

RTO

Student Information



Education for Life

KENMORE STATE HIGH SCHOOL

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Important Student RTO Information

Vocational education and training (VET) links hands-on learning with theoretical understanding. VET develops the skills that students need to gain nationally recognised qualifications to participate in a wide range of employment opportunities.

Kenmore State High School supports our senior students through a range of VET Pathways. Engaging in these opportunities can provide essential industry skills and real-world training that can open doors to their intended future destination (both tertiary study and employment).

Kenmore SHS is a Registered Training Organisation (RTO Code 30071) under ASQA's jurisdiction and must meet the requirements of the VET Quality Framework (VQF). Our registration can be accessed at the [National Register on Vocational Education and Training](#).

Scope of Registration: Kenmore State High School RTO 30071

Qualification	Qualification Name
FSK20119	Certificate II in Skills for Work and Vocational Pathways
SIT101222	Certificate I in Hospitality
FNS20120	Certificate II in Financial Services

Key Contacts:

Chief Executive Officer	Paul Robertson	Executive Principal	principal@kenmoreshs.eq.edu.au
General Enquiries	Drew Jell	Deputy Principal	Yr11Deputy@kenmoreshs.eq.edu.au
RTO Manager	Nerida Grogan	VET Pathways Co-ordinator	VET@kenmoreshs.eq.edu.au
Administration	Sarah Wedgwood	Senior Schooling Admin Officer	VET@kenmoreshs.eq.edu.au

Relevant Legislation

National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025

National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025

Student Information – What you need to know

As an RTO, Kenmore State High School has certain responsibilities to make sure you get high-quality training, fair treatment, and clear information.

Before You Enrol

We must give you accurate, up-to-date information about:

- The name and code of your course (training product)
- Where your training will happen
- How long the course will take
- The types of learning and assessment you'll do (e.g. practical, theory, online, workplace)
- Any entry requirements or things you need to do before starting
- The support services available (academic help, wellbeing support, etc.)
- How to apply for your Unique Student Identifier (USI)
- How Recognition of Prior Learning (RPL) and credit transfer work
- Whether work placement is part of the course
- Any fees (if applicable)
- What happens if the RTO or a third party stops delivering training
- Your rights and responsibilities as a student

While You Study

We promise to:

- Deliver training and assessment exactly as described in the course outline (TAS)
- Keep you informed about any changes to your course or services
- Keep your personal information and records secure
- Provide easy access to course information through things like:
 - The school website
 - Student handbook
 - Enrolment and induction materials

Fairness and Support

We are committed to providing a safe, inclusive, and supportive learning environment.

We will also ensure that the training you choose is right for you, considering your skills and experience.

This may happen through:

- Your SET Plan meeting
- A subject selection interview
- The enrolment process

Communication and Complaints

We'll make sure you know:

- How to make a complaint or appeal
- What happens if the RTO or a third-party provider can no longer deliver your course

Recognition of Prior Learning

Recognition of prior learning (RPL) is all about the skills and knowledge you've collected through work and life experiences and then transferring them to current training course requirements. RPL must take place at the start of your training, apprenticeship or traineeship after enrolling with a registered training provider. If you would like to apply for Recognition of Prior Learning, please visit the VET Pathways office and talk to the RTO Manager.

Credit Transfer

Credit transfer also recognises previous formal learning (e.g. university, other qualifications). It uses an assessment of your previous course to determine whether it can be credited to your new course. The assessment determines the extent to which your previous course is equivalent to the required learning outcomes of your desired qualification. If you would like to apply for Credit Transfer please visit the VET Pathways office and talk to the RTO Manager. You will need evidence of your qualifications, this could be a Statement of Attainment, Certificate or your USI transcript.

What this means for you

At enrolment you need to:

- Meet any entry requirements (like having a Blue Card for work placements if needed)
- Provide your USI and any other required information
- Bring or buy the equipment or materials listed for your course
- Pay any fees (if applicable)
- Follow RTO requirements and behave respectfully and safely
- Allow the RTO to collect and store your information as required by law
- Apply for Recognition of Prior Learning or Credit Transfer if applicable and provide the required information.

Student Data and Record Keeping Policy

As an RTO, Kenmore State High School, must keep accurate records about your enrolment, progress, and results. This helps us meet government and QCAA (Queensland Curriculum and Assessment Authority) requirements and make sure your qualifications are recorded correctly.

At Enrolment

- You can only be enrolled in courses that are officially approved on the RTO's scope of registration.
- All student enrolment data must be entered into OneSchool, your enrolment record will include:
 - The units (subjects) you're studying.
 - The start and end dates for each unit.
 - A "Continuing enrolment" status until final results are entered.
 - Confirmation that your course is still current and valid.

