Student Handbook

**Policies & Procedures
for Students
V7**

CONTENTS

VET STUDENT AGREEMENT

- Arrive **on site before** all sessions and **be ready** to start training at the appropriate time

- Be **fit for work -** not tired or hung over, not under the influence of **drugs and/or alcohol**
  (RTO reserves the right to refuse entry to site for persons suspected or deemed not fit for work)

- Contact the Administration/Booking office of the **NVR RTO or Third-party training centre** if I am going to be late, absent or sick

- Wear appropriate clothing at all times including online courses must wear closed in shoes (no thongs or singlets)

- Not **discriminate** against another VET student's sex, disability, culture, race or religion

- Treat all other VET students, staff and trainer assessors with respect, using professional and courteous language at all times

- No cheating or plagiarising of course work submitted for assessment;

- **Switch off my mobile** phone during all training sessions

- **Do not smoke/vape** on the training premises, this includes all areas where training is delivered (smoking/vaping is permitted only in designated areas)

- Observe and abide by all **Workplace Health & Safety guidelines and wear the appropriate Mandatory Dress & PPE as indicated in the course joining instructions**

- Pay **all fees** expected of me within the relevant time frame

- I agree that, for the purposes of compliance with government regulations, QTLT may provide my assessment records to a designated government official. All information obtained will remain confidential.

- Give permission to QTLT to provide information about me to relevant parties for the purpose of reporting requirements

- Attend an induction into my course of interest before training commences

- This is an agreement between the NVR RTO and myself that if deemed competent upon completion of the chosen competency I will receive a nationally recognised qualification.

I agree to abide by the above terms and conditions and have received a copy of the student handbook.

Introduction

Welcome to **Queensland Transport & Logistics Training Pty Ltd (QTLT) NVR RTO 40931**

We specialise in delivering training and assessing to support our students in enhancing their skills, knowledge and opportunities in industry.

QTLT is committed to providing ongoing learning opportunities and support.

Our highly qualified staff have a wealth of knowledge and experience and are committed to providing a quality and enjoyable learning experience in a peaceful environment.

QTLT is responsible

- for all compliance of training and/or assessment.

- for issuing all AQF certification

- to comply with the Standards for RTOs

QTLT does not guarantee

- that a student will successfully complete a training product

- that a student can complete a training product in a manner not compliant which is inconsistent with any of the requirements set out in an instrument made under section 185 of the Act, as in force from time to time

- that a student will obtain a particular employment outcome, where obtaining such an employment outcome is not within the organisation's control

We acknowledge the traditional owners and custodians of country throughout Australia and their continuing connection to land, sea, and community. We pay our respects to Elders of all First Nations people, their cultures, past, present, and emerging.

QTLT Head Office Contact Details:

Telephone: 07 4032 1867

Postal address is: PO Box 652 Edge Hill Qld 4870

Address: 8 Spoto Street Woree, Cairns QLD 4868

Email: info@qtlt.com.au

Website: **www.qtlt.com.au**

NVR RTO No: 40931

We look forward to working together with you to help you complete your chosen course of study and wish you the best in your chosen career path.
Yours sincerely

Mrs. Katherine McLeod

Director
QUEENSLAND TRANSPORT & LOGISTICS TRAINING PTY LTD

Health awareness and disclosure policy – COVID-19

I am aware and remain informed of the health risks imposed on myself and others associated with Covid19 including the risks associated with public gathering.
I advise that I will not attend any training facility

- After recording a temperature of 37.5 or higher
- With Cold / Virus or Influenza like symptoms
- Within 14 days of returning from travel (Interstate / Overseas)
- After recent contact with any persons with Cold / Virus or Influenza like symptoms

I advise that upon attending any training facility, I will adhere to any conditions or procedures in place that are designed to protect the health of the greater community Inc. but not limited to

- Social distancing of 1.5 m from persons in an outdoor environment
- Social distancing of 4 square metre per person for an indoor environment
- Continually wash hands following Health Warning Coronavirus (COVID -19) NVR RTO flyers
- Cover my cough following Health Warning Coronavirus (COVID-19) RTO flyers
- Immediately advising NVR RTO staff in the event I feel unwell and following staff direction
- If identified unwell by NVR RTO/Third Party Trainer/Assessor or staff member agree to leave premises immediately

I acknowledge that although the NVR RTO has implemented health & safety measures to create a safer environment, that ultimately, I am responsible for my own health and safety and assume the risk involved with attendance.

I agree that I am attending this training and assessing course at my own risk.

Rights and Responsibility

The adult learning environment within the NVR RTO, and any partnering organisations, encourages and supports the participation of people from diverse backgrounds. The NVR RTO's aim is for each student to have an equal opportunity to learn in a supportive environment.

