



ABN: 49 133 358 380

RTO Number: 31953

Registered with the Australian Skills Quality Authority (ASQA)

RudTek Pty Ltd

Student Handbook

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WELCOME

The staff of RudTek Pty Ltd (RudTek) would like to extend to students a warm welcome and we hope the time spent with us during your course of study is both productive and enjoyable.

The staff at RudTek are very approachable and well equipped to deal with any queries a student might have.

All Students should read this handbook as part of the enrolment process.

About RudTek

This Student Handbook provides important information about your rights and responsibilities as a student with RudTek, including information about training and assessment, student support services, fees and charges, complaints and appeals processes and certification.

Students are encouraged to read this handbook carefully prior to commencing training.

Overview

RudTek is a registered training organisation (RTO) which has its base at Salisbury in Brisbane. As an RTO, RudTek is responsible for the quality and compliance of the training and assessment products and services we offer. RudTek was formed in 2008 to provide high quality learning and development, through a whole of organisation approach. We pride ourselves in providing quality solutions and outcomes to enterprises and their team members. RudTek offers not only corporate training to a range of industries, but also conducts professional development activities / events and provides a project management service to various industry sectors in relation to vocational education and training.

Mission Statement

“Enhance your life through investing in yourself, enhance your business through investing in your people.”

Our Approach

Our approach focuses on:

- ✦ Development of consultative partnerships with our clients;
- ✦ Provision of tailored and quality solutions that reflect workplace practices;
- ✦ Creation of training environments that encourage students to innovate and share; and
- ✦ Ongoing research into national and international best practice in employment services.

Our Values

Our values are:

- ✦ Honest and open communication with our clients;
- ✦ Delivering value for money services;
- ✦ Meeting contractual timelines; and
- ✦ Respecting client confidentiality

PRIVACY AND STUDENT INFORMATION

Privacy Notice

Under the *Data Provision Requirements 2012*, RudTek is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form and your training activity data) may be used or disclosed by RudTek for statistical, regulatory and research purposes. RudTek may disclose your personal information for these purposes to third parties, including:

- ✦ School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- ✦ Employer – if you are enrolled in training paid by your employer;
- ✦ Commonwealth and State or Territory government departments and authorised agencies;
- ✦ NCVER;
- ✦ Organisations conducting student surveys; and
- ✦ Researchers

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

- ✦ Issuing statements of attainment or qualification, and populating authenticated VET transcripts;
- ✦ facilitating statistics and research relating to education, including surveys;
- ✦ understanding how the VET market operates, for policy, workforce planning and consumer information; and
- ✦ administering VET, including programme administration, regulation, monitoring and evaluation.

You may receive an NCVER student survey which may be administered by an NCVER employee, agent or third party contractor. You may opt out of the survey at the time of being contacted.

Data Collection

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

Unique Student Identifier (USI)

Everyone participating in Vocational Education and Training as of January 2015 will need to have a USI.

The USI is a government initiative ensuring that each person who participates in Vocational Education & Training has a unique student identifying number that will follow them for a life of learning no matter where they are in Australia.

Each time you enrol to study with a new training organisation, your USI will be used to store your training records and results.

To create your USI go to <http://www.usi.gov.au/create-your-USI/Pages/default.aspx>

Acceptable forms of ID are: Driver's license, Medicare card, Australian Passport, Birth Certificate, Citizenship Certificate, Visa (International students), ImmiCard or Certificate of Registration by Descent.

ENROLMENT AND TRAINING SUITABILITY

Students may enrol through the RudTek website or upon enquiry have an enrolment form emailed to them to complete and return by email. Upon receipt of online enrolments, students will be automatically linked to a non-invasive language, literacy and numeracy assessment. This is designed to assess the student's current level of language, literacy and numeracy to enable our trainers to provide specific support within their capabilities. Upon receipt of the student's enrolment, RudTek will work with the student and complete an enrolment plan to ensure that the program is suitable for the student and appropriate and supports their progression through the qualification or unit of competency.

Training Suitability

RudTek reviews information provided during enrolment, including prior education, employment experience, language, literacy, numeracy and digital skills together with the student's training goals to determine whether the selected training program is suitable and appropriate.

