



**UQ
College^T**

RTO: 32454

**Vocational Education
and Training Student Handbook**



**THE UNIVERSITY
OF QUEENSLAND**
AUSTRALIA

WELCOME

It is my pleasure to welcome you to UQ College, a company wholly owned by The University of Queensland. We are in a privileged position of being able to help our students, change their lives and achieve access to university through our programs. Today is your first step on your educational pathway.

This student handbook is designed to introduce you to UQ College's Vocational Education and Training information, our programs, and to give you information prior to your enrolment.

UQ College, as a Registered Training Organisation, has responsibilities related to the standard of units, and their delivery. We are responsible for delivering high quality training and assessment of our programs to assist you to reach your goals related to university entry. In addition to this, UQ College also has responsibilities that relate to your welfare. Likewise, you have responsibilities for the UQ College environs, your fellow students, and the staff of the College. If everyone does their part, this will ensure each member of the College community can perform to the best of their ability.

Your UQ College Academic Staff are eager to make your student experience a positive and beneficial one.

Our website is also a great source for new students. Visit www.uqcollege.uq.edu.au for more information.

For any administrative matter please contact info@uqcollege.uq.edu.au or on 07 3346 8222.

We look forward to assisting you to reach your goals.



Julian Wilson

UQ College CEO

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UQ College commits to providing relevant, accurate and current information in this Handbook, and on the UQ College website to assist potential students in making an informed decision about their study needs.

Contents

WELCOME	2
UQ COLLEGE CODE OF PRACTICE	5
Overview	5
RTO obligations	5
STUDENT RIGHTS AND RESPONSIBILITIES	6
STUDENT COMPLAINTS AND APPEALS	7
Complaints and Appeals Policy	7
PRE-ENTRY ENROLMENT INFORMATION	7
Recognition of Prior Learning (RPL)	7
Credit Transfer	7
Specific Science Courses:	8
ADMISSIONS INFORMATION	9
HOW TO APPLY AND ENROL	9
FEE INFORMATION	11
STUDENT FEES, REFUND, CONCESSIONS	11
Refund Conditions	11
PREPARING FOR STUDY	12
LABORATORY WORK	12
BIOLOGY FIELD TRIP PERMISSION FOR UNDER 18'S	12
COMPUTER AND SOFTWARE CAPABILITY	12
STUDY ORIENTATION	12
CALCULATORS	13
ASSESSMENT	13
PLAGIARISM	13
ASSESSMENT AND RECORD OF PERFORMANCE	13
REASONABLE ADJUSTMENT	13
GRADING AND ASSESSMENT	13
ISSUING OF A QUALIFICATION	14
PRIVACY NOTICE	15
PRIVACY & ACCESSING PERSONAL INFORMATION	15
COLLEGE POLICIES	16
Addendum Policy Links	16

STUDENT SERVICES	16
STUDENT ID CARD	16
LIBRARY	16
STUDENT SUPPORT	17
STUDENT CONDUCT AND BEHAVIOUR	17
ABSENCES	17
COMMITMENT TO ACCESS AND EQUITY	17
LEARNING ASSISTANCE	17
STUDENT COUNSELLING	17
DISABILITY AND SPECIAL ASSISTANCE SUPPORT	17
SEXUAL HARASSMENT	18
WORKPLACE HEALTH AND SAFETY	18
PERSONAL SECURITY ON CAMPUS	18
CHANGE OF ENROLMENT AND WITHDRAWAL	18
GENERAL STUDENT INFORMATION	19
SMOKING	19
ALCOHOL AND DRUGS	19
FOOD AND DRINK	19
MOBILE PHONES	19
INTERNET AND EMAIL USAGE	19
DRESS CODE	19
GOVERNANCE INFORMATION	20
LEGISLATION	20
RECORD KEEPING	20
FEEDBACK & IMPROVEMENT	20
MARKETING STANDARDS	20
INDEMNITY	20
GETTING AROUND ST LUCIA CAMPUS	21
NEED TO FIND YOUR WAY AROUND ST LUCIA CAMPUS?	21
COURSE INFORMATION	22
10951NAT GRADUATE CERTIFICATE IN POSITIVE BEHAVIOUR SUPPORT	22
10765NAT CERTIFICATE IV IN ADULT TERTIARY PREPARATION	23
QUALIFICATION & DELIVERY	23

UQ COLLEGE CODE OF PRACTICE

Overview

UQ College's major function is education of its learners. UQ College is committed to the pursuit of excellence in all aspects of teaching and learning, and particularly to the provision of high-quality teaching. In addition to UQ College's role of awarding formal academic qualifications to learners who successfully complete their studies, UQ College seeks to instil in all our students independent scholarly learning, critical judgment, academic integrity, and ethical sensitivity.

