



Participant Information Handbook

As a Registered Training Organisation, Queensland Training Services Pty Ltd has agreed to operate within the Principles and Standards of the Australian Quality Training Framework.

The information contained in this handbook outlines our commitment and policies. Detailed policies and procedures are available from our office or from our trainers and personnel.

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Queensland Training Services Pty Ltd

Training and Assessment Policy

Queensland Training Services Pty Ltd (QTS) is committed to high standards in the provision of training and assessment.

Queensland Training Services Pty Ltd has strategies in place for training delivery and assessment for all courses and training including those within Queensland Training Services Pty Ltd's scope of registration.

Queensland Training Services Pty Ltd has access to qualified personnel, facilities, equipment, training and assessment materials required to provide the training and/or assessment services within scope of registration and scale of operations, to accommodate client numbers, client needs, delivery methods and assessment requirements.

Queensland Training Services Pty Ltd will ensure that training:

- Meets relevant national standards
- Is relevant to the requirements of the person or organisation
- Is conducted by suitably qualified personnel
- Is delivered as per the agreement formulated between QTS and the participant

Queensland Training Services Pty Ltd will ensure that assessments:

- Meet National Assessment Principles
- Methods are equitable and meet course requirements
- Practices provide appeal and re-assessment options.

Queensland Training Services Pty Ltd will:

- Monitor delivery standards through regular systematic gathering, collation and analysis of feedback from participants in the training process
- Ensure the decision making of senior management is informed by the experiences of its trainers and assessors
- Maintain records according to policies and practices assuring their integrity, security and appropriate confidentiality
- Issue Qualifications and Statements of Attainment in accordance with all appropriate guidelines
- Provide professional development opportunities for trainers and assessors
- Ensure the security and integrity of assessment tools, and that all assessment processes are valid, reliable, flexible and fair
- Commit to the principles of Skills Recognition and that all processes meet National Assessment practices.

Chief Executive Officer: _____





Date: _____

Quality Management Focus

Queensland Training Services Pty Ltd (QTS) has a commitment to providing quality service and a focus on continuous improvement. We value feedback from clients, including participants, staff and employers for incorporation into our operations and future programs.

Legislation

Queensland Training Services Pty Ltd will meet all legislative requirements of State, Federal and Local Government. Such legislation includes but may not be limited to the following:

-  Privacy Act 1988
-  Queensland Anti-Discrimination Act 1991
-  Queensland Vocational Education, Training and Employment Act 2000 and subordinate legislation
-  Queensland Workplace Health and Safety Act 1995 and subordinate legislation

Other legislation may be applicable to your course and information on this legislation will be provided at the course induction or in the course materials.

Training in Queensland

The *Vocational Education, Training and Employment Act 2000 and subordinate legislation* provides a legislative foundation for flexible high quality training to support Queensland's workforce, both now and in the future.

The objectives of the Vocational Education, Training and Employment Act 2000 are:

- to establish a system for the effective and efficient provision of high quality vocational education and training to meet the immediate and future needs of industry and the community
- to provide mechanisms for employees, employers, associations of employees or employers, and the community, to advise government on vocational education and training needs and priorities to meet those needs
- to support the continued development of high quality training by and within industry
- to facilitate the provision of vocational education and training that is relevant to employment and encourages the generation of employment opportunities
- to regulate the registration of training organisations within the State
- to meet the State's obligations under national training arrangements about vocational education and training.

Queensland Training Services QTS will meet all legislative requirements on the *Vocational Education, Training and Employment Act 2000 and subordinate legislation*.

Australian Qualifications Framework

The Australian Qualification Framework (AQF) is a comprehensive, nationally consistent framework for all qualifications in post compulsory education and training.

Qualifications issued by Queensland Training Services are recognised by relevant professional bodies throughout Australia. There are four levels of certificate courses ranging from Certificate I to Certificate IV. The level determines the breadth, depth and complexity of skills and knowledge that will be developed during the course of study.