Where training may not be suitable, RudTek will discuss alternative training pathways or support options prior to enrolment being confirmed.

Language, Literacy and Numeracy

RudTek is committed to providing guidance or support to those participants who have any identified issues in relation to language, literacy or numeracy support.

During the enrolment process, all students will complete a non-invasive language, literacy and numeracy assessment designed to identify their ability to read, write, comprehend and calculate. The information gathered through this assessment will be used by trainers/assessors to adjust the training or provide additional support, to suit the individual student's needs.

Where appropriate, RudTek may make reasonable adjustments to training and assessment processes to support **students** with language, literacy, numeracy or disability needs, provided that the integrity of the training product and assessment requirements is maintained.

TRAINING AND ASSESSMENT

Training Delivery Methods

RudTek delivers training using a range of methods designed to suit the needs of students and industry.

Training delivery may include:

- ✔ Workplace-based training
- ✔ Classroom or workshop training
- ✔ Online or blended learning
- ✔ Practical workplace assessment
- ✔ Structured learning activities and case studies

The delivery method used will depend on the qualification, industry requirements and the student's employment circumstances.

Training may occur:

- ✔ In the workplace
- ✔ At RudTek training facilities
- ✔ Online through the RudTek Learning Management System (LMS)
- ✔ At approved third-party or client worksites where relevant resources are available.

Locations of training will be negotiated with students and their employers (as applicable) and dependent on the delivery arrangements in RudTek's training and assessment strategy for the qualification or unit of competency. In the case of traineeships and apprenticeships, the delivery arrangements and training locations will be negotiated between RudTek, the student and their employer and detailed in a training plan signed by all parties.

For those students completing their qualification via traineeship or apprenticeship arrangements, a training record book will also be issued. The training record book is a record of workplace tasks completed by the student during the normal course of their duties and verified by their employer. It is a requirement that all trainees and apprentices complete a training record and that this is reviewed by RudTek at three monthly intervals.

If a client cancels scheduled training delivery with less than two (2) business days notice, client will be invoiced at either half day or full day rate depending on training delivery session booked.

In some cases training and assessment may be delivered by trainers and assessors engaged by RudTek under formal third party arrangements. RudTek remains responsible for the quality and compliance of all training and assessment services delivered on its behalf.

Training is designed to develop the knowledge and skills required to meet the requirements of the relevant unit(s) of competency.

All learning resources and assessments are provided through the RudTek Learning Management System (LMS).

Students access training materials, complete learning activities and submit assessment evidence electronically through the LMS.

Assessment activities may include:

- ✔ online knowledge questions
- ✔ scenario-based activities
- ✔ workplace practical observation

- ✔ workplace evidence uploaded to the LMS
- ✔ third-party reports uploaded to the LMS
- ✔ online professional discussions where required

All assessment conducted by RudTek complies with the:

- ✔ **Principles of Assessment** - Fairness, Flexibility, Validity and Reliability
- ✔ **Rules of Evidence** - Validity, Sufficiency, Authenticity and Currency

Students will receive feedback through the LMS and may be provided with opportunities for reassessment where required.

Assessment Submission

All assessments must be submitted through the RudTek Learning Management System (LMS). Students must ensure assessment responses are their own work, supporting evidence is uploaded where required, and submissions are completed within the timeframe specified by the trainer or assessor.

STUDENT CONDUCT AND REQUIREMENTS

Training Participation Requirements

Students are expected to actively participate in training and assessment activities and complete assessment tasks within agreed timeframes.

Students undertaking workplace-based training must ensure they have access to appropriate workplace environments, equipment and supervision required to complete practical assessment activities.

Students should allow sufficient time to complete learning activities and assessment tasks associated with their training program. The amount of time required will vary depending on the qualification, delivery method and the student's existing skills and experience.

Where a student is unable to meet participation requirements, they should contact RudTek as soon as possible to discuss available options.

Student Responsibilities

Students enrolled with RudTek are expected to:

- ✔ participate in training and assessment activities
- ✔ submit assessment tasks within agreed timeframes
- ✔ maintain communication with their trainer | assessor
- ✔ behave in a safe and respectful manner during training activities
- ✔ comply with workplace health and safety requirements
- ✔ notify RudTek if personal circumstances impact their ability to participate in training.