In addition:

- Your rights as a consumer are important to us. We market and advertise our training services in an ethical and accurate manner.
- Before you enrol, we will advise you of all fees and charges and material costs.
- We guarantee that if for any unforeseen circumstance we cannot fulfil our training obligations to you, you will receive a refund.
- UQ College complies with all Commonwealth & State legislation related to how we operate as a Registered Training Organisation (RTO).
- UQ College is responsible for the quality of your Training and Assessment and the issuance of your qualifications and/or Statements of Attainment.
- We take steps to provide a safe, secure, and healthy learning environment.
- You always have access to your personal information, and we have in place a clear complaints/appeals mechanism that you have access to at any time. A copy of the Complaints Handling Process Policy can be accessed by emailing info@uqcollege.uq.edu.au or by phoning 3346 8222.
- You are informed of your rights, responsibilities, and obligations as a student prior to enrolment.
- All our assessors have current industry skills directly relevant to the training and assessment being provided and current knowledge and skills in vocational training and learning that informs their training and assessment.
- UQ College is committed to continuously improving the services it offers and seeks student feedback through evaluation surveys.
- The services conducted by UQ College will continue to be improved. We will ensure that UQ College complies with the required standards for RTOs by conducting regular internal reviews.
- UQ College will maintain communication with all students in relation to any organisational changes.

RTO obligations

UQ College is committed to meeting the Standards of Registered Training Organisations These are national standards that apply to all vocational education training providers. The national regulator, the Australian Skills Quality Authority performs regular monitoring activities of all providers to ensure training and assessment services are of a high and consistent quality.

STUDENT RIGHTS AND RESPONSIBILITIES

[Policy Link 1 – Student Integrity and Misconduct Policy](#)

While undertaking training & assessment at UQ College, students have the right to:

- Confidentiality
- High quality training and assessment
- Be treated fairly
- Be assessed fairly
- Have access to all assessment policies and procedures
- Be free from harassment, discrimination and bullying of any kind
- Be safe and comfortable in the training environment
- Appeal against any assessment decisions
- Be treated with respect by fellow students and staff

Students of UQ College should:

- Actively participate in all tasks made available to them.
- Participate in training activities and complete any tasks or workbooks relating to the training unit by the assessment date
- Complete all assessments

Students of UQ College must:

- Treat all staff, students and the public with respect, fairness and courtesy
- Update their personal details if required, a student's email and postal address
- Contribute equally to any group assessment which receives a group mark
- Use protective equipment where required and follow all Workplace Health and Safety (WHS) instruction
- Report any concerns in relation to health, or safety incidents to their teacher/trainer/assessor or a UQ College staff member immediately

Students of UQ College must not:

- Plagiarise, collude, or cheat in any assessment event or examination.
- Engage in behaviour which may offend, embarrass, threaten, or harm other students, staff or the public – including SMS messaging or any form of cyber bullying
- Illegally copy software
- Install software on UQ computers
- Use offensive language
- Damage UQ property
- Use cameras or recording devices, including mobile phones, without the consent of the person being photographed or recorded
- Use any social media such as Facebook or Twitter, mobile phone, pages or similar device for personal reasons in class or exams

STUDENT COMPLAINTS AND APPEALS

[Policy Link 2 - Complaints Handling and Appeals Policy](#)

To assist you to resolve any issues you may have, UQ College has developed several specific policies that relate to your issue being of an academic or administrative nature or related to your treatment as a person (e.g. discrimination, harassment, or bullying).

In the first instance, please approach the UQ College person to try to resolve your complaint. If this is unsuccessful, request a 'Have Your Say' form from UQ College in 3346 8222 or email info@uqcollege.edu.au or access from the website.

Complaints and Appeals Policy

The purpose of this policy is to ensure that complaints are recorded and dealt with fairly, efficiently and effectively.

- The Complaints Handling and appeals Policy will manage allegations involving the conduct of:
- UQ College, its trainers, assessors, and other staff
- Stakeholders and others
- A third-party providing services on the RTO's behalf, its trainers, assessors or other staff (where this may be relevant to its operations)
- Students of UQ College.