Important Student RTO Information



Recording Progress and Results

- Your assessor records your progress in a student profile.
- These records are checked and approved by RTO management before being entered into the student management system.
- Final results are entered soon after your assessment is completed and approved.
- The RTO must report all training and results to the QCAA each year.

Withdrawing or Leaving

- If you leave the course or the RTO, your records will be updated right away.
- If you've completed a qualification or skill set, your certificate or statement of attainment will be issued within 30 calendar days.

Course Changes or Updates

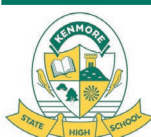
- If your course or any of its units are replaced (superseded), you'll either:
 - Transition to the new version within the allowed time, or
 - Finish your current course before it expires.
- No new students will be enrolled in a course that's been replaced for more than one year.

Record Storage and Privacy

- Your final results and records are kept for 30 years.
- Your personal information is stored securely and only accessed by authorised RTO staff.
- Your data is reported to government agencies (like QCAA and DEWR) as required by law.
- You can view privacy information here:
 - DEWR VET Privacy Notice: <https://www.dewr.gov.au/national-vet-data/vet-privacy-notice>
 - DTET RTO Data Collection Policy: <https://dtet.qld.gov.au/training/docs-data/statistics/rto-data>
 - QCAA Open Data Strategy: https://www.qcaa.qld.edu.au/downloads/about/qcaa_open_data_strat_20.pdf

What this means for you:

- Make sure your enrolment details are correct at the start of the year and let the RTO know if anything changes.
- Complete your assessments on time so your results can be recorded quickly and correctly.
- If you plan to leave, notify your trainer or RTO staff immediately to make sure your records are finalised and any certificates are issued promptly.
- If your course changes, the RTO will explain your options and make sure you're supported to complete your training.
- Your information is kept safe and used only for training and reporting purposes. You can ask the RTO if you want to know more about how your data is used.



Important Student RTO Information



Unique Student Identifier (USI)

What is a USI?

A Unique Student Identifier (USI) is your personal education number for life.

It keeps a record of all your nationally recognised training and qualifications in one place.

Before you start your VET course, the RTO will explain:

- What a USI is and how it works.
- That you must have a USI to receive your certificate or statement of attainment when you finish your course (unless you qualify for a special exemption under the *Student Identifiers Act 2014*).
- That your official VET transcript will be available through the national USI transcript service once your USI is verified.

Verifying Your USI

- The RTO will check (verify) your USI to make sure it's correct before issuing any certificate or qualification.
- If the RTO helps you create a USI, they'll follow the latest official process from the USI website to keep your information secure and accurate.
- You'll be told what happens if you don't provide a valid USI — for example, you won't be able to receive your final certificate.

How Your USI Is Stored

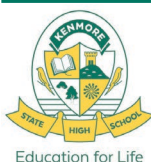
- Your USI details are stored safely in the OneSchool and the QCAA Portal
- Only authorised RTO staff can access your USI information.
- The RTO keeps your information secure and private at all times.

Reporting and Data Sharing

- The RTO sends your training and result data (including your USI) to the Queensland Curriculum and Assessment Authority (QCAA).
- The QCAA then reports it to the National Centre for Vocational Education Research (NCVER).
- NCVER uses this data for national reporting and shares it with:
 - The National USI Transcript Service (so you can see your records).
 - The Australian Bureau of Statistics (ABS) for research and education statistics.

What this means for you

- You need to give the RTO your USI before you start training. If you don't have one yet, you can create it online, or the RTO can help you do it.
- Make sure your USI details are correct and match your legal name (as shown on official ID).
- Your personal information is protected and only used for official training and reporting purposes.
- Your USI connects all your training records nationally, so your achievements are recognised wherever you study in Australia.



Managing Student Information

All Vocational Education and Training (VET) student enrolments and results are recorded in OneSchool and the QCAA portal.

We make sure:

- Every student's enrolment is entered by the end of Term 1 each year.
- All results and outcomes are recorded by the end of the calendar year.
- Any changes or corrections to the previous year's data are reported to the QCAA on time.

Monitoring Student Records

The RTO Manager regularly checks that:

- Course details and dates are correct.
- Your unit enrolments match your course plan (TAS).
- Your results are accurate before they are entered into the system.

Reviewing and Improving

Each year, the RTO reviews how well things went by:

- Looking at student feedback surveys and overall results.
- Checking how effectively the student data process worked.
- Finding ways to improve how enrolments and results are managed.
- Recording any actions or changes to make things better next year.

