Upskills QLD | The Traffic Training Specialist

We turn ordinary people into everyday legends

STUDENT INFORMATION BOOKLET

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Welcome

The staff at Upskills Qld welcomes you to their National VET Regulated, Registered Training Organisation (NVR R.T.O - 40840) and training facilities. We hope you enjoy your learning experience with us as you undertake your chosen course.

Upskills Qld aims to provide training of the highest quality to meet our client's specific needs. We achieve this through our focus on continual improvement of our course delivery and assessment strategies.

Our courses are aimed at improving student skills rather than providing employment opportunity skills development.

It is envisaged that this will continue to be the nature of our work.

Students rights and obligations

Conditions of Training

- Specific classes may have certain prerequisites and the students may be asked to provide proof that they hold prerequisites for a certain course prior to commencement.
- Proof of identity & qualifications will be required via presentation of the student's original documents where necessary.
- Students participating in courses involving physical activity, practical demonstrations etc, do so at their own risk.
- Courses with minimum enrolments may be cancelled or rescheduled. Upskills Qld reserves the right to decline admission to a course and/or to terminate a student's enrolment in a course.
- Upskills Qld reserves the right to change the Trainer/Assessor at any time without notice to course students.
- Upskills Qld requires you to wear appropriate P.P.E. clothing and footwear such as covered-in shoes etc.

Confidentiality

- Upskills Qld takes its obligations under the Privacy Act very seriously and will take all reasonable steps in order to comply with the Act to protect the privacy of the personal information held. Personal information of students will be kept confidential and will only be used for the purpose to which the information is deemed relevant.
- When a third party, e.g. an employer, requests information about the student, that person will be contacted and his/her permission will be required in writing and must be signed by the individual before that information is released.

Safe Working Environment

- Upskills Qld aims to ensure the health, safety and welfare of all its employees and others who enter its work premises and training venues. Students must also be aware of their duty to take reasonable care of the health and safety of others.
- This includes no smoking inside buildings. Smoking is strictly forbidden inside any Upskills Qld buildings or vehicle. This includes the forecourt or front area of the complex. A designated smoking area has been set aside at the rear of the complex. All cigarette butts must be placed in bins provided.
- Students must comply with general workplace health & safety rules, EEO, Work Cover and general practices/directives of Upskills Qld

Legislation

Upskills Qld complies with all relevant State or Territory laws including Commonwealth or State/Territory legislation on:

- Occupational health and safety;
- Workplace harassment, victimisation and bullying;
- Anti-discrimination, including equal opportunity, racial vilification, disability discrimination and;
- Apprenticeships and Students

Course Fees/Payments

All courses fees are paid by:

- Credit card
- Direct deposit
- Cash/Eftpos
- Purchase Order

If payment cannot be made please contact the office for a payment alternative method and Ph: **07 3142 4521** or email: trainingcoord@upskillsqld.com.au

For print and re issue fee for original card **$25.00** or qualification is **$25.00. No other cost applies.**

If found **Not Competent** in the course a grace period of **1 month** applies subject to specific course availability and relevant course cost. Students may be charged additional document & manual fees.
Contact the office for further clarification.

All course fees include material and administration fees. "**No additional fees or charges apply for any additional services."**

Cancellation/Refunds Policy

Should Upskills Qld need to cancel/reschedule any course, students/companies are entitled to their 100% deposit being fully refunded or transferred to a future course. Ideally, 48 hours notice will be given to students/companies however in cases where this is not achievable as much notice as possible will be given:

- A 100% fee will be incurred to a student/company if notice of non-attendance is not received via email or phone call at all by the beginning of the course.
- Tailor-made Company bookings and all non-Brisbane based bookings will attract a 50% cancellation fee if a course is cancelled or postponed within 48 hours of commencement and 100% fee if less than 24 hours is given.
- Upskills Qld will on cost to clients all flights & accommodation organised for courses when the course is cancelled or postponed for any reason. eg weather
- Failure to supply all pre-requisite documentation for a course will result in the course qualification being held over until such times as these are provided.
- No refund is available to students who leave before finalising the course/competency/module unless they can provide a medical certificate or show extreme personal hardship. In that case, the student/company may reschedule within one month of the course date.
- No refunds will be given if the student fails a course.
- If a student withdrawals from a course without giving written notice in advance to Upskills Qld this will result in an automatic forfeiture of all fees paid to date.

Results Issued & Certification Issuance

After completion of a course and the Trainer/Assessor has assessed you as competent you will receive a nationally recognised qualification and card where applicable.

Results Issued

- **C**- Competent
- **NC** – Not competent
- All Certificates of Completion, Statement of Attainments and ID cards obtained by successfully completing a course will be available within 28 days of course completion.

Recognising Other Qualifications

Upskills Qld accepts and recognises other qualifications.

Under the requirement for mutual recognition, **Upskills Qld** recognizes "Statements of Attainment" and "Certificates" issued by other NVR R.T.O.'s within Australia.

Support Services

• Criminal Justice Commission	1800 061 611
• Disputes Resolution Centre	1800 817 927
• Freedom of Information	1800 809 078
• Health Rights Commission	1800 077 308
• Ombudsman (QLD).	1800 362 072
• Ombudsman (Commonwealth).	1300 130 670
• QLD Anti-Discrimination Commission	1300 130 670
• Legal Aid QLD	1300 651 188
• Employment Services	132850
• Lifeline	131114

Student Counselling

Should the need arise, students are counselled by staff initially and then referred to a Client Company appropriate person for further counselling, i.e. Company Management.