The diagram below sets out the qualifications under the Australian Qualifications Framework (AQF).

| Schools Sector | VET Sector | Higher Education Sector |
|--|------------------|-------------------------|
| | | Doctoral Degree |
| | | Masters Degree |
| | | Graduate Diploma |
| | | Graduate Certificate |
| | | Bachelor Degree |
| | Advanced diploma | Advanced diploma |
| | Diploma | Diploma |
| | Certificate IV | |
| | Certificate III | |
| Certificate II | Certificate II | |
| Senior Secondary Certificate of Education | Certificate I | |

Vocational Education and Training

VET stands for Vocational Education and Training. Its aim is to produce a workforce with the skills and knowledge needed by industry. Our organisation is registered to provide VET qualifications. These qualifications are based on National Training Packages and will be recognised throughout Australia both by employers and by other Registered Training Organisations (e.g. TAFE colleges, private providers).

Competency Based Training and Assessment

Competency Based Training (CBT) is an approach to vocational education and training that places emphasis on what a person can actually do in the workplace, and as a result of completing a course of study or training program. CBT is a flexible form of education/ training, which aims to produce a workforce with the skills and knowledge that industry requires.

Most assessment in schools and universities is criteria based. This type of assessment judges how well you can do something and awards a grade (e.g. A – E, 1 - 5). However for your VET units of competency you will not receive a grade. You are assessed as either *competent* or *not yet competent* in the learning outcomes which make up each module. This means you will be given more than one opportunity to achieve competency.

(A good comparison is with a Driver's License. This does not grade your ability as a driver – it simply shows that you are competent to drive. If you don't pass your first test you can try again until you do.)

Competencies are often assessed in the workplace or in a simulated workplace environment.

Accreditation

Most courses delivered by Queensland Training Services are nationally accredited. The awards given for completion of an accredited module or an accredited course are recognised throughout Australia and can be used for employment purposes. Non-accredited courses, eg workshops and short courses, may be delivered to meet the needs of a specific business. For these courses, participants will receive a Statement of Attendance.

Course Induction

At the commencement of your course you will be provided with an induction which includes legislation, health and safety, assessment, grievances, appeals and any other issues that could affect you in this course.

Study Methods

You should keep a diary to remind you of any important deadlines you must keep such as workshops and also dates of assessments and assignments.

Make sure that you study regularly. Through assessments, you will be able to monitor your own progress and see whether you need to spend more time studying.

Make notes which are clear and easy to understand.

Learning Materials

Enrolment in units of competency without learning materials will only occur under the following circumstances.

- You are applying for Recognition of Prior Learning and do not require materials.
- You are enrolling into a unit that does not require learning materials. For example, workshops and/or practical classes.
- You are re-enrolling in the same unit/subject where materials are still current.

Any requests to enrol without the purchase of learning materials for reasons other than those noted above must be submitted to management.

Assessments

The assessment of a participant's competency will be carried out fairly, consistently and constructively.

The objective of training delivery is to provide each participant with an outcome suitable to his or her chosen career path. Upon completion each participant will have a wide base of transferable skills, relevant to this path and consistent with the training and assessment objectives. Participants who meet the competency standards will gain nationally recognised qualifications.

QTS commits to delivering a socially responsible assessment system that is fair and equitable for all clients. Fairness includes being culturally responsible, which means the assessment system needs to be flexible.

Assessment activities can include:

- Demonstration / Simulation
- Practical Exercise
- Project Work
- Oral / Written Assessment or Examination
- Portfolio
- Group Discussion
- Observed in Workplace
- Observed in Simulation

QTS undertakes to systematically review course content, instructional strategies, and assessment procedures and make any changes, as identified, to improve the achievements of the client.

Re-assessment

Participants who have not reached competence in a unit / module may request a re-assessment of competency, and the payment of a fee may be applicable. Contact us for further information.

Accelerated Progression

Accelerated progression (or fast tracking) requires the completion of all designated assessment requirements for a particular unit and must be negotiated with the trainer. No special applications or processes are required and normal enrolment fees apply.

Note: Accelerated progression is NOT an RPL or credit transfer process.