Record Keeping and Reporting

The RTO follows all official rules for record keeping and reporting, including:

- Meeting QCAA deadlines for data updates.
- Submitting the Annual Declaration on Compliance.
- Completing the Annual Quality Indicator report that summarises how well the RTO performed.

What this means for you:

- The RTO meets strict government rules to make sure your training and results are accurate, secure, and reported properly each year.
- You can trust that your course details and results are reviewed carefully to make sure everything is accurate.
- Your feedback helps improve how the RTO manages training and records in the future.
- Your enrolment and results are officially recorded in a system that keeps your information safe and ensures your qualifications are recognised.

Assessment

Your Assessors

Before teaching or assessing you, every assessor must:

- Hold the right training and assessment qualification.
- Have up-to-date industry skills and knowledge for each unit they teach and assess.
- Stay current with industry practices so their knowledge is relevant.
- Understand how to deliver competency-based training and assessment.
- Take part in professional development to keep their skills and knowledge fresh.

Keeping Your Assessments Safe

- The RTO keeps copies of your assessment work (evidence) for two years after you complete your qualification.
- All current assessment tools (tests, checklists, marking guides, etc.) are kept until after the RTO's next registration review.
- These materials are safely managed and stored by the RTO Manager and delegated officer.

Fair and Reliable Assessment

All assessments are designed and conducted according to the Principles of Assessment and Rules of Evidence.

Principles of Assessment

- Fairness – Everyone has a fair chance to show their skills.
- Flexibility – Assessment can be adjusted to suit your learning needs.
- Validity – The assessment measures what it's supposed to measure.
- Reliability – Everyone is assessed to the same standard.

Rules of Evidence

- Validity – The evidence shows you met the required skills and knowledge.
- Sufficiency – There's enough evidence to make a sound decision.
- Authenticity – The work is your own.
- Currency – The evidence is recent and reflects your current ability.

Assessments are reviewed before use to make sure they meet these standards. Regular validation checks are also done to confirm that decisions are consistent and fair.

How Assessment Tools Are Developed

When the RTO creates or updates assessment tools, they:

- Consult with industry experts, employers, and community representatives to make sure assessments reflect real workplace standards.
- Follow clear procedures to design assessments that:
 - Include easy-to-understand instructions for both students and assessors.
 - Combine theory and practical skills in realistic activities.
 - Use appropriate methods like observation, questioning, portfolios, or third-party reports.
 - Include clear decision-making rules for assessors.
 - Are mapped to the exact requirements of each unit of competency, including any special foundation skills or specific conditions.

Our Approach to Assessment

Our RTO's assessment system ensures that:

- Every assessment is fair, consistent, and linked to the unit or qualification requirements.
- Assessments follow the Principles of Assessment and the Rules of Evidence (fairness, validity, reliability, and flexibility).
- Recognition of Prior Learning (RPL) is available for students who already have relevant skills or experience.
- All assessment processes are checked regularly to make sure they meet training and compliance standards.

Assessment Tools

Your assessments will use tools that have been:

- Approved by the RTO's delegated officer.
- Matched (mapped) to the official unit requirements.
- Recorded in the Training and Assessment Strategy (TAS) for your course.
- Reviewed and updated regularly before use.

These tools include clear instructions, activities, and evidence requirements so you understand exactly what is expected.

Making Assessment Decisions

- Your assessor will use clear, consistent decision-making rules when marking your work.
- Results and comments are recorded on your assessment tools and student profile.
- Assessors make decisions based on evidence that shows you can apply your skills and knowledge in real or simulated workplace situations.

Appeals

- If you disagree with your assessment result, you have the right to appeal.
- Appeals are handled under the RTO's official Complaints and Appeals Policy and Procedure.
- The process is fair, confidential, and ensures that your results are reviewed by an independent person if needed.

What this means for you:

- Your assessors are qualified professionals who understand both your course content and the real-world industry you're preparing to enter.
- Your work and results are stored securely and can be checked if needed — for example, during audits or appeals.
- Your assessments are fair, consistent, and based on clear evidence that reflects your true skills and knowledge.
- Your assessments are designed to be fair, consistent, and relevant to the skills and knowledge you need for your qualification.

- You'll always know what you need to do, how you'll be assessed, and what evidence you need to provide.
- You'll be assessed on both your knowledge and your ability to use that knowledge in practical tasks. You'll receive feedback on your progress and final outcomes.
- If you believe your result isn't fair or correct, you can ask for a review — and the RTO will take your concern seriously.
- Your assessments are designed to reflect real workplace skills and give you the best chance to show what you can do.

