



Students as Active Volunteers Initiative (SAAVI)
A "Vocational Education and Training in Schools" Program

SAAVI HANDBOOK

CHC14015 Certificate I in Active Volunteering
CHC24015 Certificate II in Active Volunteering
CHC34015 Certificate III in Active Volunteering

make a difference



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INTRODUCTION - SAAVI STUDENT HANDBOOK

This **SAAVI Student Handbook** has been developed to provide the student with timely and appropriate information, advice and support to assist them to decide whether Volunteering Queensland Inc (VQ) and its courses are suitable for you as a prospective student. The Handbook provides information on the arrangements between VQ and your school, college or alternative learning centre, and the procedures and guidelines on the many issues that may affect a student whilst studying in VQ's SAAVI program.

VQ is a Registered Training Organisation (RTO:#6020). RTOs are training providers registered by the Australian Skills Quality Authority (ASQA) to deliver quality-assured and nationally recognised vocational education and training. VQ participates in external monitoring and audit processes required by ASQA to ensure compliance with the Standards for Registered Training Organisations (RTOs) 2015 (the Standards).

In partnership with VQ, your secondary school, college or alternative learning centre offers Vocational Education and Training (VET) qualifications to its students.

VET qualifications are developed by industry to provide individuals with the knowledge and skills they need to enter and participate in the workforce. Through the practice of volunteering, VQ's SAAVI courses provide training in a broad range of basic workplace skills that in all likelihood are transferable to your future career of choice.

VQ has a commitment to providing a quality service with a focus on continuous improvement. We appreciate **Suggestions and Feedback** from students and our school-based trainers for consideration in regard to future programming.

There are many benefits for upper-secondary students to engage in SAAVI and complete a qualification. You will gain a nationally recognised VET qualification (with possible QCE credits), and you will develop real-world work skills. You will build personal skills and confidence, develop workplace networks, and possibly gain personal references from your host organization.

To enrol in a VQ SAAVI course, you will be required to acknowledge that you have accepted the policies and procedures contained in this handbook so please take the time to read it carefully. If you are unsure of any matters, in the first instance please ask your school's VET coordinator or trainers for advice. Thereafter contact the VQ SAAVI program coordinator.

Volunteering Queensland Inc takes this opportunity to wish you all the success in your future education and training.

VQ SAAVI Coordinator

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INFORMATION FOR STUDENTS PROPOSING TO ENROL IN SAAVI

Enrolment, Unique Student Identifier (USI) and Third Party Arrangements

Your school has entered into an Agreement with VQ to deliver nationally recognised SAAVI qualifications at its campuses. VQ is the RTO with which you will enrol for your chosen qualification.

Students wishing to enrol with VQ will enrol online with the support of their school and trainers.

In submitting your enrolment form, the student acknowledges acceptance of VQ policies and procedures contained in this SAAVI Student Handbook.

Prior to enrolment students are required to obtain their personal **Unique Student Identifier (USI)**. To obtain a USI go to www.usi.gov.au/ (**Note that your USI is completely different to your LUI number which you will also need to advise at enrolment**).

Please note that VQ is prohibited from issuing AQF certification documentation (Testamur or Statement of Attainment) in the absence of a USI, or an USI exemption.

Students are strongly encouraged to contact their school's VET coordinator, their VET trainers or the VQ SAAVI coordinator with any queries prior to enrolment.

Training and assessment is delivered by trainers in your school who hold specific and specialised VET trainer qualifications.

As the RTO, VQ is responsible for the quality of training and assessment in accord with National Standards, and the issuing of all AQF qualification testamurs and statements of attainment and advising student's schools of any changes to these training arrangements.

In the event that a student wishes to appeal the result of any assessment, the student must follow the procedure in the **Assessment Appeals** provisions below.

In the event that a student wishes to provide suggestions, feedback or lodge a complaint about a fellow student, trainer, school or VQ, the student must follow the procedure in the **Suggestions and Feedback** provisions below.

In the event of unforeseen circumstances (e.g. loss of specialist trainer and partner school being unable to obtain suitable replacement), VQ will arrange where possible for agreed training and assessment to be completed through another suitable avenue. In this unlikely circumstance, VQ will discuss with affected students the range of possibilities and an agreement to new arrangements will be sought.

Students may contact their school-based VET coordinator or VQ's SAAVI Coordinator at any time to discuss any matters of concern.

Full qualification codes and titles

The SAAVI program offers to students a range of qualifications, details of which may be found on the Training.Gov. These qualifications are:

CHC14015 Certificate I in Active Volunteering
 CHC24015 Certificate II in Active Volunteering
 CHC34015 Certificate III in Active Volunteering

Your school will provide you with information on the Units of Competency (subjects) of the qualification they offer to students. Please refer to your school's Curriculum Handbook in this regard.