NOTE: Strict confidentiality will always be maintained

PRE-ENTRY ENROLMENT INFORMATION

RECOGNITION OF PRIOR LEARNING (RPL) OR CREDIT TRANSFER

Recognition of Prior Learning (RPL)

[Policy Link 3 - RPL Policy](#)

RPL is a formal assessment process where you may be eligible for recognition towards units in a qualification. This process requires you to demonstrate you have already met the learning/competency outcomes through gathering evidence of previous skills and knowledge gained by formal and informal training, work experience and or life experience. RPL is a process that maps your skills knowledge and experience to a unit of competency within the nationally recognised qualification framework: the Australian Qualification Framework (AQF). RPL is to be negotiated with the College prior to commencement of your course. Contact the College VET Coordinator on 3346 1018 or through emailing admin@uqcollege.uq.edu.au to receive the relevant documentation to start your RPL Process.

Credit Transfer

[Policy Link 4 - Credit Transfer Policy](#)

UQ College accepts and provides credit to learners for units of competency and/or modules (unless licensing or regulatory requirements prevent this) you have previously completed. You will provide evidence of successful completion of a unit by providing AQF certification documentation issued by any other RTO or AQF authorised issuing organisation, or authenticated VET transcripts issued by the Registrar. Contact UQ College to request an Application for Credit Transfer form.

ASSUMED KNOWLEDGE

It is assumed that if you are wanting to study Biology, Chemistry, English, or Mathematics you will have previously studied to Year 10 or an equivalent level. All prerequisite requirements are noted under the relevant qualification on our website

Specific Science Courses:

Students seeking entry into a Biology or Chemistry course are required to have undertaken at least one year of science in their senior high school studies or equivalent. It is a requirement to complete laboratory practicals within each science unit. These laboratory practicals are delivered on St Lucia Campus.

QTAC APPLICATION

If applying to QTAC, it is your responsibility to ensure that you have entered the 10950NAT Certificate IV in University Preparation prior to start of study (due to the short turnaround time for your end of year QTAC application) or the 10765NAT Certificate IV in Adult Tertiary Preparation into your qualification details in your QTAC application.

WHAT IS VET

VET refers to Vocational Education and Training (VET) programs offered by Registered Training Organisations (RTOs).

HOW DOES VET WORK

UQ College VET qualifications are made up of Units of Competence.

VET GIVES NATIONAL QUALIFICATION AND SKILLS

Upon successful completion of the training and assessment requirements of a qualification, students are awarded a nationally accredited vocational training Certificate.

Upon successful completion of the training and assessment requirements of a Unit, students are awarded a nationally accredited vocational training Statement of Attainment.

VET qualifications may articulate directly into tertiary study.

ADMISSIONS INFORMATION

HOW TO APPLY AND ENROL

UQ College provides a fast and effective way of applying and enrolling.

The Application and Enrolment process for each qualification is explained in detail on our website:

<https://www.uqcollege.uq.edu.au/programs-howtoapply>

The application process key steps:

Step 1. Obtain a Unique Student Identifier (USI) number

[Policy Link 5 - USI Policy](#)

From 1 January 2015 each student has been required to hold a Unique Student Identifier (USI) to obtain the certificate or qualification from your registered training organisation, when studying nationally recognised training in Australia.

It is your responsibility to obtain a USI which is free prior to enrolment.

You can watch the Student Video provided by the Australian Government at this web page:

<http://www.usi.gov.au/students>

If you hold a LUI you are still required to obtain a USI. USI numbers must be provided to UQ College prior to enrolment. Once accepted for enrolment, you to make a single payment of fees quickly and easily to your student account.

Step 2. Complete the Language, Literacy and Numeracy (LLN) test

Prior to enrolling you are required to complete a Language Literacy and Numeracy (LLN) test unless you have achieved previous tertiary qualifications and are studying our Graduate Certificate or Graduate Diploma Program.

The LLN test

Basic and Key Skills Builder (BKSB) is an online tool that provides us with important information about your current Maths and English skill levels. We want to make sure you have the right skills and support to be successful in your study. All students are required to complete a Language Literacy and Numeracy Test prior to start of study in any UQ College qualification.

Online students are to complete the BKSB test prior to enrolment.

Course Requirements: All requirements for acceptance into the Vocational and Education Training programs will be specified in the course information on our website.

Step 3. Complete your personal information

All information is required for collection on behalf of the Commonwealth Government (ASQA, NCVER and other regulatory authorities). At the end of the enrolment process you will be asked to provide consent and accept the terms and conditions of this enrolment.