Special Consideration

Participants who suffer disability, health problems, grief or trauma need to discuss their needs with their trainer or management. There are a range of actions QTS can take to assist participants manage the impacts upon their work.

However the work that participants actually produce must be the work upon which decisions are made concerning results.

Recognition of Prior Learning (RPL)

RPL is the acknowledgment of your current skills and knowledge obtained through, life experiences, work experience, education and/or previous training. For example, you may have taught yourself to type using a software program at home, been shown how to do something by a colleague, or attended a community course.

If you wish to apply for RPL, please request and complete an RPL application form. The application form will indicate the evidence you will need to provide to support your application. You will also be required to attend an interview to discuss your application.

After the review of your application and the interview a decision will be made. The outcomes of RPL may include:

- Application is successful, after which you will be issued with the appropriate qualification, statement of attainment, certificate or other applicable documentation. To ascertain the fees to be charged for this process, please make an enquiry.
- Further evidence required or the applicant may be requested to undergo a formal assessment
- Application is unsuccessful. In such an outcome the applicant may appeal, as outlined in our appeal procedures.

What RPL is Not!

Using the RPL process is not an easy way to get a qualification. It is not a matter of time served or amount of experience but the specific and relevant learning, assessed according to the set Competency Standards. Participants need to be committed to supporting their case by locating and providing suitable evidence and documentation. This often requires a significant effort.

Currency

Currency of competency held is an essential criterion in the determination of whether a recognition of granted. Currency will be determined by the Assessor, based on his/her knowledge of current industry practices.

Overseas Qualifications

Your documents and qualifications will need to be certified, and must be in English or translated into English. If you are seeking RPL and you cannot provide sufficient documentation, you may be required to demonstrate competency by other means.

Recognition of Qualifications issued by other RTOs

Queensland Training Services recognises AQF qualifications and statements of attainments issued by other registered training organisations throughout Australia. This is based on provision of an official transcript. The previous study must be equivalent to the outcomes of the courses requested. For credit transfer of units/modules completed at another organisation, please contact us.

Assessment Appeals Process

If you are not satisfied with an academic decision or a procedural matter, you have the right to appeal in the following manner.

- Informal approach made to the assessor concerned.
- If you are dissatisfied with a decision you can appeal in writing to the Operations Manager who will conduct a formal review.
- If still dissatisfied, you can request a hearing with a mutually external independent person. This will be organised by Queensland Training Services on your behalf.
- In the event that the issue cannot be resolved then Queensland Training Services will advise the appropriate legal body where further assistance can be obtained.

Suggestions, Problems and Complaints

QTS and all our staff encourage all feedback, both positive and negative, suggestions and complaints! If you have a problem, feedback, complaint or suggestion that you feel we should know about, please approach any staff member and either express it verbally, or put it in writing.

Dress

No uniform is set, in keeping with the adult-orientation of QTS, but participants should dress appropriately. Some training and/or assessment may demand certain clothing to meet industry standard requirements or for safety reasons.

Attendance

It is possible that frequent absences could jeopardise a participant's performance in a particular course. Unfortunately poor attendance, even through genuine reasons, may mean that performance criteria for a qualification are ultimately not met by a participant, leading to non completion of a course.

In order to validate their situation where participants may need some special consideration, it is recommended that participants obtain a doctor's certificate for extended absences, or a series of frequent shorter absences, due to illness.

Attendance may also be requested from time to time at information sessions (meetings) and other activities, eg field trips. Records are kept of an attendance/contact at training and assessment sessions.

Medical Emergencies

In an emergency you should protect yourself from the danger, ensure bystanders are not at risk and then look at assisting the casualty if you are suitably qualified to do so. **DO NOT MOVE THE CASUALTY** unless you are certain that there is no danger to them. Notify a staff member immediately. Any staff member will know who to contact and the procedures to follow.