VET Students' Rights

The NVR RTO, and any partnering organisations, recognise that students have the right to:

- Receive training of a high quality that recognises and appreciates their individual learning styles and needs

- Receive training of a high quality that recognises and meets current industry requirements, practices and trends

- Have access to all the NVR RTOs, and any partnering organisations services regardless of educational background, gender, marital status, sexual preference, race, colour, pregnancy, national origin, ethnic or socio-economic background, physical or intellectual impairment, and religious or political affiliation

- Have their prior learning, acquired competencies, and experience appropriately recognised in determining their requirements for training and assessment;

- Be advised of the learning outcomes and prescribed assessment tasks for the training program of their choice prior to its commencement

- Appeal for a review of the results of an assessment

- Be responsible for your learning and for your interaction with the NVR RTO staff members, trainer assessors and other students

- Expect to achieve the published learning outcomes from their training program, if they, in turn, devote the necessary time and diligence to it

- Learn from fully qualified, competent and diligent trainers who observe their responsibility to address students' learning needs, assist them to achieve the course outcomes, and assess their students' work fairly

- Learn in an appropriately appointed, safe and clean learning environment, free of all forms of harassment and discrimination

- Be treated with dignity and fairness; no racism, discrimination, abuse, bullying, harassments or victimisation

- Have a right to a cooling off period

- Expect the NVR RTO, and any partnering organisations, to be ethical and open in their dealings, their communications and their advertising

- Expect the NVR RTO, and any partnering organisations, to observe their duty of care to them

- Expect the NVR RTO, and any partnering organisations, to not risk a student's safety and identify the wellbeing needs such as individual needs, financial stress, assessment pressure, or any special learning needs etc

- Efficient handling of administrative matters including the processing of fees, concessions, refunds etc

- Privacy and confidentiality, cybersecurity policy and secure storage of student records in accordance with the NVR RTOs, and any partnering organisations, policies, to the extent permitted by law.

- Contact the NVR RTO staff if you do not feel comfortable speaking to persons involved in either discrimination or sexual harassment

VET Students' Responsibilities

Students are responsible for:

- Understanding and accepting the enrolment conditions for the courses they undertake

- Providing accurate information about themselves at the time of enrolment, and to advise the NVR RTO and any partnering organisations of any personal information changes, including to their address or phone numbers within seven days

- Signing in and out when attending training

- Abiding by any dress code stipulated by the NVR RTO, and any partnering organisations (no thongs or singlets), high visability clothing and safety boots are recommended to be worn while on site

- Turn off your mobile phone before any training and assessment or entry into classrooms unless prior arrangements have been made with the trainer assessor

- Recognising the rights of staff and other students to be treated with dignity and fairness, and behaving in an appropriate and acceptable manner towards them;

- Treat all other students and staff with respect, using professional and courteous language at all times

- Regular and punctual attendance; (arrive to class on time)

- The security of their personal possessions while attending a course;

- Promptly reporting all incidents of harassment or injury to the CEO;

- Respecting the NVR RTOs, and any partnering organisations, property and observing policy guidelines and instructions for the use of equipment;

- Seeking clarification of their rights and responsibilities when in doubt;

- Asking for assistance and/or support when needed

Respect and Fair Treatment - Student policy

Preventing and Addressing Abuse, Harassment, and Violence

1. Introduction

This policy outlines the commitment of QTLT to promoting a safe, respectful, and inclusive environment for all students. We believe that every student has the right to learn and thrive free from abuse, harassment, and violence. This document explains our approach to preventing and addressing such issues, ensuring that QTLT remains a supportive and secure place for everyone.

2. Our Core Beliefs (Principles)

At QTLT, we stand firm on these beliefs:

- **Zero Tolerance**: Any form of abuse, harassment, or violence, whether in person or online, is strictly prohibited and will not be tolerated. We are committed to creating an environment free from such actions.
- **Speak Up and Report**: We strongly encourage all students to report any concerns or complaints about abuse, harassment, or violence as soon as possible. Your voice is crucial, and we are committed to addressing issues promptly. Complaints should be made to a staff member, the Wellbeing Support Officer, or the CEO.
- **Fair and Sensitive Handling**: When concerns about abuse, harassment, or violence are raised, we promise to handle them seriously, fairly, and with care. We will protect those who report issues from any negative consequences, including retaliation. Our goal is to resolve problems internally and quickly, following established procedures for handling complaints. If serious issues are confirmed, appropriate action will be taken.
- **Responsibility of a Witness**: If you see or hear about abuse, harassment, or violence, whether in person or online, we encourage you to speak up and take appropriate action. Your involvement can make a significant difference in ensuring the safety and well-being of other students.
- **Appropriate Conduct**: All students are expected to behave in a manner that respects the rights and dignity of others. This includes refraining from any behavior that could be perceived as abusive, harassing, or violent.

3. What We Expect from Students (Requirements)

Every student at QTLT is expected to:

- **Be Respectful**: Treat all students and staff with respect, kindness, and empathy. Contribute to a positive and welcoming learning environment.
- **Report Concerns**: If you experience or witness any form of abuse, harassment, or violence, report it immediately to a staff member. This includes incidents occurring in person, online, or through any other medium.
- **Follow Rules**: Adhere to QTLT's Code of Conduct and all other policies and guidelines that apply to student behaviour. This includes rules specifically designed to prevent abuse, harassment, and violence.