Complaints

Students are supported to make complaints about any aspect of the RTO's operations, including the conduct of:

- RTO officers,
- students, or
- third-party service providers delivering training and assessment on behalf of the RTO.

Complaints can be made by submitting the [KSHS RTO Complaints Form](#) to vet@kenmoreshs.eq.edu.au

Upon receipt of a complaint:

- The RTO acknowledges the complaint in writing.
- Both the complainant and respondent are informed of their right to have a support person or representative.
- Complaints are handled fairly, promptly, and confidentially.
- All complaints are recorded in the **Complaints and Appeals Register**.

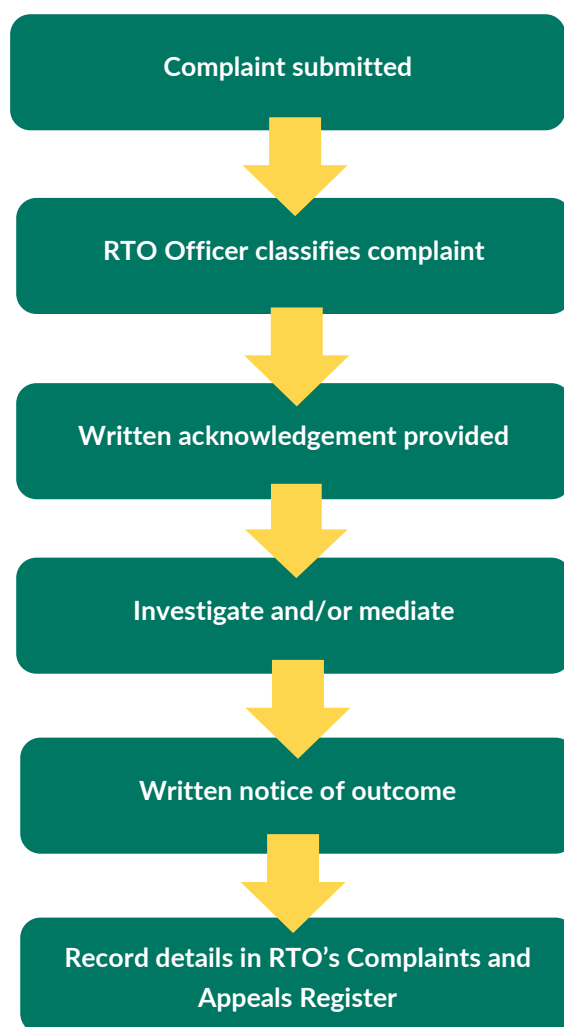
Classifying the Complaint

Type 1 complaints (allegations of inappropriate behaviour and/or child protection) are managed under the RTO's *Student Safeguarding and Protection Policy and Procedure*.

Type 2 complaints (all other matters) are managed through mediation and, if necessary, independent review.

Timeframe

Complaints are finalised within **60 calendar days** unless otherwise notified in writing. Where a complaint remains unresolved, the complainant may be referred to the **Queensland Curriculum and Assessment Authority (QCAA)** website for further information about external review options.



Important Student RTO Information



Appeals

Students are informed of their right to appeal decisions made by the RTO. Appeals may relate to:

- a final assessment decision, or
- any other RTO decision.

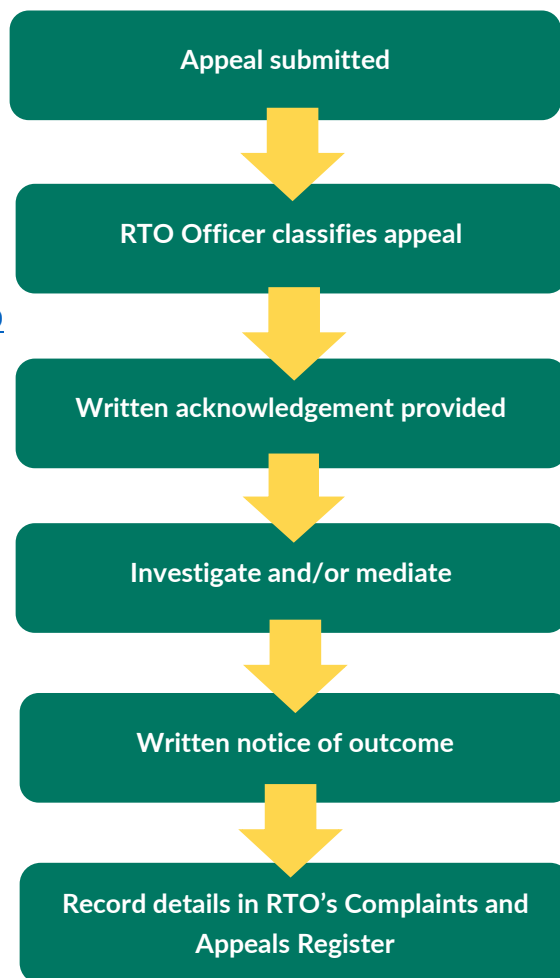
All appeals:

- are acknowledged in writing, by sending the [KSHS RTO Appeals Form](#) to vet@kenmoreshs.eq.edu.au
- are treated with procedural fairness and natural justice,
- are recorded in the **Complaints and Appeals Register**, and
- are finalised as soon as practicable (within 60 calendar days unless otherwise advised).

Appeals against assessment decisions involve:

1. Review by the student's trainer/assessor.
2. If unresolved, an independent review.
3. Referral to the RTO's complaints process if the student remains dissatisfied.

Appeals about other RTO decisions are reviewed by the RTO Manager, and if necessary, an independent party.



Issuance of Certificates (Qualifications and Statements of Attainment)

When You Will Receive a Qualification

You will receive a Qualification when:

- You have successfully completed all units and met all the requirements of your training course.
- The course has been checked and approved as completed by the RTO.

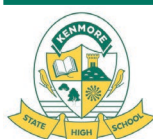
When You Will Receive a Statement of Attainment (SoA)

You will receive a Statement of Attainment (SoA) if:

- You partially complete your course — meaning you successfully finish one or more units, but not the full qualification.

Timeframe for Issuing Certificates

- The RTO will issue your Qualification or Statement of Attainment within 30 calendar days after:
 - You have completed all required work and assessments, and
 - All your results have been finalised and approved by RTO management.



Record Keeping

The RTO keeps detailed records for every student, including:

- Your full name and identification details.
- The type of certification you received (Qualification or SoA).
- The name of the course or units completed.
- The date your award was achieved and the date it was issued.

What this means for you

- If you finish your full course, you'll be awarded an AQF Qualification (for example, a Certificate II or Certificate III) and a Record of Results showing all the units you completed.
- If you leave your course early or transfer to another provider, you'll still get an official record (SoA) of the units you have completed successfully.
- You'll receive your official certificate within 30 days once everything is completed and verified.
- Your achievements are safely recorded and can be verified at any time if you need to provide evidence to employers, training providers, or for further study.

Replacement of Certificates Policy

When You Can Request a Replacement

You can ask the RTO to reissue your certificate or Statement of Attainment if it was originally issued:

- On or after 1 January 2015, or
- Up to 30 years before 1 January 2015 (depending on when you completed your course).

** A small fee may be charged for the replacement.

Identity Verification

Before a replacement can be issued, you'll need to prove your identity.

You'll be asked to provide documents showing your:

- Full name
- Date of birth
- Current address
- Name of Qualification
- Year of completion
- Please email the VET@kenmoreshs.eq.edu.au outlining the above information.

Checking Records

The RTO will confirm your original results and award details using records stored in the official student management system (which follows QCAA and AVETMISS standards).

Important Student RTO Information



Certificate Templates

Replacement certificates are created using official RTO templates that meet national compliance standards, including:

- The National VET Regulator (NVR) Standards
- The Australian Qualifications Framework (AQF)

Replacement Details

The replacement certificate will:

- Include the current principal's signature.
- Show the original award or attainment date (the date you first completed your course).

What this means for you

- If you lose your certificate, the RTO can provide you with a new one as long as your records are still held in the system.
- Your replacement will match the exact details of your original qualification — same course name, units, and achievement dates.
- Your replacement certificate will look the same as the official version, using approved national templates and layouts.
- Even though it's a reprint, your new certificate will clearly show your original achievement date.

Continuous Improvement

Kenmore State High School is committed to continually improving its training and assessment to give students the best learning experience.

We regularly review our programs and collect feedback from students, trainers, employers, and industry partners through surveys, discussions, and course evaluations. This helps us see what's working well and where we can improve.

We also monitor student results, completion rates, and complaints to identify and fix any issues quickly.

By using feedback, staying up to date with industry changes, and acting on what we learn, we ensure our training remains relevant, effective, and prepares students for real-world success.

We gather feedback in different ways to help us keep improving:

- **Student surveys** at the end of courses or units
- **Trainer discussions** during and after classes
- **Employer or industry feedback** about how training meets workplace needs
- **Complaints and suggestions** submitted by students or staff
- **Meetings and workshops** where staff and students can share ideas
- **Completion data and results** that help identify patterns or issues
- **External reviews or audits** that check our quality and compliance

