extension will normally be given with the caveat that all studies must be completed within 24 months of the commencement of training.
- A student who has not completed the training program at 24 months' from commencement will be deemed to have withdrawn from the course of study.

Receiving Payments – Fees paid in advance

Fees are not normally accepted before a student commences training.

Withdrawal from Study without penalty – Cooling Off Period

- In the event of a student withdrawing from a unit of study before the commencement date of study - 90% of tuition fees paid for that unit will be refunded to the student.
- In the event of a student withdrawing from a unit of study after the course materials for that unit of study have been made available - no refund is applicable.
- Refunds will be paid within 30 days of the date of the unit of study to which the withdrawal applies.
- An application for withdrawal from a training program is made to the CEO.

Recognition of Prior Learning

Students are entitled to apply for Recognition of Prior Learning for individual Units in our BSB41419 Work, Health and Safety and MSS80218 Noise Management study programs. Approval of RPL can reduce study time or assist in gaining entry to a training program. Examinations and assessments applicable to the chosen training program are still required. RPL documentation is available on the Acoustar website. RPL time allowances are formally considered after the commencement of training and no additional fees are charged. Informal RPL discussion is available prior to commencement or enrolment.

VET FEE-HELP or STUDENT LOANS

Acoustar does not offer training programs that are eligible for VET FEE-HELP or Student Loans.

Loans, Delayed Payment and Subsidies

Acoustar does not offer loans, delayed payments or subsidies for training programs.

Return of materials

A student withdrawing from a training program without payment of fees must return any electronic intellectual property or physical materials provided by Acoustar and have no usage rights to any of the materials. All property and materials must be immediately returned to Acoustar at the same time as the student applies for withdrawal from the training program.

Refund if Services Not Provided

The Student is entitled to a full refund of fees paid for services not provided by Acoustar in the event the:

- Arrangement is terminated early; or
- The RTO fails to provide the agreed services.

Application is made to the CEO, for a refund of any fees paid. Refunds will be paid within 30 days of receiving a refund request.

CERTIFICATE FEES

Produce partial completion statement of attainment

No fee applies to produce a statement of attainment when the Student has partially completed the training program and must withdraw.

Re-print certification

Where the Student requests a new copy of his / her certification, the following fees apply:

- Statement of attainment \$25.00 plus GST
- Qualification (with academic transcript) \$40.00 plus GST

Re-submit fee and Re-assessment fee

No re-submit or re-assessment fees apply.

LEGISLATIVE REQUIREMENTS

Registered training organisations are subject to legislation pertaining to training and assessment, as well as business practice. Acoustar will comply with relevant Commonwealth, State or Territory legislation and regulatory requirements relevant to its intended scope of registration.

Acoustar will also inform all staff and clients of the legislative and regulatory requirements that affect their duties or participation in vocational education and training. Acoustar recognises that compliance with legislative requirements underpins the effective implementation of its operations and ensures accountability and transparency of activities of both management and staff.

Complying with Legislation

Staff will be advised at induction and kept up-to-date with changes to legislation through monthly management meetings and written correspondence. Policies and procedures and associated tools and templates will be updated to reflect updates to legislation as soon practical following advice. Any training that is required will be organised in a professional and timely manner.

All staff are encouraged to view current legislation online at: www.austlii.edu.au

Examples of legislation relevant to the training business and its staff includes but is not limited to:

Commonwealth legislation:

- Copyright Act 1968
- Commonwealth Privacy Act 1988 / *Privacy Amendment (Private Sector) Act 2000*
- Commonwealth Sex Discrimination Act 1984
- Commonwealth Racial Discrimination Act 1975
- Commonwealth Age Discrimination Act 2004
- Commonwealth Disability Discrimination Act 1992
- Standards for Registered Training Organisations (RTOs) 2015
- Student Identifiers Act 2014
- National VET Regulator Act 2011 (NVRA) (s21 to 29)
 - Compliance with conditions of registration s21
 - Compliance with VET quality framework NVRA s22
 - Fit and Proper Person Requirements 2011 (FPPR) NVRA s23
 - Satisfying the financial viability and risk requirements NVRA s24
 - Notifying NVR of material changes s25
 - Providing information upon request s26
 - Cooperation with NVR s27
 - Compliance with directions from NVR s28
 - Other conditions that NVR may impose s29

Queensland legislation:

- Commission for Children and Young People Act 2000
- Disability Services Act 2006
- Anti-Discrimination Act 1991
- Fair Trading Act 1989
- Vocational Education and Training Act 2000
- Work Health and Safety Act 2011

Training authorities / regulators:

- National VET Regulator (NVR)
- Department of Education, Employment & Workplace Relations (DEEWR)
- Australian Skills Quality Authority (ASQA)
- National Skills Standards Council (NSSC)

Work, Health and Safety Policy

The Work Health and Safety Act 2011 outlines the requirements of an RTO in establishing and maintaining workplace health and safety standards. The requirements of an RTO as specified in the above mentioned Act are to:

- Secure the health, safety and welfare of employees and other persons at work
- Eliminate, at the source, risks to health, safety or welfare of employees and other persons at work
- Ensure that the health and safety of members of the public is not placed at risk by the conduct of undertakings by employers and self employed persons
- Provide for the involvement of employees, employers, and organisations representing those persons, in the formulation and implementation of health, safety and welfare standards.

Acoustar has initiated procedures, policies, guidelines and work instructions, practicing an ongoing commitment to workplace health and safety including each site used for training delivery.

The following presents a strategic overview of Acoustar's safety system and provides guidance for meeting the requirements of Work Health and Safety Act on Acoustar's premises thereby ensuring a high standard of workplace health and safety at all times.

It is obligation under legislation that all Acoustar employees and management contribute to and assist in maintaining workplace health and safety and risk management operations as part of their role within the RTO. Acoustar management is responsible for providing the following standards as part of its commitment to employees and clients:

- A safe workplace, with a safe system of work
- Adequate workplace health and safety professional development for Acoustar Students, employees, management and stakeholders
- Workplace and training room is prohibited drug, alcohol and smoke-free
- Properly maintained facilities and equipment
- A clean, tidy, suitably designed workplace with the safe storage of goods.

The following procedures and standards are observed by Acoustar to achieve a safe working and learning environment:

- Maintain a safe, clean and efficient working environment
- Evacuation plan (fire, bomb, major incident)
- Emergency control
- Accident / Incident reporting
- Rehabilitation
- Risk identification reporting
- PPE / chemicals (storage)
- Manual handling techniques and training
- Store and dispose of waste according to OHS regulations
- Equipment checks and maintenance
- Equipment safe storage
- Fire hazards identified and fire prevention
- Student safety
- Unsafe situations identified and reported
- First aid and safety procedures displayed, for all Acoustar staff and Student's to see

HARASSMENT AND DISCRIMINATION POLICY

Under Australian law it is a requirement of every workplace to ensure it provides an environment free from all forms of harassment and discrimination, including victimisation and bullying. In doing so, all staff and Students are treated fairly and have the opportunity to feel safe, valued and respected.

By definition, harassment includes any form of behaviour that is unwanted, unwelcome or unreciprocated by relevant persons. This may manifest as verbal or physical harassment, but includes any acts that may be perceived as humiliating, offensive, intimidating, threatening, discriminatory or otherwise contributing to an unpleasant workplace or experience for the persons.

In the event that a person considers that he or she has been or is being harassed, this person is encouraged to inform the other party that their behaviour is objectionable and should not be continued, provided they are comfortable with confronting the offender. In instances where the person is not comfortable discussing the matter with the offending party, a trainer or other Acoustar staff member should be informed of the situation. In this case it becomes the responsibility of the relevant staff to follow Acoustar policy and procedures to rectify the situation.