- **Cooperate with Investigations**: Cooperate fully with staff members who are investigating complaints. Your honest and timely cooperation helps us resolve issues fairly and effectively.
- **Understand Consequences**: Be aware that engaging in abuse, harassment, or violence will result in disciplinary action, which may include suspension or expulsion, from the RTO in accordance with QTLT's disciplinary procedures.

4. Definitions

To ensure a clear understanding of this policy, the following definitions apply:

- **Abuse**: Any behaviour that causes physical, emotional, or psychological harm to another person. This can include, but is not limited to, physical assault, verbal threats, intimidation, or emotional manipulation.
- **Harassment**: Unwelcome conduct that is based on a protected characteristic (such as race, gender, religion, disability, sexual orientation, etc.) and creates a hostile environment or interferes with a student's ability to participate in or benefit from the RTO's courses. This can include verbal, written, or physical conduct.
- **Violence**: Any behavior that causes or threatens to cause physical harm to another person or property. This includes, but is not limited to, fighting, assault, or destruction of property.
- **Bullying**: Repeated and unreasonable behavior by an individual or group directed towards a student, or a group of students, that creates a risk to health and safety. This includes in-person or online (cyberbullying).

  Examples of bullying include, but are not limited to:

    – Abusive, insulting, or offensive language or comments.
    – Aggressive and intimidating conduct.
    – Belittling or humiliating comments.
    – Using the internet or social media to harass, bully, or intimidate a fellow student.
    – Practical jokes or initiation rituals that cause distress.
    – Deliberately excluding someone from student activities.
    – Spreading rumors or false information.
- **Victimisation**: When a student is disadvantaged or threatened with disadvantage because they have:

    – Made a complaint of abuse, harassment, or violence.
    – Provided information or documents about a complaint.
    – Asserted their rights, or supported someone else's rights, under this policy.
    – Alleged that a person has acted unlawfully under this policy.
- **Complaint**: An allegation about an event or action that is perceived to be unfair, unreasonable, or unlawful under this policy.

5. Reporting Procedures

Students are encouraged to report any incidents of abuse, harassment, or violence through the following channels:

1. **Directly to Staff**: Speak to any trusted staff member, such as a trainer, or the Wellbeing Support Officer. They will guide you through the reporting process.

2. **Formal Complaint**: If you wish to make a formal complaint, you can fill out a complaint form available from the Wellbeing Support Officer, or RTO administration staff.

All complaints will be handled with sensitivity and confidentiality, to the extent possible, while ensuring a thorough investigation.

6. Investigation and Resolution

Upon receiving a complaint, QTLT will:

1. **Acknowledge Receipt**: Confirm receipt of the report to the student who made the complaint.

2. **Assess and Investigate**: Promptly and impartially investigate the reported incident. This may involve interviewing involved parties and witnesses, gathering evidence, and reviewing relevant documentation.

3. **Support for Students**: Provide support to all students involved, including the complainant, the alleged perpetrator, and any witnesses. This may include a referral to counseling services, Australian Human Rights Commission, legal support, or other appropriate measures.

4. **Determine Outcome**: Based on the investigation, determine whether a violation of this policy has occurred.

5. **Implement Action**: If a violation is confirmed, appropriate disciplinary action will be taken against the perpetrator, in accordance with QTLT's disciplinary procedures. This may range from warnings to suspension or expulsion. Remedial actions will also be implemented to address the impact of the incident and prevent recurrence.

6. **Communicate Outcome**: Inform the complainant of the outcome of the investigation and any actions taken, while respecting the privacy of all individuals involved.

7. Prevention and Education

QTLT is committed to preventing abuse, harassment, and violence through ongoing education and awareness initiatives. These may include:

- **Student induction**: Incorporating this policy and related information into student induction programs.
- **Staff training**: Internal staff training on topics such as respectful communication, conflict resolution, and bystander intervention.
- **Raising awareness** about the impact of abuse, harassment, and violence, and to promote a culture of respect and inclusion.
- **Curriculum Integration**: Integrating relevant topics into the curriculum where appropriate.

8. Review of Policy

This policy will be reviewed periodically to ensure its effectiveness and compliance with relevant laws and regulations. Feedback from students and staff will be considered during the review process.

9. Contact Information

For any questions or concerns regarding this policy, please contact:

Wellbeing Support Officer/CEO

Contact Information

Please contact the NVR RTO **Wellbeing Support Officer**

Cairns office: 0437 789 974 or **Email** info@qtlt.com.au

Brisbane office 07 3393 6628 or **Email** connect@qtlt.com.au

USI – Unique Student Identifier

From the 1st of January 2015 if you are undertaking nationally recognised training delivered by a registered training organisation, it is mandatory to have a Unique Student Identifier (USI).

A USI gives you access to your online USI account, which will contain all your nationally recognised training records from 1/1/2015 onwards. When applying for a job you will often need to provide your training records and results. One of the main benefits of the USI is that you will have easy access to your training records and results throughout your life.

