



STUDENT INFORMATION HANDBOOK

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Welcome to Spectrum

On behalf of The Spectrum Organization Association Inc. (Spectrum Training), welcome and thank you for choosing our Registered Training Organisation (RTO) to support you in your studies.

The Spectrum Organisation is a non-profit, benevolent association and self-funded community-based organisation. Spectrum is also an RTO that can issue qualifications such as the one in which you have chosen to enrol. We pride ourselves on providing learning opportunities to meet the needs of people with varying abilities that reflect the standards and expectations of industry practice.

Spectrum operates various businesses to support our aims including a fitness centre open to the public, a respite accommodation centre and disability support service. Spectrum's aim is to break down barriers for people with disabilities so they can live fully integrated lives in their own communities.

The information contained in this handbook forms our Code of Practice.

We welcome your feedback and will do our very best to ensure your experience with us is fulfilling and meets your learning needs.

Warm regards

Melanie Armstrong
CEO

Introduction

This student handbook is designed to provide you with information about your rights, responsibilities, obligations and expected behaviour as a student of Spectrum Training. It also outlines information about training, assessment and specific requirements of enrolment to complete your qualification successfully, so that you get the best out of your learning experience.

Course specific information such as unit structure, unit outlines, training locations and other information such as study materials needed will be provided separate to this Handbook.

Contacts

General Course and Enrolment Enquiries

For all enquiries regarding your current and future courses, and any other general enquiries contact Spectrum Training at:

Email: training@spectrum.org.au

Phone: 07 3881 3310

Address: 10 Leanne Crescent, Lawnton, Queensland – 4501

Mail: PO Box 2107, Strathpine Centre, QLD – 4500

Student Information

Spectrum Training provides education and training services to a diverse cohort of students in a range of educational settings. It is essential that as an enrolled Spectrum Training student you understand your rights and responsibilities, the expectations governing your behaviour and your safety, and the standards applied to ensure academic integrity.

Expectations

As a Spectrum Training student, your personal responsibilities include:

- Providing all documentation/undertake actions as required at the time of enrolment.
- Treating others, including Spectrum staff, with courtesy and respect.
- Respecting the safety, well-being and property of others.
- Refraining from behaviour that may be perceived as unsafe, intimidating, discriminating, harassing, bullying or disruptive to others.
- Respecting Spectrum Organization's resources and facility.
- Participating actively and positively in learning and assessment activities.
- Making every effort to meet assessment requirements and submit work on time.
- Meeting the requirements for academic progression and the completion for your course of study.
- Proactively seeking assistance from student support services when needed.

- Independently identifying and securing a suitable work placement where it is a requirement of the relevant qualification.

Spectrum Training is responsible for ensuring that you:

- Are provided with accurate information about your course of study and the requirements for enrolment.
- Are treated with courtesy, respect and fairness regardless of age, ethnicity, religion, sexuality or disability.
- Experience a safe learning environment.
- Are provided with the resources to complete your training and assessment activities.
- Have your personal information treated confidentially and provided to third parties only when permitted or required by law.
- Are assessed fairly and judged on the criteria outlined in the program.
- Are provided with timely and constructive feedback about the outcome of assessments and progress of study.
- Have complaints and appeals considered promptly and objectively.
- Have reasonable access to student support services.
- Are provided with documentation confirming student status as may be required to formalise a work placement for relevant qualifications. Such documentation will be provided within five (5) business days upon request.

Enrolment

You can begin your enrolment with Spectrum Training through the from our website, or email training@spectrum.org.au.

You will need to provide all required information to support your application including:

- Provide all required personal information and eligibility documentation.
- Meet your financial obligations, including initial payments and student co-contribution fees where applicable by specified timeframes.
- Notify Spectrum Training if you have any special requirements and/or require any additional support(s) to meet your needs.
- Meet any additional requirements, for example applying for Blue Card, securing work placement or be employed.
- Provide your Unique Student Identifier (USI) or provide permission for Spectrum Training to apply for a USI on your behalf.