Entry requirements

There are no Licensing / Regulatory requirements for entry into these courses.

Specific courses selected by your school are offered to you, based upon your school's assessment of your existing skills and competencies.

It is preferred that students have access to personal computers to complete assessment tasks.

Course Fee information

VQ does not charge students directly for course fees.

All fees related to the VQ SAAVI program are invoiced directly to the student's school.

Student fees charged by your school are available on request from your school prior to enrolling in the program.

Any course fees passed on to the student are to be paid direct to their school.

No fees are payable to VQ other than as follows:

For issuance of a replacement qualification testamur (digital only) - \$35.00

Refund Policy

Where a student has paid a contribution to their school toward SAAVI course fees but does not commence the relevant training, they may make application to their SAAVI VET coordinator for a refund in terms of existing arrangements between the school and the student's guardian or carer.

Once a student has commenced training (class), they are no longer entitled to any refund.

All applications for refund will be considered within fourteen (14) working days and the student advised of the outcome. The school is entitled to deduct an administration fee of \$25.00 from the original contribution paid.

Venue, length and modes of delivery and assessment of courses

You will undertake much of your training and assessment at your school as part of your broader face-to-face school studies.

For the purposes of assessment, you must undertake a 'volunteer' placement.

Teachers in your school with specialised VET trainer qualifications (called 'trainers') will deliver and assess your progress toward competency through a combination of direct school-based assessment **plus** evidence gathered from your 'volunteer' placement". This is called "competency based assessment" (see below).

Course duration

Training and assessment will be delivered either as an integrated part of, or independent of other school-based study. Throughout the course, students will be expected to undertake 2 hours of assessment and research each week. The typical time frames for delivery and assessment are as follows:

- The volume of learning of a Certificate I is typically 0.5 – 1 year/600-1200 hours
- The volume of learning of a Certificate II is typically 0.5 – 1 year/600-1200 hours
- The volume of learning of a Certificate III is typically 1 – 2 years/1200-2400 hours.

Where practicable, the training and assessment may be integrated into your school-based study such as Studies of Society and Environment (SOSE) or Information and Communication Technologies (ICT).

Volunteer Placement and Volunteer Placement Log Book

Volunteer placement is a requirement of VET qualifications to enable students to demonstrate in a practical manner the ability to apply the theoretical knowledge they gain through their training.

Please be aware that you cannot be assessed as competent in these VET qualifications without successfully completing the volunteer placement and practical workplace activities in your log book. These activities must be undertaken under real or simulated workplace conditions.

Prior to undertaking Volunteer Placement it is mandatory for you to seek approval from Volunteering Queensland by completing the "Student Volunteer Placement Expression of Interest" form which can be obtained from your Trainer. A separate form must be submitted for approval for each Host Organisation where you complete your placement. Any volunteer hours logged without prior approval from Volunteering Queensland will not be recognised.

When you do seek the Supervisors' details, ensure your host is told what their responsibilities are – you should discuss this with them before you submit your expression of interest out of respect and to ensure they agree to it too. This will also be a great opportunity to address some of the competencies required in your Volunteer hours, but be aware this role may not expose you to opportunities that allow you to be observed undertaking all the required competencies. For these others you may need to seek out another volunteer position.

You are required to undertake volunteer placement at a 'not-for-profit host organisation' and complete a **SAAVI Log Book** in order that your trainer may gather further necessary evidence of your competence in your chosen qualification and units of competency.

The type and location of the volunteer placement shall be negotiated by agreement between the student, the student's guardian, the trainer and the proposed 'host organisation'. In the event that a dispute arises regarding the type and location of the proposed volunteer placement, the matter will be immediately referred to VQ's SAAVI coordinator for resolution.

Students will be provided a 'SAAVI Log Book' by their schools to record aspects of your volunteer placement. You have to satisfactorily maintain and complete a log of your work activities and related activities with the assistance of your workplace supervisor. The supervisor will complete other 'observations' of the workplace knowledge and skills you have learnt at school.

You must return the fully completed 'SAAVI Log Book' to your trainer as evidence toward your competence in the qualification sought.

You are required to complete the following **minimum of volunteer placement hours** or such time as is required to satisfactorily complete all matters contained in the SAAVI Log Book:

- CHC14015 Certificate I in Active Volunteering 20 hours
- CHC24015 Certificate II in Active Volunteering 30 hours
- CHC34015 Certificate III in Active Volunteering 50 hours

Competency based assessment

Competency based assessment is a process for assessing a person's skills and knowledge. Assessment is based upon actual skills and knowledge a person can demonstrate in the workplace or in other relevant contexts. This is different from some other assessment systems which only measure knowledge and not the application of that knowledge.