As the USI is a legislative requirement, all students must have a USI to be able to obtain a Statement of Attainment or Certificate for the training they have successfully completed and assessed as competent. You can create your own USI number through the USI website: www.usi.gov.au alternatively, QTLT can create one on your behalf with your written permission on our student enrolment form or contact our administration staff for further information. Each learner must acknowledge that they have read and understood the USI privacy notice at https://www.usi.gov.au/documents/privacy-policy . This is also noted on each student's enrolment form.

Access and Equity

Access and Equity policies are incorporated into operational procedures. The NVR RTO, and any third parties, prohibits discrimination towards any group or individuals in any form, inclusive of but not limited to:

- Gender
- Pregnancy
- Race, colour, nationality, culture, ethnic or religious background
- Marital status
- Physical or intellectual, or psychiatric disability
- Homosexuality (male or female, actual or presumed)
- Age

The NVR RTO and any partnering organisations encourage VET students with diverse backgrounds and a genuine interest in expanding their knowledge and skills to apply for admission into all courses.

Programs are designed and, wherever possible, facilities are set up to enhance the flexibility of delivery in order to maximise the opportunity for access and participation by disadvantaged people.

- We will meet the needs of individuals, and the community as a whole through the integration of access and equity guidelines
- We will ensure that equity principles for all people are implemented through the fair allocation of resources and the right to equality of opportunity without discrimination
- We will increase opportunities for people to participate in the vocational education and training system which affect their lives by working with various government bodies, industry employers and VET students

- We will target the specific needs of market segments in enhancing the economic development of the organization

- Ensure the establishment of non-discriminatory VET student selection procedures which encourage fair access for members of under-represented groups

- Support the delivery of culturally safe training to students of all cultures

- Ensure access and equity issues are considered during curriculum development

- Provide access to staff development to assist trainers and contractors who deliver courses to under-represented groups

Language, literacy, numeracy and digital literacy

As part of our enrolment process, all students receive a short language, literacy, numeracy and digital test.

As an NVR Registered Training Organisation working in the field of Licencing for high-risk work, it is a condition of licencing that students must be able to speak and understand English to undertake any of our courses. This is to ensure that workers understand workplace instructions and can complete the necessary workplace paperwork.

To test language, literacy, numeracy, and digital literacy, students are given an industry-appropriate test.

Students with learning difficulties in language, literacy, numeracy, and digital literacy are given reasonable assistance from QTLT NVR RTO, third-party staff, and additional time in assessments. In the written assessment, the whole test can be conducted orally where there is a language, literacy or digital literacy issue.
However, because of the high-risk nature of the industry, interpreters are not allowed to act on behalf of students.

If it is deemed that a student could possibly require more Language, Digital Literacy, Literacy and/or Numeracy support, the student may be directed to a Specialist Language & Literacy provider. Any fees incurred are the responsibility of the student.

Students with English as a second language are given assistance such as being able to provide oral responses to some assessments and also, they are given additional time in theory assessments. However, even if English is their second language it still needs to be at a reasonable enough standard to ensure that workers understand workplace instructions and that they are capable of completing the necessary workplace-based paperwork.

Staff members and Instructors are required to observe, identify and immediately act when a student has problems with language, literacy, numeracy or digital literacy.

What is digital literacy?

Digital literacy covers the physical operations of digital devices and the software operations in those devices (UNESCO, 2018). It incorporates the ability to *search* and *navigate, create, communicate and collaborate*, think critically, analyse information, and address safety and wellbeing using a variety of digital technologies. These skills are essential for individuals to participate effectively in today's society. Digital literacy skills exist on a continuum with varying degrees of competency required depending on the

context (personal and community; workplace and employment; education and training) within which the skills are applied.

Digital ability is important for individuals and communities because, in the digital age, technology mediates our interactions with the world and each other. The development of the Digital Literacy Skills Framework reflects current theory and practice about the importance of digital literacy, which is now embedded in the social fabric of everyday life.

'Digital inclusion is not just about computers, the internet or even technology. It is about using technology as a channel to improve skills, to enhance quality of life, to drive education and to promote economic well-being across all elements of society. Digital inclusion is really about social inclusion.' (Australian Digital Inclusion Index, 2018)

Digital skills range from:

- Downloading a document, file or PDF
- Names, stores and locates different files
- Follows instructions to connect to a network
- Uses internet search commands and conduct internet search
- Log onto a device with username and password
- Record a video in the system and upload a video file
- Record a video externally e.g., mobile phone and upload video file
- Downloading and setting up an app
- Participates in a group message chat e.g. WhatsApp or other
- Move tabs on the screen
- Use weblinks
- Save a file
- Respond to SMS
- Recognise a range of symbols
- Participate in a video call with a trainer assessor, e.g., Zoom, Team meet, or other

Digital identity and safety awareness

When browsing; Being cautious about clicking on suspicious emails, links, downloading files from untrusted sources, and avoiding engaging with harmful content.
Strong passwords: Using complex and unique passwords
Online safety: Being aware of potential dangers like cyberbullying, online scams, inappropriate content, and protecting one's online reputation
Cybersecurity: Protecting personal information, devices, and data from cyber threats like malware, phishing, and hacking

Literacy & Numeracy Assistance

To make arrangements with the **Reading Writing Hotline** please contact
1300 655 506. All external support services are at the expense of the student.
www.readingwritinghotline.edu.au Welcome to the Reading Writing Hotline - Reading Writing Hotline
OR Digital support programs and services | Digital learning and support | Queensland Government

QTLT online courses

Deliver methods

- **Online:** Self-paced learning, available 24/7, log in from anywhere within Australia.

