



THE QUEENSLAND RIFLE ASSOCIATION INC

TRAINING

RTO Number - 5308

Student Handbook

Version 1.9 - 26/02/2020

10618NAT – Course in Firearms Safety

This handbook contains the Code of Practice and Privacy Policy.

We hope that your training will be enjoyable and productive. Please let us know if you experience any difficulties during your course, so that we can take action to assist you. Our aim is for you to achieve high levels of competency and we will assist you flexibly and fairly to achieve your goals.

If you have any questions after reading this Student Handbook and the Course Information, please consult your trainer.

VERSION HISTORY

Author	Version	Date	Changes
Brian Daniells/ Adam Turner/David Gardiner	1.09	Feb 2020	Update 3.1 re Translators: Paid translators are at clients own cost. Update 3.1 re LLN needs;
Brian Daniells	1.08	May 2017	30989QLD replaced by 10618NAT Course in Firearms Safety, course Units of Competency updated.
Brian Daniells/T Feagan	1.07	Feb 2017	Enrolment, Course Info, Fee and Charges 4.1, Complaints and Appeals, Rules and Regulations, and Legislation updated.
T Feagan/Brian Daniells	1.06	May 2015	Update New Standards and Privacy Requirements and USI Requirements
J Breeze/P Fletcher	1.05	Oct 2013	Reissued certificates process and fees described. ASQA noted in Sanction. AVETMISS mentioned in Privacy.
B Daniells	1.04	Aug 2012	30655QLD replaced by 30989QLD Course in Firearms Safety. Various changes to update policy names and cosmetic updates
B Daniells/J Breeze	1.03	May 2012	Complain/Appeal [section 8] updated to reflect use of Complaint/Appeal Resolution Form.
J Breeze/B Daniells.	1.02	Mar 2012	Sect 4.2 Not Yet Competent process defined and added Sect 14 Replacement certificate process added
J Breeze	1.01	Dec 2011	QRA Board, trainers workshop review
J Breeze	1.0	Oct 2011	Handbook - First release
J Breeze	0.4	Jul 2011	Draft handbook - QRA-specific content added
J Breeze	0.3	May 2011	Generic Handbook adopted to contain all policies
G Rush/J Breeze	0.2	Sept 2010	“QRA Policy Manual RTO [interim update 2010]” produced
J Breeze	0.1	Sept 2010	Draft review all policies.

This handbook replaces the raft of documents formerly in place as

“QRA Policy Manual RTO [interim update 2010]”

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1 Code of Practice

1.1 Educational Standards

QRA Inc. (Training) [Queensland Rifle Association Inc. (Training)] will maintain high standards in the provision of vocational education and training and other client services. QRA Inc. (Training) has policies and management practices to maintain high professional standards in the marketing and delivery of our services and which safeguard the interests and welfare of clients.

QRA Inc. (Training) maintains a learning environment that supports the success of students. The QRA has the capacity to deliver the nominated course(s), provide adequate facilities and use appropriate methods and materials. QRA Inc. (Training) ensures that the following are the minimum elements of our Code of Practice.

1.2 Sanction

QRA Inc. (Training) recognises that registration as a Registered Training Organisation, under the VET Quality Framework, may be withdrawn if it does not honour the obligations outlined in this handbook including the Code of Practice.

1.3 Quality Focus

QRA Inc. (Training) is committed to providing a quality service with a focus on continuous improvement. QRA Inc. (Training) values feedback from students, tutors, and industry representatives. Where possible, QRA Inc. (Training) designs diagnostic assessment instruments specific to student needs.

1.4 Marketing and Advertising

QRA Inc. (Training) will market our training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. The information provided to clients will have no false or misleading comparisons with other providers or courses. QRA Inc. (Training)'s marketing strategies will not contravene legislation.

1.5 Guarantee

QRA Inc. (Training) will honour all guarantees outlined in our Code of Practice.

2 Admissions/Enrolment

2.1 Client Selection & Recruitment

Recruitment will be responsible, ethical and consistent with any training package requirements always. QRA Inc. (Training) is committed to non-discrimination in any form and at all times complies with equal opportunity and anti-discrimination legislation.

There may be prerequisites before commencing a program due to health and safety or language requirements or the nature of the program. Appropriately qualified persons will assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course, based on the applicant's qualifications and proficiencies. Participation in training is subject to payment of all fees and charges.