There may be specific entry requirements applicable to your course of study. These requirements will be outlined to potential students before they are enrolled in any program of study. All students are expected to have basic numeracy and literacy skills including reading, performing basic calculations such as addition and subtraction, and recording information. Students are also required to show the capacity to understand and follow Work Health and Safety and other work-related instructions. Spectrum Training may ask students to undertake language, literacy and numeracy testing where there may be indicators that a student does not possess these skills.

Students who enrol in courses that require them to complete placement hours as part of their qualification are strongly advised to organise this prior to enrolment or as soon as possible after enrolment. Spectrum Training reserve the right to reject the applications of the students who are unable to provide evidence of work placement or capability of arranging work placement.

Please note:

Student enrolment applications will not be processed for students who:

- Have not provided all the requested documents required for enrolment;
- Have outstanding invoices that require payment.

Withdrawals and changes of enrolment

- If you wish to withdraw from a course or make changes to your current enrolment, you must provide this request in writing to training@spectrum.org.au.

Unique Student Identifier (USI)

Under *Student Identifier Act 2014*, from 1 January 2015, each student will need a Unique Student Identifier (USI) to obtain your certificate or qualification from your registered training organisation when undertaking a nationally recognised training in Australia.

A USI gives you access to your online USI account which will help you keep all your training records together. You can log on to the website at www.usi.gov.au and organise your number or get additional information.

Student Support

Internal Support

Spectrum Training makes every effort to accommodate student learning needs and offers reasonable adjustment where possible. Needs could relate to:

- Physical or intellectual ability
- Language, literacy and numeracy
- Mental health status
- Cultural or religious backgrounds
- Location
- Socio-economic factors

Types of support Spectrum Training may be able to provide include:

- Extensions on assessment due dates (conditions apply).
- Individual negotiation around assessment evidence, as long as it doesn't compromise the integrity of the competency outcomes (reasonable adjustment).
- Information about other relevant support services.
- Discussion with your supervisor or other relevant workplace person where workplace support is the most appropriate assistance.
- Additional support from trainers to help understand assessments, by arranging with Spectrum Training to spend supplementary individual or group time with a trainer.

Spectrum Training can make an initial assessment based on the information you provide, by matching that against what Spectrum Training can offer. Please note that while Spectrum Training makes every effort to accommodate student support needs, it may not be possible in all

circumstances to provide individuals with the range or level of support necessary for them to successfully complete their chosen course of study. In such cases Spectrum Training may direct students to external support services.

External support

A range of external support services are available including:

- **LIFELINE** – 13 11 14, 24/7 crisis support line
- **KIDS HELPLINE** – 1800 551 800 Telephone Counselling Support
- **QUEENSLAND SEXUAL ASSAULT HELPLINE** – 1800 010 120 (7.30am - 11.30pm, 7 Days)
- **HEADSPACE** – 1800 650 890, headspace.org.au
- **REACH OUT** – ReachOut.com
- **HEAD TO HEALTH** – HeadtoHealth.gov.au
- **Queensland Statewide Sexual Assault Helpline** – 1800 010 120
- **1800Respect**: National Sexual Assault
- **Domestic Family Violence Counselling Service** – 1800 737 732 or 1800respect.org.au
- **Rape and Domestic Violence Services Australia** – 1800 211 028 or rape-dvservices.org.au
- **Mensline** – 1300 789 978 or mensline.org.au
- **QLife**: National LGBTI Telephone Counselling and Information line – 1800 184 527 or qlife.org.au
- **Queensland Program of Assistance to Survivors of Torture and Trauma (QPASTT)** – 07 3391 6677 or qpastt.org.au

Financial Undertakings

Tuition Fees

Tuition Fees are for your participation in education and training, and include:

1. Fee for service tuition fees (fees are full price); and
2. Government subsidised tuition fees (fees are less than full price, with the government paying some of the cost of training).

Service Fees

Service Fees are for prescribed administrative services (including documents and records fees, special assessment fees, administration fees).

Payment

Students eligible for subsidised training must pay their co-contribution fee in full at the time of enrolment.

- Student co-contribution fees are the non-government financial contribution to the cost of the training and assessment services provided by Spectrum Training.
- The student co-contribution fee may be paid on behalf of the student by their employer or a third party unrelated to the Spectrum Training, but cannot be paid or waived by Spectrum Training, unless approved in writing by the Department of Employment, Small Business and Training (DESBT).