Academic Integrity

Students must ensure that all assessment work submitted represents their own knowledge and skills.

The following behaviours are considered academic misconduct:

- ✔ plagiarism (copying another person's work without acknowledgement)
- ✔ submitting work completed by another person
- ✔ sharing assessment answers with other students
- ✔ submitting responses generated by artificial intelligence (AI) tools without authorisation

Where academic misconduct is identified, RudTek may require the student to:

- ✔ resubmit the assessment
- ✔ undertake reassessment
- ✔ complete additional learning activities
- ✔ have their enrolment cancelled in serious or repeated cases.

Health and Safety

RudTek is committed to providing a safe training environment for students, staff and visitors. Students will be advised of emergency procedures and evacuation requirements where training is conducted onsite or at external training locations.

All safety precautions are undertaken by RudTek, and should a safety incident occur, students will be provided with an Incident Report to document the incident and its outcomes.

Student Misconduct and Discipline

Students are required to observe any lawful direction given by a RudTek staff member in order to ensure the safety of individuals and the orderly conduct of learning programs delivered by RudTek. Students must maintain a high standard of behaviour within the premises of RudTek and must not indulge in any acts which may result in damage to property or unduly interfere with the comfort or convenience of any person lawfully entitled to be within the premises of RudTek. Appropriate action will be taken by the Managing Director of RudTek should this be deemed appropriate, and an appeals process will be available to students upon any decision taken by the Managing Director of RudTek.

FEES AND CHARGES

In accordance with the Standards for NVR Registered Training Organisations (RTOs) 2025, RudTek will not collect more than \$1,500 in advance from a student prior to the commencement of training or assessment services, including learning resources.

Course fees are normally invoiced directly to the student unless another person or organisation has been nominated to pay the fees on the student's behalf.

Where an employer or third party agrees to pay course fees for a student, the employer or third party may elect to pay the full course fee to facilitate the student's enrolment, even where this amount exceeds \$1,500.

What are the costs for full fee-paying students?

Fees for full fee-paying students include the costs associated with:

- ✔ Delivery of training
- ✔ Assessment activities
- ✔ Issuance of Statements of Attainment or Qualifications
- ✔ Learning resources (where applicable)
- ✔ Administrative services

Course fees will be advised prior to enrolment and confirmed in the course enrolment information or course outline.

Invoices are generally issued upon enrolment or course commencement.

Funding Programs

Am I eligible for funding?

Eligible students may have their training subsidised through government or industry funding programs. Funding availability is subject to eligibility requirements and program guidelines. Funding may include programs such as:

Queensland Government Department of Trade, Employment and Training (DTET)

- ✔ Career Start (Apprenticeships and Traineeships)
- ✔ General Training
- ✔ VET in Schools (VETiS)

Construction Skills Queensland (CSQ)

- ✔ Higher Level Qualifications
- ✔ Short Courses
- ✔ Skills Assessment and Gap Training

Students should contact RudTek to determine their eligibility for any available funding.

Career Start Funding

Career Start is a Queensland Government initiative that supports individuals to gain the skills required to start or progress their careers. The program provides subsidised training to help individuals gain employment and supports those already employed to move into more skilled roles.

Through Career Start, eligible apprentices and trainees may have their qualification subsidised by the Queensland Government. Eligible students may also undertake General Training through the program. Students participating in Career Start funded training may be required to pay a student co-contribution fee.

Student Contribution Fees

- ✔ Are charged per unit of competency
- ✔ Are invoiced upon enrolment
- ✔ May require partial payment prior to course commencement, with the remaining balance payable after training has commenced

Concession rates may apply to eligible students.

School-based apprentices and trainees are generally exempt from student co-contribution fees while enrolled at school. Fees may apply when a school-based apprentice or trainee transitions to a full-time or part-time training arrangement for any units of competency not yet commenced.

VET in Schools (VETiS) Funding

VET in Schools (VETiS) allows secondary school students to undertake nationally recognised vocational education and training while completing their secondary education.