2.2 Enrolment Procedure

An enrolment form may be posted, emailed or completed on the premises. A completed enrolment form is to advise all details necessary to register a student. All questions should be answered and the student's signature should appear under the certification section.

The enrolment form is signed and dated by the enrolling officer to confirm availability of the course subjects. It also confirms that all required information has been obtained from the student.

The QRA Inc. (Training) require all students to complete a USI information form and sign a "Form A" permission form to allow the QRA Inc. (Training) to create or verify the students USI number.

The QRA Inc. (Training) will keep a confidential student record file. The student is advised that this is a confidential file and will only be accessed by the student personally or the trainers connected with their course.

When the fees are received in full prior to course date, then the enrolment and the funds are processed and receipted. The receipt for fees paid on day of course, is usually given to the student on the day of training. Receipts can be sent electronically if requested.

Access to a copy of the Student Handbook and Pre-Course information are provided prior to attending course, and the student is advised to read the Policies prior to commencement. The student is also advised about graduate certification procedures, assessment procedures, complaint and appeal procedures, facilities and equipment and trainee support services.

2.3 Induction/Orientation

By the first day of the course at the latest, students are to receive induction and/or orientation appropriate to their course, and which ensures they:

- understand the information contained in the Student Handbook and Course Material;
- understand the Rules and Regulations;
- are familiar with facilities and resources;
- have identified the key training, administration, and support people;
- have necessary course materials; and know their timetables;
- know where to access more information;
- know location of toilets and amenities;
- know emergency and evacuation procedures.,

3 Course Information, Content & Vocational Outcomes

3.1 Course/Program Information

Students will receive access to the following information prior to course:

- client selection criteria, enrolment procedures;
- pre-course information, including content and vocational outcomes;
- competencies to be achieved by trainees;
- assessment procedures;
- arrangements for the recognition of prior learning;
- facilities and equipment;
- fees and charges, including refund policy and exemptions (where applicable);
- provision for language, literacy and numeracy assessment;(Every effort to meet LLN needs by clients are implemented)
- client support, including any external support for clients; (Translators will be at Clients own cost if required)
- flexible training and assessment procedures;
- welfare and guidance services;
- complaints and appeals procedures;
- disciplinary procedures;
- any other information specific to their course.

Course/program information, content, assessment requirements, and vocational outcomes are supplied in the pre-course information and Student Handbook for each course. Consult the pre-course information or the Student Handbook or the course adviser for more information.

3.2 Course information.

3.2.1 Course Duration

The Course duration will depend on the number of Units of Competency being assessed.

For example, the course duration is 7 hours. For the Category AB Licence where students must complete the Common Test and the Specific Test AB. Each student must have completed the Common Test before further assessment of any additional units of competency; the course duration is 3 hours for each additional unit of competency.

3.2.2 Course Outline Summary

- Queensland Weapons Act Legislation, Weapons Regulations, and Amendments.
- Firearms safety including, firearms in the community, licensing requirements, safe storage and transport, and basic principles of safe handling of the category of firearm being assessed.
- A practical assessment on the approved rifle range, with a live fire component.
- Two multiple-choice exams.
- A 100% pass is required to be assessed as competent in each unit.

3.2.3 Course Outcome

- On successful completion of the course, a “Statement of Attainment” is issued with the units of competency attained, provided all requirements are met. (See 14.1)
- The “Statement of Attainment” is valid for the appropriate Weapons Licence application for a period of 12 months from date of issue, for the purpose of obtaining the relevant licence. Weapons Act 1990 (Qld) s 10A (2) ([Refer to Old Police Service - Weapons Licencing Old.](#))

3.2.4 Course Presentation Methods

- The Course is presented only by face to face classroom delivery and the practical handling and live fire components are delivered on an approved range.
- Where students require assistance for Language, Literacy and Numeracy (LLN) or any other special learning needs, one on one training is available to achieve a competent outcome for the student.

3.2.5 Training Locations

QRA Inc. (Training) has qualified Instructors in Brisbane at the Belmont Shooting Complex and in regional centres to deliver the 10618NAT Course in Firearms Safety. (e.g. Toowoomba, Rockhampton, Beaudesert etc.).