Students enrolling in fee for service will incur a non-refundable fee of \$100 plus the price of one unit of their relevant course at the time of enrolment and will be invoiced monthly for the remaining amount.

Payment methods

Spectrum Training may accept payment of your student fees via the following methods:

1. EFTPOS
2. Credit card (Visa or MasterCard only)
3. Bank Transfer

Refunds

All refunds incur an administration fee, and the refund amount will be calculated based on the number of units delivered in the delivery period.

Depending on the circumstances, refunds (less the administration charge) may be available for the first 2 weeks from the qualification start date, thereafter refunds will only be processed in exceptional circumstances. Students in exceptional circumstances can make a request for special consideration to the Training Manager in writing and will be evaluated case by case.

For more information, please refer to our 'fee and charges' policy.

Government Subsidised Training Initiatives

Certificate 3 Guarantee and Higher-Level Skills

An initiative of the Queensland Government, Certificate 3 Guarantee program supports eligible individuals to complete their first post-school Certificate III qualification. This is targeted at Certificate III qualifications because they are considered the entry-level qualification most often needed to gain employment in many industry sectors.

The Higher-Level Skills program provides eligible individuals with access to a subsidised training place in selected certificate IV level 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.

Please contact Spectrum Training to check if you are eligible to access the subsidised training programs.

For more information go to

<https://desbt.qld.gov.au/training/providers/funded/certificate3>

<https://desbt.qld.gov.au/training/providers/funded/higher-level-skills>

Training

All the courses offered at Spectrum Training can be undertaken through a full online study pathway or a blended study pathway.

Full online pathway

This option is best suited to students who prefer independent learning, or are not able to attend blended delivery sessions, and who need little to no assistance from the trainer. You would require access to a computer or laptop to be able to access Spectrum Training's online learning portal "[aXcelerate Learner Portal](#)", and access details will be provided at the time of enrolment.

Blended pathway (remote/ face-to-face (Zoom) /online)

This pathway is suitable for students who prefer face-to-face learning in a classroom, or remotely via "Zoom" sessions where attending the campus is not an option.

Spectrum Training does not currently offer regular scheduled face-to-face classroom sessions due to lack of demand however this remains an option available for future learners, if/when demand increases.

Regular trainer lead "Zoom" sessions will be scheduled and available for all students who wish to access them.

Students will still be provided access to the aXcelerate Learner Portal where they are expected to submit their assessments. Students are encouraged to undertake and submit assessment tasks as soon as possible after they have attended a session, while the content remains fresh in their memory.

Online Learner Portal

Spectrum Training recognises the need for students to be able to access course information and documents from anywhere at any time. To meet this need Spectrum Training has created the aXcelerate Learner Portal, which can be accessed 24 hours a day, 7 days a week.

Through the aXcelerate Learner Portal students can:

- Review and update personal details.
- View their course progress.
- Access learning and assessment materials.
- Submit assessments and supporting material for marking.

Students who are accessing their learning and assessment materials through the aXcelerate Learner Portal will be provided with these details separately. You can also access the student portal through the following link <https://admin.axcelerate.com.au/learner/>.

If you have not received your login details within two weeks of your enrolment confirmation to, or your login details are not working, or you have any other issues accessing the portal, please contact us at: training@spectrum.org.au.

Academic progression

Students are expected to meet all the academic progression requirements of their course, which means:

- Submitting and undertaking all assessment activities on time.
- Satisfactorily progressing in their course within prescribed study period (Study period defined as a three (3) month duration)

The number of assessments and the type of assessments may vary depending on the course you have enrolled in. The amount of time taken to complete each assessment may also differ depending on individual learning style and capabilities. However, to successfully complete your course, it is expected that you commit to a minimum of 5 to 8 hours per week towards your course of study.

It is also expected that students regularly submit their assessments to ensure that the assessment is undertaken within an appropriate timeframe of content delivery and, particularly in the case of self-paced online students, to effectively demonstrate progression. This is essential to the quality of learning and support as well as ensuring that you complete your course within the identified timeframe. Where a student has not submitted any assessments for a period of two (2) months, Spectrum Training will contact the student to determine their status in relation to the course.