All Students and staff working with Acoustar have the right to discuss matters of harassment with the relevant members of staff without making a formal complaint; all discussions are dealt with in confidentiality. The right to lodge a formal complaint of misconduct against the offending party is available and will be actioned according to Acoustar policy and procedures.

Acoustar ensures that all staff are adequately trained in dealing with harassment and discrimination in order to fulfil their roles and responsibilities in creating and contributing to a harassment and discrimination free workplace. In addition to relevant training, Acoustar management provides opportunities for communication and mentoring amongst staff to ensure that all employees understand and correctly apply the processes and procedures involved in identifying and addressing of all forms of harassment and discrimination.

Acoustar staff and Students should be aware of the following definitions:

Racial harassment

Involves a person or persons being threatened, abused, insulted or taunted in relation to their race, descent, nationality, colour, language, ethnic origin or any other racial characteristic. It may include but is not limited to; derogatory remarks, innuendo or slur, gestures, intolerance, mockery, displays of material prejudice towards a race, racial jokes, discrimination, exclusion, allocation of least favourable jobs or positions, or unfair treatment.

Sexual harassment

Involves any verbal or physical conduct of a sexual nature, which is inappropriate, unwelcome or uninvited. It may include but is not limited to; sexually related physical contact such as kissing, embracing, pinching or other suggestive gestures, intimidation, coercion, requests for or promising of sexual favours, questions about a person's private or sexual life, sexist or explicit jokes, unwelcome phone calls, emails or other forms of non-work related communication, offensive noises, or displays of sexually graphic or suggestive material.

Bullying

Involves any behaviour that suggests a real or perceived power over another party, or otherwise undermines a person or group, generally comprised of repeated, persistent acts over a period of time. It may include, but is not limited to; verbal abuse, physical assault, intimidation, humiliation, unjustified criticism, sarcasm, insults, false or malicious rumours, exclusion or isolation, inflicting unnecessary work stresses, or sabotage of a person's work or their ability to work by withholding resources or information.

Confidentiality

Relates to privacy of information, ensuring that the information is only accessible to those who have the authority to access it. Within an RTO this may refer to private verbal discussions, Student assessments, managerial decisions and legal proceedings.

Discrimination

Involves the unfair or unequal treatment of another person based solely on class or category. 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. All forms of victimisation are also treated as a type of discrimination.

Harassment

Involves any behaviour intended to disturb, offend or upset. It may include any unwelcome or uninvited verbal or physical action that results in a person feeling intimidated, offended, humiliated or embarrassed. Equal opportunity laws prohibit harassment on the grounds of sex and race.

Personnel

Refers to all employees and contractors of Acoustar.

Victimisation

Involves any process that results in the unfavourable treatment of a person on unjust terms. It may include, but is not limited to; unfair punishment, treating a person poorly for their involvement in a complaint, to swindle or defraud a person, adverse changes to another's work environment, or denial of access to work related resources.

Specific principles:

- It is the right of all staff and Student's to work and study in an environment free of any form of harassment and discrimination.
- All reports of harassment and discrimination will be treated seriously, in an unbiased, respectful and sensitive manner. Any form of harassment and discrimination is considered unacceptable behaviour and will not be tolerated by Acoustar.
- When management is informed of any event involving harassment or discrimination, it is the manager's responsibility to take immediate and appropriate action to address it.
- In dealing with all complaints, the rights of all individuals involved should be respected and confidentiality should be maintained.
- It is the intention of Acoustar management that a process of discussion, cooperation and conciliation will resolve all complaints. The aim is to achieve an acceptable outcome for the involved parties while minimising any potential damage to the organisation.
- Both the person making the complaint and the person against whom the complaint has been made will receive information, support and assistance in resolving the issue from Acoustar management.
- Victimisation is unacceptable and will not be tolerated. No person making a complaint or assisting in the investigation of a complaint should be victimised.
- Harassment or discrimination should not be confused with legitimate comment and advice (including constructive feedback) given appropriately by management or trainers. Managers and trainers should be conscious of how they present their feedback to ensure the message is not misinterpreted.
- Staff and Students should not make any frivolous or malicious complaints. All staff and Students are expected to participate in the complaint resolution process in confidence that the procedures are designed to ensure fair resolution.

Working with Persons Under 18 Years of Age

Students under 18 years of age may enrol with Acoustar for **online** study. According to the law, a child is considered any individual less than 18 years of age.

Acoustar will ensure that all Students are protected from all forms of harm, including bullying, harassment, discrimination and intimidation. All staff are required to report to Acoustar management any behaviour that can reasonably be considered harmful or potentially harmful to Students, or where it is reasonable to believe that a Student has been harmed or requires protection from harm.

In cases where allegations or information indicate it is reasonable to believe a Student has suffered from or may require protection from harm, Acoustar will report to the Department of Communities, Child Safety and Disability Services www.communities.qld.gov.au.

CONSUMER RIGHTS

Consumer protection

On 1 January 2011, the Australian Consumer Law commenced and the Trade Practices Act 1974 was repealed and replaced by the Competition and Consumer Act 2010. The Australian Consumer Law provides for:

- National consumer protection and fair trading laws
- Enhanced enforcement powers and redress mechanisms
- A national unfair contract terms law
- A new national product safety regime
- A new national consumer guarantees law

Contractual agreement

Students who enrol in a training program with Acoustar must be aware that they are entering into a contractual agreement. With a view to ensuring all Students are fully aware of their rights and obligations, Acoustar will design agreements, enrolment forms, service agreements or similar using a logical format and simple English. This may include, but is not limited to:

- Wording that allows the perspective Student to know what he / she is agreeing to
- Clearly explained disclaimers
- No misleading or deceptive behaviour
- No actions, omissions or dialogue (written or verbal) that may force or coerce the Student
- Fair dealings for disadvantaged Students

For more information refer to:

www.treasury.gov.au/Policy-Topics/Consumer and www.consumerlaw.gov.au

CONFIDENTIALITY AND PRIVACY POLICY

Acoustar is committed to protecting the confidentiality and privacy of personal information which the organisation collects, stores and administers and that persons dealing with us understand our practices in relation to the management of personal information.

Scope and purpose

This policy applies to all staff (paid and unpaid), contractors, participants and online users. This policy has been developed to provide a framework for Acoustar's legal and ethical expectations in dealing with confidentiality and privacy matters.

Definitions

Personal information

As defined by the Privacy Act 1988 is information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether the information or opinion is true or not, and whether the information or opinion is recorded in a material form or not.

Sensitive information

As defined by the Privacy Act 1988 is information or opinion about an individual's racial or ethnic origin, political opinions, membership of a political association, religious beliefs or affiliations, philosophical beliefs, membership of a professional or trade association, membership of a trade union, sexual preferences or practices, criminal record or health, genetic, biometric or biometric templates, is also personal information.

Confidentiality

Applies to the relationship of confidence between the organisation and individuals.

Collection

Personal information is collected in order for Acoustar to properly and efficiently carry out our functions. Your personal information is generally only that recorded on your enrolment form.

Acoustar only collects personal information for purposes that are directly related to our functions or activities under relevant legislation such as the Standards for Registered Training Organisations 2015 and the Student Identifiers Act 2014, and only when it is reasonably necessary for or directly related to our functions.

Acoustar will only collect your personal information directly from you, or your authorised representative. We sometimes collect personal information from a third party, such as an employer when we need to confirm vocational experience for recognition of prior learning, but only if you have consented to such collection, or would reasonably expect us to collect your personal information in

this way. Unsolicited personal information received from any third party will not be acknowledged or retained by Acoustar.