3.3 Vocational Pathways

- There is no vocational outcome from completing this course.
- It is however a legislated requirement that anyone wishing to obtain a shooters licence complete a recognised safety program such as that offered by QRA Inc. (Training). The course(s) offered cover this requirement. The “Statement of Attainment” indicates units of competency assessed within 10618NAT Course in Firearms Safety.

4 Fees and Charges, Refund Policy, & Exemptions

4.1 Fees & Charges

- a. Details of fees are supplied in the course information. Please consult the QRA website, Course Information or the course adviser.
- b. A “Statement of Attainment” can be replaced for a fee of \$30.00.
(Special consideration may be given in certain circumstances.)

4.2 Refund Policy

The policy of QRA Inc. (Training) is always to be fair and equitable to students. Applications for refunds can be made to the Executive Officer QRA, or a representative of EO QRA.

If, after the assessment process, a student is considered not competent in all, or part, of the assessment, an offer will be made to return and repeat the relevant section or sections at a future course at no cost. A maximum of three [3] attempts in total are allowed. If the student is still assessed as not yet competent after this process, the assessment will stand, and a certificate will not be provided. No refund will be provided. Special arrangements may be made for further training if jointly agreed by the trainer and the student. If no resolution can be negotiated, reference can be made to the Complaint and Appeals section, later in this handbook.

If, for a good reason, a commenced course is cancelled or discontinued or a student withdraws, a refund proportionate to the period of time not completed on that course will be refunded.

If the course has not commenced and the student is unable to commence, a refund of 90% of the full fees will be forwarded to the student. 10% will be retained as administration charges. The Executive Officer QRA, or a representative of EO QRA, has discretion to adjust this up or down without notice.

At QRA Inc. (Training), subject fees will be:

- kept in an account with a recognised banking institution;
- accessed only when the service is rendered;
- not used for any other purpose until the student has completed the training related to the balance of the fees.

5 Language, Literacy & Numeracy Support

Students may be assessed in order to ascertain if their Literacy and Numeracy skills are sufficient to successfully undertake the training program. This is usually via interview or completion of an exercise contained in the proposed training program. Those who require further assessment or remedial support will be referred to a qualified expert. Any costs incurred will be the responsibility of the student.

6 Student Support

6.1 Student Services, Welfare, and Guidance

QRA Inc. (Training) uses quality management practices to ensure effective student services. Operational standards ensure timely issuance of training assessments, results and qualifications, appropriate to competence achieved and issued in accordance with National guidelines. All student results and documentation is recorded, kept confidential and securely archived. Records are kept in safe custody, with access restricted to authorised staff. Students can access their files by request, with 14 days' notice in writing. All relevant organisational documents carry a version number and date. Records of updated version numbers are kept on file.

QRA Inc. (Training) has student welfare and guidance services relevant to its training products. Where necessary, students requiring literacy and/or numeracy support are referred to relevant qualified experts. Any fees incurred are the responsibility of the student.

QRA Inc. (Training) has access to personnel with experience in developing diagnostic assessment services for diverse client needs.

QRA Inc. (Training) informs students of all fees and charges prior to enrolment. Students are advised of course content, duration, outcomes, and assessment procedures before training commences.

QRA Inc. (Training)'s quality focus includes access and equity, recognition of prior learning, fair and equitable refund policy, complaint and appeal policy and procedure. For any matter, outside of QRA Inc. (Training)'s expertise or control, QRA Inc (Training) will make every attempt to refer the student to the relevant agency or expert.

6.2 Procedure for Student Support/Counselling

QRA Inc. (Training) is at all times concerned with the welfare of our students. Staff will counsel students as appropriate and/or refer them to qualified counsellors. The staff are required to respond to and attempt to alleviate any signs of distress or discomfort by students, and to actively render appropriate assistance.

7 Flexible Training & Assessment

7.1 Training and Assessment Standards

QRA Inc. (Training)'s staff have appropriate qualifications and experience to deliver the training and assessment offered. Assessment will meet the requirements of the RTO standards particularly the rules of evidence and the principles of assessment. Assessment via recognition of prior learning is also offered.

Sufficient training materials and physical resources are utilised to achieve the learning outcomes of the training product. Appeals procedures are in place for students who are not satisfied with assessment or training. All assessment processes are valid, reliable, flexible and fair.