Evacuation Procedure

Staff will advise their classes of the assembly point and the route to be taken to this area. You should remain in your groups to assist the verification of the whereabouts of all persons. The buildings must not be re-entered until you have been instructed to do so. Your trainer will be the last to leave the room and will follow your group to the evacuation area. Go to the nearest fire exit in an orderly fashion - do not rush. Follow any instructions issued by fire wardens and close any doors on the way out. Be prepared to assist people with a disability, people who are injured or elderly people. When outside, go to the nearest nominated assembly area and remain there until the all clear signal is given. Do not leave the grounds or move vehicles until the all clear is given.

After evacuation you will be formed into a group, the roll checked and medical assistance will be given if necessary. You must stay with your group until notified otherwise.

Summary of your Rights and Responsibilities

The emphasis at QTS is on participants exercising rules of common sense and common courtesy.

As a participant it is your responsibility to:

- treat all people, and their property, with respect and consideration
- attend all classes punctually
- observe normal safety practices
- participate in scheduled assessment events and submit written assessment items on time
- participate fully in all curriculum activities, and allow others to do the same
- not engage in plagiarism or cheating in any assessment or test and provide authentic original assessment evidence
- behave in a responsible manner ie. no littering, harassing or offending fellow participants or staff, or damaging property.

These are adult responsibilities which must be met. If they are not met then a participant may be required to explain why his/her place should remain open.

As a participant you are entitled to:

- be treated fairly, with consideration and respect
- given guidelines of work expected
- be informed of assessment procedures, including your right to have existing skills recognised.
- learn in an environment free of discrimination and harassment
- pursue your educational goals in a supportive and stimulating environment
- given help and support to cope with both the work and QTS learning environment
- services such as counseling and language support

Participants are not regarded as being enrolled in a course until fees for that particular course are paid or other arrangements made. If you intend to enrol please do so as early as possible as classes may be filled or may be cancelled due to lack of numbers.

Access and Equity

All persons have the right to study or work in an environment free of harassment and discrimination. The Queensland *Anti-Discrimination Act 1991* was enacted to promote fair treatment and equality of opportunity by making unfair discrimination and all sexual harassment against the law.

Access & Equity at Queensland Training Services means studying in a learning environment free of discrimination and harassment. It means you have rights related to how you are treated and responsibilities related to how you treat others. It also means you can access extra help when you need it to support you with studying difficulties, dealing with personal issues, resolving complaints and accessing disability support.

"Access and Equity" is aimed at preventing discrimination on the basis of race, culture, religion, political affiliation, language, age, gender, disability or health status, financial disadvantage, marital status, pregnancy, parent / carer status, or lawful sexual orientation.

What is Access & Equity at Queensland Training Services?

Whether you're here for a day or longer you have the right to a fair go while you're with us. This means that regardless of your cultural background, gender, sexuality or age, whether you are pregnant, whether you have a disability or whether you are married or not you have the right to study in an environment free from discrimination and harassment. This is the law.

Responsibilities of QTS and its staff

QTS and its staff shall ensure that you have an opportunity to undertake training that is not restricted on the grounds of nationality, place of birth, language, age, sex or educational background.

QTS will ensure that eligible trainee / participants have the opportunity to successfully gain skills, knowledge and experience through education and training.

How can you help to create a positive environment?

As a participant you have the right to be treated fairly and you have the responsibility to treat others fairly. It is expected that you will treat others with dignity and respect, just as you would wish to be treated with respect from others.

At Queensland Training Services we are a diverse group of people - both QTS personnel and participants. This means that we all have to work with people who are different from us. Training is a great opportunity to learn about different cultures, value systems, ways of doing things etc. While staff has responsibilities to make sure no-one is harassed or discriminated against, you as participants have a lot of influence over how other participants feel about being here at Queensland Training Services.

Some of the things that you can choose to do to make the environment positive for all are:

- be welcoming to new participants
- stand up for others if you see or hear them being harassed
- learn about other cultures
- take responsibility to understand more about how disabilities can affect people and how you can be of assistance if needed
- don't use discriminatory language
- don't harass or bully others
- make the most of the opportunities that working with others who are different to you offers - it's an opportunity to learn
- be aware that people will have values and beliefs that may sometimes clash with yours - this doesn't make them wrong, just different
- don't be worried by difference - you'll be surprised how easy it is to talk to people when you approach them with a positive attitude

Queensland Training Services management can provide you with more information and options on dealing with harassment and discrimination. If an individual and the organisation cannot resolve the situation between themselves they can go through the formal channels of the Anti-Discrimination Commission.