Competency based assessment is also a system for providing portable qualifications and statements of attainment against nationally recognised competency standards. In a competency based assessment system, it is recognised that learning can come from a variety of sources, both on-the-job and off-the-job, formal and informal. Recognition is given for prior learning and for skills and knowledge which can already be demonstrated.

It is the role of your trainer to gather a portfolio of evidence of your competence through a combination of assessment methods including:

- PRACTICAL ACTIVITY
 A task which involves an application of knowledge

- **SHORT ANSWER WRITTEN ASSESSMENT (QUESTIONS)**
 Often short answer questions which need answers of a single word, a few words, a sentence or paragraph. This may also include multiple choice questions
- **VOLUNTEER PLACEMENT**
 A placement at a host agency where students will demonstrate their skills and knowledge, and which requires the completion of a Log Book which may include Observation Checklists
- **PROJECT WORK**
 Requires the development of a document/s towards a specific task
- **CASE STUDIES**
 Allows opportunity for students to display process and problem-solving skills in a set of integrated tasks
- **OBSERVATION**
 Involves observing the demonstration of a student's performance

All students will be given one opportunity to revisit and resubmit assessment for units of competency to achieve competence. Any further resubmissions will be at the discretion of your school's VET coordinator.

Recognition of prior learning (RPL) and credit transfers

Recognition of prior learning (RPL)

If a student believes that they can demonstrate and have the relevant knowledge and skills, or have documentary evidence of prior learning of similar competencies within the course in which they are enrolled, they may make application for RPL for their chosen qualification or selected Units of Competency.

RPL Procedure

If a student wishes to apply for recognition of prior learning for any of the units in which they intend to enrol or are enrolled, the student should make an enquiry through their school VET coordinator providing evidence of their experience, knowledge and skills prior to the commencement of training in the relevant units.

The school VET coordinator will review the merit of the student's initial enquiry with the VQ SAAVI coordinator.

In the event that the student's enquiry is assessed as having merit, and upon payment of the RPL Application fee mentioned above, the following procedure will be applied:

1. VQ will provide a pre-course assessment for completion and return. Students are required to provide reasoning for their RPL application.

2. Upon receiving the enrolment form and pre-course assessment, the VQ SAAVI coordinator will provide the student with a RPL guide to complete. Students may then contact their trainer or the VQ SAAVI coordinator to discuss the requirements of evidence.
3. Send the completed RPL guide together with the student's portfolio of evidence to the VQ SAAVI coordinator for assessment.
4. Assessment of the evidence will take place by the VQ SAAVI coordinator and the student will receive written notification of the outcome. If found 'not yet competent', the student may be asked to provide additional documentation to support the application and the student will be notified of the result.
5. Records of the student's participation and outcome will be recorded on the students file by the trainer or VET coordinator.
6. Students will be informed regarding the results of their application and any further evidence required.

Credit transfers

A student may also receive credit towards a qualification in which they are enrolled by producing documentary evidence of having completed units of competency with another RTO or within another nationally recognised course or qualification.

Under national recognition requirements, VQ will recognise the nationally recognised qualifications issued by other Australian RTO's and will grant a credit where the unit of competency can be identified as listed in the current Training Package at <http://www.myskills.gov.au/> website. Students are required to indicate their intention to apply for a credit at the time of enrolment.

Support services

Trainers and students may negotiate provision of further tuition to be provided by the trainer, and in the absence of such tuition, the student will contact the trainer no less than three (3) weeks prior to the due date of assessment where extra support may be required.

Students requiring counselling or support should discuss the matter with their trainer. The trainer will assist where possible, and in the event that a further solution is required, will refer the student to appropriate school personnel eg school counsellor; or alternatively the student may wish to make contact themselves with relevant organisations outside of the school.

Where significant learning needs are identified after the commencement of training, the trainer will negotiate with and recommend to the student a course of action to overcome identified learning needs. Such agreed course of action will be at the student's cost and may include the suspension of training and referral to a third party for support.

Appeals policy on SAAVI assessment results

This is a summary of the Complaints and Appeals process. For detailed information please refer to VQ's Appeals Policy and Complaints Policy available by contacting VQ directly at training@volunteeringqld.org.au.

VQ is committed to providing a fair and equitable process for dealing with student appeals on SAAVI assessment results. The principles of natural justice, fairness and equity underpin the procedures outlined in this policy, and the VET Principles of Assessment and the VET Rules of Evidence are to be applied in the review of assessment decisions.

