



DOMESTIC STUDENT HANDBOOK

February 2022
Provider No. 40636

Kool Kids Training College Pty Ltd aft
Kool Kids Training College No. Trust
ABN 341 598 636 08

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Kool Kids Training College (KKTC)

KKTC (RTO No 40636) is a specialist training college offering CHC30121 Certificate III in Early Childhood Education and Care and CHC50121 Diploma of Early Childhood Education and Care qualifications.

We take our responsibility for training and developing future educators in the early learning sector very seriously. There is nothing more important than the development and nurturing of children.

We are focused on quality, and we deliver resources and training materials that have been written 'in house' from an early learning perspective. We support this with a commitment to high levels of contact and centre-based mentoring for our students.

We provide a supportive environment for our students so that they can achieve their professional and personal goals. We support our students with class-based training in specific locations and centre-based training. We firmly believe this model featuring a commitment to regular centre-based mentoring and phone/email support in between visits to give each student the opportunity to evolve and develop in an environment which supports and develops their strengths, aspirations and career path.

KKTC's training methods; with access to the best on-site hands-on training facilities allows an educational training package that is structured to meet the current needs and regulations of the ACECQA, regulator of the childcare sector.

KKTC's training facilities are all fully air-conditioned with easy access to public transport.

COVID-19 : With the impact of COVID-19, the college has amended some of its training practices. Notably physical classes at peak COVID times may be replaced with online classes and some visits to childcare centres are restricted. Furthermore, some centre placements notably enabling vocational placement hours to be undertaken may also be impacted. The college is using industry leading online technology to enable continuation of training during these periods.

Head Office



106 Queen Street
Southport QLD 4215



1300 048 133



admin@kktc.com.au

Monday – Friday 8:30am to 4:30pm
AEST (excluding public holidays)

Our Team's Commitment to Being the BEST

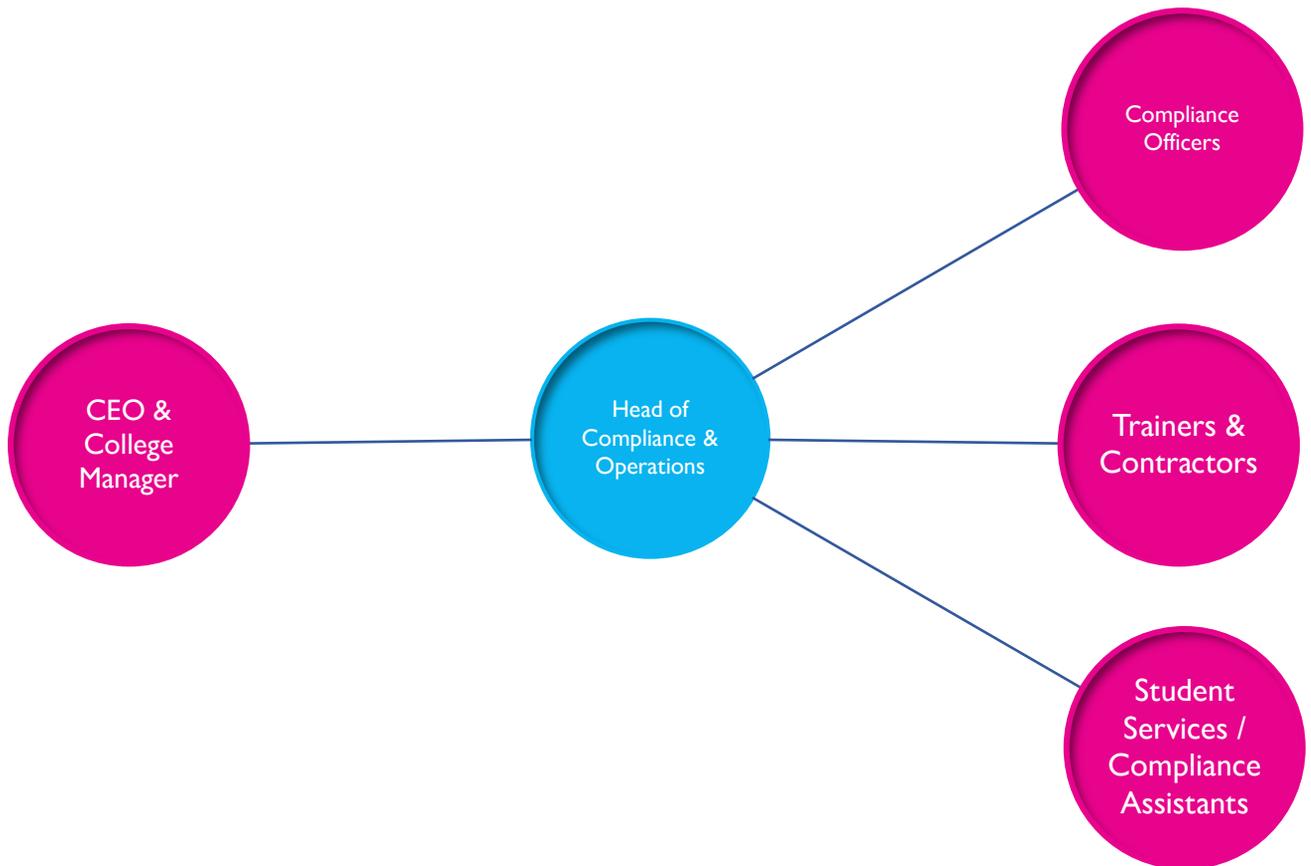
CEO Bruce Coulson and College Manager Sam Hendry, along with their team of qualified trainers, are proud to bring many years of successful industry experience and management to training in Early Childhood Education and Care.

Their in-depth industry knowledge from owning and operating Early Learning Centres has brought a fresh industry perspective to training future leaders in the Early Childhood Education and Care sector. With their qualified and experienced base of Trainers and Assessors, there is a strong ambition to make KKTC Australia's leading RTO in Early Childhood Education and Care.

KKTC is currently offering:

- CHC30121 Certificate III in Early Childhood Education and Care
- CHC50121 Diploma of Early Childhood Education and Care

KKTC Organisational Chart



Our Core Values

KKTC is committed to the following core values:

- ✓ Professionalism: we are passionate and determined to support the growth of the Early Childhood Education and Care Industry.
- ✓ Team: we are committed to each other.
- ✓ Quality: what we do, we do well instilling the best work practices and knowledge of the Early Childhood Education and Care industry into everything we do.
- ✓ Trust: we are trusted by our students.
- ✓ WOW: we deliver WOW every day – to be the best we offer the best curriculum and learning environment whilst having fun at every opportunity.

Early Childhood Education and Care Training Packages

As of January 2022, KKTC are delivering the new training package for Early Childhood Education and Care Certificate III and Diploma qualifications.