Your information is recorded electronically and is available only to your trainer/assessor and yourself. Your student file is not available to any third party except those where we must provide information as required by legislation. You are permitted to request amendments to your personal information at any time and such changes are recorded as 'updates'. Such changes can be made only by the Acoustar administration staff person specifically authorized to make such changes. Your trainer/assessor is not permitted to change your personal information.

Correspondence and tuition questions or comments between you and your trainer/assessor are not classed as personal information as defined above but strict confidentiality is maintained with respect to such information. You may request the CEO or Board Registrar to review comments made by your trainer/assessor. The review is confidential to yourself, your trainer/assessor and the reviewer.

Notification

Acoustar will take reasonable steps to notify you, or otherwise ensure you are aware of the purpose for which the information is collected and other parties it will be disclosed to, if any.

Use and disclosure

Acoustar will only use personal information for the legal purposes for which it was collected. Acoustar will not disclose your personal information to overseas recipients.

Direct marketing

Acoustar does not employ direct marketing and no organisation will have access to your personal information for any marketing purposes, nor will we disclose your personal information to a third party for direct marketing purposes.

Data quality

Acoustar will take reasonable steps to ensure that the personal information we collect is accurate, up to date and complete.

Data security

Acoustar takes steps to protect the personal information we hold against loss, unauthorised access, use, modification or disclosure, and against other misuse. Data is stored electronically due to legislative retention rules. Your trainer/assessor may employ some paper-based recordings while you are studying. When no longer required, such as when you have completed your studies, non-essential personal information is deleted or destroyed in a secure manner.

Access and correction

You can request access to your personal information at any time and request that Acoustar corrects the personal information it holds about you. Acoustar won't charge you for these requests, and will respond within 30 days. Acoustar can refuse correction requests in particular situations, such as if the correction may give false information. A statement of reasons will be provided to you if we decline to make the correction. You can appeal this decision to the CEO or the Registrar of the Board.

Complaints

If you wish to lodge a complaint about how Acoustar handles personal information or if you feel that a trainer/assessor employed by Acoustar has breached the Privacy Act, you can contact Acoustar's CEO or the Board Registrar for remedy.

Unique Student Identifiers

The Policy of Acoustar is that we will not normally assist a student to apply for a USI. We are required, however, to verify an USI or under the following circumstances:

- To view and/or update a student's personal or contact details; and
- To view a student's training records once these become available.

Anonymity

You can contact us without needing to make your identity known but personal information will not be released to you.

Trans-border data flows

Acoustar privacy protection principles apply to the transfer of data throughout Australia.

Sensitive information

Acoustar will request specific consent from a Student in circumstances where it is necessary to collect sensitive information.

Intellectual Property and Copyright

The Intellectual Property Rights and Copyrights of all documents prepared by or for Noise Measurement Services Pty Ltd or Acoustar remain with Noise Measurement Services Pty Ltd or Acoustar.

- The Intellectual Property Rights and Copyrights of all documents prepared by a Student in presenting coursework remain with the Student.
- Third party intellectual property or copyrights remain with the respective owners.
- Acoustar may use Student or third-party materials where permitted by the Student, the owner of the materials, or where permitted by law. Appropriate recognition of such permission will be made.

RECORDS

Acoustar has a clearly documented quality administrative and records management system in place to secure the accuracy, integrity and currency of records, to keep documentation up-to-date and to secure any confidential information obtained by Acoustar and committees, individuals or organisations acting on its behalf.

Data is collected and stored in accordance with the processes outlined in this document and Acoustar's record management procedures ensure timely and accurate records inform the continuous improvement processes of Acoustar. In addition, these records management procedures will ensure that all documentation providing evidence of compliance to the essential standards of registration is accurately maintained.

Record keeping Procedures

Acoustar will retain client records of attainment of units of competency and qualifications for a period of thirty (30) years. This means that our records and student correspondence files are held electronically and are not normally paper-based.

Records include:

- Student enrolments
- Staff profiles detailing qualifications and industry experience
- Fees paid and refunds given
- All documentation necessary to develop, implement and maintain *Acoustar's* quality system

Documents stored at a secure location accessible to *Acoustar* management include:

- Complaints register
- Register of qualifications issued
- Register of documents

Documents pertaining to Students currently enrolled are stored in secure, individual Student files which are managed by Acoustar staff. These include:

- Records of assessment results
- Records of qualifications obtained
- Copies of certificates and statements of attainment
- Records of enrolments and fees

Upon enrolment, Student's details will be entered into the Acoustar database system. This process initiates the establishment of the Student's individual file which is then used to record all future details pertaining to the client. The file is retained by Acoustar and management of the file will be in accordance with the Acoustar training records policy.

Acoustar is committed to maintaining the accuracy, integrity and currency of all Student files, as well as ensuring appropriate security of all records to uphold confidentiality and protect Student privacy. Acoustar management will undertake a validation of the training records of approximately 1 in 6 of registered Students and report the findings at the monthly management meeting.

Completed assessments

Each and every paper assessment, correspondence or document submitted by every Student will be retained for a minimum period of six (6) months.

At the expiration of six (6) months period, the Student's assessments will be scanned and stored electronically for thirty (30) years.

When in paper format, Student's work will be filed according to the competency / unit number, competency / unit cluster or alphabetically according to the Students' names. Individual Student records will be stored in a lockable steel filing cabinet in a locked secure office area. If the files are stored in a location where Student or public access is possible, the cabinets will remain locked.

For ease of application and consistency, a similar filing process will be used for electronic files. The electronic records are stored utilising AVETMISS compliant software and are protected by password access.

Results of assessment records

Student assessment results will be recorded electronically within the Acoustar database system. This information may be used to provide annual competency completion reports and / or AVETMISS reports, as required.

- Sufficient information to re-issue the testamur, if required, will be retained
- Results of assessment will be retained for thirty (30) years

Security

Acoustar ensures further security of records by complying with the storage requirements detailed in ASQA's General directive: *Retention requirements for completed student assessment items*, 22 June 2012. This directive includes requirements for storage including: safeguards against unauthorised access, fire, flood, termites or any other pests, and to ensure that copies of records can be produced if the originals are destroyed or inaccessible. Acoustar enhances its compliance with this directive by protecting electronic files with up-to-date virus protection, firewall and spy ware protection software. Electronic records are copied to a portable hard drive, every four (4) week period. The portable hard drive is stored off site in a fire proof secure location.

Acoustar software and hardcopy systems will retain Students' results for a period of no less than thirty (30) years. If requested, enrolment information, training and assessment information or results of assessment will be provided in electronic format wherever possible.

Paper based records will be scanned and saved in Adobe PDF format. Paper records will be securely shredded every twelve (12) months in accordance with Acoustar CEO's directions.

A copy of each testamur issued is scanned and retained in Adobe PDF format. If requested, the testamur may be re-printed at any time within the thirty (30) period after issue. This method ensures the original format, design, signature, date and units of competency are re-printed accurately and with a minimum of effort and expense.

The database system is used and data / files / records are converted and saved in Adobe PDF format. *Acoustar* has chosen Adobe PDF because research indicates this software will be able to be opened and read for up to thirty (30) years.

Ceasing operation

In the event that Acoustar ceases to operate, its records will be transferred to ASQA in the appropriate format and detail as specified by ASQA at the time of ceasing RTO operations.

All other records including training records, taxation records, business and commercial records will be retained for a period of at least seven (7) years. Acoustar will ensure that any confidential information acquired by the business, individuals, or committees or organisations acting on its behalf is securely stored.

Access to Records

Acoustar has implemented a record management system that ensures that all Students have access to accurate information regarding their learning in a timely fashion. To ensure this, employees are informed of their responsibilities for record keeping and the process is monitored through the continuous improvement process and improved where necessary. This section outlines the data management procedures that support this records management system.