If an enrolled SAAVI student feels that they have a complaint with VQ, or believe that they have been discriminated against or harassed; or believe that they have grounds for an appeal against the assessment of their work, they should immediately report the complaint or appeal using the following procedure:

- Step 1 In the first instance the student will make an approach to the trainer or school VET coordinator with any new evidence or clarification of existing evidence that supports the appeal.
- Step 2 The evidence will be reviewed by the school VET coordinator within seven (7) days of the student's approach after which the student will be advised of the decision.
- Step 3 Where the student remains dissatisfied with the decision, he / she may, within ten (10) days of receiving the school VET coordinator's decision, make a formal request to VQ's SAAVI coordinator who will review the assessment within ten (10) days.
- Step 4 Where the student remains dissatisfied with the decision of the VQ SAAVI coordinator, a further independent review may be undertaken by an appropriately qualified external VET trainer (identified by VQ) who has not been involved in the appeal decision.
- Step 5 Decisions will at all steps of the appeals procedure be communicated to the student in a timely manner.

VQ will:

- securely maintain records of all assessment appeals and outcomes, and
- will identify potential causes of appeals and take appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.

Students have the right to initiate an appeal of an assessment result within a period of fourteen (14) days of notification of an assessment result.

Suggestions and Feedback Provisions about SAAVI

Students have the right to make suggestions and express feedback, concerns or dissatisfaction without adverse consequence:

- about any element of VQ's SAAVI program and related projects, or
- about schools and trainers delivering the SAAVI program, or
- about any other student enrolled in VQ's SAAVI program

VQ is committed to providing a fair and equitable process for dealing with dissatisfaction. In the event that dissatisfaction cannot be resolved internally, VQ will advise students of the appropriate authorities where they might seek further assistance.

The principles of natural justice and procedural fairness will be adopted at every stage of any complaint process and shall also be guided by justice principles related to access; participation; equity and equality.

The Procedure

A student enrolled in a SAAVI course who wishes to make suggestions or express feedback, concerns or dissatisfaction on any matter in regard to any element of VQ's SAAVI program and related projects (other than academic decisions) should undertake the following steps:

- Step 1 Students who feel they have a matter of concern should in the first instance contact and speak with their trainer or VET coordinator.
- Step 2 The matter will be reviewed by the trainer or VET coordinator who will deal with same fairly and equitably within 14 days. (The VQ SAAVI coordinator will be advised of the matter and the manner in which same was resolved)
- Step 3 If the matter is not resolved to the satisfaction of both parties within 14 days, either party (School VET coordinator or student) may request the VQ SAAVI coordinator to review the matter.
- Step 4 An independent review by the VQ SAAVI coordinator will be undertaken and completed within 14 days.
- Step 5 The reviewed decision will be communicated immediately to the student

If after this process the student remains dissatisfied, the student may contact the Training Business Manager at VQ who will make a final internal decision within a further 14 days. The decision will immediately be provided in writing to the student.

If the student is still dissatisfied, a written notice may be lodged with VQ within ten (10) days requesting an independent review by an external mediation consultant, or appropriate body.

Any substantiated complaints will be reviewed for corrective action as part of VQ's continuous improvement process and appropriate action taken to prevent any recurrence.

Whilst this conciliatory procedure is being followed, the student is entitled to continue to participate in the services offered by VQ and his / her school and if necessary the student will be given alternative means to continue such participation to ensure that they are not unduly disadvantaged.

Where it is agreed that a serious concern does exist, the parties shall separately or jointly prepare (as soon as possible) a record of the relevant facts and the outcomes to be placed on the student's records at VQ.

This record shall remain strictly confidential between the parties, except by agreement between the parties.

Where the parties agree that there is no longer cause for serious concern or that no further action is warranted, this shall be jointly stated on the relevant records as soon as possible. Unless the same concern arises within one year thereafter, all references to the matter shall then be deleted from the student's records.

Where the concerns relate to allegations of bullying, harassment or intimidation on the basis of age, gender, race, sexuality or physical disability then the assistance of the Anti-discrimination Commission of Queensland will be sought.

Any and all agreements reached under this procedure will be faithfully adhered to by VQ and other relevant parties. All of the above processes shall be documented and included in monthly reports to VQ's Chief Executive Officer.

Where VQ considers more than 60 calendar days are required to process and deal with any feedback or finalise any concerns or dissatisfaction, VQ will:

- inform the student in writing, including reasons why more than 60 calendar days are required, and
- will regularly update the student on the progress of the matter.