New students will be enrolled into the new qualifications: CHC30121 Certificate III in Early Childhood Education and Care and CHC50121 Diploma of Early Childhood Education and Care. Existing students (enrolled before January 2022) and students who have already completed units from the previous training package, will be enrolled into the superseded qualifications (CHC30113 and CHC50113), and will need to complete their course before the teach-out date in January 2023.

New Training Packages:

CHC30121 Certificate III in ECEC

- 17 units
- 160 work hours*
- 12 – 18 months duration

CHC50121 Diploma of ECEC

- 15 units
- 280 work hours*
- 12 – 18 months duration
- Entry requirement:
 - must have CHC30113 or CHC30121 Cert III in ECEC)

*This is the minimum requirement as outlined by the Department of Education. KKTC Vocational Placement students are required to attend one full day per week for the duration of their course.

Superseded Training Packages:

CHC30113 Certificate III in ECEC

- 18 units
- 120 work hours
- 12 months duration

CHC50113 Diploma of ECEC

- 28 units
- 240 work hours
- 2 years duration
- No entry requirement

IMPORTANT NOTE: all students that enrol after 31 December 2021 will be enrolled into the new qualifications (CHC30121 or CHC50121). Students who have already started the superseded qualifications (CHC30113 and CHC50113) may be enrolled into their existing qualification given they have enough time to complete their course before the teach-out date in January 2023. Student will not be allowed to enrol in the CHC50121 Diploma if they cannot show evidence of completing the CHC30113 or CHC30121 Certificate III in Early Childhood Education and Care.

Australian Vocational Education and Training

Australia's Vocational Education and Training (VET) sector is based on a partnership between governments and industry. VET qualifications are provided by government institutions, called Technical and Further Education (TAFE) institutions, as well as private institutions. Australian governments (Federal and State) provide funding, develop policies, and contribute to regulation and quality assurance of the sector. Industry and employer groups contribute to training policies and priorities, and in developing qualifications that deliver skills to the workforce.

A Registered Training Organisation (RTO) is a vocational organisation which provides students with training that result in Qualifications or Statements of Attainment. These are recognised and accepted by industry and other educational institutions throughout Australia. All RTOs in Australia and the qualifications they are registered to deliver are listed on a national database, www.training.gov.au

KKTC uses the ASQA Standards to ensure nationally consistent, high-quality training and assessment across Australia's vocational education and training (VET) system. The standards protect the interests of all students in Australia's VET system.

Student Responsibilities

1. Students must not help or receive assistance from another student unless the assistance is authorized by the RTO-CEO.
2. Students must be responsible for their own equipment and advise the RTO trainer immediately if the equipment becomes lost or stolen as sharing equipment between students is not permitted.
3. Students must not bring any materials into the examination room other than those specified by the RTO trainer.
4. Students are expected to respect other teaching can take place freely, safely and without impediment due to the misconduct of others.
5. Students are to respect the trainers delivering the training and follow any reasonable requests the trainers may direct as part of the learning.
6. Disruption to other students or failure to participate by any student will see that student disciplined.
7. Disciplinary procedure will include a formal warning, in extreme cases the student may be withdrawn from their enrolment by the RTO.
8. If disciplinary action is taken, the RTO CEO will notify the student of the reason for the action.
9. A verbal warning will be given to the student and documented on their student file.
10. Where the behavior continues after the verbal warning, the RTO-CEO will counsel the student and a written warning will be provided to the student. A copy of this warning will be noted and kept on their student file,
11. In the event that the behavior continues beyond the written warning, the student will be removed from the training program. Notification of removal will be made in writing and a noted copy will be placed on the student file.
12. If the student wishes to express a complaint in relation to the disciplinary action taken, the student has the opportunity to follow the RTO's complaints procedure (Refer to Complaints Procedure).

KKTC COVID-19 Requirements

The COVID-19 Pandemic has encouraged a world-wide adjustment to the health and safety regulations across all places of business and study. KKTC has developed our own COVID-19 Policy to outline our requirements and restrictions that apply to all staff, students, and visitors to KKTC's Head Office and all centres that we train in. While the policy applies to all who engage with KKTC, some requirements and restrictions are enforced in line with State Government mandates (see State specific vaccine mandates over the page).

To read our COVID-19 Policy, visit <https://www.koolkidstrainingcollege.com.au/wp-content/uploads/KKTC-COVID-Policy-01112021.pdf>.

KKTC Head Office

All students and visitors must be double vaccinated to enter KKTC Head Office or any childcare centres that KKTC is supporting. Double vaccinated means having received two doses of an approved COVID-19 vaccine. Any person who is not vaccinated will not be permitted to enter KKTC Head Office or any childcare centres that KKTC supports.

All students and visitors must check-in using the Check In Qld app to register their visit.

All persons within the KKTC Head Office are expected to comply with current Government health advice, including social distancing, face masks, good hygiene, and limiting sharing items (iPads, laptops, stationary, etc.).

Childcare Centres

Across Queensland, New South Wales, and Victoria, all childcare workers (including students on-site for placement) are required to have received two doses of an approved COVID-19 vaccine to attend their place of work. Students are required to provide evidence of their vaccination status to the centre employer and KKTC. Students must uphold KKTC's COVID-19 policy standards, while also adhering to any COVID-19 policies and standards set by the childcare centre they are working in. This includes all health and safety requirements including social distancing, face masks, and good hygiene. Students must check in to their centre using the app required by their state.

COVID-19 Check In Apps

QLD

Check In Qld



NSW

Service NSW



VIC

Service Victoria



COVID-19 Vaccination Requirements

In response to the global COVID-19 pandemic, the Australian Government has introduced State-wide requirements in respect to COVID-19 vaccinations. As the Early Childhood Education and Care industry sees many people entering potentially vulnerable environments, State-laws require all persons entering a childcare facility to be fully vaccinated.

In line with this mandate, it is mandatory for all KKTC students to be fully vaccinated to be enrolled.

NOTE: Fully vaccinated means having received two doses of an approved COVID-19 vaccine.

Queensland Vaccine Mandates

The Queensland State Government requires all education and childcare centre workers to be fully vaccinated from 23 January 2022. Students undertaking educational placement in a childcare centre are considered workers and therefore must adhere to the vaccine requirements. Workers must provide evidence of their vaccination to KKTC and the childcare centre they attend during vocational work hours. KKTC reserves the right to decline enrolment to anyone who does not abide by this mandate.

More information: <https://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19/current-status/public-health-directions/vaccination-requirements-for-workers-in-high-risk-settings>.

New South Wales Vaccine Mandates

The New South Wales State Government requires all educators and staff in Early Childhood Education and Care services to be fully vaccinated. This includes all staff working on-site, volunteers working on-site, and all other workers who are on-site. Workers must provide evidence of their vaccination to KKTC and the childcare centre they attend during vocational work hours. KKTC reserves the right to decline enrolment to anyone who does not abide by this mandate.