VETiS qualifications may be undertaken by students in Years 10, 11 and 12 and can contribute towards the Queensland Certificate of Education (QCE).

These courses provide students with the skills and knowledge required to gain employment or pursue further training in specific industries.

Generally, no student fees apply to VETiS funded courses.

Construction Skills Queensland (CSQ) Funding

Construction Skills Queensland (CSQ) is an independent, not-for-profit organisation that supports training and workforce development across the building and construction industry.

CSQ provides funding to assist employers, workers, apprentices, trainees and job seekers to gain the skills required to work in the construction industry.

Funding provided by CSQ helps reduce the financial barrier to training and supports workers to upskill or gain new qualifications.

Students accessing CSQ funded training may be required to pay a co-contribution fee, which is payable at the time of enrolment.

Contact RudTek for further information on funding eligibility, as eligibility is determined in accordance with the relevant funding body guidelines and may be subject to change.

Replacement Certificates

Additional charges may apply for services such as:

- ✔ Replacement of a qualification or Statement of Attainment \$15 + gst
- ✔ Replacement of a Wallet Card \$35 + gst

REFUNDS

Situation	Refund Outcome
Course cancelled by RudTek	Student may choose a full refund or transfer to another course date.
Withdrawal before course commencement	A refund may be approved if written notice is received prior to the course commencement date. An administration fee may apply.
Withdrawal after course commencement	Refunds will generally not apply once training has commenced. Requests may be considered in exceptional circumstances with supporting evidence.
Non-attendance without notice	Fees are non-refundable.
Student contribution fees for government funded training	Contribution fees already invoiced remain payable. Refunds may only apply to training not yet commenced where permitted by the relevant funding body.

Exceptional Circumstances

RudTek may approve refunds in exceptional circumstances. Evidence may be required to support the request.

Refund requests must be submitted in writing to:

enquiries@rudtek.edu.au

Requests should include:

- ✔ student name
- ✔ course name
- ✔ reason for withdrawal
- ✔ supporting documentation (if applicable)

Where approved, refunds will be processed within 28 days.

Cancellation or suspension of enrolment

All students

In the event that a student intends to cancel their enrolment or withdraw from training, they must submit a notification in writing (email is acceptable).

By RudTek

RudTek has the right to cancel or suspend your enrolment in some circumstances, including;

- ✔ failure to maintain satisfactory learning and assessment progress
 - where enrolled in a full qualification or a qualification/course exceeding three (3) months in duration, you are expected to meet a minimum rate progress of one (1) unit of competency completion every month an extension is sought and approved by the Managing Director of RudTek or in accordance with the negotiated training (where applicable). Where the student is completing an apprenticeship, inability to progress may be reported to the Department of Trade, Employment and Training (DTET) or its successor where a resolution cannot be reached between the apprentice, employer and RudTek
 - communication in general with your trainer/assessor and/or RudTek as the RTO
 - if at the end of any half year of study, in any year of enrolment in your program, you fail to meet this requirement you may be placed on a learning and assessment caution and issued with a training improvement notice (TIN) to show cause or a failure to progress
- ✔ failure to pay fees
- ✔ student misconduct

Student Induction

All students will receive an induction to their training program prior to or at the commencement of training. Induction may be delivered online, through the LMS, or by a trainer/assessor. At this time, students are given comprehensive information regarding delivery methods, assessment methods and dates and are made familiar with relevant policies and procedures.

During induction students will be provided with information about the training program, assessment requirements, support services, complaints and appeals processes and their rights and responsibilities as a student.

Students completing their qualification via traineeship or apprenticeship arrangements will be required to negotiate a training plan with the RudTek delegate and their employer.

STUDENT WELLBEING AND SUPPORT

RudTek is committed to providing a supportive learning environment that assists students to successfully complete their training.

Students requiring assistance during their training should first speak with their trainer or assessor. Additional support may also be accessed by contacting RudTek administration.

Phone: (07) 3275 2039

Email: enquiries@rudtek.edu.au

Support available to students may include:

- ✔ assistance with understanding training and assessment requirements
- ✔ language, literacy and numeracy support
- ✔ guidance regarding training pathways and course progression
- ✔ referral to external support services where required

Where a student requires specialist support that cannot be provided internally, RudTek may refer the student to an appropriate external support service. Any costs associated with external support services are the responsibility of the student unless otherwise arranged.