Special Learning Needs

Please make the administration staff aware of any special learning needs at the time of booking or booking in if possible. All students will be assisted if special learning needs are identified by the Trainer/Assessor or a third party.

Language, Literacy and Numeracy

Upskills Qld will not discriminate against students who may have LL&N needs and allowable adjustments may be made to delivery and assessment in line with the individual requirements. Please discuss with your Trainer/Assessor. Students who require LNN support will be directed to the reading writing hotline on 1300 655506.

R.P.L Recognised prior learning/C.T. – Credit transfer

Recognition of prior learning shall be available to all potential course students and shall be fair to all persons involved. **Upskills Qld** assesses applications for recognised prior learning on the basis of validity, reliability, flexibility and fairness. All assessment of RPL is carried out against the competencies.

Upskills Qld also will apply a direct credit transfer to a course where the qualification has been viewed and witnessed by Administration – a copy may also be required for student file for future reference. This may result in a discount depending on course enrollment.

Student Records

It is the policy of **Upskills Qld** that all student records will be dealt with in strict confidentiality and available upon request.

Appeals/Complaints

If you have a complaint, query or concern, please speak to your Trainer/Assessor and/or management so something can be done to help you.Our complaints and appeals process, suggest steps you can take if a problem needs to be addressed.

Upskills "**Customer Feedback"** is available on all course pages of our Website, https://upskillsqld.com.au/.

What you can do:

- Approach a Trainer/Assessor for advice and/or support for strategies to resolve the issue.
- Approach Administration and gain the appropriate student complaints & Appeals form
- Complete the complaint/appeals form HERE for Upskills Qld to review
- The student complaint & appeals form (located on our website) will be processed within 14 days of receipt of form
- A written response will be sent once both parties have reached a mutual agreement

Student Feedback

Upskills Qld recognizes that feedback from students/companies is essential for growth, development of services and continuous improvement.

Upskills "**Customer Feedback"** is available on all course pages of our Website, https://upskillsqld.com.au/. This will enable us to deliver comprehensive and quality training for you and all future students/companies.

Privacy Policy

This privacy policy ensures that **Upskills Qld** meets its obligations under the RTO Standards. **Upskills Qld** ensures compliance with Commonwealth, state/territory legislation and regulatory requirements relevant to its operations is integrated into its policies and procedures and that compliance is maintained.

Upskills Qld recognises the importance of protecting personal information, which it may be required to collect from individuals who become associated with its business. In collecting personal information **Upskills Qld** will comply with the privacy requirements and the information privacy principles set out in the privacy legislation.

Personal Information

Personal information means information relating to an individual, including an opinion, which may be provided to **Upskills Qld** as part of its business requirements either in material form or not, and whether true or not. Such information may personally identify an individual or make the person's identity reasonably apparent.

Sensitive Information

Sensitive Information means information or an opinion about an individual's racial or ethnic origin, political opinions, membership of a political association, religious beliefs, philosophical beliefs, membership of a professional or trade association, membership of a trade union, sexual practices, criminal record or health information.

Upskills Qld takes its obligations under the Privacy Act seriously, and as such, will take all reasonable steps in order to comply with the Act and protect the privacy of personal information that it holds.

Collection and Use of Information

Upskills Qld may require the collection of personal information from individuals to enable it to provide its products and services or for the purposes of employment. The reasons for the collection of personal information include, but are not limited to:

- Enrolment and participation in a course of study
- Application for Commonwealth assistance
- International student visa requirements
- Taxation
- Superannuation
- Other legal requirements

Upskills Qld may collect and hold personal information, such as, but not limited to, names of individuals, addresses, telephone numbers, facsimile numbers, e-mail addresses, titles, professional affiliations and academic records. These details are collected for the purpose of **Upskills Qld** providing services to customers and clients, and the selling and marketing of our products and extended range of services.
Where possible, **Upskills Qld** will collect the information directly from the individual.

Upskills Qld acknowledges that there is no obligation for an individual to provide it with personal information. However, if an individual chooses not to provide **Upskills Qld** with personal details, it may not be able to provide the individual with a full range of services.

Disclosure of personal information

Personal information about students studying with **Upskills Qld** may be shared with the Australian and State Government and designated authorities as required. This information includes personal and contact details, course enrolment details and changes, and the circumstance of any suspected breach of a student visa condition.

Upskills Qld will not disclose an individual's personal information to another person or organisation unless:

- the individual concerned is reasonably likely to have been aware, or made aware that information of that kind is usually passed to that person or organisation;
- the individual concerned has given written consent to the disclosure;
- Upskills Qld believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the individual concerned or of another person;
- the disclosure is required or authorised by or under law; or
- the disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

Where personal information is disclosed for the purposes of enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the purpose of the protection of the public revenue, **Upskills Qld** shall include in the record containing that information a note of the disclosure.

Any person or organisation to whom personal information is disclosed as described in this procedure will be required to not use or disclose the information for a purpose other than the purpose for which the information was supplied to them.