More information: <https://education.nsw.gov.au/early-childhood-education/coronavirus/covid-19-guidelines-for-ecec-services/covid-19-vaccination-information>.

Victoria Vaccine Mandates

The Victorian State Government requires all Early Childhood Education and Care workers to be fully vaccinated. This includes all staff members, contractors, volunteers, and students on placements. Workers must provide evidence of their vaccination to KKTC and the childcare centre they attend during vocational work hours. KKTC reserves the right to decline enrolment to anyone who does not abide by this mandate.

More information: <https://www.coronavirus.vic.gov.au/worker-vaccination-requirements>.

Confidentiality

At all times, strict confidentiality is to be observed. Students must not discuss, at any time, any issues raised at disciplinary meetings, or any other issues raised with them with any other student or other persons outside the Training College. If this confidentiality clause is broken it may result in instant disqualification from training.

Students are also to remember the confidentiality of the staff and children they will encounter during the vocational placements.

RTO Responsibilities

1. Students must be treated fairly, with dignity and with due regard to their privacy
2. Students are to be regarded as innocent of the alleged misconduct until they have either admitted to it or been found by proper inquiry to have so behaved
3. Past misconduct is not evidence that Students have behaved in the same manner again
4. Each case is dealt with on its own merits and according to its own circumstances with the provision that the first instance of misconduct will be penalised more leniently than subsequent instances of misconduct

All letters and requests will be kept on the student file

Notification and Appeal

1. Students will be notified in writing of penalties as a consequence of general/academic misconduct
2. The grounds for appeal are:
 - Procedural irregularities and/or
 - Factual errors on which the decision was based and which were of such magnitude as to invalidate the decision
3. Appeals must be lodged in writing to the RTO CEO within 20 working days of the date of Students being notified of the consequence.
4. Students will be notified in induction on how to deal with the use of information that they may use during the Training period.

QLD Blue Card

Volunteers, employed staff, and trainee students need a blue card if their work includes, or is likely to include:

- working as an educator in an education and care service, or
- carrying out work at an education and care service premises while children are being educated and cared for at the premises, or employment where the usual functions include, or are likely to include, providing education and care in the course of a commercial service, other than an education and care service.

There is no fee incurred when obtaining a volunteer Blue Card.

NSW Working With Children Check

(WWCC) is a requirement for anyone who works or volunteers in child-related work in NSW. It involves a National Police Check (criminal history record check) and a review of reportable workplace misconduct. The outcome of a check is either a clearance to work with children or a bar against working with children. If cleared, your check will be valid for five years, however it will be continuously monitored for any new to ensure that the check remains current.

If you're applying because you're a paid employee or self-employed, there's a fee for the WWCC. If you're a volunteer, a student on a professional placement, potential adoptive parents or an authorised carer, you won't need to pay the fee.

Students in NSW are required to obtain a Working With Children Check. This is a requirement for people who work or volunteer in child-related work. It involves a national criminal history check and a review of findings of workplace misconduct. Should a student change from a volunteer to paid work, details will need be updated. Click on the following link for details - NSW Working with Children check <https://ocg.nsw.gov.au/working-children-check>

Individual Support

We aspire to teach, motivate and inspire students to reach their highest stage of personal development and growth. Throughout your training, you'll have the opportunity to be taught and mentored by qualified early childhood sector leaders.

Monitoring of student welfare and supporting students who may be having problems/issues that with progression in their training is part of our training focus. We will endeavor to assist you to resolve any problems which could impede your successful completion of your training. Career counselling with regards to further training and employment pathways is also part of the support our staff are empowered to offer you during your time with the College.

Where necessary, KKTC will make arrangements or provide referrals for students requiring language, literacy and/or numeracy support programs to address special learning needs.

We will also advise on possible sources of support regarding career counselling, medical services or other services.

Language, Literacy and Numeracy

LLN evaluations are part of the enrolment application process. The evaluation is based upon the criteria or industry requirements/tasks to assist in identifying areas where the RTO may need to provide extra Assistance to the student so students can achieve the best outcome in the course.

All KKTC trainers will do their best to ensure that all Learners are supported throughout their learning and will assist students with barriers including difficulties with language, literacy, and numeracy skills (LLN) to achieve competency against the relevant criteria.

Where necessary, KKTC will arrange or provide referrals for students requiring language, literacy and/or numeracy support programs to address special learning needs.

We will also advise on possible sources of support regarding career counselling, medical services or other services.

Language, Literacy and Numeracy Support

- LLN evaluations are part of the enrolment application process. The evaluation is based upon the criteria or industry requirements/tasks to assist in identifying areas where the RTO may need to provide extra Assistance to the student so students can achieve the best outcome in the following areas, Learning, Reading, Writing, Oral Communication and Numeracy.
- All KKTC trainers will do their best to ensure that all Learners are supported throughout their learning and will assist students with barriers including difficulties with language, literacy and numeracy skills (LLN) to achieve the best outcome.
- KKTC to distribute Language, Literacy and Numeracy Assessment with the Enrolment Form prior to course commencement.
- KKTC will review the Language, Literacy and Numeracy Assessment and identify any difficulties the student may have during the course.
- If the student does not have the skills required to complete training and assessment, a KKTC Trainer will determine whether the student needs extra assistance/support before they start the course.
- If we feel the student may have rushed the Language, Literacy and Numeracy because they haven't realised the importance of the assessment, we will offer the student another attempt.
- If the results have improved, then we continue with the enrolment process, if the results are still not at the level, they need to be the results will be passed to the College Manager for assessment.
- The College Manager at that time will review the language, Language, Literacy and Numeracy Assessment and determine the next step. If required, the student may be referred to an external service if KKTC is unable to assist the student.

Further resources to help

Reading and Writing Hotline

<https://www.readingwritinghotline.edu.au/>

Reading writing apps to help students

<https://www.scoop.it/>

Where necessary, KKTC will arrange or provide referrals for students requiring language, literacy and/or numeracy support programs to address special learning needs.

We will also advise on possible sources of support regarding career counselling, medical services or other services.

Who Needs a USI and Why?

If you are a new or continuing student undertaking nationally recognised training, you need a USI in order to receive your qualification or statement of attainment. If you don't have a USI you will not receive your qualification or statement of attainment.

Since 1 January 2015, USI will give you access to an online record of the training you have done. You will also be able to produce a comprehensive transcript of your training. This can be used when applying for a job, seeking a credit transfer or demonstrating pre-requisites when undertaking further training.

Getting a Unique Student Identifier (USI) is quick, easy and free. Follow the steps below to create your USI. Find out how to create a USI on behalf of another person.