Students are advised of assessment requirements before training commences.

7.2 Flexible Learning

QRA Inc. (Training) provides students with training flexibility by taking their personal situations into consideration so as (a) to maximise training outcomes, and (b) to optimise access to training activities. Any flexible arrangements must at all times adhere to the course assessment standards and requirements.

Students should initially discuss possible flexible arrangements with their trainer. If the desired change is feasible, authorisation should then be obtained from the Executive Officer QRA or a representative of EO, QRA.

7.3 Assessment

The assessment policy and procedures for each course are detailed in its Course Booklet. QRA Inc. (Training) applies the principles of validity, reliability, fairness and flexibility in all assessments.

The objective of assessment is for the student to show that they have achieved the unit's competencies. Students may be assessed by one or more of the following methods:

- **Observation** – the completion of a specified task or set of procedures, normally performed under close supervision, using a detailed checklist.
- **Oral questioning** – a response is provided to a series of questions presented in order to demonstrate understanding of principles or reasoning behind the action taken.
- **Multiple choice** – a question or incomplete statement followed by several options [usually 4 - 5] from which the trainee selects the appropriate answer/s.
- **Written short answer** – a written response item consisting of a question/s with answers of a single word, a few words, a sentence, or a paragraph.
- **Or any other method outlined in the course information.**

Students will be advised of the assessment methodology before training commences.

8 Complaints & Appeals

IMPORTANT NOTE: A form associated with the Complaints and Appeal Policy is available from your Course Instructor, the QRA office, or on the QRA web-site under the “Forms” section.

The form is titled “Complaint/Appeal Resolution Form, 10618NAT Course in Firearms Safety”.

8.1 Complaints

In the event of a complaint students should:

- try to resolve the problem with the person concerned;
- seek the assistance of their trainer;
- consult the Executive Officer QRA or a representative of EO, QRA.
- file a “Complaint/Appeal Resolution Form, 10618NAT Course in Firearms Safety” form.
- all complaints and appeals requests are acknowledged in writing.
- the student will be kept informed in writing of reason for any delay in the decision, and regular update as to the progress of their matter.
- if the complaint involves unlawful activity, it may to be reported to appropriate authorities.

If the complaint is still unresolved, QRA Inc. (Training) will inform students in writing of the outcome within 14 days and they will be advised of external organisations to which they can appeal.

8.2 Appeals

QRA Inc. (Training) seeks to prevent appeals by ensuring students are satisfied with their training. Personnel are expected to be fair, courteous and helpful in all dealings with students.

Any appeal about any assessment, or will be treated seriously, investigated thoroughly, and dealt with according to the merit of the complaint. The circumstances and results of any appeal are analysed by the Executive Officer QRA or a representative of EO QRA, and appropriate improvements made to prevent recurrence of the problem. Appeals must be made within 21 days of receipt of assessment. All records of any appeals are kept on file.

Appeal Procedure:

- Notify trainer within 21 days via “Complaint/Appeal Resolution Form, 10618NAT - Course in Firearms Safety”.
- Trainer and/or Executive Officer QRA, or a representative of the EO QRA, provides a written statement of outcome within a further 21 days.
- Seek reassessment or arbitration by a 3rd party/panel acceptable to all parties to the appeal.
- If the appeal is still unresolved, the student will be notified in writing within 14 days and advised of external organisations, e.g. The Disputes Resolution Branch of the Department of Justice and Attorney General, Consumer Affairs or relevant Government Departments that may be able to assist.
- Students may also seek legal redress through the usual court processes if they feel unsatisfied.
- Any costs associated with resolution services, external to QRA Inc. (Training) will be covered by the student.

9 Disciplinary Procedures

9.1 Discipline Policy

Students, at all times, must maintain appropriate behaviour and follow QRA Inc. (Training) rules. Penalties for breaches of rules or unsuitable or disruptive behaviour will be imposed depending on the nature and severity of the breach. In the case of minor breaches, a warning will be given, and penalties imposed for subsequent breaches. In the case of major or repeated breaches, penalties may be imposed immediately, and the student may be requested to leave the course.

All disciplinary matters will be handled by the Executive Officer, QRA or a representative of the EO, QRA.