Access to Student records

Access to individual Student training records will be limited to those required by the SNR, such as:

- Trainers and assessors to access and update the records of the Students whom they are working with
- Management staff as required to ensure the smooth and efficient operation of the business
- Officers of ASQA or their representatives for activities required under the standards for registered training organisations

Acoustar trainers and assessors will maintain accurate and current records of each Student's progress and achievement of competencies in the area of their study. These records will be entered on the Acoustar database system during training and assessment or immediately at the completion of training and assessment.

As Students complete each competency, the trainer or assessor will check the achievements against the relevant qualification packaging rules and sign off successfully completed competencies.

All details of full or partially completed competencies will be recorded and stored on the Student's file.

Upon completion of all relevant competencies within a qualification, the Student will be entitled to receiving the full qualification. The certificate and academic record and / or statement of attainment will be produced and signed by Acoustar management, trainer and / or assessor, and presented to the Student.

A scanned electronic copy of all signed qualifications issued will be converted to PDF format and secured in the Student's file.

Student Access to Records

Students have the right to request information about or have access to their own individual records. Acoustar trainers and assessors or administration staff will provide the requested information or access. Students also have the right to request a hardcopy of their own individual file that can be supplied as a printout from records retained within the data management system.

Privacy

Acoustar considers Student privacy to be of utmost importance and will practice a high standard of care and concern in regard to maintaining Student privacy in all aspects of business operations. Any persons external to the organisation acting on behalf of Acoustar are made aware of the confidentiality procedures and privacy policies prior to commencing work with Acoustar. Acoustar will comply with all legislative requirements including the Privacy Act 1988 (Commonwealth) and National Privacy Principles (2001). www.privacy.gov.au

Acoustar ensures no Student information is disclosed without the Student's consent, except as required by law or in adherence to the SNR. Student consent must be obtained in writing from the Student, unless the Student is under the age of 18 years, in which case written consent from their parent or guardian must be obtained. Consent to disclosure of information forms and / or letters will be recorded.

Recognise Qualifications of Another RTO

Acoustar will recognise AQF qualifications and statements of attainment issued by another RTO where the training content matches that provided by Acoustar. If any variation or ambiguity is detected when validating a Student's certification, Acoustar will seek verification from the relevant RTO before recognising the qualification or statement of attainment.

Procedure for Recognition of Qualifications

Students enrolling with Acoustar will be made aware of the recognition of qualifications policy by Acoustar staff at the time of enrolment to offer the opportunity of recognition of relevant qualifications or statements of attainment prior to the commencement of training. Acoustar trainers will remind Students of the policy progressively throughout the duration of their course. When a Student presents an AQF qualification or statement of attainment to a trainer or staff member, a copy of the certificates will be taken and submitted to Acoustar for verification. Acoustar will verify the authenticity of the qualification or statement of attainment. Where a variation occurs the Student will be offered a 'No Fee' application for recognition of prior learning in order confirm their competency in the unit under consideration. Once verification of the qualification or statement of attainment has been established, Acoustar staff will inform the Student and offer exemption from the relevant unit(s) of competency. The verified copy of the qualification or statement of attainment is placed in the Student's file. Staff will ensure the Student is aware of and understands what component(s) of their training and assessment are affected. Acoustar staff will update the Student's records accordingly.

Credit Transfer

Credit transfer refers to the transferral of academic credit obtained by Students through participation in courses or national training package qualifications with other RTOs, towards a qualification offered by Acoustar. Credit transfer is granted on the basis that the credit validates the Student's competency within the relevant qualification / unit of competence. Credit transfer of a qualification / unit of competence is available to all Students enrolling in any training program offered by Acoustar.

Unique Student Identifier

A Unique Student Identifier (USI) is required for all students from 1 January 2015. Acoustar will comply with USI requirements as the system is implemented.

From 1 January 2015, every new and continuing student undertaking nationally recognised training must have a USI. Also from that date, if the relevant registered training organisation (RTO) is required to report data about the training, each record of nationally recognised training that is provided to the national centre for vocational education research (NCVER) national VET provider collection will have a USI attached.

This will assist with assessing students for admission to courses, for credit transfer and in some circumstances, their eligibility for funding.

More information is available from: www.usi.gov.au

TRAINING AND ASSESSMENT

Acoustar is committed to delivering high quality training and assessment services that exceed the expectations of their Students. To ensure this, Acoustar has implemented processes for data collection and analysis within its operations that ensure the continuous improvement of training and assessment. Continuous improvement measures in this area respond to the results of data analysis and involve all internal and external stakeholder groups.

The quality and continuous improvement policy and procedure defines the methods of data collection and analysis. In order to provide high quality outcomes to their clients and Students, Acoustar ensures that strategies for training and assessment are developed with effective consultation with industry and stakeholders.

Principles of Training and Assessment

Training and assessment strategies developed by Acoustar will adhere to the following principles:

- Training and assessment strategies are developed for each qualification / unit of competency that will be delivered and assessed
- All training programs will require the development of a training and assessment strategy for full and partial completion of a qualification
- Each training and assessment strategy will be developed in consultation with industry representatives, trainers, assessors and key stakeholders
- Training and assessment strategies will reflect the requirements of the relevant training package and will identify target groups
- Training and assessment strategies will be validated annually through the internal review procedures

Quality training and assessment principles

Acoustar will apply the *Principles of Assessment and the Rules of Evidence*.

Principles of assessment

To ensure quality outcomes, assessment should embody:

- Fairness
 - Flexibility
 - Validity
 - Reliability
-

Fairness

The individual learner's needs are considered in the assessment process. Where appropriate, reasonable adjustments are applied by the RTO to take into account the individual learner's needs.

The RTO informs the learner about the assessment process, and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary.

Flexibility

Assessment is flexible to the individual learner by:

- reflecting the learner's needs;
- assessing competencies held by the learner no matter how or where they have been acquired; and
- drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.

Validity

Any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner. Validity requires:

- assessment against the unit/s of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance;
- assessment of knowledge and skills is integrated with their practical application;
- assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and
- judgment of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessment requirements.

Reliability

Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.

Rules of Evidence

These are closely related to the principles of assessment and provide guidance on the collection of evidence to ensure:

- Validity
-

- Sufficiency
- Authenticity
- Currency

Validity

The assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.

Sufficiency

The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgment to be made of a learner's competency.

Authenticity

The assessor is assured that the evidence presented for assessment is the learner's own work.

Currency

The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

Connecting Training and Assessment with the Workplace

To maximise the outcomes for Students, Acoustar ensures that every opportunity to connect training and assessment with the workplace is utilised. Opportunities will be developed in consultation with the relevant workplace personnel and responsibilities clearly communicated to all involved.

To identify a range of delivery and assessment methods that meet a variety of needs, an ongoing schedule of industry liaison and consultation will be adhered to. These consultations will be documented with meetings and memorandums acknowledged by those industry and enterprise representatives involved in consultation relative to the development of assessment strategies.

Students enrolled in a traineeship program will normally be working for an employer within the industry. In some circumstances employers may offer a contribution towards the cost of training and assessment, which is encouraged by Acoustar.

Acoustar will:

- Involve workplace personnel in planning workplace programs, where they are relevant to the training and assessment program

- Ensure that the training and assessment program makes full use of opportunities at the workplace
- Monitor each Student's progress and the support provided to them by workplace personnel
- Consult with workplace personnel in the development of workplace training and assessment processes
- Inform workplace personnel of their training and assessment roles and responsibilities, and accept these responsibilities, where relevant to the training and assessment program
- Monitor support provided to each Student by workplace personnel
- Monitor the Student's progress

Information from workplace personnel is used to continuously improve training and assessment. A number of programs that engage employers or other parties who contribute to each learner's training, assessment and support services to meet their individual needs are available. Refer to 4.5 (Apprenticeships and Traineeships) below for examples of programs, government initiatives and opportunities for employers to be engaged with training and assessment.