1. Have a valid form of ID (we accept many forms of ID. If you do not have one of these forms of ID contact your education or training provider for assistance).
2. Go to the USI Registry System.
3. Agree to the terms and conditions (if you have previously agreed to the terms and conditions, you might not see this step).
4. Select Create USI.
5. Select your evidence of identity document (see the types of ID you can use).
6. Enter your personal details exactly as they appear on your form of ID. If the name you use for business or official purposes is not the name on your form of ID, you can choose to enter this in the preferred name field.
7. Enter your contact details, including at least two contact methods.
8. Confirm your identity. The USI Registry System will check and confirm your identity using the 'Documentation Verification Service' (DVS).
9. Secure your account with a USI password and check questions.

<https://www.usi.gov.au/students/get-a-usi>

Using below link you will be able to apply for your USI

<https://portal.usi.gov.au/student/TermsAndConditions?ReturnUrl=%252fstudent%252fUsi%252fForgotten%252fSuccess>

Managing Your Information

It is imperative that if any of your details change that you notify KKTC as soon as possible. Or if you find any error in the records please advise us immediately so that the changes can be made. Examples of information that may change:

- Current Address Changes
- Change of contact number
- Change of email address

Plagiarism, Collusion, and Cheating Definitions

- **Plagiarism** is to take someone's words or ideas or other materials and present them as your own.
- **Collusion** is an understanding or agreement between two or more people to intentionally cooperate to gain an unfair advantage in assessment and may include: unauthorized and unacknowledged joint authorship in an assessment task, unauthorized and unacknowledged copying or use of material prepared by another person for use in assessment.
- **Cheating in an examination** is to seek to obtain an unfair advantage in an examination or test.

The RTO requires students to submit work that is their own, and considers that plagiarism, collusion and cheating constitute academic misconduct for which penalties may be applied.

Credit Transfer

Credit Transfer applies when you have recently completed formal studies with another education provider and already been assessed as competent in a unit that is listed within your course.

Credit Transfers can be granted when the unit has exactly the same code and title. KKTC will recognise AQF and VET qualifications and VET Record of Results (Credit Transfer) issued by any other RTO.

Reasonable Adjustment

Reasonable adjustment is a term used to describe actions or changes which may be required to enable staff and student participation on the same basis as other staff and students. Lack of provision of reasonable adjustment might constitute discrimination.

Adjustments might be necessary where the interaction between the learning and working environment and certain student/staff personal characteristics or circumstances has a negative impact on staff/student participation or achievement. Such characteristics and circumstances include having a disability, career responsibilities, cultural or religious obligations, being Indigenous, having English as a second language.

There is no set definition of what is a 'reasonable' adjustment. Each situation needs to be considered in its own circumstances and on its own merits.

A range of teaching and learning strategies will be used to deliver the competencies:

- Theory units
- Practical Assessments/tasks
- Case studies and where possible real situations
- Learning Resources
- Demonstrations
- Interaction with others
- Webinars

Delivery of this qualification will be:

- Face to Face delivery
- Online learning Assessment
- Supervised Workplace
- Self study

Assessment methods:

- Observations
- Simulated Environments
- Assessments Practical tasks
- Knowledge Questions
- Case Studies
- Third Party Reports

Full-time & Part-time Approved Centrelink Courses

KKTC delivers a Centrelink Approved course in the CHC30121 Certificate III in Early Childhood Education and Care. These classes are currently offered at our Southport campus.

Please enquire directly to the KKTC student services team to see if you are eligible for the Centrelink courses.

COVID-19 : With the impact of COVID-19, the college has had to amend some of its training practices. Notably physical classes have been replaced with online classes and some visits to childcare centres have been restricted.

Recognition of Prior Learning

RPL is an assessment process so therefore must adhere to the requirements of assessment. As part of the RPL assessment. The RPL process applies to all students who:

- Are enrolled in courses (including government subsidised funding, fee for service, and international, leading to a nationally recognised Vocational Education and Training (VET) qualification or statement of attainment; and
- Seek recognition for skills and knowledge previously gained through experience in the workplace, volunteer work, social or domestic duties or through formal and informal studies.

Academic Appeal

1. An appeals and reassessment process is an integral part of all training and assessment pathways leading to a nationally recognised qualification or Statement of Attainment under the Australian Qualification Framework and in accordance with the Australian Quality Training Framework.
2. A fair and impartial appeals process is available to students of the RTO.
3. If a student wishes to appeal their assessment result, they must first discuss the issue with their Trainer.
4. If a student is still not dissatisfied, they can then appeal in writing within 7 days of the initial discussion. (Note: The appeal should be put in writing within three (3) months of receipt of results and given to the trainer/assessor and/or the CEO).
5. The CEO will ensure that students are contacted personally and acknowledged in writing within five (5) days of receipt of the complaint.
6. Once the student lodges a formal appeal a third party will be appointed in an attempt to resolve the issue. Any decision recommended by this adjudicator or 'umpire' is not binding to either party in the dispute.
7. The RTO will investigate students appeal. Acknowledgement in writing is provided within two working days and a decision within 20 working days. However, depending on the complexity of the case and the information provided, this timeframe may vary.
8. The appeals process will allow for students to formally present their case, and will also allow for their appeal to be heard by an independent person or panel if requested.
9. If no satisfactory solution is reached students can appeal to the regulatory body.
10. A written statement of the outcome of all academic appeals will be given to students and will be kept on student's personal file.

11. All academic appeals will be recorded in a data base for future reference and used for continuous improvement purposes.
12. Students have the right to a support person to be involved at all times during the appeal process.
13. All appeals are recorded in writing on the Appeals against the Assessment form, and the results of the appeal process will also be communicated to students in writing including reasons for the decision made.
14. A copy of this communication will also be kept on file, both on the complaints register and student file.
15. Students application for appeal will be considered if they are disadvantaged because:
 - The Trainer did not provide a subject outline.
 - The Trainer varied without consultation or in an unreasonable way the assessment requirements as specified in the subject outline.
 - Assessment requirements specified by the trainer were unreasonably or prejudicially applied to student.
 - It is believed that a clerical error has occurred in the documenting of the assessment outcome.
 - There appears to be a discrepancy between the practical observation and the formal assessment.
 - If the appeal for re-assessment is upheld the RTO will make all necessary arrangements to conduct the re-assessment at a time that is mutually convenient for all parties concerned, and if required the appeal will be heard by an independent person or panel.
 - All appeals are recorded and reviewed at Management Review Meetings.
 - All potential causes of appeals will be identified and appropriate corrective action taken by the RTO to eliminate or mitigate the likelihood of reoccurrence.
 - All complaints and appeals records will be securely stored and maintained as per Kool Kids Training College's records management policy.

Students Complaints and Appeals Policy and Procedures

Complaints and appeals are actions or changes which may be required to enable staff and student participation on the same basis as other staff and students. Lack of provision of reasonable adjustment might constitute discrimination.

Adjustments might be necessary where the interaction between the learning and working environment and certain student/staff personal characteristics or circumstances has a negative impact on staff/student participation or achievement. Such characteristics and circumstances include having a disability, carer responsibilities, cultural or religious obligations, being Indigenous, and having English as a second language.