Step 4. Select your course and making a payment

You are required to make full payment at the time of your enrolment, unless you are on a payment plan or a concession card holder.

Step 5. Confirm your identity

We will need documentation confirming your identity. All the requirements are advised at each step.

Step 6. Enrolment and Confirmation Communication

Email confirmation will be sent to you at each step of the enrolment process. You will be informed as to what documentation is required to complete your enrolment, you will be provided with test instructions.

If you are successful in meeting all the required benchmarks of the LLN Test and any other required entry requirements as stated in the qualification information and once your payment is received, your enrolment will be processed. Once processed, you will receive several emails containing the following important information:

- UQ College Student Number
- UQ College Student Email address
- Office 365 instructions
- UQ IT System User Login
- UQ IT System Login Password

Course Material:

All required course materials will be specified in the chosen qualification information on our website. You will be advised if these are supplied. If they are not supplied, you will be provided with options to obtain the required material. (All pricing is on the website under your qualification).

FEE INFORMATION

STUDENT FEES, REFUND, CONCESSIONS

[Policy Link 6 – Fees, Charges and Refund Policy](#)

Fee information is detailed on our website under Fees for each qualification.

Full payment is required upon completion of your enrolment into a specialisation unit within the following qualifications:

- 10765NAT Certificate IV in Adult Tertiary Preparation;
- (Students may be eligible for concessional fees for this qualification).
- 10950NAT Certificate IV in University Preparation.
(No concession applies).

Refund Conditions

- Any request for a refund of fees must be applied for on the UQ College Application for Refund form.
- After the refund period has lapsed, and training has commenced in the unit of competency/course, no refund is available to students who leave before finishing the competency/course unless the student can provide a medical certificate or show extreme personal hardship.
- Should UQ College cancel a course/unit, students will be entitled to a full refund (or pro-rata adjusted refund) or to transfer to another/future course. In this event, students will be given their preferred option.

PREPARING FOR STUDY

LABORATORY WORK

Chemistry and Biology students will be required to conduct laboratory work. This is held at The University of Queensland, St Lucia campus premises but other arrangement may be considered for students with geographical restrictions.

BIOLOGY FIELD TRIP PERMISSION FOR UNDER 18'S

There is a requirement within the 10950NAT Certificate IV in University Preparation and 10765NAT Certificate IV in Adult Tertiary Preparation Biology specialisation unit to complete a field trip. Any student Under 18 years of age is required to have a signed Under 18 Biology Trip Permission Form completed prior to start of study. All Under 18 applicants will be emailed a Biology under 18 Permission Field Trip form once enrolled.

COMPUTER AND SOFTWARE CAPABILITY

[Policy Link 7 - Social Media Policy](#)

Recommended minimum specifications are:

- Windows-based laptop (less than 3 years old) or Surface Pro Tablet PC32-bit and 64-bit Versions of Windows*
- CPU Processor: 1.8GHz or higher
- 24GB Hard Drive/ 4GB RAM
- 25cm screen or larger
- Full size keyboard (not on-screen)
- An English Browser must be installed (Chrome, Firefox, Edge etc)
- Webcam (Integrated or USB plug and play) – HD recommended
- Microphone/headset (Integrated or USB plug and play)

Mac (less than 3 years old)

- OS X10.9 or higher*
- Intel CPU
- 24GB Hard Drive/ 4GB RAM
- 25cm screen or larger
- Full size keyboard (not on-screen)
- An English Browser must be installed (Chrome, Firefox, Safari etc)
- Webcam (Integrated or USB plug and play) – HD recommended
- Microphone/headset (Integrated or USB plug and play)

*Operating System should be changed to English once class has started

STUDY ORIENTATION

If you are studying on campus you are required to attend an on-campus orientation session prior to commencement of classes.

If you are studying online, you will be contacted by your teacher and provided with orientation information.

CALCULATORS

UQ College follows The University of Queensland calculator rules. The recommended calculator for all units is the Casio FX-82 (any model) however other calculators can be used.

To find out if your calculator is approved, visit: [Approved calculators](#)

Approved calculators list can be requested by emailing: info@uqcollege.uq.edu.au

Reference to 'approved sticker' is relevant to on-campus programs only.