In the event that sensitive information is collected by **Upskills Qld**, it will not be used for any purpose without the express permission of the individual or as required by law.

Storage, Access and Retention of Personal Information

Upskills Qld will take all reasonable steps to protect the security of the personal information that it holds. This includes appropriate measures to protect electronic materials and materials stored and generated in hard copy.

Upskills Qld will store securely all records containing personal information and take all reasonable security measures to protect personal information collected from unauthorised access, misuse or disclosure.

Upskills Qld will take all reasonable steps to ensure that any personal information collected is relevant to the purpose for which it was collected, is up to date and complete.

Upskills Qld will make available for inspection all personal information that it holds in relation to an individual upon written request. There is no charge for an individual to access personal information that **Upskills Qld** holds about them; however we may charge a fee to make a copy. Individuals will be advised of how they may access or obtain a copy of their personal information and any applicable fees within 10 days of receiving their written request.

Plagiarism

Academic misconduct will not be tolerated at Upskills QLD the following rules for assessment submission are that:

- No participant will submit an assessment that is not entirely the participant's own, except where the course instructions provide permission for collaborative work to be submitted.
- No participant will assist any candidate in any piece of assessed individual work, and no participant shall accept assistance in such a piece of assessed except where the course instructions provide permission for collaborative work to be submitted.

Upskills QLD regards academic misconduct as an extremely serious offence. The penalties associated with academic misconduct are severe and may extend from cancelling all marks for the specific assessment item or an entire unit, through to exclusion from a course.

The penalty will depend on the severity of the misconduct, whether the participant is a repeat offender, whether there is evidence of deliberate deceit and whether another participant has been coerced into participating in the misconduct.

Definitions

Academic Misconduct

Occurs when participants do not maintain the high standards and ethical behaviour expected of them during their enrolment in courses offered by Upskills QLD. The main forms of such misconduct are: plagiarism, collusion and cheating.

Plagiarism
Is to take someone's words or ideas or other materials and present them as your own

Collusion
Is an understanding or agreement between two or more people to intentionally cooperate to gain an unfair advantage in assessment and may include. Unauthorised and unacknowledged joint authorship in an assessment task. Unauthorised and unacknowledged copying or use of material prepared by another person for use in assessment

Cheating
Dishonesty of any kind in regard to examinations, course assessments, or deliberate deceit in the alteration of documents.

Collaboration
An assessment activity which has been completed in group activities or in collaboration with other participants.

Investigation

Investigation will occur in accordance with the Upskills QLD Incident Management Procedure where the details of the incident will be determined such as:

- The specific area of concerned,
- Supporting evidence, and
- Intent.

Penalties

Penalties could include:

- Counselling or retraining on accepted academic conventions,
- Awarded not satisfactory or not yet competent in the assessment area, and or
- Removal from the course.

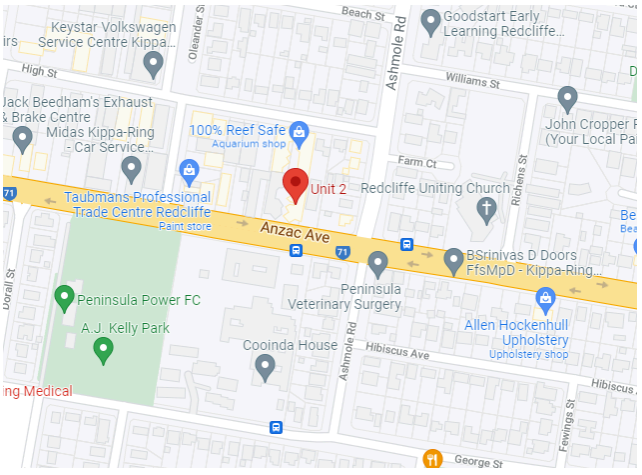
The participant will be notified in writing.
If the participant does not agree with the decision then they are able to access the Upskills QLD complaints and feedback form located on the website.

Summary

Upskills Qld aims to provide training of the highest quality to meet our client's specific needs. We hope that your experience with our company lives up to your expectations.

Office and Training Locations

RTO Coord: rtocoord@upskillsqld.com.au
Training Coordinator: trainingcoord@upskillsqld.com.au
Phone: 1300 627 681
Address: Unit 2 180 Anzac Ave, Kippa-Ring, QLD 421
Postal Address: PO Box 65, Kippa-Ring, QLD, 4021



Student Code of Conduct, Professional Behaviour and Fitness for Training Policy

1. Purpose

Upskills QLD is committed to providing a safe, respectful, inclusive and professional learning environment that supports the successful participation of all students in nationally recognised training and assessment.

This Student Code of Conduct establishes the minimum standards of behaviour, professionalism, personal responsibility and fitness for training expected of all students enrolled with Upskills QLD.

As a Registered Training Organisation delivering training in safety-critical industries, Upskills QLD recognises that professional conduct, safe work practices, personal accountability and respect for others are essential to maintaining workplace safety and industry standards.