Requirement
- Must be able to read, write and speak english
- Must wear appropriate clothing

Course Duration
- Training is self-paced, and available to access 24/7. Student's may take as long as needed to complete all assessments.
- There is no deadline to complete the course.

Technical Requirements
- **Web-cam:** You are required to have constant access to a webcam or similar device. If you do not have access to a webcam, you will NOT be able to complete this course. If the webcam is blocked or covered at any time during the course, you will not be able to proceed with training.
- **Microphone:** Some questions require a verbal response, please ensure you have a webcam or device with microphone access in order to answer these questions. If we are unable to hear you at any time during a video response, you will be asked to resubmit your answer.
- **Browser:** You must have Windows 7 or later installed, only use Chrome or Firefox as your browser, or safari if using an iPad. Do NOT use Microsoft Edge.
- **Stable Internet Connection:** Undertaking this course will require you to have stable internet connection at a reasonable speed. Please ensure that any firewall permissions/restrictions have been adjusted/given to ensure that your webcam and microphone are working.
- **Valid ID:** You will be required to provide a copy of your Driver's Licence for identification purposes. We reserve the right to identify the person enrolled and ensure they are the person completing the course.

If you are worried about meeting any of these requirements, contact us on 07 3348 2104 to discuss possible solutions with our staff.

Important Instructions

- This is a **self-paced, self-managed course**. There are NO face-to-face or scheduled teaching sessions.
- If you need **HELP ,** Trainer/Assessors can be contacted via the following email - **training@qtlt.com.au**
  - **Contact Hours:** *Monday - Friday (Excluding Public Holidays)* **9:00am to 3:00 pm - 0411 628 034**

- Upon completion, please allow up to **3 business days** for the Trainer/Assessor to **review and provide feedback**.
- **Please regularly log in to the online portal to check for assessor feedback**

Enrolment, induction and orientation

Courses consist of small groups (1-15) depending on equipment availability or unit of competency to ensure quality training and participation and we run courses on a regular basis. Courses normally commence at 7am and finish mid-afternoon.

QTLT conducts an enrolment and induction program for all its clients, including: -

- Language, Literacy, Numeracy and Digital support
- Venue safety and facility arrangements
- Relevant legislative requirements and accessibility
- Review of the training and assessment program and flexible learning and assessment
- Client support and welfare
- Review of Code of Practice
- Appeals, complaints and grievance procedures
- Disciplinary procedures and
- Recognition arrangements and credit transfer

Training Guarantee

The NVR RTO, and any partnering organisations, guarantees once you have commenced your course, training/assessment will be provided to allow you to complete the course in a designated time frame.

Reasonable Adjustment

Queensland Transport & Logistics Training Pty Ltd endeavors to help and protect students where possible and support students with disability. These obligations include: (disability standards for Education 2005 - Disability Standards for Education 2005 - Federal Register of Legislation)

- making reasonable adjustments which allow students with disability to participate and learn on the same basis as students without disability
- preventing harassment and victimisation of students with disability
- consult regularly with students with disability and their parents and caregivers to develop reasonable adjustments and address concerns as they arise

Disabilities can be any of the following:
- Physical
- Vision or Hearing
- Medical
- Learning or Intellectual

Where possible, the NVR RTO ensures that the assessment is flexible and able to be adapted to enable the student to fairly demonstrate the knowledge, skills, or competencies being assessed.

Where not appropriate or possible to make a reasonable adjustment, QTLT will contact the student to provide reasons why.

All student disability information is kept private and confidential.

VET Student Wellbeing Support Services

The NVR RTO, and any partnering organisations, is committed to ensuring you receive training, assessment and support services that meet your individual needs. To achieve this, we need to know what your needs are.

If you at any point through-out your course you require any assistance or support please discuss these needs with the NVR RTO and/or third-party staff and we will do our best to help.

If you have any special needs, including Language and Literacy, digital literacy, learning, mobility, visual impairment or hearing please notify staff as soon as possible, preferably at the start of your course, to allow us to cater for any of your needs.

If you do not tell us about any condition that may affect your learning, we will not be able to assist you if the need arises. Any information you tell us in relation to your needs will remain confidential and only used to support you.

VET Student wellbeing support offers a range of confidential and free health, wellbeing, and personal supports.

If you are experiencing wellbeing concerns and would like to connect with somebody, the first step is to contact our **wellbeing support officer.**

Wellbeing support services include contact details and weblinks, etc.