ASSESSMENT

[Policy Link 8- Assessment Policy](#)

PLAGIARISM

[Policy Link 9 - Plagiarism Policy](#)

Plagiarism is the act of using another person's ideas or work and presenting them as your own. To avoid plagiarism, you must give credit, cite or attribute whenever you quote from someone's actual spoken or written words or other work. This applies equally to diagrams and data as well as written text and copying from websites and pasting it directly into your own work. If plagiarism is confirmed a student can lose the result for that assignment or course.

ASSESSMENT AND RECORD OF PERFORMANCE

Assessment is competency-based. Assessment may be in various forms including written exam, practical exam, take homework, interview, case studies, assignments, and work-based projects. Assessment requires the gathering of relevant and reliable evidence that shows your knowledge, skills, and the application of these.

Academic achievement is carefully monitored, and you are given regular feedback on your progress. Your individual assessments required for a unit of competency are resulted as "Satisfactory" or "Not Satisfactory". If an individual assessment task is 'Not Satisfactory' then you will be given the opportunity to redo and resubmit that task or part of the task.

You will achieve a final competent result when all tasks required by that unit are Satisfactory. A result in a Unit of Competency will be either "Competent" or "Not Competent" based on whether the standard of performance required in the unit of competency has been achieved.

The student has the right to one assessment submission and 2 re-sits against an assessment item within a Unit of Competency. If a student requires more than 3 attempts of an assessment item they are required to pay an additional amount of \$100 for each additional assessment submission.

REASONABLE ADJUSTMENT

Reasonable adjustment may be requested by students who have identified with a disability. All learners will be provided the same opportunity to demonstrate competency. Adjustment requests should be provided in writing directly to the teacher/trainer/assessor. The assessor will discuss such requests directly with the student, ensuring the integrity of the course and assessment requirements is maintained. Competency determinants for units and individual circumstances may vary.

GRADING AND ASSESSMENT

Some units of competency may have a grade applied after a student has been assessed as competent.

In addition to the determination of a competent result, you may be able to undertake additional tasks to achieve a graded result of a pass, credit, or honours. Graded results can be used to improve your QTAC ranking for future undergraduate studies if you complete an entire VET qualification.

Some students enrol in subject area specialisations (2-3 units) that meet university prerequisite requirements. Completion of a specialisation does not result in a selection rank on its own - the entire qualification needs to

be completed.

Extensions of the 12-month qualification may be available under extenuating circumstances and at the discretion of UQ College Management.

ISSUING OF A QUALIFICATION

Award

On successful completion of the training and assessment requirement for the 3 core and 6 elective units of competency, you will receive the nationally recognised qualification, 10765NAT Certificate IV in Adult Tertiary Preparation qualification issued by UQ College.

Statement of Attainment

To meet the university prerequisite requirements, you will be required to complete the training and assessment requirement of all elective units of competency within a specialisation unit

e.g. Chemistry (ATPCHE001, ATPCHE0023, ATPCHE003) you will then receive a Statement of Attainment issued by UQ College.

Re-issue of Certificates or Statement of Attainments

Where a qualification or Statement of Attainment has been misplaced or damaged, a reissue is possible; however, a reissue/administration fee of \$25.00 applies.

PRIVACY NOTICE

Under the Data Provision Requirements 2020, UQ College is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information obtained in the enrolment process), may be used, or disclosed by UQ College for statistical, administrative, regulatory and research purposes. UQ College may disclose your personal information for these purposes to:

1. Commonwealth and State or Territory government departments and authorised agencies; and
2. NCVER.

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

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

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

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

UQ College retains a record of personal information about all students with whom we undertake any form of business activity. UQ College must collect, hold, use and disclose information from our clients and stakeholders for a range of purposes.

As a government registered training organisation, regulated by the Australian Skills Quality Authority, UQ College is required to collect, hold, use and disclose a wide range of personal and sensitive information on Students in nationally recognised training programs.

This information requirement is outlined in the National Vocational Education and Training Regulator Act 2020 and associated legislative instruments.

UQ College must require and confirm identification however in services delivery to individuals for nationally recognised course programs. We are authorised by Australian law to deal only with individuals who have appropriately identified themselves. That is, it is a Condition of Registration for all RTOs under the National Vocational Education and Training Regulator Act 2020 that we identify individuals and their specific individual needs on commencement of services delivery and collect and disclose Australian Vocational Education and Training Management of Information Statistical Standard (AVETMISS) data on all individuals enrolled in nationally recognised training programs. Other legal requirements, as noted earlier in this policy, also require considerable identification arrangements.