Assessment Policy

Acoustar acknowledges the critical role that assessment plays in determining the competency of Students. In developing the assessment (including RPL) for each qualification and unit of competence, the CEO will ensure:

- Compliance with the assessment guidelines from the relevant training package, qualification and unit
- Assessment leads to a qualification or statement of attainment under the Australian Qualifications Framework (AQF)
- Assessment complies with the principles of competency based assessment and informs the Student of the purpose and context of the assessment
- The rules of evidence guide the collection of evidence to support the principles of validity and reliability
- The application of knowledge and skills is relevant to the standard expected in the workplace, including skills for managing work tasks, contingencies and the job environment
- Timely and appropriate feedback is given to Students
- Assessment complies with Acoustar's access and equity policy
- All Students have access to re-assessment on appeal

TRAINING GUARANTEE

It is the intention of the CEO of Acoustar that all students will receive the full training services paid for at all times, including but not limited to training and assessment, assessment only, recognition of prior learning or short courses. The corporate structure, governance and financial management systems and processes guarantee the training for students enrolled with Acoustar. Specifically, the integrity, business experience and training expertise of the CEO ensure continuity of training and completion of training is guaranteed for all students.

The continuous improvement and quality management practices employed by Acoustar's CEO and staff are designed to proactively identify any anomaly that might cause a business interruption or training failure, and address this situation before any students are affected.

Training continuity and completion is also guaranteed by the quality management and operational framework procedure developed by Acoustar. For example; the recruitment, induction and staff professional development policies and procedures ensure best practice and minimise the potential for business interruption or training failure.

In the extremely unlikely event of a business interruption or training failure, students' training is guaranteed by the financial management policy and procedure of Acoustar. This means that in the unlikely event of a business interruption or training failure, Acoustar can issue a statement of attainment for the training completed and refund the remaining funds held.

RECOGNITION OF PRIOR LEARNING

Recognition of prior learning means recognition of competencies currently held, regardless of how, when or where the learning occurred. These competencies may be attained through any combination of formal or informal training and education, work experience or general life experience. In order to grant RPL, the assessor must be confident that the Student is currently competent against the endorsed industry or enterprise competency standards or outcomes specified in Australian Qualifications Framework accredited courses. The evidence may take a variety of forms and could include certification, references from past employers, testimonials from clients and work samples. The assessor must ensure that the evidence is authentic, valid, reliable, current and sufficient.

Acoustar appreciates the value of workplace and industry experience, and recognises that Students will acquire vocational skills and knowledge from a variety of sources other than formal training. These skills are legitimate irrespective of how they were acquired and the RPL process is designed to provide validation of such relevant skills.

Acoustar's Recognition of Prior Learning Process

Recognition of Prior Learning (RPL) means an assessment process that assesses the competency/s of an individual that may have been acquired through formal, non-formal and informal learning to determine the extent to which that individual meets the requirements specified in the training package or VET accredited courses.

- a) formal learning refers to learning that takes place through a structured program of instruction and is linked to the attainment of an AQF qualification or statement of attainment (for example, a certificate, diploma or university degree);
- b) non-formal learning refers to learning that takes place through a structured program of instruction, but does not lead to the attainment of an AQF qualification or statement of attainment (for example, in-house professional development programs conducted by a business); and
- c) informal learning refers to learning that results through experience of work related, social, family, hobby or leisure activities (for example the acquisition of interpersonal skills developed through several years as a sales representative).

Students are entitled to apply for Recognition of Prior Learning for individual Units in our BSB41419 Work, Health and Safety and MSS80218 Noise Management study programs. Approval of RPL can reduce study time or assist in gaining entry to a training program. Examinations and assessments applicable to the chosen training program are still required. RPL documentation is available on the Acoustar website.

Students who believe they have already obtained current skills and knowledge that would otherwise be covered in the qualification / unit of competence for which they intend to attain, should apply for RPL at the time of enrolment. The Student's skills and knowledge will be assessed and validated, and where appropriate, units of competency acknowledged and face-to-face training reduced.

As part of the Acoustar enrolment policy, trainers will advise Students of the availability of RPL policy, explain what the process involves and how it relates to the attainment of the qualification in some circumstances. Trainers will remind Students of this option progressively throughout their time in training, in order to provide multiple opportunities for Students to engage in the RPL process.

When approached by a Student seeking RPL, trainers will:

- Provide the Student with copies of an RPL application form for the individual unit(s) being applied for;
- Provide the Student with information about the types of evidence that can be used to support an RPL application.

The student may then apply for recognition of prior learning by forwarding the completed application form and fee to Acoustar.

RPL allows a student to complete a training program more quickly but does not exempt that person from sitting examinations and assessment in the Unit taught by Acoustar.

Review of RPL Refusal

A student can apply to the Registrar of the Acoustar Board of Studies for a review of a refusal to approve an RPL application. A fee per unit applies to an application. The Registrar's decision is final.

Recognition of prior learning fee

Application may be made for Recognition of Prior Learning prior to enrolment and a documentation examination fee will be made. The fee is calculated at \$65.00 plus GST per hour.

After the census date and payment of course fees, a Student is entitled to apply for Recognition of Prior Learning (RPL) for individual Units in both the BSB41419 Certificate IV and MSS Units. There is no fee payable for consideration of RPL after the census date.

CLIENT SERVICES

Acoustar is committed to delivering high quality services that support Students throughout their training and assessment. This commitment maintains a client focused operation that produces the best possible outcome for Students. Students who undertake training with Acoustar receive every opportunity to successfully complete their chosen training program.

Acoustar takes a systematic approach to establish and recognise the needs of each client. It is a requirement that all staff members do their utmost to meet the needs of Students. Where a Student's need is outside the scope or skill of the organisation they will be referred to an appropriate service or an alternate training organisation.

Client Service Focus

Acoustar delivers specialised training and assessment services¹. As such, it is vital that all Students are informed of and understand the extent of the training course that they are enrolling in. Acoustar has in place a process and mechanism to provide all clients information about the training, assessment and support services to be provided, and about their rights and obligations, prior to enrolment or entering into an agreement.

In summary, Acoustar will provide:

- Training programs and services that promote inclusion and are free from discrimination
- Support services, training, assessment and training materials to meet the needs of a variety of individual Students
- Consideration of each individual's needs to provide the best opportunity for skill development and attainment of qualifications that can lead to further training or employment
- Opportunity for consultation between staff and Students so that all aspects of individual circumstances can be taken into consideration when planning training programs
- Consideration of the views of Students' community, government agencies and organisations, and industry when planning training programs
- Access to information and course materials in a readily available, easily understood format

¹ Services include:

- (a) Pre-enrolment materials;
- (b) Study support and study skills programs;
- (c) Language, Literacy and Numeracy (LLN) programs or referrals to these programs;
- (d) Equipment, resources and/or programs to increase access for learners with disabilities;
- (e) Learning resource centres;
- (f) Mediation services or referrals to these services;
- (g) Flexible scheduling and delivery of training and assessment;
- (h) Counselling services or referrals to these services;
- (i) Information technology (IT) support;
- (j) Learning materials in alternative formats, for example, in large print; and
- (k) Learning and assessment programs customised to the workplace.