External Support

Examples of external services that may provide additional support include:

Wellbeing Support

Lifeline - 13 11 14

Beyond Blue - 1300 224 636

Suicide Call Back Service - 1300 659 467

Industry Support

MATES in Construction - 1300 642 111

Financial Support

National Debt Helpline - 1800 007 007

Students are encouraged to seek support early if they experience difficulties that may impact their ability to participate in training.

FEEDBACK, COMPLAINTS AND APPEALS

RudTek welcomes feedback from students, employers and other stakeholders as part of our commitment to continuous improvement.

Feedback may be provided at any time and is used to improve the quality of training and assessment services.

Providing Feedback

Students and stakeholders may provide feedback by contacting RudTek directly:

- ✔ Phone: (07) 3275 2039
- ✔ Email: enquiries@rudtek.edu.au

Feedback may also be collected through course evaluations and surveys.

Complaints

Students and stakeholders have the right to lodge a complaint regarding any aspect of RudTek's services, including training delivery, assessment, staff conduct or administrative processes.

Complaints will be managed fairly, confidentially and without fear of victimisation.

Complaint Process

1. Where appropriate, the person raising the concern should first attempt to resolve the matter informally with the person involved.
2. If the issue cannot be resolved informally, the complaint should be submitted in writing to RudTek.
3. RudTek will acknowledge receipt of the complaint within two (2) business days.
4. The complaint will be investigated and a written outcome will normally be provided within thirty (30) days.
5. If the complainant is not satisfied with the outcome, they may request an independent review.

Appeals

Students have the right to appeal decisions made by RudTek, including assessment outcomes.

Appeals Process

1. Appeals must be submitted in writing within seven (7) days of the decision being made.
2. RudTek will acknowledge the appeal within two (2) business days.
3. The appeal will be reviewed by an appropriate staff member who was not involved in the original decision where possible.
4. Where appropriate, students may be offered reassessment or other reasonable resolution.
5. If the appellant is not satisfied with the outcome, they may request an independent review by an external party.

If an appeal process takes longer than 60 days, RudTek will advise the student in writing and provide regular updates on progress.

If the complainant or appellant is not satisfied with the outcome of RudTek's internal process, they may seek advice from the Australian Skills Quality Authority (ASQA).

RECOGNITION AND CREDIT TRANSFER

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is the formal acknowledgement of the skills and knowledge that individuals may have gained through:

- ✔ Previous work experience
- ✔ Informal or non-formal training
- ✔ Prior formal study
- ✔ Industry experience

Students wishing to apply for RPL must submit appropriate evidence to demonstrate their competency.

Evidence may include:

- ✔ Statements of Attainment or qualifications
- ✔ Workplace documentation
- ✔ Third-party reports
- ✔ Work samples
- ✔ Professional discussions or practical demonstrations

Successful RPL applications may reduce the amount of training required to complete the qualification.

Credit Transfer

Credit transfer may be granted where a student has previously completed a unit of competency with the same code as a unit in their current enrolment. Students should note that a certified copy of a Statement of Attainment or Statement of Results/Academic Transcript must be supplied in order to be awarded credit transfer.

Recognition of Qualifications or Statements of Attainment issued by another RTO

RudTek will recognise the qualifications and Statements of Attainment issued by other Registered Training Organisations (RTO), regardless of the location, provided that the RTO is registered to offer the qualification.

Deleted/Superseded Training Products

Training packages and qualifications may be updated, replaced or removed from the national training register (training.gov.au) from time to time.

Where a qualification or unit of competency in which a student is enrolled becomes superseded or deleted, RudTek will:

- ✔ notify affected students as soon as practicable
- ✔ provide information about available transition arrangements
- ✔ recognise training and assessment already completed

Where required, students may be transitioned to the replacement training product in accordance with regulatory requirements.