9.2 Rules & Regulations

The following apply to all persons, staff and students:

- An individual's property is to be respected and not interfered with without prior consent. Look after your own possessions. QRA Inc. (Training) accepts no responsibility for personal property lost or stolen at training sessions.
- Nobody has the right to interfere with another's ability to learn through disruption of classes or harassment of any kind.
- No aggressive physical contact or verbal abuse is to occur between any persons.
- Smoking is not permitted at training facilities, unless designated by signs.
- Drinking alcohol is not permitted at training facilities.
- Eating or drinking is not permitted in any space other than the designated areas.
- Clothing and behaviour should be appropriate and not cause offence to anyone.
- Mobile phones are to be turned off during classes and in study areas.
- Any person who attends training under the influence of alcohol or any drug, will be refused entry to the course.
- Photos, and social media posts of activities during training are not permitted.

10 Access and Equity

10.1 Access and Equity Principles

QRA Inc. (Training) will meet the needs of individuals and the community through the implementation of access and equity principles to ensure the fair allocation of resources and the right to equality of opportunity without discrimination. QRA Inc. (Training) increases opportunities for people to participate in the vocational education and training system, and in associated decisions, which affect their lives.

QRA Inc. (Training) prohibits discrimination towards any group or individuals in any form, including:

- Gender
- Pregnancy
- Race, colour, nationality, ethnic or ethno-religious background
- Marital status
- Sexuality (male or female, actual or presumed)
- Age

10.2 Staff Responsibilities for Access and Equity

QRA Inc. (Training) applies access and equity principles to all programs and provides timely information and suitable support to assist students to identify and achieve their desired outcomes.

Access and equity issues are considered during training product development, and in training delivery and assessment.

11 Recognition of Other Qualifications

11.1 Recognition of Other Qualifications/ Credit Transfer

QRA Inc. (Training) recognises Australian Qualifications Framework qualifications and Statements of Attainment which are issued by any other Registered Training Organisations.

Students may be entitled to a credit transfer in the following circumstances:

- Completed units of competency from a relevant National Training Package.
- Approved units of competency from a National Training Product.
- Successful RPL application.

12 Recognition of Prior Learning (RPL)

12.1 Recognised Prior Learning (RPL)

Learners who have completed appropriate training or who through prior learning and experience have gained the required skills/competencies stipulated for the modules of the course may be granted credit upon substantiation of that claim. Students may make an application on request.

QRA Inc. (Training) advises applicants of RPL opportunities and procedures on enrolment. The performance criteria of the course module sets the RPL benchmarks.

Evidence for credit of prior learning may include:

- evidence of current competence;
- performance, demonstration, or skills test;
- workplace or other pertinent observation;
- oral presentation;
- portfolio, logbook, task book, projects or assignments;
- written presentation.

There are a number of stages in an RPL claim.

1. Information stage;
2. Initial support & counselling stage;
3. Application stage;
4. Assessment stage;
5. Post-assessment guidance stage;
6. Certification stage.
7. A candidate may appeal an unsuccessful claim. (See *Complaints.*)

RPL is managed by qualified staff. A candidate may receive recognition for all competencies required for the course module or recognition of high standing. High standing recognition indicates that some but not all competencies for the course module have been attained. The benchmarks for RPL are the training outcomes of the module.

Evidence considered for assessment is the Application Form plus a wide range of supporting evidence. Initial assessments are conducted with candidates self-assessing against the training outcomes of the modules. Assessments are evaluated by the Executive Officer QRA, or a representative of EO QRA, or a panel consisting of a course/subject expert and the Executive Officer QRA or a representative of EO QRA.

If further evidence is required, this is negotiated with the candidate. The process may take any practical form consistent with the assessment criteria for the claimed competencies and the principles of validity, reliability, fairness and flexibility. It may include a further interview, written assignment, workplace assessment or collection of other material. Assessment must be conducted by a qualified assessor.

The RPL applicant is advised promptly of the RPL outcome. If the application is not successful, the reasons are given, and unsuccessful applicants are advised of the appeal mechanisms. “Top up” training options prior to a second assessment will be suggested. “Competent” is recorded on the student’s record if recognition is granted.