- Information to assist Students in planning their pathway from school or the community to vocational education and training

Client Selection and Enrolment Procedure

Client selection

Enrolment and admission into some Acoustar training programs is subject to meeting certain prerequisite conditions and / or entry requirements. Specific details of the prerequisites pertaining to these training programs are contained in individual course documentation and are made available prior to enrolment. In the case that a potential Student does not meet the prerequisite conditions and / or entry requirements, Acoustar staff will endeavour to assist them in understanding their options in regards to meeting the standards. Any questions regarding these arrangements can be addressed by trainers or Acoustar management.

Enrolment

The enrolment procedure commences when a Student contacts Acoustar expressing interest in a training program(s). Acoustar staff will respond by dispatching by suitable means an enrolment form, Student handbook, literature on the program(s) being considered and any other documentation which may be relevant.

Enrolment applications will then be assessed to ensure that the Student meets any prerequisites and / or entry requirements that have been set for the selected course. Students will be informed of successful enrolment and sent information on the course and their course induction. Students who do not meet the prerequisites for the selected course will be notified of their unsuccessful enrolment and invited to contact Acoustar to discuss their training needs and alternative opportunities.

Pre-course letter

As an additional support to enrolling Students, Acoustar will send a pre-course letter to the Student prior to the commencement of training. Information includes the time, date and location of training, the resources the Student should bring to the course and overview of the units of competency to be studied and the format / style of training to be provided.

In addition, Students are asked to complete a pre-course evaluation checklist. Questions on this checklist are intended to gain more information regarding the needs of the Student. Acoustar staff will evaluate the information submitted in the checklist and either make necessary changes to meet the Student's needs or have a discussion with the Student regarding his / her needs.

PRE-COURSE EVALUATION CHECKLISTS

A pre-course evaluation of each Student is conducted. Questions are designed to identify the Student's needs, so Acoustar staff members can evaluate any requirements the Student may have to improve his / her learning experience and outcome. These questions are integrated within the enrolment form.

The designated Acoustar staff member will receive and assess each Student's pre-course evaluation checklist. Based on the information in the checklist, the enrolment form, interview, induction and any other relevant correspondence and conversation, Acoustar staff and management may offer additional support. Examples of the support services may include:

- Study support and study skills programs
- Language, literacy and numeracy (LL&N) programs or referrals to appropriate programs
- Equipment, resources and / or programs to increase access for Students with disabilities
- Learning resource centres
- Mediation services or referral to appropriate services
- Flexible scheduling and delivery of training and assessment
- Counselling services or referral to appropriate services
- Information technology support
- Learning materials in alternative formats i.e. large print
- Learning and assessment programs customised to the workplace

Induction

On successful completion of the enrolment process, all Students will undergo an induction program including:

- Introduction to Acoustar training staff
- Confirmation of the course being delivered
- The training and assessment procedures including method, format and purpose of assessment
- Qualifications to be issued
- Student handbook provided

Access and Equity

Acoustar is committed to practicing fairness and equal opportunity for all current and potential Students to access and participate in learning, and to achieve their learning outcomes regardless of age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment or remote location that may present a barrier to access, or any other perceived difference in class or category. Acoustar ensures that its practices are as inclusive as possible and do not unreasonably prevent any clients from accessing its services. Acoustar will address access and equity matters as a nominated part of operational duties.

If a Student identifies with one (1) or more of the following priority groups, he / she may be able to receive additional assistance:

- Aboriginal and / or Torres Strait Islander people
- Carers of people who are ill, aged or who have a disability
- People with a disability
- Women and girls who are returning to education and training
- Women and girls who are seeking training opportunities in non-traditional roles
- Young people aged 15 to 25
- Australian South Sea Islanders
- Parental job seekers
- People with English language, literacy and numeracy needs
- Mature aged workers who require up skilling
- Long term unemployed and disadvantaged jobseekers
- People from different cultural and ethnic backgrounds
- People who speak a language other than English

Acoustar has developed this Student handbook to guide and inform all staff and Students in their obligations regarding access and equity. Upon induction into Acoustar, all staff are provided with copies of the policies which they must adhere to throughout all their operations as an Acoustar staff member. Students are made aware of the access and equity policy via the Acoustar Student handbook, and informed of their rights to receive access and equity support and to request further information.

Acoustar access and equity policies are in place to ensure that training opportunities are offered to all people on an equal and fair basis in all circumstances, irrespective of their gender, culture, linguistic background, race, socio-economic background, disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.

Practicing these policies will guarantee that any Student who meets Acoustar entry requirements will be accepted into any training programs. If any Student or staff member have issues or questions regarding access and equity, or believes they have been treated unfairly, they will be directed to Acoustar's management for consultation.

Language, Literacy and Numeracy Assistance

Acoustar course information and learning materials contain written documentation and limited numerical calculations.

Acoustar recognises that not all Students will have the same level of ability in relation to reading, writing and performing calculations. When an issue is identified by Acoustar staff or requested by a Student, a language, literacy and numeracy test will be provided to assess the Student's ability. This

process is to ensure that all Students who commence a training program possess the skills required to understand the presented material and complete assessments.

Acoustar will endeavour to provide assistance to Students having difficulty with language, literacy or numeracy to accommodate their needs. In the event that a Student's needs exceed the ability of Acoustar staff to assist, the Student will be referred to an external support agency so they have the opportunity to obtain the skills required to complete the training program.

Student Support, Welfare and Guidance

Acoustar will assist all Students in their efforts to complete training programs by all methods available and reasonable.

Trainers are responsible for ensuring that all Students are aware they can contact their trainer or other Acoustar staff members in the event that they are experiencing difficulties with any aspect of their studies. Staff will ensure Students have access to the full resources of Acoustar to assist them in achieving the required level of competency in all nationally recognised qualifications.

In the event that a Student is experiencing personal difficulties, training staff will encourage the Student to contact Acoustar who will provide discreet, personalised and confidential assistance as according to the nature of the difficulties.

In the event that a Student's needs exceed the capacity of the support services Acoustar can offer, they will be referred to an appropriate external agency. Extensive information regarding support agencies, resources and services may be sourced online. Acoustar staff members will assist Students to source appropriate support.

Flexible delivery and assessment procedures

Acoustar recognises that some people are better suited to learning via teaching methods not usually obtained in the traditional classroom setting. With some minor adjustments to teaching and assessment methods, a Student who is experiencing difficulty learning and achieving the desired results in the traditional setting may show considerable improvements.

The staff and management of Acoustar respect these differences among Students and will endeavour to make any necessary adjustments to their methods in order to meet the needs of a variety of Students. For example, the inability to complete a written assessment will not be interpreted as a sign of incompetence, provided the Student can verbally demonstrate competency.

Acceptable adjustments to teaching and assessment methods may include, but are not limited to; having a trainer read assessment materials to Students, having a Student's spoken responses to

assessment questions recorded or allowing a Student to sit for an assessment alone in a different room.

Acoustar staff will pursue any reasonable means within their ability to assist Students in achieving the required competency standards. In the event that a Student's needs exceed the capacity of the support services Acoustar can offer, they will be referred to an appropriate external agency.

Reasonable adjustment

Reasonable adjustment means adjustments that can be made to the way in which evidence of Student performance can be collected. Whilst reasonable adjustments can be made in terms of the way in which evidence of performance is gathered, the evidence criteria for making competent / not yet competent decisions (and / or awarding grades) should not be altered in any way. That is, the standards expected should be the same irrespective of the group and / or individual being assessed; otherwise comparability of standards will be compromised.

Apprenticeships and Traineeships

Acoustar is able to support trainees but does not offer apprenticeships.

DISCIPLINE

Acoustar makes every effort to practice cooperation and mutual respect in all internal and external dealings to uphold high quality, professional training and assessment services. The same disciplined behaviour is expected of Students as a contribution to a functional learning environment, and as a sign of respect to staff and fellow Students.