The purpose of this policy is to:

- Promote a safe, respectful and productive learning environment.
- Establish clear expectations for student behaviour during theory training, practical assessments and workplace placements.
- Ensure students are fit to safely participate in training and assessment activities.
- Maintain a zero-tolerance approach to alcohol and drug impairment during training and assessment.
- Prevent bullying, harassment, discrimination, intimidation, violence and disruptive behaviour.
- Protect students, trainers, staff, host employers, members of the public and other stakeholders.
- Maintain the professional reputation and integrity of Upskills QLD.
- Establish consistent procedures for addressing misconduct, safety breaches and non-compliance.
- Support fair, reasonable and transparent decision-making in accordance with applicable legislation and regulatory requirements.

All students are expected to understand and comply with this policy throughout their enrolment and training journey.

2. Scope and Application

This policy applies to all students enrolled in or participating in training and assessment delivered, arranged or facilitated by Upskills QLD.

It applies to:

- Face-to-face classroom training and assessment.
- Online learning and virtual training environments.
- Practical training and assessment activities.
- Workplace placements, including Traffic Controller and Traffic Management practical requirements.
- Training conducted at client premises, council facilities, public locations and third-party venues.
- Activities involving machinery, plant, vehicles, equipment or high-risk work environments.
- Communication with trainers, assessors, administration staff, placement coordinators, employers and other students.
- Any situation where a student is representing or participating in an activity associated with Upskills QLD.

Students attending training funded or arranged by an employer, employment agency, government program or other third party are subject to the same standards of conduct.

This policy applies in conjunction with relevant legislation, training and assessment requirements, workplace procedures, host employer policies and other applicable Upskills QLD policies.

3. Legislative and Regulatory Framework

This policy is informed by and is intended to support compliance with applicable requirements, including:

- National Vocational Education and Training Regulator Act 2011 (Cth).
- Standards for Registered Training Organisations 2025, including applicable Outcome Standards and Compliance Standards.
- Work Health and Safety Act 2011 (Qld).
- Work Health and Safety Regulation 2011 (Qld).
- Fair Work Act 2009 (Cth), where applicable to employment relationships and workplace conduct.
- Anti-Discrimination Act 1991 (Qld).
- Disability Discrimination Act 1992 (Cth).
- Sex Discrimination Act 1984 (Cth).
- Privacy Act 1988 (Cth), where applicable.
- Applicable workplace health and safety codes of practice.
- Relevant Queensland Department of Transport and Main Roads requirements for traffic control and traffic management training and accreditation.
- Applicable industry standards, licensing requirements, site-specific safety procedures and relevant legislation in other jurisdictions where training occurs.

Fair Work application: The Fair Work Act establishes important employment protections and expectations concerning workplace conduct, bullying, harassment and discrimination. However, enrolment as a student does not, by itself, establish an employment relationship with Upskills QLD. Employment-related obligations apply where a separate employment relationship exists.

Upskills QLD will apply this Code of Conduct consistently, fairly and without unlawful discrimination.

4. General Student Responsibilities

All students are required to:

1. Treat trainers, assessors, staff, fellow students, clients, employers and members of the public with courtesy, dignity and respect.
2. Conduct themselves in a mature, cooperative and professional manner.
3. Follow reasonable and lawful instructions issued by trainers, assessors, supervisors and authorised personnel.
4. Actively participate in scheduled learning and assessment activities.
5. Attend training prepared, appropriately dressed and fit to participate.
6. Comply with workplace health and safety instructions and relevant site rules.
7. Take reasonable care for their own health and safety and avoid placing others at risk.
8. Demonstrate honesty, integrity and accountability throughout their training.
9. Respect the property, facilities and equipment of Upskills QLD and its training partners.
10. Raise concerns appropriately and through the relevant communication channels.
11. Cooperate with reasonable directions provided to maintain a safe and effective learning environment.
12. Comply with the requirements of this policy and all other applicable Upskills QLD policies.

Students must recognise that their behaviour can directly affect the learning outcomes, wellbeing and safety of others.

5. Professional Behaviour and Classroom Conduct

Upskills QLD expects students to demonstrate professional behaviour consistent with the standards required in the industries for which they are undertaking training.

5.1 Appropriate classroom behaviour

Students must:

- Arrive on time and be ready to commence training at the scheduled start time.
- Remain attentive and actively engage in learning activities.
- Listen respectfully when trainers, assessors or other students are speaking.
- Follow classroom instructions and participate in required discussions and activities.
- Ask questions and seek clarification in an appropriate and respectful manner.
- Maintain professional language and communication.
- Respect different learning abilities, experiences and backgrounds.
- Use mobile phones and personal electronic devices only when permitted or required for training purposes.
- Follow the trainer's instructions regarding scheduled breaks, attendance and classroom participation.
- Maintain a clean, orderly and respectful learning environment.

5.2 Disruptive or unacceptable behaviour

The following conduct is not acceptable:

- Repeatedly interrupting the trainer or other students.
- Speaking over others or deliberately preventing the trainer from delivering course content.
- Excessive talking, inappropriate joking, shouting or creating unnecessary distractions.
- Using offensive, abusive, threatening or aggressive language.
- Arguing with trainers or refusing to follow reasonable instructions.
- Deliberately disrupting training or assessment activities.
- Repeatedly leaving the classroom without approval or a reasonable explanation.
- Taking unauthorised or excessively extended breaks that interfere with participation or required training activities.
- Using mobile phones, social media or other devices in a manner that disrupts learning.
- Encouraging other students to disregard instructions or participate in inappropriate behaviour.
- Behaving in a manner that intimidates, embarrasses, humiliates or negatively affects another person's learning experience.