There is no set definition of what is a 'reasonable' adjustment. Each situation needs to be considered in its own circumstances and on its own merits.

The Student Complaints form can be found on our website. Visit

<https://kktc.assessapp.com/webforms/66848/new>.

Complaints – Complaints arise when a student is not satisfied with an aspect of the RTO’s procedures, outcomes or the quality of product or service provided by the RTO and requests action to be taken to resolve the matter.

Appeals - Appeals arise when a student’s matter is not satisfied with a decision made as a result of enquiry, or complaint.

1. The RTO recognises that differences and complaints can arise from time to time. Quick settlement of these matters is in the best interest of all parties concerned and the following steps are implemented to ensure this happens.
2. The following advice is provided to the students in the Employee Handbook: “You need to decide how you would like to deal with your issue. You are advised to seek independent advice and information after which you can choose:
 - to resolve the matter personally, with or without assistance
 - an informal resolution processes
 - a formal resolution processes
 - to take no further action
 - to provide feedback via surveys

Our aim is always to work towards a constructive resolution for all parties wherever possible.

3. For all concerns relating to the delivery of academic, administrative or support services, students should speak initially with the college manager responsible for the relevant area/issue. This can be done informally in person or in writing. Problems and issues are often resolved quickly at this stage. Complaints will remain confidential.
4. If students believe that the response provided by the college manager of the RTO is not reasonable, they may wish to seek a review of the outcome by contacting the CEO of the RTO in writing outlining the reasons they are seeking further consideration. They may submit a complaint by email, fax, letter or in person.
5. If the CEO is party to the complaint, they will not take part in any discussions or decisions made by the RTO.
6. The RTO will investigate the complaint. students will receive acknowledgement in writing within two working days and a decision within 20 working days. However, depending on the complexity of the case and the information provided, this timeframe may vary, if the complaint cannot be resolved within a 60-day period the RTO must notify the students of reasons for the delay.
7. To assist with the timely resolution of complaints it is important that students are advised to:
 - detail the steps they have taken towards resolution
 - clearly state the outcome they are seeking
 - provide relevant supporting documentation.
8. If the matter is not resolved satisfactorily review by an independent party such as the Department of Justice Disputes & Resolution complaints committee may be necessary.
9. A written statement of the outcome of all complaints will be given to students and will be kept on their personal file.
10. The RTO will maintain a student while a complaint is ongoing

11. If the student is concerned about the RTO as a training provider then they may approach the regulatory body. Concerns about the conduct of the RTO should be addressed to: Australian Skills Quality Authority. Refer to their website at <http://www.asqa.gov.au/complaints/making-a-complaint.html> for further information.
12. The complaint will be investigated and resolved by the CEO. If the CEO is the person named in the complaint then the CEO will investigate and resolve the issues.
13. External review - If the students believes the outcome of their complaint is unreasonable, they may choose to pursue the matter with an external body. Contact details for the State Ombudsman Offices are available from the websites below.

NSW	www.ombo.nsw.gov.au/
QLD	www.ombudsman.qld.gov.au/
VIC	www.ombudsman.vic.gov.au/

14. All records of complaints will be kept on the students file.
15. Rights and responsibilities common to all parties to a complaint includes
 - Respectful communication
 - Privacy
 - Natural justice.
16. The RTO complies with the Privacy Act 1988 (Commonwealth) & Privacy amendment Act 2012. The RTO's privacy and records management policies and procedures provide guidance for the management of personal information. Information collected as part of a student's complaint will be kept in a confidential and secure location, and will not comprise part of the students' academic file.
17. The principles of procedural fairness ensure that decision making is fair, consistent and reasonable:
 - except under certain circumstances, persons have a right to be informed of the details of a complaint made against them
 - all parties to a complaint have the right to be heard and to respond
 - all relevant submissions and evidence shall be genuinely and impartially considered
 - the matter shall be addressed without undue delay
 - the decision-maker shall not be unduly influenced by any party to a complaint.
18. If the outcome of the complaint does not meet the student's satisfaction they may lodge an appeal
19. Students can lodge an appeal formally in writing to the CEO
20. Students appeal will be considered by an independent body depending on the type of original complaint
21. Outcomes of the appeal once a decision has been made will be communicated to students in writing within 20 days.
22. All potential causes of complaints will be identified and appropriate corrective action taken by the RTO to eliminate or mitigate the likelihood of reoccurrence.

Records

All complaints and appeals records will be securely stored and maintained as per Kool Kids Training College's records management policy.

Note to Trainer/Assessors and Other Students

Please remember that the KKTC is committed to delivering quality education and training. If the students is experiencing any difficulties during their program of study remind them to request assistance about your concerns with the relevant students or Management.

Enrolment Process

Upon request, enrolment forms are forwarded to prospective students or a face to face consultation with the prospective student will be scheduled. The enrolment kit contains the following information:

1. All enrolment forms which are required for a particular course including the LLN. Furthermore, in QLD the college will provide a link to an application form for a Blue Card.
2. Course Guide/Fees information (which includes information regarding courses including course fees)
3. Students will be given the opportunity of paying full fees up front or entering a payment plan (if the amount is above the minimum amount for a payment plan.) Note – when KKTC collects student fees in advance it accepts payment of no more than \$1500 from each individual student.
4. Students will be provided with information regarding the refund policy and procedures (Refer to the Refund Procedures contained in this handbook and available on the college website)
5. Student will complete pre-enrolment checklist on enrolment
6. Any statement of attainment/qualification will need to be verified by a JP before a CT is awarded
7. Receipts are issued for all monies received
8. Copy of enrolment form and any learning support forms placed in student file
9. Any refunds given are clearly documented on the student's file and signed by student to verify receipt of refund due, as required in the refund policy.
10. Special Needs – these are observed/ discussed during the enrolment process. These may include LLN or other support services. If relevant an interview is arranged. At this interview, a Student Interview Form is completed and if applicable a Special Needs/Reasonable Adjustment form is completed and forwarded to Trainer/assessor for action. Copies to be kept in students file.

PLEASE NOTE: Queensland Students must obtain a Blue Card within 6 weeks of commencing their studies or else their enrolment with KKTC may be cancelled.

What You Need to Undertake Training with KKTC



Desktop computer or laptop or an iPad



Internet connection



KKTC Logbook to record Vocational Placement Hours



Ability to travel to a nominated early learning centre for practical observations



Working With Children/ Blue Card



Double COVID-19 Vaccination

QLD Government Subsidised Funding

What is the Certificate 3 Guarantee?

The Certificate 3 Guarantee supports eligible individuals to complete their first post-school certificate III qualification and increase their skills to move into employment, re-enter the workforce or advance their career.

It also supports school students to access training and Queensland's Year 12 graduates to transition to employment by providing fee-free training in high priority qualifications.