The taking of non-prescriptive drugs or alcohol during the face-to-face training, supervised practicals or fieldwork, or assessment sessions is not permitted.

Professional Behaviour

Acoustar Management encourage any trainer or staff member who is dissatisfied with the behaviour or performance of a Student has the authority to:

- Warn the Student that their behaviour is unsuitable, or
- Ask a Student to leave the class, and continue the training at another time; or
- Immediately cancel the class and continue at another time.

If a Student wishes to object or lodge an appeal against the disciplinary action taken, they have the right and opportunity to follow the Acoustar complaint procedure.

Acoustar staff are expected to maintain a professional and ethical working relationship with all other staff members, management and Students. Breaches of the disciplinary standards will result in discussion between the relevant trainer and Acoustar, and appropriate action will be taken.

Plagiarism

Definition²

Plagiarism is the "wrongful appropriation" and "purloining and publication" of another author's "language, thoughts, ideas or expressions," and the representation of them as one's own original work.

Policy

Plagiarism is considered academic dishonesty and a breach of journalistic ethics. It is subject to sanctions like expulsion. It is quite reasonable to research material in the course of undertaking assessment. All sources, however, must be clearly referenced. Acoustar's CEO takes a very strict approach to plagiarism and proven incidents will not be tolerated.

² From www.wikipedia.org

COMPLAINTS POLICY AND PROCEDURES

Acoustar has a defined complaints policy that will ensure learners' complaints are addressed effectively and efficiently.

POLICY

Acoustar strives to ensure that each Student is satisfied with their learning experience and outcome. In the unlikely event that this is not the case, all Students have access to rigorous, fair and timely complaint processes which are outlined in this section of the Student Handbook. Any complaints will be reviewed as part of the continuous improvement process and where corrective action has been highlighted, it will be implemented as a priority.

1. PURPOSE

The purpose of this procedure is to outline the steps for handling complaints received from students, clients, staff and stakeholders.

2. SCOPE

This procedure applies to all complaints that impact on the organisation's management systems; quality of training and assessment; quality of service; and compliance with the VET Quality Framework, inclusive of complaints about:

- the RTO and its trainers, assessors and other staff;
- an RTO's third party(s), its trainers, assessors and other staff;
- a learner of the RTO.

3. DEFINITIONS

Complaint is any expression of dissatisfaction with an action or service of the Registered Training Organisation.

VET Quality Framework (VQF) means the following:

- Standards for Registered Training Organisations (RTOs) 2015
- Australian Qualifications Framework;
- Fit and Proper Person Requirements;
- Financial Viability Risk Assessment Requirements;
- Data Provision Requirements.

4. RESPONSIBILITIES

4.1 All staff who receive a complaint are responsible for:

- 4.1.1 The documenting of complaints as per the scope of this procedure.
- 4.1.2 Sending the details of the complaint to the CEO (or delegated person).

4.2 The CEO (or delegated person) is responsible for:

4.2.1 Reviewing the complaints;

4.2.2 Determining the root cause of the complaint, through investigation, review or other appropriate means

4.2.3 Determining the action, if any, to be taken and recording in the Improvement Register.

4.2.4 Implementing action to prevent or limit the likely the reoccurrence of the determined cause of the complaint.

4.2.5 Following up on the complaint and/or with the complainant to ensure the complaint has been finalised and that corrective action has been implemented satisfactorily and the complainant is satisfied.

4.2.6 Ensuring the current complaints policy is publicly available.

5. PROCEDURE

5.1 If the complainant meets with a staff member to make a complaint,

5.1.1 The staff member should discuss with the complainant (and their support), the complaint details

5.1.2 Complete with any assistance a complaints form.

5.1.3 The staff member shall determine

5.1.3.1 if they have the decision making capacity

5.1.3.2 if they can implement action that is agreeable to the complainant

5.2 The staff member must consider privacy issues.

5.3 Receipt of an Oral Complaint (when the complainant wishes the complaint to be considered using the Complaints Procedure and the RTO's complaint form). The staff member taking the complaint will record the following information:

- Complainant's full name, address, phone/email address.
- Why the complaint has been escalated from a concern or is not to be treated as a concern.
- If the complaint relates to another person(s), that person(s) full name and position or if the student is not able to provide these details as much information as possible.
- The concerns raised by the complainant.
- The complainant's desired outcome to the complaint.
- The complaint should receive a copy of the complaint form.

5.4 If a complainant raises an issue but is not willing to proceed with the complaint then they should be advised that because of the requirements of procedural fairness, in most circumstances no further action can be taken by the RTO.

5.5 If the staff member resolves the complaint and the nature of the complaint is in regards to the RTO management systems, the quality of training and assessment, the quality of client services or a non-compliance of the VET Quality Framework the staff member should:

- 5.5.1 clarify and document the details of the complaint with the complainant
- 5.5.2 record the complaint and its outcomes in the Complaints Register
- 5.5.3 inform the Director (or delegated person) of the details of the complaint and the action implemented
- 5.5.4 generate an acknowledgement letter to the complainant of the complaint and its outcome.

5.6 If the staff member receiving the complaint is unable to resolve the issue with the complainant, or the complaint is outside of the staff member's area of responsibility; then the staff member should

- 5.6.1 record the complaint in the Complaints Register
- 5.6.2 request the complainant put the complaint in writing to the CEO (or delegated person).
- 5.6.3 Provide advice about anonymous complaints
- 5.6.4 Direct or assist in directing the person to another person who could assist
- 5.6.5 Provide assistance with a Complaints or Appeals form.

5.7 The CEO (or delegated person) will

5.7.1 provide an acknowledgement in writing of the complaint including the Complaints procedure or brochure, a review of the complaint (for clarification) and the anticipated outcome by the complainant. If a complaint cannot be investigated by the RTO (for whatever reason), then the CEO should inform the complainant at this point and refer them to the most appropriate body:

5.7.1.1 The complaint can be referred to the Registrar of the Board of Studies who will institute mediation proceedings; or

5.7.1.2 The Student may contact ASQA and lodge a written complaint.

The complaint may be submitted by mail to:

Complaints Team, Australian Skills Quality Authority
PO BOX 9928 Sydney NSW 2001

5.7.2 review the complaint within five (5) working days and make a decision about the complaint;

5.7.3 interview the respondent to the complaint, outlining the specific allegations that have been made about them, and giving them the opportunity to make a full response . (During the investigation process, the complainant must be given the opportunity to present his/her case (with the provision of a mutually acceptable support person and/or independent adviser in attendance, if required). This will be at no cost to the student)

5.7.4 determine the appropriate action, if any;

5.7.5 advise the parties of the action and their recourse to further action/appeal

5.7.6 record the actions in the Complaints Register; and implement the actions.

5.8 No action relating to an enrolment status is to be taken until such time as the complaint has been resolved. However, the CEO retains the right to take such steps as may be necessary to ensure the health, safety and welfare of the student and/or of others.

5.9 After the investigation process is complete, the CEO (or delegated person) will provide a written response within fourteen (14) working days to the complainant, of the action taken and the reasons for the decision.

5.10 If, at any stage, the process exceeds the timelines stated, or more than 60 calendar days are needed to process and finalise the complaint; the RTO will:

5.10.1 inform the complainant in writing of the delay, including reasons why more than 60 calendar days are required; and

5.10.2 regularly update the complainant on the progress of the matter and ensure these are recorded in the Complaints Register.

5.11 The CEO (or delegated person) will review the action to determine its effectiveness and complainant's satisfaction.

5.12 If the complainant is dissatisfied with the outcome of the complaint, they can appeal the outcome in accordance with the RTO's procedure *Appeals Procedure*.