Students are entitled to ask questions, seek clarification, raise genuine concerns and respectfully disagree. Such conduct must not be treated as misconduct merely because it challenges an instruction or decision.

Where behaviour becomes disruptive, the trainer may intervene and take appropriate action in accordance with Section 12.

Upskills QLD will not permit the repeated disruptive behaviour of an individual to compromise the learning experience, assessment integrity or safety of other students.

6. Fitness for Training and Work

6.1 General fitness requirements

All students must attend training and assessment in a physical and mental condition that allows them to participate safely in the activities required.

Fitness for training includes the ability to:

- Understand and follow instructions.
- Maintain appropriate concentration, awareness and judgement.
- Perform practical activities safely.
- Respond appropriately to hazards and emergency situations.
- Use required equipment and personal protective equipment correctly.
- Participate without creating an unreasonable risk to themselves or others.

Factors that may affect fitness for training include:

- Fatigue or insufficient sleep.
- Illness or injury.
- Dehydration or heat-related illness.
- Alcohol consumption.
- Illicit or recreational drug use.
- Prescription or over-the-counter medication that may cause impairment.
- Any other condition or circumstance affecting safe participation.

Students must notify their trainer or an appropriate Upskills QLD representative if they believe they may be unable to participate safely.

Students are not required to disclose unrelated medical information. Any relevant health information should be discussed privately and handled confidentially.

6.2 High-risk training activities

Additional fitness requirements apply to training and assessment involving:

- Traffic Control and Traffic Management.
- Working at Heights.
- Confined Space Entry.
- Elevated Work Platforms.
- Operation of plant, machinery and equipment.
- Work involving live traffic or interaction with the public.
- Other activities involving significant workplace hazards.

Students participating in these activities must demonstrate the alertness, coordination, concentration and decision-making ability necessary to undertake the required tasks safely.

A trainer or assessor may prevent a student from participating in a practical activity where there are reasonable concerns about their fitness or ability to participate safely.

6.3 Fatigue, illness and medication

Students must not participate in practical activities where fatigue, illness or medication causes impairment that may compromise safety.

Where medication may affect alertness, coordination, reaction time or judgement, students must seek appropriate medical or pharmacist advice about their ability to safely participate.

Students should privately advise the trainer of any relevant safety restrictions before commencing activities.

Upskills QLD will consider reasonable adjustments and alternative arrangements where appropriate, provided the required competency standards and safety requirements can still be met.

7. Zero Tolerance – Alcohol and Drugs

7.1 Policy statement

Upskills QLD maintains a zero-tolerance policy towards students attending or participating in training and assessment while impaired by alcohol or drugs.

Students must be fit for training at all times.

Students must not:

- Attend training or assessment while impaired by alcohol or drugs.
- Consume alcohol during scheduled training or assessment activities.
- Use, possess, distribute or supply illicit drugs during training or assessment.
- Participate in practical activities where alcohol, drugs or medication may compromise their ability to work safely.
- Return from breaks in a condition that compromises their fitness for training.
- Operate vehicles, plant, machinery or equipment while impaired.
- Endanger themselves, other students, trainers, workers or members of the public through substance-related impairment.

The consumption of alcohol outside training hours does not remove a student's obligation to be fit for training at the commencement of their next session.

7.2 Prescription and over-the-counter medication

Upskills QLD recognises that students may legitimately use prescribed or over-the-counter medication.

The lawful use of medication does not automatically constitute misconduct.

However, students must not undertake safety-critical activities where medication affects their ability to participate safely.

Students should seek appropriate medical advice and notify their trainer of any relevant restrictions or impairment risks.

Any information disclosed will be treated sensitively and in accordance with applicable privacy requirements.

7.3 Suspected impairment

Where a trainer or assessor reasonably suspects that a student may be impaired, immediate action may be taken to protect the safety of everyone involved.

Indicators may include:

- Slurred or unusually incoherent speech.
- Unsteady movement or impaired coordination.
- Unusual confusion or difficulty following instructions.
- Significant changes in behaviour or concentration.
- Aggressive, erratic or inappropriate behaviour.
- Strong odour of alcohol.

- Unsafe decision-making or an inability to follow safety directions.

These indicators are not conclusive proof of alcohol or drug use and may arise from other health-related circumstances.

The trainer must assess the immediate safety risk rather than attempt to make a medical diagnosis.

Where impairment is reasonably suspected, the trainer or assessor may:

1. Immediately stop the student's participation in practical or safety-critical activities.
2. Remove the student from the immediate hazard area.
3. Speak privately with the student, where safe and practicable.
4. Contact the RTO Manager or authorised management representative.
5. Arrange appropriate assistance or medical support if required.
6. Ensure the student does not drive or operate equipment where there is a reasonable concern about impairment.
7. Assist with arranging safe transport where necessary.
8. Document objective observations and actions taken.
9. Refer the matter to management for further review.

Where there is an immediate threat to safety, emergency services may be contacted.

A student must not be left in an unsafe situation or permitted to continue a hazardous activity simply because the training session is scheduled to finish.