From time to time, we may need to change this Privacy Notice to reflect our changing business practices. We will notify you of any amendments by posting an updated version of our Privacy Policy on the UQ College website.

PRIVACY & ACCESSING PERSONAL INFORMATION

Your personal information is held in a Student Management System. At all times, your personal information is treated as confidential and any sensitive information is treated as highly confidential. Students can access the information contained within their electronic student files upon request through the UQ College, Manager Business Development and corporate Services.

COLLEGE POLICIES

A full list of all UQ College Policies is available through our website. If you wish to see the full copy of a policy this is available upon request from UQ College on 3346 8222 or email info@uqcollege.uq.edu.au

The following policy links are available for students to make an informed decision to enrol.

Addendum Policy Links

1. [Student Integrity and Misconduct Policy](#)
2. [Complaints Handling and Appeals Policy](#)
3. [Recognition of Prior Learning Policy](#)
4. [Credit Transfer Policy](#)
5. [Unique Student Identification Policy](#)
6. [Fee, Charges and Refund Policy](#)
7. [Social Media Policy](#)
8. [Assessment Policy](#)
9. [Plagiarism Policy](#)
10. [Access, Equity and Diversity Policy](#)

STUDENT SERVICES

STUDENT ID CARD

As a student of UQ College you are entitled to a Student ID Card which enables you to borrow books from The University of Queensland Library. For information on how to obtain your ID card, call UQ College on 3346 8222 or info@uqcollege.uq.edu.au

LIBRARY

Once you obtain your Student ID Card, you will have access to a range of online and hard copy resources at our libraries located on St Lucia Campus.

STUDENT SUPPORT

STUDENT CONDUCT AND BEHAVIOUR

Every student, staff member and visitor to UQ College and The University of Queensland has the right to a safe learning environment. As such, it is expected that considerate and respectful behaviour is always shown to others. Abusive behaviour, including physical, psychological, sexual, and racial harassment or bullying of any kind (e.g. student bullying or being inappropriate in a discussion board) will not be tolerated and will lead to disciplinary action being taken.

The UQ College Student Integrity & Misconduct Policy covers both Academic and General Misconduct.

Its objectives are to:

- promote the principle of mutual respect by informing students of behaviour which the College community considers appropriate.
- discourage behaviour which the College community considers inappropriate.
- implement fair and just procedures for dealing with possible cases of misconduct; and
- provide for the imposition and enforcement of penalties for misconduct.

ABSENCES

If you are studying on campus and will be absent or expect to be late for classes, it is necessary for you to advise UQ College Reception of your absence on 3346 8222, before 9am.

COMMITMENT TO ACCESS AND EQUITY

[Policy Link 10 – Access, Equity and Diversity Policy](#)

UQ College will meet the needs of individuals, and the community through the integration of access, equity and diversity guidelines.

UQ College is committed to access, equity and diversity principles and implementing fair and appropriate allocation of resources and the right to equality of opportunity without discrimination.

UQ College provides access for all persons to appropriate, quality vocational education and training programs and services.

LEARNING ASSISTANCE

Learning Assistance helps you understand the expectations and demands of the educational system, and to develop appropriate approaches to meet these demands. If you need learning support, please contact UQ College VET Coordinator on 3346 1018 prior to start of study.

STUDENT COUNSELLING

Recommencing study can be an exciting and rewarding time. It can also be a time of change and stress, which may lead to a range of difficulties that can affect your life and studies. If you are experiencing difficulties your first point of contact is the UQ College VET Coordinator on 3346 1018.

DISABILITY AND SPECIAL ASSISTANCE SUPPORT

Disability support is available, including locating and organising equipment.

If you have a disability or medical condition that may require special arrangements or assistance you should disclose this to UQ College on the enrolment form.

Disclosure of this information is not compulsory, but it will ensure that UQ College staff can make the most appropriate arrangements to assist self-identified students to achieve their goal to successfully complete their training. All information will be treated in the strictest confidence and in accordance with the Information Privacy Act 2009 (Qld).

SEXUAL HARASSMENT

It is the policy of UQ College to provide an environment free of sexual harassment and to uphold laws pertaining to sexual harassment: Sex Discrimination Act (1984). All students are expected to comply with this policy. For the purpose of implementing this policy, the following definition of sexual harassment applies:

Sexual harassment includes the following behaviours –

- Making unwelcomed sexual advances.
- Making any request for sexual favours.
- Making remarks or aspersions of a sexual nature relating to the other person; and
- Subjecting another person to unwelcomed conduct of a sexual nature, including through conversation, action, or the display of material the other person may find sexually offensive.