To be eligible to enrol in the Certificate 3 Guarantee, prospective students must:

- be aged 15 years or older
- be no longer at school (except for school students in Years 10, 11 and 12 undertaking a VET in School (VETiS) program — see the VETiS fact sheet for more information)
- permanently reside in Queensland
- be an Australian citizen, Australian permanent resident (includes humanitarian entrant), temporary resident with the necessary visa and work permits on the pathway to permanent residency, or a New Zealand citizen
- not hold, and not be enrolled in, a certificate III or higher-level qualification, not including qualifications completed at school and foundation skills training. In addition to the standard eligibility requirements, specific restrictions and/or exemptions may apply to participation in certain subsidised qualifications.
- Any additional eligibility requirements will be based on industry advice or requirements under the relevant national training package and will be detailed in the Queensland Training Subsidies List.

What is the Higher-Level Skills Funding?

The Higher-Level Skills program provides a government subsidy to support eligible individuals to access subsidised training in selected certificate IV or above qualifications, and priority skill sets.

The aim is to assist individuals to gain the higher-level skills required to secure employment or career advancement in priority industries or to transition to university to continue their studies. Employers may also be able to access training to address workforce development needs.

To be eligible to enrol in the Certificate 3 Guarantee, prospective students must:

- be aged 15 years or older
- be no longer at school
- permanently reside in Queensland
- be an Australian citizen, Australian permanent resident (includes humanitarian entrant), temporary resident with the necessary visa and work permits on the pathway to permanent residency, or a New Zealand citizen
- not hold, and not be enrolled in, a certificate IV or higher-level qualification, not including qualifications completed at school and foundation skills training. In addition to the standard eligibility requirements, specific restrictions and/or exemptions may apply to participation in certain subsidised qualifications.
- Any additional eligibility requirements will be based on industry advice or requirements under the relevant national training package
- KKTC reserves the right to not grant suspensions or extensions to students during the course
- KKTC have a time frame of 12 months for the CHC30121 Certificate III in Early Childhood Education and Care and 24 months for the CHC50121 Diploma of Early Childhood Education and Care qualification.
- KKTC has a Progression Policy that students must adhere. Refer to progression policy in this handbook

Student Employment Survey

KKTC will send out a student training and employment survey within 3 months of completing or discontinuing training. Students will be required to complete this form and return it to the KKTC compliance team.

Request to Suspend Training

A suspension is a temporary postponement of a training for a period of time agreed by both the College and the Student.

Students may apply to suspend their training by submitting a suspension request form through the college learning management platform.

At the discretion of the College Manager this suspension request may be accepted or rejected. Students will be given the opportunity to provide justification for their request in the suspension request form and must state in the form the requested length of suspension. Suspensions will not be granted for any period in excess of 3 months unless there are justifiable circumstances.

A suspension will not be approved in the following circumstances:

- where a suspension is sought for disciplinary reasons;
- where the College has reasonable grounds to believe the student is guilty of willful and serious misconduct; or
- where the College has issues or concerns with the students' performance or behaviour.

Cancellation Policy

C3G, HLS, and Fee for Service Students

If a student wishes to cancel their enrolment with KKTC, they must provide the request to the KKTC Student Services team via email at admin@kktc.com.au.

The student will then be required to access and complete a Cancellation Form on their online student Dashboard to finalise their cancellation.

NOTE: Students who cancel their enrolment may be required to wait a period of 3 months before being permitted to enrol with KKTC again.

Traineeship and Apprenticeship Students

If a Trainee or Apprentice wishes to cancel their Traineeship or Apprenticeship with KKTC their employer, they must provide the request to their employer and notify their KKTC Trainer and Assessor. The student and the employer will then be required to complete a State-specific Cancellation Form to finalise their cancellation. This form must be signed and sent back to KKTC for processing.

Student Vocational Placement

KKTC will assist in gaining a suitable vocational placement and request all students discuss placement options and requirements with their relevant trainer or College Manager.

KKTC will take out necessary insurance to cover such students while working in an early learning centre.

For a student to qualify for vocational placement they will need to have a general understanding of the current unit being assessed. It is the responsibility of the student to organise their time to fit within the working hours offered by the vocational placement facility.

The duration of vocational placement varies from state to state but generally is minimum 160 hours for the CHC30121 Certificate III in Early Childhood Education and Care and minimum 280 hours for the CHC50121 Diploma of Early Childhood Education and Care. Depending on the course, after a student has completed 160 / 280 hours of vocational placement, if a student is deemed not competent by our Vocational Placement Coordinator, the student may be required to undertake extra hours. KKTC Policy requires KKTC Vocational Placement students to complete one full day per week of work in an early learning centre for the duration of the course.

Before the student starts vocational placement, they will need to sit together with the placement Centre Director and go through the vocational placement checklist. The Centre Director will then explain expectations for when the student is in the vocational placement centre. Every student must sign acceptance of vocational placement conditions.

The “Vocational Placement Workbook” will be issued to the student to take to the vocational placement facility and the supervisor of the student will sign off each task.

First Aid – HLTAID012

This unit describes the skills and knowledge required to provide a first aid response to infants, children, and adults. The unit applied to education and support of staff working within an education and care setting who are required to respond to a first aid emergency, including asthmatic and anaphylactic emergencies.

This unit of competency may contribute towards approved first aid, asthma and anaphylaxis training under the Education and Care Services National Law, and the Education and Care Services National Regulations (2011).

KKTC deliverers First Aid via an external contractor.

Student Progression Policy

Students need to be actively progressing with their training. The college monitors progression through automated and non automated reviews and a failure to comply with the colleges' expectations will result in the college compliance team notifying the student of a need to show cause within 5 days as to why their enrolment should not be cancelled.

Examples of students' non-progression could be any of the following:

- Not attending a minimum of one day a week vocational placement as part of the training
- Non-completion of a unit every 3-4 weeks
- Not being actively engaged with the training program
- Not adhering to training plan time frames and requirements
- Not collaborating in a positive working relationship with the KKTC Trainer (e.g not notifying their trainer in the event of not being able to submit a unit on time, not being engaged in the course i.e not attending class if the student is a class based student, not attending practical placement if the student is undertaking vocational hours in a centre, not returning calls or email from a trainer or not working on theory within the College learning management system for an extended period of time).

If the above is evident in the students' training program, then the college reserves the right to enact the following steps:

1. Issue a 'show cause' email advising that the students' enrolment is to be cancelled in the event that the student does not respond within 5 days outlining their plans to re-engage with their training program.
2. Students have a further 5 days to contact the college to respond to the pending cancellation email. Should no written correspondence within this time frame be received from the student, their enrolment will be cancelled.

Noting that if the student does contact the college regarding the pending cancellation email within the 5 day period, the College Manager may request the student to attend a meeting with their trainer to review their training plan and discuss in detail their recommitment and future training with KKTC. KKTC reserves the right to initiate cancellation of their enrolment should the college not be satisfied with their conduct at this review meeting.