Religious Accommodation

Sometimes individuals hold religious beliefs or conduct religious practices that conflict with their work schedules or assigned responsibilities. QTS will attempt to provide a reasonable accommodation for religious beliefs and practices of such individuals if to do so does not impose an undue hardship for QTS, or interfere with the employee's ability to perform the essential functions of the position. If you would like to request reasonable accommodation based on your religious beliefs, you should discuss this with your trainers or management. You may be asked to provide appropriate documentation to support your request.

Harassment

The Queensland *Anti-Discrimination Act 1991* prohibits harassment in all circumstances. Everyone within QTS, must respect the rights and dignities of others, which includes refraining from unwanted physical, verbal and non-verbal conduct, bullying and any other conduct which denigrates, ridicules, intimidates or is physically abusive of an individual or group.

Sexual harassment is any form of unwelcome sexual attention that is intimidating, humiliating or offensive. What constitutes sexual harassment to one person may be acceptable to another. It is everyone's right to a sexual harassment-free environment.

Sexual harassment can take various forms and be obvious or indirect, physical or verbal. It includes behaviour that creates a sexually hostile or intimidating environment. Specifically, examples of sexual harassment include:

- unwelcome physical touching
- sexual or suggestive comments, jokes or innuendo
- unwelcome requests for sex
- intrusive questions about a person's private life
- the display of sexually explicit material such as posters, pictures or screen savers
- unwanted invitations
- staring or leering
- sex based insults or taunts

- offensive communications, including telephone calls, letters, faxes and e-mail.

Where a participant believes she/he is the victim of harassment, they should approach and confide with any member of QTS staff. Normally the participant's trainer/assessor should be approached, although if the allegation relates to that trainer/assessor then any appropriate member of staff, with whom the participant is comfortable, should be approached.

Support Services

Participants will regularly meet with their trainers to review the participant's performance and progress and help with any other matter the participant wishes to raise.

If you have any special needs you may discuss these with your trainer, who assist or refer you appropriately. This includes:

- problems with language, literacy or numeracy
- other special needs in order to complete your course of study
- the need to talk about personal issues
- study effectiveness
- finance
- course and career issues
- policies and procedures
- people with disabilities are encouraged to make enquiries
- any of the issues listed in this Handbook
- Participants may speak to their trainer or management if they have any queries or problems about an academic matter.

All participants are assessed on their literacy and numeracy skills during the introductory session for their course. Where literacy and numeracy deficiencies are identified, QTS will work with the participant to develop a plan to address the learning gaps. Interventions may include but will not be limited to additional training assistance, referral to other agencies, flexible delivery and assessment and other activities deemed appropriate. A review of the program to address participant's needs will be conducted monthly and adjusted as required.

Health & Safety

Queensland Training Services recognises that safety is an essential part of all its activities and aims to safeguard, so far as is reasonably practicable, the health, safety and welfare at work of all its staff, participants and visitors. We encourage an attitude of mind which accepts good safety practice as normal. Participants should always conduct themselves in a safe manner.

The *Workplace Health and Safety Act 1995 and subordinate legislation* requires that employers and others ensure the health and safety of people who may be affected by workplaces, workplace activities or specified high risk plant. To meet these requirements QTS will provide safe systems of work, a safe environment, safe plant and equipment and staff who are competent.

The Workplace Health and Safety Act 1995 requires that you look after your own health and safety and that of others. You must :

- follow the instructions given by the employer or Principal Contractor for the health and safety of themselves and others;
- use personal protective equipment if it is provided and they have been trained in its use.