7.4 Consequences of non-compliance

Students who attend training while impaired, consume prohibited substances during training or create a substance-related safety risk may be:

- Immediately excluded from the affected training or assessment activity.
- Required to leave the training venue once safe arrangements have been made.
- Referred to the RTO Manager for formal review.
- Required to demonstrate fitness for training before returning.
- Required to reschedule or repeat training or assessment activities.
- Subject to suspension or cancellation of enrolment following an appropriate review.

Serious misconduct may result in termination of enrolment following a fair process, subject to immediate safety controls.

Where relevant, an employer, funding organisation or employment agency may be informed in accordance with applicable privacy requirements, contractual arrangements and necessary safety obligations.

Safety-related removal from a session is an immediate protective action and does not automatically establish that the student has committed misconduct.

8. Workplace Health and Safety

Students must comply with all applicable workplace health and safety requirements and reasonable site-specific safety instructions.

Students are required to:

- Take reasonable care for their own health and safety.
- Avoid actions or omissions that may endanger others.
- Follow trainer, assessor and site supervisor safety instructions.
- Correctly wear and use required personal protective equipment.
- Participate in relevant safety briefings, inductions and toolbox discussions.
- Report hazards, injuries, incidents and near misses promptly.
- Use equipment only when authorised and appropriately supervised.

- Remain within designated training and assessment areas.
- Follow emergency procedures and evacuation instructions.
- Immediately cease an activity and notify the trainer if an unsafe situation is identified.

Students must not:

- Deliberately disregard safety instructions.
- Tamper with safety equipment.
- Engage in horseplay or unsafe practical jokes.
- Operate equipment without authorisation.
- Enter restricted or hazardous areas without permission.
- Deliberately create unsafe conditions.
- Continue an activity after being directed to stop for safety reasons.

Serious safety breaches may result in immediate removal from the activity, regardless of whether a previous warning has been issued.

9. Professional Conduct During Practical Assessments and Workplace Placements

Students undertaking practical training, workplace assessments or placements are expected to demonstrate the professional behaviour required of a competent industry worker.

When attending these activities, students are representing themselves, Upskills QLD and, where applicable, their employer or sponsoring organisation.

9.1 Professional presentation

Students must:

- Arrive on time and prepared for the scheduled activity.
- Wear appropriate clothing, footwear and required PPE.
- Maintain a professional appearance suitable for the work environment.
- Treat host employers, site supervisors, workers, residents and members of the public respectfully.
- Follow site-specific rules, inductions and safety procedures.
- Demonstrate cooperation, initiative and a willingness to learn.
- Respect private property, public spaces and the surrounding community.
- Maintain professional communication and behaviour throughout the activity.

9.2 Conduct during traffic control and traffic management practicals

Students undertaking Traffic Controller or Traffic Management practical activities must:

- Follow all approved traffic guidance arrangements and site instructions.
- Comply with applicable traffic management requirements and safety procedures.
- Remain alert to changing traffic conditions, pedestrians, workers and other hazards.
- Maintain professional communication with the trainer, assessor and other personnel.
- Follow directions relating to traffic control equipment and site positioning.
- Respect residents, businesses, motorists, pedestrians and other road users.
- Avoid unnecessary noise, obstruction or disruption to surrounding properties.
- Park vehicles only in permitted locations and in accordance with site instructions.
- Maintain professional behaviour when approached by members of the public.
- Refer complaints or confrontational situations to the trainer or authorised supervisor.
- Immediately report unsafe conditions or incidents.

Students must not engage in arguments, abusive communication, inappropriate gestures or confrontational behaviour towards members of the public.

Students must not undertake traffic control duties without the required supervision, authorisation and applicable accreditation.

9.3 Host employer and workplace expectations

Students must respect the policies, procedures and reasonable directions of host employers and workplace supervisors.

Where a workplace placement is required to complete a qualification or unit of competency, students must demonstrate the conduct expected of workers in that industry.

A student may be removed from a workplace placement where their behaviour creates a safety risk, breaches reasonable site requirements or is otherwise seriously inappropriate.

Any further placement opportunities will be considered by Upskills QLD management based on the circumstances, safety requirements and applicable training obligations.

10. Bullying, Harassment, Discrimination and Violence

Upskills QLD is committed to providing a learning environment free from bullying, unlawful discrimination, sexual harassment, intimidation, victimisation and violence.

The following behaviours are prohibited:

- Bullying or repeated unreasonable behaviour directed towards another person.
- Threatening, aggressive or intimidating conduct.
- Unlawful discrimination based on protected personal attributes.
- Sexual harassment or unwelcome conduct of a sexual nature.
- Offensive comments, gestures or inappropriate jokes.
- Deliberate humiliation, ridicule or exclusion.
- Physical aggression, assault or threats of violence.
- Retaliation against a person for raising a genuine concern or complaint.
- Harassment through text messages, email, social media or other electronic communication.

A single serious incident may warrant immediate intervention even where conduct does not meet a legal definition of repeated workplace bullying.

Students must treat all individuals with dignity and respect, regardless of their personal circumstances, background or learning needs.

Students who experience or witness inappropriate conduct are encouraged to report the matter to their trainer, the RTO Manager or another authorised representative.

All reports will be assessed promptly, fairly and confidentially as far as reasonably practicable.

11. Attendance, Participation and Assessment Integrity

Students are responsible for meeting the attendance, participation and assessment requirements of their enrolled course.