ASSESSMENT AND CERTIFICATION

Assessment

RudTek has an assessment policy, which is available for the information of students. This assessment policy ensures that students and trainers/assessors work together to achieve the training program aims. The following principles will be applied by RudTek to all assessment:-

- ✔ **Validity** – assessments that are appropriate to the matter being assessed, meeting the standards from the training package as well as industry requirements.
- ✔ **Reliability** – ensuring that assessments are conducted consistently with different groups or individuals to reflect a common standard.
- ✔ **Flexibility** – adjustments are allowed, taking into account the varying situations and circumstances of participants, but maintaining a consistent standard.
- ✔ **Fairness** – making allowances to ensure assessment is equitable and overcoming any disadvantage participants might have in relation to disabilities, language and literacy or capacity to apply what they are learning.
- ✔ **Sufficiency** – sufficient evidence is collected to enable a sound assessment decision to be made.

Our policy also ensures that students are provided with clear, concise directions for assessment and recording of results.

Results

Assessments will be marked 'satisfactory' or 'not satisfactory' until all assessment tasks for a unit of competency have been successfully completed. Once all assessment tasks have been successfully completed, a competent result will be issued.

If a student fails to achieve the required standard of performance, a result of 'not yet competent' will be awarded. A not yet competent result does not mean that a student has failed, but simply that there are outstanding knowledge or skills to be confirmed. All students will receive a total of three opportunities to be assessed.

RudTek will issue certification documentation in accordance with the **Standards for NVR Registered Training Organisations (RTOs) 2025**.

Upon successful completion of a qualification or unit of competency, students will receive:

- A **Qualification Certificate** and **Record of Results** for full qualifications, or
- A **Statement of Attainment** for individual units completed.

Certification will be issued within **30 calendar days** of the student being assessed as competent and once all fees have been paid and a valid **Unique Student Identifier (USI)** has been provided.

RECORDS MANAGEMENT

RudTek is committed to keeping accurate and confidential records in relation to its students and the activities conducted on their behalf. All records are maintained through a combination of secure electronic systems and databases designed to ensure it can provide detailed and timely information to its students.

Personal information collected during enrolment is used only for training administration, regulatory reporting and student record management.

All records associated with student results are kept for a period of thirty (30) years from the date of their issue. These records are backed up electronically and are kept in an offsite location. Individual assessment records are retained until the period for appeal against assessment results has lapsed, i.e. seven (7) days.

Students may request access to their personal records held by RudTek in accordance with privacy legislation.

Withdrawal from a Training Program

Requests for withdrawal must be made in writing to the Managing Director of RudTek as soon as is practicable. See information on refunds in this handbook to determine eligibility for a refund.

Legislative Compliance

RudTek operates in accordance with relevant Commonwealth and State legislation including legislation relating to vocational education and training, privacy, anti-discrimination, workplace health and safety and consumer protection.

Copies of relevant legislation can be accessed at:

www.legislation.gov.au

Access, Equity and Anti-Discrimination

RudTek is committed to providing opportunities to all people for advancement, regardless of their situation.

RudTek meets the needs of individuals and the community through the integration of access and equity guidelines, and will apply equity principles to ensure equality of opportunity without discrimination by ensuring that our selection criteria is non-discriminatory, providing fair access to training for all people.

We are able to liaise with specialist services and Government Departments and agencies e.g. literacy and numeracy support, interpreters and disability support, in order to assist any of our students who may require assistance, in a non-interventionist manner.

It is every student's right to a harassment free environment. Where instances of discrimination or harassment occur, they will be investigated in a confidential manner. If proved, the person responsible will be disciplined. For further information on your rights in relation to discrimination, please visit the following website –

<http://www.adcq.qld.gov.au/>

Continuation of Training

In the event that RudTek ceases to operate as a registered training organisation, all current students and their employers will be advised in writing of:

- ✦ The date on which RudTek will cease to operate
- ✦ The date on which training will cease
- ✦ Arrangements to be made to transition enrolments to another RTO
- ✦ Arrangements for settlement of any outstanding fees

RudTek will ensure that where we are unable to transition all students to another RTO, Statements of Attainment for all units of competency successfully completed during their enrolment.

We hope you enjoy your course of study!

Cherie Rudzitis
Managing Director
RudTek Pty Ltd