NOTE

The above progression policy is intended to be a once only process and should the student after going through this process not actively progress with their training as per the commitment made in the review meeting then the college reserves the right to cancel their enrolment.

User Choice (Traineeship & Apprenticeship)

The User Choice 2017-20 program provides a public funding contribution towards the cost of training & assessment services for eligible Queensland apprentices and trainees.

The program aims to provide funding aligned to the skills needs of industry and respond to changing government priorities.

The three-year policy from 1 July 2017 recognises that employment-based training aligned to skills shortages is a critical priority for the Queensland Government.

How does the program work?

The program provides the flexibility for apprentices, trainees and their employers to select a preferred registered training organisation (RTO) from a list of prequalified suppliers for the delivery of nationally recognised, accredited training to meet their specific needs.

The program works in conjunction with the Commonwealth Australian Apprenticeships System, under which apprentices and trainees (also known in some jurisdictions as "Australian Apprentices") enter into legally binding training contracts with their employers and receive structured training to achieve a nationally recognised qualification.

Insufficient Funds Fee

Students must always have sufficient funds for all direct debits. In the event that a student has insufficient funds, and the payment is unable to be processed, the training college will charge a nominal fee as detailed on the college website.

User Choice Contribution Fees

Student contribution fees under the User Choice program in 2015 are set at \$1.60 per nominal hour for each unit of competency/module to be calculated at the commencement of the unit of competency/module. Student contribution fees may be adjusted annually and all PQS will be informed by the department of any changes to the student contribution fees.

Failure to pay Student Contribution fees could result in further training and assessment being suspended until the fees are paid. If Student Contribution fees are not paid within a prescribed timeframe KKTC will have the option to claim unpaid fees through a Debt Collector.

Partial Exemption – Tuition Fees

KKTC will charge 40 percent of the student contribution fee where the participant falls into one or more of the following exemption categories:

- (a) The participant was or will be under 17 at the end of February in the year in which the KKTC provides training, and the participant is not at school and has not completed year 12
- (b) The participant holds a Health Care Card or Pensioner Concession Card issued under Commonwealth law, or is the partner or a dependent of a person who holds a Health Care Card or Pensioner Concession Card, and is named on the card
- (c) The participant issues the PQS with an official form under Commonwealth law confirming that the participant, his or her partner or the person of whom the participant is a dependent, is entitled to concessions under a Health Care Card or Pensioner Concession Card
- (d) The participant is an Aboriginal or Torres Strait Islander person. Acceptable evidence is as stated on the Training Contract and AVETMISS VET Enrolment Form.

User Choice Students Contribution Fee

- CHC30121 Certificate III in Early Childhood Education and Care
- CHC50121 Diploma of Early Childhood Education and Care

For User Choice students (participating in an Apprenticeship or Traineeship programs) where a student contribution has been paid by the student, employer, or a third party the following refund policy will apply:

Students who have paid contribution fees and who cancel their enrolment after their training program has commenced (ie after their training plan has been completed and the first unit of competency issued) will be entitled to a prorata refund based on the remaining nominal hours contained in the units of competency. This will apply from the date that the student advises that they will not be continuing. Where the Employer has paid the contribution fees (i.e on behalf of the student) the same principles apply.

If the student can demonstrate that hardship or personal circumstances led to their withdrawal, the student will be offered a full credit toward the course in-lieu of a refund. Refunds are to be paid within 14 days from the time of writing to the college requesting a refund.

Refunds are provided in accordance with KKTC Refund policy.

Traineeships – New South Wales

The NSW Skills List identifies which traineeship qualifications receive a government subsidy.

The subsidy is available to trainees who are new entrants, but not those who are existing workers.

Your employer can confirm your trainee category.

As a new-entrant trainee, you are eligible for a government subsidy for your traineeship qualification, even if you already have a Certificate IV or higher qualification.

If you did a traineeship at school, this will not affect your eligibility for Smart & Skilled subsidised training after you leave school.

You can search for apprenticeship and traineeship qualifications that are subsidised under Smart & Skilled in the course finder. Training costs for Existing Worker Traineeships are invoiced to the employer.

Existing Worker Traineeship Requirements are:

- Australian Citizen or Resident
- Worked more than 3 months full time or 12 months part time with their current employer.

If you are eligible for the Fee Free Apprenticeship Strategy, you or your employer will not be required to pay the fee for your apprenticeship qualification, depending on the relevant industrial award. Ask your employer if they are responsible for paying your student fees.

Queensland Job Trainer

Fee-Free Training for Job Seekers

QLD Students Only

To support high priority industries following the impacts of COVID-19, Job Seekers are encouraged to study qualifications to gain work in high-demand fields.

The JobTrainer Fund is a jointly funded initiative of the Australian and state and territory governments that provides free and low-fee training to eligible people in high-demand industries.

For further information, visit:

<https://desbt.qld.gov.au/training/training-careers/incentives/jobtrainer/job-seekers>

JobTrainer - Queensland

To be eligible to access free or low-fee training, individuals must:

- Be aged 17-24, or
- Be a Job Seeker aged 25 or older, or
- Need to upskill or re-skill for your current employment, and
- Be an Australian citizen or permanent resident, or a New Zealand citizen
- Be a Queensland resident
- No longer be at school
- Not be enrolled in training
- Not have previously completed a qualification under JobTrainer

From 1 October 2021, if you enrol in a childcare qualification, you can do so regardless of age or employment status.

JobTrainer funding is available to eligible students that reside in specific Government approved areas. Please contact the KKTC Head Office to confirm your area's eligibility.

New South Wales Job Trainer

Fee-Free Training for Job Seekers

NSW Students Only

To support high priority industries following the impacts of COVID-19, Job Seekers are encouraged to study qualifications to gain work in high-demand fields.

The JobTrainer Fund is a jointly funded initiative of the Australian and state and territory governments that provides free and low-fee training to eligible people in high-demand industries.

For further information, visit:

<https://www.nsw.gov.au/education-and-training/vocational/vet-programs/jobtrainer#toc-about-jobtrainer>

JobTrainer - New South Wales

To be eligible to access fee-free training, individuals must:

- Be 15 years old or over
- No longer be at school
- Be living or working in NSW
- Be an Australian citizen, Australian permanent resident, humanitarian visa holder or New Zealand citizen

And be one (or more) of the following:

- Job seeker. This includes someone who is unemployed, on income support payments or expected to become unemployed
- Young person (including school leaver) aged 16-24, regardless of employment status
- NSW veteran and their recognised partner or spouse
- Any individual (including an employed person) seeking fee-free* training in specific full and part qualifications in:
 - aged care, childcare, disability care
 - digital skills or
 - Training and Assessment (TAE).