- Student pre-enrolment support

- Student learning and study support

- Student counselling services

- Student flexible delivery and assessment

- Equipment and resource access

- Financial and other support services

Please contact the NVR RTO **Wellbeing Support Officer**

Cairns office: 0437 789 974 or **Email** info@qtlt.com.au

Brisbane office 07 3393 6628 or **Email** connect@qtlt.com.au

Mental health helplines – 1300 22 4636 Mental health helplines | healthdirect

Qld mental health and wellbeing – contact support helpline 1300 642 255 (24 hours a day, 7 days a week)

The Asian Australian Mental Health Practitioner List

Wellbeing Needs for Vocational Training Students

Vocational Education and Training (VET) students often face unique stressors that impact their wellbeing and mental health. These challenges can include:

- **High Stress and Anxiety**: Managing rigorous coursework, intense practical assignments, and work placements with extended hours can lead to high stress levels and anxiety. This is particularly true in demanding fields like construction, mining, transport and logistics and engineering.

- **Employment Pressure**: Many VET students feel an urgent need to secure employment immediately after completing a course or qualification, leading to anxiety around the transition from training to work. This pressure can overshadow the excitement of entering the workforce.

- **Limited Access to Resources**: Unlike universities, VET institutions may have smaller budgets and less comprehensive mental health services, especially in rural areas. This can leave students with limited options for support.

- **Financial Strain:** VET students often support themselves financially, covering tuition fees and living expenses while working part-time or in low-income roles. This financial burden, coupled with academic pressure, can lead to chronic stress and anxiety.

- **Stigma Around Mental Health:** In traditionally hands-on fields, mental health can be a stigmatized topic. Students may feel pressured to adopt a 'tough' mentality, internalizing stress rather than seeking help, which can lead to issues going unaddressed.

- **Impact of Disruptions** (e.g., COVID-19): External disruptions, such as the COVID-19 pandemic, can significantly impact VET students, particularly those in programs requiring hands-on training. Delays in practical placements, isolation, and uncertainty can exacerbate existing mental health challenges.

Counselling

Where counselling is sought, please contact the NVR RTO wellbeing support officer for assistance in the following:

- drugs and alcohol support services
- depression and anxiety etc

[Lifeline](#) provides 24-hour crisis counselling, support groups and suicide prevention services. Call 13 11 14, text [0477 13 11 14](#) or [chat online.](#)

Support Services are available 27 hours 7 days a week through **Beyond Blue** by contacting them on **1300 224 636**. All external support services are at the expense of the student [www.beyondblue.org.au](#) [24/7 Support for Anxiety, Depression and Suicide Prevention. - Beyond Blue](#)

Anti-Discrimination Commission Qld [Discrimination | Office of Industrial Relations](#)

[Contact us | Australian Government Department of Foreign Affairs and Trade](#)

Aboriginal and Torres Strait Islander Support

[Queensland | AIATSIS corporate website](#)

[www.aiatsis.gov.au/family-history/wheer-get-help/queensland](#)

Changes to Agreed Services

Where there are any changes to agreed services, the NVR RTO, and any third party, will advise the student, in writing as soon as practicable, including in relation to any new third-party arrangements, a change in ownership, changes to existing third party arrangements, unexpected event such as a natural disaster, change to contact details of the RTO, course details change, change to cost or course duration or any other changes.

Complaints and Appeals Policy

This policy and procedure is to provide clear and practical guidelines to ensure that complaints and appeals lodged with the RTO can be resolved, equitably and efficiently, in accordance with the principles of natural justice. The Complaints and Appeals Policy is there to manage and respond to allegations involving the conduct of the RTO, its trainers, assessors or other staff, a third party providing services on the RTO's behalf, its trainers, assessors or other staff or VET student of the RTO.

The RTO acknowledges that a VET student, who has a complaint or appeal, has the right to raise the complaint or appeal and expect that every effort will be made to resolve it in accordance with this policy, without prejudice or fear of reprisal or victimisation. The student has the right to present the complaint or appeal formally as well as in writing.

The RTO will manage all complaints and appeals fairly, equitably and efficiently as possible.

The NVR RTO will encourage the parties to approach the complaint or appeal with an open mind and to resolve problems through discussion and conciliation. Where a complaint or appeal cannot be resolved through discussion and conciliation, the RTO acknowledges the need for an appropriate external and independent person to mediate between the parties. The parties will be given the opportunity to formally present their case to the independent person.

Confidentiality will be maintained throughout the process of making and resolving complaints. The RTO seeks to protect the rights and privacy of all involved and to facilitate the return to a comfortable and productive learning environment.

Where complaints or appeals have been received, RTOs must keep evidence of how the matter was dealt with and the outcome (including the timeframes). The RTO will use this information received via any complaint to review the RTO's processes and practices to ensure the issue doesn't happen again.

Procedure

Should a VET student have a complaint or appeal, the following steps are to be followed:

1.   The Student should discuss the issue/complaint with the person involved to try and resolve it verbally.

2.   If no resolution is reached, the student should discuss the issue/complaint with his / her trainer to see if it can be resolved.

3.   If still no resolution the student should put the following information relating to the complaint or appeal in writing using the Complaints and Appeals Form.