Students must:

- Attend all required training and assessment sessions.
- Arrive punctually and remain for the required duration.
- Notify Upskills QLD as soon as practicable if unable to attend.

- Follow the trainer's instructions regarding attendance verification and scheduled breaks.
- Complete required learning and assessment activities.
- Submit authentic work that reflects their own knowledge and skills.
- Provide accurate information and genuine evidence of workplace experience.
- Participate in practical assessments as directed.
- Seek assistance when experiencing difficulty meeting course requirements.

Students must not:

- Falsify attendance records.
- Provide fraudulent assessment evidence.
- Complete assessment work dishonestly.
- Sign another student's attendance record.
- Misrepresent workplace experience or practical hours.
- Interfere with another student's assessment.
- Pressure a trainer or assessor to record competency without sufficient evidence.

Students who miss required training or assessment activities may need to attend additional sessions or complete further assessment before competency can be determined.

A student will not be assessed as competent unless sufficient valid, authentic, current and reliable evidence demonstrates that the relevant unit requirements have been met.

12. Managing Student Misconduct and Non-Compliance

Upskills QLD will respond to misconduct in a manner that is proportionate to the seriousness of the behaviour, the level of risk and the circumstances of the incident.

The RTO may apply the following actions. They do not necessarily need to occur sequentially, particularly where an immediate safety risk or serious misconduct is involved.

Stage 1 – Verbal direction or warning

For minor or initial behavioural concerns, the trainer or assessor may:

- Identify the behaviour of concern.
- Explain the expected standard of conduct.
- Direct the student to modify their behaviour.
- Explain the consequences of continued non-compliance.
- Document the warning where appropriate.

Stage 2 – Formal warning and management notification

Where behaviour continues or is more serious:

- The trainer must notify the RTO Manager or authorised management representative.
- The incident must be documented.
- The student may receive a formal written warning.
- Clear expectations for improvement may be established.
- The student may be required to participate in a discussion with management before continuing training.

Stage 3 – Removal from the training session

A trainer or assessor may direct a student to cease participation or leave the training area where:

- Their behaviour creates an immediate safety concern.

- They are reasonably suspected of being impaired.
- They engage in threatening, aggressive or abusive conduct.
- They repeatedly disrupt training despite reasonable directions.
- They refuse to follow critical safety instructions.
- Their behaviour prevents the safe or effective continuation of training or assessment.

The trainer must notify management as soon as practicable.

Where safe and reasonable, the student should be advised of the reason for removal and the next steps.

Any student removed from a session must be managed in a manner that protects their safety and the safety of others.

Stage 4 – Formal management review

The RTO Manager or authorised delegate will review the incident and determine appropriate action.

The review should consider:

- The nature and seriousness of the alleged misconduct.
- The safety risks involved.
- Objective evidence and witness accounts.
- The student's explanation and response.
- Any relevant mitigating circumstances.
- Disability, health, communication or support needs.
- Previous documented behavioural concerns.
- Whether reasonable directions and warnings were provided.
- The impact on other students, trainers and stakeholders.
- The appropriateness of corrective action or reasonable adjustments.

Where appropriate, outcomes may include:

- No further action.
- A formal warning.
- A student behaviour improvement agreement.
- Additional student support.
- Rebooking or rescheduling training.
- Temporary suspension pending further review.
- Conditions for returning to training.
- Cancellation of enrolment for serious or repeated misconduct.

Stage 5 – Suspension or cancellation of enrolment

Suspension or cancellation may be considered where:

- Serious misconduct has occurred.
- A student has deliberately endangered another person.
- There has been a serious breach of the drug and alcohol requirements.
- Threats, violence or serious harassment have occurred.
- Repeated misconduct continues despite reasonable intervention.
- A student refuses to comply with essential safety requirements.
- Continued participation presents an unacceptable risk that cannot reasonably be managed.

Except where immediate protective action is necessary, the student must be given a reasonable opportunity to respond to allegations before a final adverse decision is made.

Final decisions must be authorised by the RTO Manager or Managing Director, documented and communicated to the student.

Students must be advised of the applicable complaints and appeals process.

13. Procedural Fairness and Student Rights

Upskills QLD recognises that all students have the right to fair and reasonable treatment.

When managing allegations of misconduct, Upskills QLD will, as appropriate:

- Explain the concerns or allegations to the student.
- Provide a reasonable opportunity for the student to respond.
- Consider available evidence objectively.
- Avoid predetermined conclusions.
- Consider relevant personal circumstances and support needs.
- Maintain confidentiality as far as reasonably practicable.
- Ensure decisions are proportionate and made by authorised personnel.
- Document the reasons for significant decisions.
- Advise students of available complaint and appeal options.

Immediate action may be taken to manage safety risks before a formal review is completed.

Students may raise genuine complaints or appeal relevant decisions without fear of victimisation.

A complaint or appeal does not automatically permit a student to return to an activity where an unresolved safety risk remains.

14. Responsibilities of Trainers and Assessors

Trainers and assessors are responsible for maintaining a safe, respectful and productive training environment.