Further workers and other persons **must not**:

- deliberately interfere with or misuse anything provided for workplace health and safety;
- deliberately do something that could endanger the workplace health and safety of any person;
- deliberately do something where you could injure yourself

The following advice represents good safe practice and should be followed by all:

1. Follow instructions.
2. Report anything that could injure or harm a person.
3. Report any faulty or malfunctioning equipment immediately.
4. All accidents should be reported immediately to a responsible person in the area where they occur.
5. Make sure you know what to do in an emergency.
6. If in doubt ASK.

Your Health

If you become ill and need medical attention or advice you should make arrangements to visit a medical practitioner's surgery as soon as possible.

You should also report absences to QTS, with as much advance notice as is possible.

Smoking

Because of the dangers to health caused by smoking, and the duty of QTS to provide, as far as is reasonably practicable, a working environment which is healthy, all training venues are 'no-smoking' areas. This rule applies equally to participants, employees, contractors and other visitors to QTS.

Copyright

Under the copyright laws of Australia, a person who owns copyright in a 'work' has the exclusive right to make copies of that work. The copyright owner may permit others to make copies of the work. 'Copying' includes photocopying, scanning, faxing, and digitising.

If you reproduce material protected by copyright without the permission of the copyright owner, you may infringe copyright. Reproducing part of a work may also infringe copyright, even if the part is important. A copyright owner is entitled to take legal action against a person who infringes his or her copyright.

If you copy a material for your research or study, you may not infringe copyright provided your copying is fair. In deciding whether your use is fair, you should take into account:

- a) the purpose and character of the dealing;
- b) the nature of the work or adaptation;
- c) the possibility of obtaining the work within a reasonable time at an ordinary commercial price;
- d) the effect of the use upon the potential market for, or value of, the work; and
- e) where only part of the work or adaptation is copied - the amount and substantiality of the part copied taken in relation to the whole work or adaptation.

Where making a copy of a work is a fair dealing under section 40 of the Copyright Act 1968, making that copy is not an infringement of the copyright in the work.

It is a fair dealing to make a copy, for the purpose of research or study, of one or more articles on the same subject matter in a periodical publication or, in the case of any other work, of a reasonable portion of a work. In the case of a published work that is of not less than 10 pages and is not an artistic work, 10% of the total number of pages, or one chapter, is a reasonable portion.

More extensive copying may constitute fair dealing for the purpose of research or study. To determine whether it does, it is necessary to have regard to the criteria set out in the Copyright Act 1968.

Queensland Training Services does not authorise you to make infringing reproductions of copyright material. It is your responsibility to make sure that any reproductions you make do not infringe copyright.

Complaints and Grievances

A complaint or grievance may arise if you believe that an incorrect decision or inappropriate behaviour has adversely affected your rights.

Examples include:

- inappropriate application of government legislation
- non-compliance with Queensland Training Services policy
- being unfairly assessed
- having an enrolment unreasonably terminated
- being required to meet unreasonable requirements for a qualification that extend the normal requirements
- being the subject of misconduct by a staff member
- being the subject of retaliation for exercising your rights.

The grievance procedure allows you to pursue a problem which you feel needs to be resolved. If you experience a difficulty at QTS you should make every effort to resolve the matter through informal discussion. Discussion in the first instance should be with the person concerned, whether it is another participant or a member of staff. If this is not possible you should take the matter to Management.

If having tried this you are still dissatisfied, you can submit a formal written statement of grievance and will be provided with a written response.

If dissatisfied with this response, you have the right of appeal to an external body, such as Workplace Health and Safety Queensland (Dept of Employment & Training), the relevant State/Territory accreditation board, located with the State/Territory Department of Education or legal representation.

Financial Responsibility

All outstanding debts to the Queensland Training Services must be cleared promptly, and the participant be considered in good financial standing before being permitted to undertake final assessments, and before qualifications are awarded. QTS also reserves the right to withdraw tuition from any participant who does not comply with QTS rules and any decision will be regarded as final.