- A description of the complaint or appeal;
- State whether they wish to formally present their case;
- Steps taken thus far to deal with issue / complaint;
- What outcomes they would like to fix the problem & prevent it from happening again.

4.   The student should bring the complaint or appeal to the attention of the Administration within seven (7) days of the issue taking place.

5.   Upon receiving the complaint form it is forwarded to the CEO for review and action.

6.   The person who the complaint is against (**respondent**) is notified by QTLT CEO of the specific allegations being made against them and all relevant information about the complaint in writing

7.   **The hearing rule** -The respondent is given a reasonable chance to consider their position and reply in writing

8.   Once QTLT receives the respondent's reply

9.   **Case to be met** - QTLT creates a draft letter stating a summary of the issues being considered by the decision maker along with a proposal of resolution

10. **Both parties have A real chance to reply** - Whether in writing or orally (chance to give your response before the final decision is made)

11. QTLT receives the replies from both parties and unless any further evidence is submitted and unless the resolution is challenged by either party a written agreement is made of resolution and action implemented

12. *The bias rule - in line with procedural fairness. If the person in authority does not believe they can handle the complaint in an impartial way, they will exclude themselves from the process, and refer the matter to their supervisor. In some cases, resolution of the complaint may also involve appropriate bodies external to QTLT, e.g. trade unions or statutory bodies.*

13. If the complaint or appeal is not dealt with to the student's satisfaction within seven (7) day period, they may bring it to the attention of the Director. The Director will either deal with the issue personally or arrange for it to be dealt with by a management representative. This process must commence within 48 hours from the time the Director, or their delegate, receives written notification from the student about their dissatisfaction to the response received from their trainer and a response / resolution must be presented within 7 days.

14. Should the issue still not be resolved to the student's satisfaction, the RTO will make arrangements for an independent external person to resolve the issue. The student will be given the opportunity to formally present his or her case. The time frame for this process may vary but should take no longer than 14 days.

15. All parties involved will receive a written statement of the outcomes, including reasons for the decision within the 14 day period.

16. If the student is still not happy with external mediation, they may take their complaint to the Australian Skills Quality Authority (ASQA) and lodge a complaint using ASQAs online complaint form.

17. Where the RTO considers more than 60 calendar days are required to process and finalise the complaint or appeal, the RTO will inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required, and regularly updates the complainant or appellant on the progress of the matter.

18. All documentation relating to complaints or appeals should be archived for audit purposes.

19. The RTO's CEO will be responsible for the implementation and maintenance of the policy.

Appeals against Assessment Grades

Students may appeal against a result shown on their student record/assessment and may lodge their appeal as outlined above.

Flexible Forms of Assessment

The NVR RTO and any partnering organisations has facilities to provide flexible forms of assessment as required for VET Students in proven extenuating circumstances. The student must apply in writing to the CEO with details of the circumstances. The CEO will assess the application, and the student will be notified in writing.

Access to VET Students' Records and Participation

The NVR RTO, and any partnering organisations, is committed to providing you with accurate and current records of your participation and progress. If at any point you wish to view your student file or discuss your progress in the course, please arrange at time with the administration or the CEO and they will be able to assist you.

In the event that the third-party delivering training and assessment on its behalf

- ceases to operate
- or ceases to deliver any part of the training product that the VET student is enrolled in
- must transfer student results and records to the NVR RTO.

If QTLT ceases to operate, it must, within 14 days of ceasing, forward all student results, including student records (name, address and any identifier, such as date of birth) to the Department of Employment and Training's regional office and ASQA.

Fees and Cooling Off Policy

All fees are to be paid at the specified time, as per the course information and can only be paid by credit card or EFT. Tax Invoices will be issued as required and as an approved program, there is NO GST included in the course cost.

Fees may vary depending on the:

- Course and/or chosen units/Recognition of Prior Learning(RPL)/Credit Transfer (CT)

- *All payments are to be finalised before the certificate or statement is issued*

- Replacement of lost Certificate or Statement of Attainment and a replacement wallet card **- $20**

- Credit transfer of **$50** per unit if applicable to the course code and requirements

- RPL **$150** per unit unless otherwise specified (if applicable to the course code and requirements)

- Course costing fee, including material and administration fee due is: **CLEARLY STATED ON THE STUDENT ENROLMENT & INTRODUCTION FORM** (no additional fees or charges apply for any additional services unless listed above)
- **24-hour cooling-off period; otherwise, no refund applies**

All VET students are liable for the financial commitment to the NVR RTO or third party.

The NVR RTO and third-party:

- has appropriate safeguards and fair options in place for any monies paid in advance;
- will, if a course is cancelled, whilst in progress, due to circumstances beyond its control, provide the student with a refund of fees on hold or offer to transfer the student to another course.
- will refund a pro rata proportion of any money paid by you and not yet used for the delivery and assessment of the course, in the event we cancel or discontinue a course.

VET Students who have any queries regarding eligibility for refunds should contact the CEO in the first instance.