13 Human and Physical Resources

13.1 Human Resources

QRA Inc. (Training) is committed to a high standard of training through high quality trainers with:

- a thorough knowledge of their subjects through formal study and practical on-the-job training;
- extensive experience in their field; and
- appropriate qualifications in training and assessment;
- a current Qld Firearms licence (A-B minimum);
- qualification as a Range Officer (NRAA approved);
- a current “Working with Children” Blue Card;
- a current First Aid Certificate;
- appropriate direct supervision from the Chief Instructor.

Trainers keep current with industry developments through participation in industry training programs. In addition, they participate in an ongoing basis in training to enhance their training and assessment skills.

13.2 Physical Resources

Students have access to or provision of necessary facilities/materials/equipment.

These include:

1. Training Room Facilities:
 - adequate ventilation, heating/cooling to maintain a temperature at which people can work for sustained periods;
 - provision of comfortable chairs, designed for use over a sustained period;
 - adequate lighting for normal viewing, writing and reading but avoidance of glare, brightness and competing visual stimuli;
 - tables that are suitable for writing and which do not cramp students for space;
 - clear sight and hearing from all points and to the point of presentation;
 - audio visual equipment that is not intrusive;
 - strategically placed power points;
 - clearly accessible amenities such as toilets and drink stations;
 - telephones placed away from training rooms;
 - rooms located away from external noise of any kind likely to disturb proceedings;
 - pleasing overall aesthetics; and
 - shape and size of the room(s) and the type of furniture conducive to varied layouts.
2. Approved Firing Range or suitable facility, with relevant written permission if required.
3. Reference materials and equipment.
4. Refreshment facilities.

14 Procedure for Issuing “Statement of Attainment”

14.1 Issuing Statement of Attainment

The student will be issued with a Statement of Attainment for units of competency successfully completed. The Statement will be issued within 30 days, provided that: all tasks have been completed and assessed as competent by the Executive Officer, QRA, or a representative of the EO, QRA; and the student’s USI number has been verified; and all fees have been paid.

When a student has completed their course and a “Statement of Attainment” has been issued, the student’s file is archived. A reference is made of the student name and details in the archive filing register.

A “Statement of Attainment” is valid for a period of 12 months from the date the course was completed, for the purpose of the appropriate firearms licence application. Refer to: *Weapons Act 1990 (Qld) s 10A (2)*; *Weapons and Other Legislation Amendment Act 2012*.

14.2 Re-issue of Statement of Attainment

Replacement certificates, in the case of lost or accidentally destroyed originals, can be issued after confirmation of details. This only applies to current certificates, i.e. up to 12 months after initial issue date. (Refer to: *Weapons Act 1990 (Qld) s 10A (2)*; *Weapons and Other Legislation Amendment Act 2012*.) A replacement certificate will indicate the original issue date and date of re-issue.

A fee is applicable for this service, as outlined in section [4.1](#).

15 Legislation

QRA Inc. (Training) identifies and complies with relevant State or Territory laws including Commonwealth or State legislation:

In particular, the major legislation is the *Queensland Weapons Act 1990*, *Weapons Act Amendments 2012*, *Weapons Regulations 2016* and *Weapons Categories Regulations 1997*.

Additionally, relevant legislation includes:

- Anti-Discrimination Act 1991
- Building Fire Safety Regulations 2008
- Criminal Code Act 1899
- Explosives Act 1999
- Explosives Regulation 2003
- Peace and Good Behaviour Act 1982
- Peace and Good Behaviour Regulation 2010
- Police Powers and Responsibilities Act 2000
- Privacy Act 1988 and Amendments
- Work Health and Safety Act 2011
- Work Health and Safety Regulation 2011
- Working with Children (Risk Management and Screening) Act 2000
- Workers’ Compensation and Rehabilitation Act 1998
- Student Identifiers Act 2014
- Student Identifiers Regulations 2014
- Relevant local council regulations (e.g. physical access, hours of operation).

The various acts are held on site and are accessible on the Internet at www.legislation.qld.gov.au or at the Australian Legal Information Institute web site: www.austlii.edu.au. Staff and students should keep

aware of the above requirements through such means as orientation, staff and student meetings, handbooks, bulletins, and noticeboards.

16 Privacy Policy

QRA Inc. (Training) complies with the Privacy Act 1988 and its Amendments. Information collected on clients is used only for the purpose of delivery of our services. This information complies with AVETMISS requirements and USI verification requirements.