They must:

- Explain behavioural and safety expectations at the commencement of training.
- Apply this policy consistently and professionally.
- Model appropriate workplace behaviour.
- Address disruptive or unsafe conduct promptly.
- Provide clear and reasonable instructions.
- Consider student support needs and reasonable adjustments.
- Stop activities where immediate safety risks are identified.
- Report serious incidents to management promptly.
- Record factual details of significant incidents.
- Avoid making unsupported allegations or medical diagnoses.
- Maintain student confidentiality.
- Follow approved escalation, incident management and complaints procedures.

Trainers must not ignore repeated misconduct where it negatively affects the safety, participation or learning outcomes of other students.

Trainers are authorised to make immediate safety-related decisions during training and assessment.

However, formal suspension or cancellation of enrolment must be referred to authorised management.

15. Responsibilities of the RTO Manager and Management

The RTO Manager is responsible for overseeing the consistent implementation of this policy.

Responsibilities include:

- Supporting trainers in managing serious behavioural concerns.
- Reviewing incident reports and supporting evidence.
- Determining appropriate corrective or disciplinary outcomes.
- Ensuring students are treated fairly.
- Considering reasonable adjustments and support requirements.
- Communicating with employers, funding bodies or employment agencies where authorised and appropriate.
- Managing complaints and appeals in accordance with approved procedures.
- Ensuring significant incidents are recorded securely.
- Monitoring repeated behavioural issues and identifying improvement opportunities.
- Reviewing the effectiveness of this policy.

Management will ensure that immediate safety controls are not delayed by administrative or disciplinary processes.

16. Employer, Employment Agency and Third-Party Referrals

Where a student is enrolled through an employer, employment agency, government program or other third party, the student remains responsible for complying with this policy.

Upskills QLD may communicate relevant attendance, participation, progress or conduct information to an authorised third party where permitted by law, appropriate privacy notices and applicable contractual arrangements.

Where a serious incident occurs, Upskills QLD may contact the relevant authorised representative to discuss:

- Safety concerns.
- Removal from training or assessment.
- Outstanding course requirements.
- Appropriate student support.
- Conditions for returning to training.
- Rebooking or alternative arrangements.

Information disclosed must be relevant, necessary and limited to the purpose of the communication.

Where a student is removed from training or does not complete course requirements, applicable fees, refunds, cancellations and rebooking arrangements will be managed in accordance with the student's enrolment agreement, the relevant third-party agreement and applicable consumer protection requirements.

Removal from training does not automatically establish that all fees are non-refundable.

17. Student Support and Reasonable Adjustments

Upskills QLD recognises that students may have different learning, communication, disability, health or personal support needs.

Students are encouraged to advise Upskills QLD if they require assistance to participate successfully in training.

Reasonable adjustments may include:

- Additional clarification or explanation of instructions.
- Appropriate learning and assessment support.

- Accessible training resources.
- Adjustments to communication methods.
- Additional breaks where reasonable and compatible with course requirements.
- Alternative assessment arrangements where permitted.
- Referral to appropriate support services.

Reasonable adjustments must not compromise required competency standards, assessment integrity or workplace safety.

Students will not be penalised for requesting reasonable support or exercising their lawful rights.

18. Incident Reporting and Recordkeeping

All significant behavioural, safety or fitness-for-training incidents must be documented accurately and promptly.

Incident records should include:

- Student name and enrolment details.
- Date, time and location.
- Course and session details.
- Trainer or assessor involved.
- Factual description of the incident.
- Specific behaviour observed.
- Relevant safety concerns.
- Instructions or warnings provided.
- Student response, where available.
- Immediate action taken.
- Witness details, where relevant.
- Management notifications.
- Outcome and follow-up actions.

Incident reports must distinguish between directly observed facts, information reported by others and concerns or suspicions.

For example, an observation of an alcohol odour must not be recorded as confirmation that a student was intoxicated without sufficient supporting evidence.

Records must be securely maintained in accordance with applicable privacy, records management and retention requirements.

Relevant incidents should be reviewed to identify opportunities for improvements to training delivery, student support, risk management and organisational procedures.

19. Confidentiality, Privacy and Social Media

Students must respect the privacy and confidentiality of others.

Students must not:

- Photograph, film or record other students, trainers or workers without appropriate authorisation.
- Share confidential training, assessment, personal or workplace information without permission.
- Publish inappropriate or abusive content concerning other students, trainers, host employers or members of the public.
- Disclose confidential workplace information obtained during placements.
- Represent themselves as an authorised spokesperson for Upskills QLD without approval.

Students must use professional judgement when posting content relating to their training experiences.

Nothing in this section prevents students from making lawful complaints, reporting safety concerns, communicating with regulators or exercising other protected legal rights.

20. Complaints and Appeals

Students who disagree with a decision made under this policy may access the Upskills QLD Complaints and Appeals Policy and Procedure.

Students will be provided with information about:

- How to lodge a complaint or appeal.
- The process for reviewing the matter.
- Applicable response timeframes.
- Their opportunity to provide relevant information.
- How the outcome will be communicated.
- Available avenues for further review.

Complaints and appeals will be managed fairly, impartially and in accordance with the Standards for Registered Training Organisations 2025.

21. Policy Communication and Acknowledgement

This policy will be made available to students before or at enrolment and reinforced during course induction.

Students are expected to familiarise themselves with the requirements before attending training or assessment.

Upskills QLD may require students to acknowledge this policy electronically, through their enrolment documentation or through another approved process.

Acknowledgement does not remove any rights or protections available under applicable legislation.