5.13 Any complaint which appears to be related to any illegal activity such as theft, assault, etc., will be referred to the appropriate authority after discussion with the person making the complaint.

5.14 Written records of the complaint will be retained in the complaints file and a copy included in the relevant student's file, where applicable. All records of complaint will be maintained in the Complaints Register.

5.15 The organisation seeks to prevent complaints by ensuring that students are satisfied with their training experience and their training product and its outcomes. Personnel are expected to be fair, courteous and helpful in all dealings with students.

6.0 The complaints procedures are at no cost to the complainant.

APPEALS POLICY AND PROCEDURES

Acoustar has a defined appeals policy that will ensure an appeal by a learner is addressed effectively and efficiently. The Acoustar appeals process is concerned with a Student's right to request change to decisions or processes of an official nature, usually in relation to academic or procedural matters.

POLICY

Acoustar strives to ensure that each Student is satisfied with their learning experience and outcome. In the unlikely event that this is not the case, all Students have access to rigorous, fair and timely appeal processes which are outlined in this section of the Student Handbook. Any appeals will be reviewed as part of the continuous improvement process and where corrective action has been highlighted, it will be implemented as a priority.

PROCEDURE

1.0 In the case of a Student's appeal against decisions including assessment decisions made by the RTO or any third party providing services to the RTO, the Student should first discuss the decision(s) with the relevant trainer or assessor and request re-evaluation. The trainer or assessor will hear the Student's appeal, make fair judgement to the best of their ability as to whether change(s) are required and then discuss their decision with the Student.

2.0 If the Student is still dissatisfied with the trainer or assessor's decision, they have the right to take the appeal to the CEO and to the Registrar of the Acoustar Board of Studies.

Submission to the CEO

2.1 A formal notice of appeal is required to comply with the following principles upon submission to the CEO:

- The notice of appeal should be in writing, addressed to Acoustar PO Box 2127 Brookside Centre QLD 4053, for referral to the CEO and submitted within fourteen (14) days of notification of the outcome of the trainer or assessors re-evaluation process.
- The appeal may be by letter (preferred) or email, but not by text.
- The notice of appeal must be submitted within the specified timeframe otherwise the original result will stand. If a Student's appeal needs to be deferred due to emergency circumstances, such as in the case of serious illness or injury, a medical certificate supporting the case must be forward to management. The notice of deferral must be submitted within three (3) working days of the conclusion date displayed on the medical certificate.

3.0 It is the responsibility of the CEO to ensure adherence to ensure resolution is sought in all reasonable circumstances. The student may present his/her appeal in person with or without a support person. The appeal will be heard within fourteen (14) days of lodging the appeal.

4.0 An appeal reviewed by the CEO will consider the following matters:

- Was the decision by the trainer or assessor fair, given the circumstances of the student or any relevant matter that the student wishes to provide;
- Can the student satisfactorily complete the matter in question with or without additional instruction, if this is the subject of the appeal;
- What additional time is needed to satisfactorily complete the outstanding work, if this is the subject of the appeal.

5.0 If the Student is still not satisfied with the resolution of the appeal after following and exhausting the CEO appeals procedure the Student may appeal to the Registrar of the Acoustar Board of Studies. The appeal is to be in writing addressed to The Registrar Acoustar PO Box 2127 Brookside Centre QLD 4053. The appeal will be heard within fourteen (14) days of lodging the appeal and the person lodging the appeal, CEO. The Registrar's decision shall be final, unless appealed as a complaint to ASQA. An appeal reviewed by the Registrar will consider the following matters:

- Was the decision by the CEO fair, given the circumstances of the student or any relevant matter that the student wishes to provide;
- Can the student satisfactorily complete the matter in question with or without additional instruction, if this is the subject of the appeal;
- What additional time is needed to satisfactorily complete the outstanding work, if this is the subject of the appeal.

The form may be submitted by email to:

Registrar@acoustar.qld.edu.au

6.0 The trainer/assessor, CEO, or Registrar shall keep the documentation relied upon and shall make it available to the person lodging the appeal. The documentation, including the student's appeal, shall not be made made available by the RTO to any third party.

7.0 If the Student is still not satisfied with the resolution of the complaint after following and exhausting the appeals procedure, the Student may contact ASQA and lodge a written complaint. The form may be submitted by mail to:

*Complaints Team Australian Skills Quality Authority
PO BOX 9928 Sydney NSW 2001*

8.0 The appeals procedures are at no cost to the person lodging the appeal.

Acknowledgement declaration

I acknowledge that I, _____,

have read and fully understood the contents of this Student handbook, which outlines the conditions of my rights and responsibilities as a Student with Acoustar.

Signature

Date

APPENDIX: GLOSSARY**A**

AQF	Australian Qualification Framework
AQTF	The Australian Quality Training Framework
ASQA	Australian Skills Quality Authority
ATO	Australian Taxation Office
AVETMISS	Australian Vocational Education and Training Management Information Statistical Standard

B

BAS	Business Activity Statement
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C

CAL	The Copyright Agency Ltd
CEO	Chief Executive Officer of Noise Measurement Services Pty Ltd
COAG	Council of Australian Governments
CPA	Certified Practising Accountant
CQI	Continuous Quality Improvement
CV	Curriculum Vitae

D

DEEWR	Department of Education, Employment & Workplace Relations
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E

EFTPOS	Electronic Funds Transfer Point of Sale
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G

GST	Goods, Services Tax
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I

ISC	Industry Skills Council
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J

JP	Justice of the Peace
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M

MS Access	Microsoft Access
MS Excel	Microsoft Excel

N

NCVER	National Centre for Vocational Education Research
NQC	National Quality Council
NRT	Nationally Recognised Training
NSSC	National Skills Standards Council
NVR	National Vet Regulator
NGO	Non-Government Organisation

O

OHS	Occupational Health and Safety
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P

PDF	Portable Document Format
PPE	Personal Protective Equipment

Q

QI	Quality Indicators
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R

RTO	Registered Training Organisation
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S

SNR	Standards for Initial Registration
SWOT ANALYSIS	Strengths, Weaknesses, Opportunities and Threats Analysis

T

TAE	Training and Education
TESTAMUR	Certificate of Merit or Proficiency

U

USI	Unique Student Identifier
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V

VET	Vocational Education and Training
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W

WHS	Work Health and Safety
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Noise Measurement Services Pty Ltd is a Registered Training Organisation (RTO Registration Code 41013) based in Brisbane, Queensland, Australia. Acoustar is a Division of Noise Measurement Services Pty Ltd. Acoustar provides training programs at the Acoustar Work, Health and Safety Training Centre, Brisbane, Queensland.

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0	06/08/2014	Student document published	RT	BT
1	02/10/2014	Minor technical edits		BT
2	8/12/2014	2015 edition prepared; RTO fees and RPL information updated; USI and privacy issues updated; Board of Studies referenced; reformat complaints and appeals processes		BT
3	16 March 2015	Update organisation chart, Board of Studies; Fees Payment		BT
4.1	30 March 2015	Updated to BSB41419; IP		BT
5.1	26 May 2015	Updated Privacy Principles and procedural processes; text update		BT
6	1 August 2015	Update fees by including census date		BT
7	4 December 15	Update fees, RPL process		BT
8	10/7/2016	Update to MSS revision		BT
9	20/10/2017	Updated USI requirements		BT
10	19/04/2018	Updated fee schedule; revised text to improve readability; expanded assessment information; expanded complaints and appeals procedures		BT
11	7/7/2019	Revision to new MSS027022 unit; revised fees; revised noise management study hours; deemed withdrawal from study.		BT
12	8/6/2020	Revise with BSB41419; micro-credentials; Acoustar IVER title change		BT
13	29/7/2020	Added DEFWHS002 to scope		BT