Refunds

- Registration may be cancelled up to five working days prior to commencement of course with participants either transferring to another course or receiving a full refund.
- Registration cancelled less than five working days but before 3 days prior to commencement of a course will incur a 25 % cancellation / transfer fee.
- If no cancellation notice is received, or cancellation is made with less than 3 days notice, no refund will be issued.
- Another participant may be substituted at any time prior to course commencement date should the nominated person be unable to attend. Notification of such changes is imperative.
- Queensland Training Services Pty Ltd reserves the right to cancel or postpone a course to an alternative date. All registered participants affected by such changes will receive a full refund or be offered the opportunity to transfer to the next available course program.
- No refunds will be made after the commencement of the course unless the participant can provide a medical certificate or show extreme personal hardship. In this case, fees may be refunded on a pro-rate basis at the discretion of the Operations Manager.

Course Cancellations

Whilst every endeavor will be made to conduct all advertised courses, QTS reserves the right to change or cancel timetables, class locations, course offerings, trainers and other such details or circumstances beyond our control that affect enrolments. Every effort will be made to advise participants of any changes. Participants automatically receive a refund in this instance.

Your Privacy & Records

The *Privacy Act 1988* sets out the rights of individuals in relation to how organisations should collect, use, keep secure and disclose personal information.

We will not use your details for any other purpose, and will not disclose them to other persons or organisations without your consent or unless required or authorised to under the *Privacy Act 1988*.

Access to Records

Information about you is collected only for the purpose of providing training and assessment services and as required by laws and regulations. Information from your records, except as required by law or under the Standards for Registered Training Organisations, will not be disclosed to anyone outside QTS without your written consent (and that of your parent or guardian if you are under 18). You can view your personal records by contacting QTS.

Information Collected from E-Mail

E-mail from you will be treated as a public record and will be retained. We will not add any details from your e-mail to a mailing list, nor will we disclose these details to third parties without your consent, or unless permitted or required by law. Our Server may monitor e-mail traffic for system troubleshooting and maintenance purposes only.

As an alternative, you may wish to use the telephone or send your request to our postal address.

Information Collected from Website Transactions

Unless you specifically provide us with your details, such as subscribing to a service, enrolling in a course, filling in a survey or completing an online communication, we will not collect any personal information about you.

Disciplinary Procedures

Good Conduct is expected from participants. QTS rules and regulations must be adhered to and any participant in breach of those rules will be disciplined.

Breaches of conduct occur in the cases of:

- action which adversely affects Health and Safety.
- harassment of other participants or members of staff.
- disregard QTS rules and regulations.

Misconduct

The following actions are examples of misconduct for which participants would receive a warning from QTS:

- persistent lateness for classes
- long periods of unexplained absence, where there is an attendance requirement
- breach of QTS rules and regulations
- consistent failure to show proper standards of politeness and courtesy to participants and staff.

Gross Misconduct

These cases could lead to a participant being excluded from classes, either for a set period or permanently. The following is an indication (though not exhaustive) of where gross misconduct could lead to exclusion.

- wilful or reckless disregard of safety regulations
- failure to follow instructions from a member of staff to carry out actions which are lawful and reasonable
- attending while under the influence of drink or drugs
- any assault or bullying of another participant or member of staff within the training premises
- theft or wilful damage to property belonging to a participant, member of staff or QTS.

Damage to Property

Participants will be required to make good to the satisfaction of QTS any damage or loss they may have caused to any property of QTS.

Drugs and Alcohol

Participants are requested to respect other peoples right to a productive learning environment and refrain from using alcohol or social drugs on our premises. The only exception applies to moderate consumption of alcohol at approved functions for individuals of legal drinking age.

Where a Participant is affected by alcohol or drugs, staff may take appropriate action to:

- prohibit the participant from taking part in any learning activity (particularly practical exercises); and/ or
- direct the participant to leave the class.

Keeping QTS Informed

It is essential that you keep QTS informed of information relating to you, especially details of addresses.

You should therefore notify QTS of changes to the following data.

- your email address
- your local, home or postal address
- your name, title or marital status

You must remember that failing to provide QTS with full and accurate information about yourself and your program could have an adverse effect, for example in terms of timetabling examinations or ensuring that important correspondence reaches you.

Remember that if you are in doubt about what information is being held about you on QTS information system you can approach QTS who will confirm the information so that you can make sure it is correct.