WORKPLACE HEALTH AND SAFETY

UQ College is committed to providing a safe, healthy, and productive working environment for all who work and study on campus or have the potential to be affected by our activities.

Workplace Health and Safety (WHS) is about managing hazards in the workplace so that the risk of injury is reasonably minimised, if not eliminated altogether.

You must take reasonable care of your own health and safety at work or on campus and avoid harming the health and safety of other people. There are requirements under the Workplace Health and Safety Act 2011 (QLD) for all persons to meet this responsibility.

You must abide by safe working practices and comply with all health and safety procedures.

PERSONAL SECURITY ON CAMPUS

UQ College is concerned about your personal safety when attending classes on campus. The following safety measures have been introduced by UQ.

- You can contact UQ Security and book or ask for an escort to your car at night
- A free after-hours safety bus runs after 6pm around the St. Lucia Campus
- Emergency call points are located around the campus
- CCTV cameras located around the campus are monitored 24 hours a day, 7 days a week

CHANGE OF ENROLMENT AND WITHDRAWAL

If you wish to change your enrolment to another course delivered concurrently by UQ College, and where the student satisfies the pre-requisites and/or selection requirements for the course, the fees paid can be transferable to the new course.

Completion of the VET Change of Enrolment or Withdrawal from Course form is required for consideration to change student enrolment or withdraw from a Unit or Qualification. This form is available by emailing info@uqcollege.uq.edu.au.

GENERAL STUDENT INFORMATION

SMOKING

Smoking is not permitted anywhere on The University of Queensland campus grounds. Refusal to comply may incur a penalty under the university's Student Integrity & Misconduct Policy which is available on the UQ website.

ALCOHOL AND DRUGS

No member of the University community, or visitor, shall unlawfully possess, use, sell, or distribute drugs while engaged in University business or on University premises. Even when a drug offence results in a criminal charge, the University also may initiate sanctions to protect or preserve the safety and welfare of the University community or the reputation of the institution.

FOOD AND DRINK

For health, hygiene and safety reasons, no food or drink is to be consumed in any teaching space of The University of Queensland. The only exception to this rule is that water may be taken into a teaching space as long as it is contained in a spill-proof bottle or drinking vessel.

MOBILE PHONES

UQ College is committed to providing a working environment for all students that is conducive to learning. You are required to ensure that mobile phones are turned off or silent whilst in classes and including online classes.

No electronic device other than an approved stand-alone calculator is permitted in any examination room during assessment.

INTERNET AND EMAIL USAGE

UQ College provides all our students with a dedicated UQ College email address. This should be monitored regularly as all College email communication will be sent to this address and not personal email addresses. Use of this email address should be limited to UQ College communication only as access will be revoked once you have completed your unit or qualification.

When using UQ campus computers, internet usage should be restricted to course study requirements only. Usage is monitored by UQ and accessing inappropriate sites could result in disciplinary action.

DRESS CODE

While attending classes at UQ College you are required to adhere to a casual dress standard. The upper and lower body must be covered, and footwear must always be worn for health and safety reasons.

The university requires that covered footwear be worn in all laboratories and that long hair is tied back during practical classes.

GOVERNANCE INFORMATION

LEGISLATION

The primary legislation under which UQ College operates as a registered training organisation (RTO) is the National Vocational Education and Training Regulator Act 2020. The Australian Skills Quality Authority (ASQA) is the national regulator for training providers to ensure nationally approved quality standards are met.

As an RTO, UQ College is required to remain compliant with the Standards for Registered Training Organisations (RTOs) which protect the interests of all students in Australia's VET system. UQ College is responsible to provide quality Training and Assessment as well as appropriate client services to students. It will also issue qualifications and/or Statements of Attainment.

Other legislation, Commonwealth and State, applies to the conduct of UQ College as a Registered Training Organisation and to the scope of that registration. UQ College will inform you of the key requirements of the relevant legislation insofar as it affects your participation in training.

The primary legislation (State and Commonwealth) under which UQ College as an RTO operates its business is:

- Work Health and Safety Act 2011
- Anti-Discrimination Act 1991
- Information Privacy Act 2014
- Higher Education (General Provisions) Act 2014
- Equal Employment Opportunity including Amendments up to Equal Opportunity for Women in the Workplace Amendment Act 2012 (Commonwealth Authorities) Act 1987 – Amended 2012
- Racial Discrimination Act (1975)
- Sex Discrimination Act (1984)
- Disability Discrimination and Other Human Rights Legislative Amendment Act (2009)
- The Vocational Education and Training Student Handbook is also available on our website and will be updated when necessary.