The information will not be released to a third party without the written consent of the client. Clients can request a copy of the information held about them by a written request to the Executive Officer QRA.

The USI (Unique Student Identifier) Website holds all student course information which they can access for all registered training courses they have completed since January 2015.

Access to this site is for students only and RTO's with express permission of a student.

Use and disclosure of personal information

Sensitive personal information will only be collected as required from students, is treated as confidential within QRA Inc. (Training) and is used for the purpose for which it was collected or for a related purpose. This includes:

- providing the training services
- informing students about additional or upcoming courses available
- gathering feedback from students regarding training for QRA Inc. (Training)'s market analysis and course development.

QRA Inc. (Training) does not disclose sensitive personal information to other third parties without permission or instruction from the student unless required by Law to do so. If you wish to authorise a third party to access your records, please contact the Executive Officer QRA.

Information about students from third parties

QRA Inc. (Training) may need to source or verify information about students from a third party. Wherever possible this will be done with the student's authorisation, or if not possible, QRA Inc. (Training) will inform the student when such information is collected.

Receiving marketing information

With students' consent, QRA Inc. (Training) may provide them with information from time to time about new courses available to them.

Students' consent to this will be implied unless they notify QRA Inc. (Training) that they do not wish to receive this information. You may do this by advising the Executive Officer QRA that you do not wish to receive marketing information.

Security of personal information

In line with new technology, QRA Inc. (Training) continually improves the security of personal information collected. QRA Inc. (Training) takes all reasonable steps to protect the personal information of persons by:

- securing all files with personal information in locked cabinets
- only providing approved staff with access to personal information
- destroying information after the required retention period
- ensuring computer security at all times by the use of firewalls and up to date virus software
- password access to the computer system
- audits of the computer systems
- not releasing information to third parties without prior written authorisation.

Rights to access information

Under the Privacy Act, students have the right to access personal information held about them. If the information is incorrect, they have the right to require QRA Inc (Training) to amend the information.

To access this information students are required to contact the Executive Officer QRA and complete a request for access form. The Executive Officer QRA must verify the student's identity through either presentation of appropriate identification or answering a series of specific targeted questions. The request for access form must be signed by both the student and the Executive Officer QRA as an official record of the access and identity verification. There may be a waiting period of up to 7 days before access is granted.

Further information

To obtain further information about the Privacy Policy or access to personal information, please contact the Executive Officer QRA.

Staff Confidentiality

QRA Inc. (Training) complies with the Privacy Act 1988 and Amendment. Information collected on clients is only used for the purpose of delivery of our services. Staff must be aware of this Act and its requirements and must at all times ensure student information remains confidential.

Student Information Requests

The Executive Officer QRA is responsible for the processing of all requests for student information from students.

These requests require the completion of a request for access form and the verification of the students' identity through either sighting of appropriate photo ID or the correct answering of a checklist of questions derived from the student's personal details.

These questions include:

- Full Name
- Date of Birth
- Address (home)
- Phone Number (home and/or mobile)

The Executive Officer QRA and the student must both sign the request form as an official record of identification. The Executive Officer QRA may also, if deemed necessary, further ensure the student's identification through a signature comparison with their enrolment form.

The Executive Officer QRA, or a representative of EO QRA, is to notify the student when access is available. The Executive Officer QRA, or a representative of EO QRA, and the student must both again sign the form upon access as a record of such access. This form is then to be placed in the student's file for future reference.

Third Party Information Requests

No staff member is to release any information about students to any third party unless prior written authorisation is obtained from the student or disclosure is required by law.

Authorised Third Parties:

Students may nominate third parties they wish to access their records. This process is conducted by the Executive Officer QRA, or a representative of EO QRA, who ensures a third-party access form is completed and the security details for the third party obtained. These details will be entered the student's file (i.e. USI student consent form).

Any staff member who receives a request for information from a person claiming to be authorised must verify this authorisation and any related conditions through either a password or question list check prior to releasing any information.

Other Third Parties

Staff must not release any information to any other third party requesting student information. The Executive Officer QRA, or a representative of EO QRA, will obtain details of the request and detail these to the student to determine whether they wish to authorise access through a written consent form.