Training Record Book

The KKTC training record book allows parties the opportunity to discuss training and ensure the student is receiving the full range of work and progressing satisfactorily. Upon completion of each unit of competency, the training record will be signed by all parties to ensure all parties agree that the student is competent in the unit. The college is migrating the training record book to its online learning platform enabling a seamless process for students, assessors and employers.

The KKTC logbook is where the student must document the required hours for their qualification – CHC30121 Certificate III in Early Childhood Education and Care (160hrs) and CHC50121 Diploma of Early Childhood Education and Care (280 hours).

Free apprenticeships for under 21s will cover the cost of training for Queensland apprentices and trainees under 21 who commence or are undertaking one of 139 priority apprenticeship or traineeship qualifications from 1 July 2019 to 30 June 2023.

Additional Fees

The College notifies students in advance of attending first aid training that in the event of nonattendance, and without notifying the college in advance, the college may charge a \$50 nonattendance fee at its discretion.

The College also charges \$10 for issuing of a hard copy Certificate.

For the full list of fees visit the college fees section on the website.

There may be an additional cost to the student if the statement of attainment is lost and requires a re-issue.

Refund Policy

Fee For Service Students

- CHC30121 Certificate III in Early Childhood Education and Care
- CHC50121 Diploma of Early Childhood Education and Care

WITHDRAWAL REASON	AMOUNT REFUNDED
Withdrawal at least 1 week prior to the agreed start date	Full refund
Withdrawal at least 1-6 days prior to agreed start date	50% refund (enrolment fee retained by KKTC)
Withdrawal on the agreed start date	No refund
Withdrawal after the agreed start date	No refund
Course withdrawn by KKTC	Full refund
KKTC unable to provide the course for which the original offer was made	Full refund

Refund Policy

Government Subsidised Training Students

- Certificate 3 Guarantee - CHC30121 Certificate III in ECEC
- Higher Level Skills - CHC50121 Diploma of ECEC

WITHDRAWAL REASON	AMOUNT REFUNDED
Withdrawal at least 1 week prior to the agreed start date	Full refund
Withdrawal at least 1-6 days prior to agreed start date	50% refund (enrolment fee retained by KKTC)
Withdrawal on the agreed start date	No refund
Withdrawal after the agreed start date	No refund
Course withdrawn by KKTC	Full refund
KKTC unable to provide the course for which the original offer was made	Full refund

The refund policy and procedures applies to those students who pay their fees in advance.

Course fees to be refunded in full if:

- The course stops being provided after it starts but before it's completed.
- The course is not provided fully to the student because the college has a sanction imposed on it by a government regulator.

Refunds under the above conditions are paid in full to the student within 14 working days.

In making a contract to enrol in a course at KKTC the applicant acknowledges the following:

- That the information provided by the applicant in their application is complete and correct.
- Agrees to be bound by KKTC's rules and regulations and any amendments made to the rules and regulations.
- Agrees to undertake a testing requirement prior to any course entry, if deemed necessary by KKTC.
- Agrees to pay all fees required on or before the due date as notified in writing by KKTC or as per the invoice.
- KKTC will access these fees in accordance with the procedures established by the QLD State Government.
- KKTC reserves the right to accept or reject any application for enrolment at its discretion.
- KKTC reserves the right to cancel any course prior to the commencement date of the course should it be deemed necessary and in that event, shall refund all payments received from the applicant.

Should a student cancel their own enrolment then they may be entitled to a full refund. They must apply in writing to the CEO of KKTC (with supporting documentation) providing the following criterion is met:

- Fees and charges have been paid in full before the commencement of the training and the cancellation occurs during the enrolment period.

The above mentioned table outlines reasons why a refund may be requested and the amount of course fees that are refunded to the student by KKTC.

Process for making application for refund is as follows:

- Student must make application for refund in writing to the CEO outlining
- the reasons for requesting the refund.
- Refund requests for full or partial refunds must:
 - set out the reasons for the request;
 - and be accompanied by supporting documents as may be appropriate; and include:
 - date of the claim
 - full name of student
 - course in which the student was enrolled
 - basis for making the claim
 - amount claimed
 - address to which the refund is to be forwarded
 - student's payment details
 - student's signature; and
 - all documents relevant to consideration of the claim.

Issuing of Qualifications

KKTC issues Certificates and Statements of Attainment to students who meet the required standards of a Qualification or Unit of Competency in accordance with the AQF and acknowledges that Certificates and Statements of Attainment are nationally recognised.

If you complete a unit/s of competency within a nationally recognised qualification you are eligible for a Statement of Attainment.

KKTC will issue all AQF certification documentation to the student within 30 calendar days of the learner being assessed as meeting the requirements of the training course if the training program in which the learner is enrolled is complete and providing all agreed fees the learner owes to the RTO have been paid” in accordance with Standard 3.3 or the Standards for RTOs 2015.

Re-issuing of Qualifications

KKTC incurs costs associated with the issue of Certificates and Statements of Attainment to student. In some cases, these documents are issued by us in conjunction with or on behalf of government agencies who charge us for this service. These costs are included with your course fees.

Where a student requires re-issue of a qualification or statement of attainment, all requests must be accompanied by a fee payment of \$30 per qualification. Requests for re-issue of qualifications will be completed within five (5) business days of receiving payment.

Students seeking waivers from this re-issue fee should direct their enquiry to the KKTC CEO.

Student Name on Certificate

It is a legal requirement for certificates to be issued with your legal name. A Certificate or Statement of Attainment is an important legal document and is also a legal endorsement of the completed qualification. Further, it is often the required qualification for acceptance or registration with a professional body. For these reasons, your name on your enrolment form (which is where we source details for qualifications) should reflect your legally recorded name.

We can accommodate requests for the use of a preferred name for normal student/trainee correspondence, but the records and certification must reflect your legally recorded name.

Privacy Policy

KKTC ensures that all records and confidential information are stored securely, either locked in a filing cabinet on-site or at its head office and then secured in its archive room. These records are kept to avoid fire, flood, termites or any other pests and are available for perusal by departmental auditors at a scheduled audit.

Access to this room is limited by a locked door and records are kept for at least the minimum time requirement as outlined by the regulatory body. A backup of all electronic records is kept and stored off the premises.

However, information collected about me may be shared between the registered provider and the Australian Government and designated authorities such as commonwealth and state territory government departments. This information includes personal, contact details and course enrolment details.

1. Information about a client is not disclosed to a third party without the written consent of the client.
2. Access to a student's individual student training record must meet Commonwealth and State Privacy legislation and will be limited to:
 - Accessing their own personal-training record, via making an official appointment with the RTO manager or Trainer.
 - Authorising release of specific information to third parties in writing,
 - The RTO staff who require this information as part of their job role,
 - Officers from the regulatory body or their representatives for activities required under the VET Quality Framework and funding body requirements, legal requirements (e.g. subpoena/search warrants/socialservice benefits/evidence act).
3. When a record can be purged it is done so securely using the RTO locked record disposal bin which is securely shredded.