If Spectrum Training does not receive any course work for three (3) consecutive months, the student will be notified of "intention to cancel" from the course and is required to respond within the specified time frame, failing to do so will result in the enrolment cancellation.

If the student has not completed their course in full within the maximum timeframe of two (2) years they will be automatically withdrawn and provided with a Statement of Attainment for any units of competency completed in full to date. The student is then able to re-enrol into the course and will be required to undergo the enrolment process in full, including paying any costs associated with re-enrolment.

If you are having difficulties in managing satisfactory academic progression, you should proactively seek assistance and discuss this with Spectrum Training. You may negotiate any required changes to your enrolment.

For more information, please refer to our 'Course Progress Monitoring' policy.

Assessments

Spectrum Training utilises a range of assessments to ensure that student competency is appropriately assessed. Students will be able to access the assessments they are required to undertake for each unit of competency via the aXcelerate Learner Portal.

Assessments may include but are not limited to:

- Written assessments (including assignments, case studies, research projects).
- Practical assessments (including demonstrations, practical tasks, observations, and role plays).
- Workplace activities (including logbooks, supervisor reports, work placement and work-based projects).

Students are requested to submit all assessments through the aXcelerate Learner Portal. If students are unable to do so they must keep a copy of their own assessments, if they submit them by post or email. Spectrum Training does not take responsibility for any assessment not received. If your assessment does not reach Spectrum Training and you have not kept a copy, you will need to redo the assessment and resend it for it to be marked. It is up to individual students to ensure their assessment has been received by Spectrum Training.

Assessment marking and feedback

Once the assessments are received by the trainer, please allow at least **fourteen (14) days** for them to be marked and be provided with feedback. Once all your assessment activities, in all the units you enrolled in, are marked competent by you trainer, it may take up to **thirty (30) days** for your certificate to be processed.

Plagiarism and Referencing

Plagiarism means using another person's work, including AI generated responses, and not referencing or acknowledging it, therefore representing it as your own. If you use someone else's work, for example research from the internet or AI generated responses, you need to reference it while also presenting the content in your own words to demonstrate your understanding. The following are considered plagiarism unless the source of each quotation or piece of borrowed material is clearly acknowledged:

- Failing to adequately reference the work of others.
- Copying part or all of another person's work.
- Submitting work that in part or in its entirety has been copied from written material, or electronic material including the internet.
- Submitting AI generated responses to questions as your own work.

Plagiarism is considered a serious misconduct, and work containing plagiarised material will be assessed as "Not Yet Competent". Where a student has plagiarised for the first time, they are given an opportunity to redo their work once, which is considered a resubmission. If plagiarism occurs more than once during your course of an enrolment, the enrolment may be suspended or cancelled. If at any time you disagree with the decision made by Spectrum Training, please follow our complaints and appeals process which can be found in this handbook.

Credit Transfer and Recognition of Prior Learning (RPL)

Credit Transfer

Spectrum Training accepts and provides credit to learners for units of competency and/or modules (unless licensing or regulatory requirements prevent this) where these are evidenced by:

- AQF certification documentation issued by any other RTO or AQF authorised issuing organisation, or
- authenticated VET transcripts issued by the Registrar.

Current and prospective students are eligible to apply for credit transfer when:

- You have previously successfully completed the unit/s of competency through another registered training organisation or higher education provider.

- The unit/s of competency for which you are applying for credit was not awarded by the previous registered training organisation or higher education provider through credit.
- You are applying for admission or currently enrolled in unit/s with Spectrum Training for which you are applying for credit.
- The unit/s of competency is embedded within the qualification in which you are applying for admission or enrolled. Where the relevant unit/s of competency are electives within the qualification's packaging rules, only the required number of electives for the qualification will be eligible for credit.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is an assessment only pathway that provides you with an opportunity to receive credit for the formal and non-formal learning you have undertaken. The RPL process considers all evidence of the relevant skills, knowledge, and work experience that you may have and assess against the knowledge and the performance criteria of the unit of competency. You may be able to gain a complete qualification or credit towards parts of a qualification, if there are gaps in your knowledge, these can then be completed with additional training and assessment. To make an RPL application you will need to submit the following information at the time of your enrolment or soon after –

- An RPL Self-Appraisal Form; and
- Supporting evidence such as Resume/CV, position description/s, records of any previous study such as certified copies of Awards, Records of Results, statements of attainment, or a USI Transcript. Supporting evidence must be either copies certified by a Justice of the Peace or provide originals for sighting by an appropriate Spectrum Training staff member.