VQ will:

- securely maintain records of all assessment appeals and outcomes, and
- will identify potential causes of appeals and take appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.

Issuance of Qualifications and Statements of Attainment

VQ will issue AQF qualification testamur and statements of attainment (certification documentation) within thirty (30) calendar days of the student being assessed by their school as meeting the requirements of the relevant training products.

Unless otherwise requested in writing by the student, certification documentation will be issued by VQ in a secure electronic format.

In enrolling in a qualification within this SAAVI program, the student specifically authorises VQ to issue any certification documentation to the school last known to have submitted results to VQ on behalf of the student.

Marketing and Advertising

VQ will promote and market its SAAVI training programs and services with integrity, accuracy and professionalism. No false, misleading, vague or ambiguous statements will be made. Student permission will be obtained in writing prior to the use of any material, footage or recordings made by VQ during the training.

Your school has VQ permission to market the SAAVI training programs in its Curriculum Handbooks.

Student behaviour

This outlines the expected standard of behaviour for VQ students. In general it is expected that as a VQ SAAVI student you will:

- Be responsible for your study program and take reasonable care of VQ and school property and equipment.
- Treat trainers, VQ staff and fellow students courteously and with consideration at all times.
- Maintain a reasonable standard of grooming, including appropriate standards of hygiene and clothing in accord with school requirements.
- If you are unsure about what is the right thing to do in any circumstance, you are encouraged to ask advice from your trainers.

Dangerous Behaviour: Conduct, which constitutes a danger to anyone's health, safety or personal well-being, will not be tolerated. It includes physical abuse, threatening behaviour, harassment, discrimination, possession of dangerous weapons, or the creation of a condition that endangers or threatens the health, safety or well-being of self or others.

Student Confidentiality: As an enrolled student of VQ, you will be required to attend practical volunteer placement as part of your studies. In the course of these placements, you may become familiar with information that is confidential to that workplace. You must not divulge any information that you may become aware of as a result of your placement.

Privacy

VQ's policy adopts the requirements of the Privacy Act 1988 including the Australian Privacy Principles (APPs) to ensure that:

- personal information is only collected where necessary to fulfil the organizations functions;
- those giving personal information are informed of the purpose of collection and how their personal information will be used;
- records containing personal information are kept secure and protected from loss or misuse;
- individuals are informed of the right to access their own personal information;
- permission is obtained from individuals before their image is used on publications or web sites

VQ Privacy Statement

Your privacy is important to VQ. Any personal information, collected from you is kept secure and confidential. It is important that VQ has current contact details if you are attending training and related activities. Please advise your VET coordinator or contact the VQ SAAVI coordinator if you need to update your details. All students have the right to access their personal records. VQ has a responsibility to record and report your details to the Department of Education and Training Queensland and the Australian Government Department of Education and Training.

This reporting is used for proof of attendance and complies with national standards. Other than for reporting purposes, your personal information will not be passed on to any third party without your written consent. It is your right not to give us your full personal details on the understanding that you may not be entitled to the full services provided with VQ accredited training. Your information is kept secure in our archives for reporting purposes and current information is used only by VQ in our operations of providing you with appropriate, quality services.

Confidentiality

Confidentiality will be maintained at all times. No personal details such as addresses or phone numbers of students, trainers or VQ staff are given out to the general public.

Information is only collected where necessary to carry out the functions of the organisation and is used for:

1. Collation of data requirements for government and funding bodies.
2. Marketing analysis.
3. Strategic planning and promotion.
4. Auditing purposes.

How do we collect and use your personal information?

The principal way in which VQ collects personal information is from your enrolment form. For example:

- When enrolling in nationally accredited training you will be asked to provide specific information that will be used to identify you, verify your assessments, and to provide an accurate record of attainment upon completion.

Use and Disclosure

- VQ collects student's information and client information in order to meet our legal and administration obligations. This includes collecting personal information about training participants. The type of information VQ collects and holds about students is contained in the Enrolment Form.

Legal Requirements

VQ RTO will notify learners as soon as reasonably possible when any change occurs that may affect the services you are providing them. This includes:

- a change in ownership of the RTO, and/or
- any changes to, or new third-party arrangements your RTO puts in place, for the delivery of services to those learners.

If the RTO ceases to operate, all student records will be given to an equivalent RTO if possible.

Changes to Agreed Services

In the event that there are any changes to the agreed services as outlined herein or other related document/s, VQ will advise candidates as soon as is practically possible.

In the event that VQ closes or ceases to deliver any part of the training product, the enrolled candidate will be referred to an alternative RTO that best meets the needs of the candidate.