RECORD KEEPING

UQ College keeps complete and accurate records of the progress of students, as well as financial records that reflect all payments and charges and the balance due and provides copies of these records to students upon request.

It is a student's responsibility to retain soft or hard copies of all assessments submitted online.

FEEDBACK & IMPROVEMENT

UQ College seeks feedback from you on your satisfaction with services they have received and seeks to improve its services. This feedback typically takes the form of survey(s) however UQ College reserves the right to take a different approach without notice. Our 'Have Your Say' form offers a section for Feedback. This form is available on our website.

MARKETING STANDARDS

UQ College markets all its programs with integrity, accuracy, and professionalism. It is UQ College policy to avoid vague and ambiguous statements, and when providing information, not knowingly false or misleading statements are made, or comparisons drawn with any other registered training organisation or unit.

INDEMNITY

Student, Parents and Guardians indemnify UQ College against any loss or damage caused by any failure by the Student or their Parents/Guardians to comply with our rules and policies, and by the willful disobedience or reckless behavior by the Student, Parents or Guardians

GETTING AROUND ST LUCIA CAMPUS

NEED TO FIND YOUR WAY AROUND ST LUCIA CAMPUS?

UQnav is a free mobile application that contains searchable maps of UQ's campuses. Enter your destination and UQnav will show you where it is located.

Parking at UQ is limited during teaching periods. To reduce parking and traffic pressures, the University encourages public transport, walking and cycling as alternatives to driving to UQ - for more information please refer to the [Sustainability website](#).

Paid parking applies at St Lucia campus.

How do I use CellOPark (Pay as You Go - PAYG casual parking)?

There are 3 simple ways to register and start your parking session:

- Register by app - available from the [CellOPark Website](#)
- Register specialisation by phone - by calling CellOPark on (07) 5646-5222
- Register online - create a [CellOPark Account](#)

COURSE INFORMATION

10951NAT GRADUATE CERTIFICATE IN POSITIVE BEHAVIOUR SUPPORT

Delivery of this qualification will be a combination of webinars and online education.

The *Graduate Certificate in Positive Behaviour Support* is designed to provide a specialised program of study to prepare professionals to support people with disabilities who present with behaviours of concern to live a life of dignity in the community.

To achieve the Graduate Certificate in Positive Behaviour Support, students must complete:

PSPGEN035 – Provide workplace mentoring

NAT10951001 - Provide high-level independent assessment services within a positive support network.

Further information is available on our [website](#).

10765NAT CERTIFICATE IV IN ADULT TERTIARY PREPARATION

QUALIFICATION & DELIVERY

Delivery of this qualification is online and at the student's own pace.

Access to a computer with fast internet capability is a requirement. See Preparing for Study, Computer and Software Capability in this handbook. It is preferable that you have Zoom and microphone access for videoconferencing.

Each enrolment, whether in the qualification or a specialisation unit, offers a 12-month completion period. The 10765NAT Certificate IV in Adult Tertiary Preparation qualification can be completed as one enrolment or, if more convenient, specialisation unit can be undertaken independently and, when all specialisation unit are completed, the qualification is gained. Extensions of the 12-month qualification maybe available under extenuating circumstances and at the discretion of UQ College Management. Further information is available on our website.

Modification History

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2.0	16/10/2018	R Arthur - Approved	Insertion of student information
3.0	04./01/2019	R Arthur - Approved	Updated USI information
4.0	20/05/2019	R Tyler - Approved	Rework and additional information added
5.0	04/03/2020	R Tyler - Approved	Policies updated
6.0	15/05/2020	R Tyler - Approved	Updated re Graduate Certificate
7.0	19/08/2020	R Tyler - Approved	Reviewed and updated relevant documents
8.0	17/11/2020	M Ganendran - Approved	Reviewed following audit by external consultant for feedback
9.0	02/12/2020	M Ganendran - Approved	Revised following consultant feedback
10.0	02/03/2021	R Tyler - Approved	Updating Student information & College address
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UQ College

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CREATE CHANGE

UQ College is The University of Queensland's pathway provider.
UQ College is wholly owned by the University of Queensland.

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