Work Placement

Work placement requirements exist to satisfy the full scope of many qualifications. Prior to enrolment, prospective students enquiring about a course of study will be provided information outlining the requirements of this course, including any work placement requirements. Students undertaking a course of study which includes a mandatory work placement should give due consideration to their personal availability and capacity to undertake this process as the qualification cannot be issued until all components are successfully completed and verified. It is each student's responsibility to organise a suitable work placement and provide the details of the same to the Spectrum Training. We recommend that suitable work placements are identified prior to enrolment and that students' progress through placement hours concurrently with coursework to optimise learning and avoid delay in the completion of the qualification. For additional information, please refer to Spectrum Training's Work Placement Policy.

Complaints and Appeals

Spectrum Training is committed to continually improving its quality of service. You are encouraged to provide feedback to Spectrum Training about its operations and the quality of education and training you are receiving. You will be invited to provide feedback via surveys at various points within your course of study but can submit feedback to the training manager at any time by emailing training@spectrum.org.au. Spectrum Training values and practices openness, fairness, and accountability in the conduct of its activities including any investigations that may arise from student feedback.

All staff members involved in the complaints and appeals process will treat the information with confidentiality. This means that the name or identity of the person complaining/appealing,

and any other private information, will only be given to people who need to know it to deal with the specific issue raised. If a student feels that they are being treated unfavourably by training personnel following a complaint or appeal, they should immediately contact the Training Manager. Spectrum Training is committed to the resolution of complaints and appeals in a fair and timely manner by ensuring that students:

- Are clearly informed in a timely manner about how to make a complaint or appeal.
- Have an opportunity to present their case.
- Have access to an independent representative if needed.
- Are clearly informed of the outcomes of the complaint or appeal.
- Have their complaints and appeals resolved within realistic and fair timeframes.

A complaint can be lodged about any aspect of the Spectrum Training services, formally in writing or informally by speaking to a staff member, and Spectrum Training will provide an acknowledgement within five (5) working days and will aim to resolve it as soon as it possibly can. Spectrum Training treats every complaint as a serious matter and attempts, where possible, to negotiate a satisfactory outcome for all parties. Steps to make a complaint:

- Contact either your trainer or Spectrum’s Training Manager to discuss the complaint and to see if it can be resolved informally.
- If the situation is not resolved informally, you will be asked to formally submit the complaint in writing for a formal review. This review will be undertaken by the Training Manager.
- If the situation is not resolved through the formal process, the complaint will be escalated to The Spectrum Organization’s CEO.
- If the complaint is still not resolved or you are not satisfied with the outcome, you can contact an external body as listed below:

The National Training Complaints Hotline for VET Students	Phone: 13 38 73
Queensland Human Rights Commission)	Phone: 1300 130 670
Australian Human Rights Commission	Phone: 1300 369 711
Office of the Australian Information Commissioner (Issues around privacy)	Phone: 1300 363 992

Appeal of assessment decision

You can appeal a decision of assessment where you have been marked “not competent” within seven (7) days from the date the decision was made. To raise concerns about the process of the assessment not being conducted in a supportive learning environment, students should do so in writing addressed to the Training Manager through training@spectrum.org.au.

An appeal may be lodged in relation to:

- The outcome of an assessment activity that relates to a nationally recognised module or course.
- The outcome of an RPL application.

To lodge an appeal please follow the following process:

- Contract Spectrum Training or your trainer/assessor and ask for clarification of the decision or for the assessment in question to be reassessed.
- If you are not satisfied with the outcome of the process, you will be required to lodge an official appeal in writing, stating the grounds on which your appeal is based with the Training Manager. The Training Manager will then investigate the appeal and notify you of the outcome.
- If you are not satisfied with the outcome of the investigation by the Training Manager, you may request that your appeal be considered by The Spectrum Organization's CEO.

Health and Safety

Spectrum Training is committed to providing a safe, healthy, and productive working environment for all people who work, study, or visit the campus or have the potential to be affected by Spectrum Training's activities.

The *Work Health and Safety Act 2011* (Qld) applies to you and includes several work health and safety (WHS) obligations. You will contribute significantly to meeting your obligations for WHS at Spectrum Training by putting in place these top five priorities, referred to as the Student High 5s:

- Take care of your own health and safety and don't do anything that will affect the safety of others.
- Obey safety signage and wear appropriate personal protective equipment (PPE).
- Follow directions given by Spectrum Training/Organization staff while you are on site.
- Only use property, plant, and equipment for its intended purposes.
- Report all injuries, incidents, hazards or near misses to your trainer or other Spectrum Training staff.

Your safety and the safety of others is the most important thing and Spectrum Organization will ensure that all activities, including training and assessment, are conducted in a safe manner.

You are entitled to challenge, in a respectful manner, directions or decisions of Spectrum Training/Organization, if you consider them to be unlawful, unreasonable, or to potentially endanger an individual/s health and safety or if it violates the WHS Act.

Privacy and Confidentiality

All personal information held by Spectrum Training remains confidential and protected and is only used for the reason it was collected. Spectrum Training will not pass on any personal information to a third party without consent or unless required by law.

It is Spectrum Training's responsibility to keep information as accurate, up-to-date, and complete as possible and require you to update us within seven (7) days, if your personal or contact details have changed.

Where State or Commonwealth funding supports training, we are obliged to submit personal and progress details for research, statistical analysis, program evaluation and internal management purposes. We DO NOT share, rent, or sell personal information provided to Spectrum Training. The confidentiality of the information we collect is protected under the Privacy Amendment (Enhancing Privacy Protection) Act 2012.

Compliance and Legislation

Legislative Requirements

Spectrum Training management and staff conduct periodic reviews to ensure that it is compliant with all state and federal legislative requirements for RTO's including but not limited to:

Commonwealth Legislation:

- *Vocational Education and Training (VET) Quality Framework*
- *Australian Qualifications Framework*
- *Standards for Registered Training Organisations (RTOs) 2015*
- *National Vocational Education & Training Regulator Act 2011(Cth)*
- *Privacy Act 1988 / Privacy Amendment (Private Sector) Act 2000 (Cth)*
- *Australian Human Rights Commission Act 1986 (Cth)*
- *Sex Discrimination Act 1984 (Cth)*
- *Racial Discrimination Act 1975 (Cth)*
- *Age Discrimination Act 2004 (Cth)*
- *Disability Discrimination Act 1992 (Cth)*
- *Disability Standards for Education 2005 (Cth)*
- *Fair Work Act 2009 (Cth)*
- *Copyright Act 1968 (Cth)*
- *Competition and Consumer Act 2010 (Cth)*
- *Student Identifiers Act 2014*

Queensland Legislation:

- *Disability Services Act 2006*
- *Fair Trading Act 1989*
- *Work Health and Safety Act 2011*
- *Work Health and Safety Regulation 2011*
- *Electronic Transactions (QLD) Act 2001*
- *Commission for Children and Young People and Child Guardian Act 2000 (Qld)*

Student Declaration

To ensure you understand the requirements of the course you are undertaking we have provided a checklist to assist you in the process of becoming a student with Spectrum Training. Once you have read this handbook, please go through the checklist before applying.

<input type="checkbox"/>	I have read the section on financial undertakings , have checked the current qualification price on the website and understand the financial commitment involved.
<input type="checkbox"/>	I have read the Academic Progress and Assessment sections and understand the assessment commitments of the course.
<input type="checkbox"/>	I am aware that some units of competency may require me to either undertake tasks within a workplace or collect evidence from a workplace. I have made the necessary arrangements to ensure the practical components of my studies are achievable.
<input type="checkbox"/>	I have indicated on my enrolment form if I feel I may need additional support or assistance in completing my course of study.
<input type="checkbox"/>	I am aware that when I enrol into my course, I can access information and resources online (See aXcelerate Learner Portal).
<input type="checkbox"/>	I am aware of whom to contact within Spectrum Training if I need assistance (See Contacts).

Students are required to sign the Declaration Form that will be provided and return it to Spectrum Training prior to commencing their course of study.