Fees in Advance

In the case where a VET student wishes to pay more than the application fee with their enrolment application, the amount will not exceed $1,500.00 prior to the course commencement.

Following course commencement, the NVR RTO may require payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student does not exceed $1,500. The NVR RTO, and any partnering organisations, has appropriate safeguards and fair options in place for any monies paid in advance and that these funds are not used until courses and or units have commenced.

Cancellations, Withdrawals and Refunds

Cancellation of the course by the **QTLT NVR RTO** after enrolment and commencement. (The VET Student does not have to make an application for a refund; QTLT will process it automatically.)

Cancellation of the course by the **Director** due to NVR RTO or third party closure, after the enrolment fee is paid no commencement. (The Student does not have to make an application for a refund; QTLT will process it automatically.)

If you withdraw from a course after your enrolment has been confirmed, and within 4 weeks of the commencement date, you will forfeit any fees paid, including any enrolment fees and any course fees.

If you withdraw from a course due to illness (verified by a medical certificate and within 7 days of course commencement), we will refund any course fees paid less any application fee and 20% of your course cost. Should you withdraw for any other reason other than illness and within 5 days of course commencement, you will be liable to 50% of the course cost.

Should you withdraw from the course once commenced, or if you fail to commence the course you will forfeit all monies paid and be liable for the full course cost.

Credit Transfer for Prior Studies

VET Students must not be required to repeat any unit or module in which they have already been assessed as competent, unless a regulatory requirement or license condition (including industry licensing schemes) requires this. Where a learner provides suitable evidence that they have successfully completed a unit or module at any NVR RTO, the RTO must provide credit for that unit or module. In some cases, licensing or regulatory requirements may prevent a unit or module from being awarded through a credit process. e.g., CPR and First Aid.

Credit must be granted not only for studies completed at an NVR RTO, but also at any authorised issuing organisation, such as a university. In such cases, an analysis as to the equivalence of the study completed with the relevant unit/s or module/s would need to be completed before any credit could be granted.
The NVR RTO is not obliged to issue a qualification or statement of attainment that is achieved wholly through recognition of units and/or modules completed at another RTO or RTOs.

Before providing credit on the basis of a qualification, statement of attainment or record of results, you should authenticate the information in the document (e.g. by contacting the organisation that issued the document and confirming the content is valid).

Note that providing credit for previous studies is not a recognition of prior learning (RPL) process. RPL is a form of assessment of the competence of a person, while providing credit is recognising the equivalence of studies previously undertaken and completed successfully.

If an applicant wishes to apply for recognition for the qualification that they have received from another RTO, they must present the original for sighting or provide a certified copy of the certificate with their enrolment.

The NVR RTO must then verify the certificate to ensure its legitimacy and currency. The RTO will write on the copy of the certificate the date and person they spoke to when verifying the qualification. The outcome of the application will then be communicated to the applicant.

Recognition of Prior Learning

The NVR RTO provides a user-friendly, supportive, streamlined framework for the assessment and recognition of various types of prior competencies obtained by an individual through previous or current training, work experience and / or life experience.

The underlying principle of Recognition of Prior Learning (RPL) is that no individual / participant should be required to undertake a unit of study in a training session for which they are able to demonstrate satisfactory achievement of the required competency standard or learning outcome for entry into, and/or partial or total completion of a qualification.

This policy therefore aims to maximise the recognition of an individual's prior skills and knowledge whilst at all times maintaining the integrity and standards of the defined learning outcomes of the specific course of study.

Assessment will take place by a qualified assessor who has successfully completed Certificate IV in Training and Assessment (TAE40116 or TAE40122) and who has the vocational competencies in the unit they are assessing the participant's competency against. To view the current procedure on the recognition of prior learning, refer to the College policy.

Recognition of Qualification issued by another NVR RTO

QTLT will recognize and accept AQF and VET qualifications and VET Statements of Attainment issued by any other NVR RTOs. They must meet current AQF Standards and should provide a Statement of Attainment listing all units completed.

For further information and clarification on your Certificate or Qualification, please submit to either your Trainer/Assessor or post/email to QTLT for verification.

All documents will then be reviewed to ensure they meet AQF standards and guidelines and you will be contacted accordingly with the outcome.
The NVR RTO only refers to a person or organisation with their consent.

Administrative Contacts

Occasionally Students may need to consult the Trainers and or the CEO with comments, questions, suggestions or other matters. In order that we may better assist our students, we suggest, that the student speak with his/her trainer, or the CEO.

The trainer can Trainer/Assessor **can only** comment on his/her subject not on other subjects. The following suggestions may also be of assistance. Read all the information contained in this book thoroughly. If the required information is not found in the "Policies and Procedures for Students" refer the question to the Trainer or CEO.

Change of Name/Address/Telephone Number

Upon change of name, address or telephone number, you are required to notify the RTO, and any partnering organisations, with the relevant information. The change must be advised in writing stating the previous address, the new address.

No responsibility will be accepted by the NVR RTO for failure to follow the above procedure.

Medical Certificates

All medical certificates substantiating reasons for failure to sit an assessment must be presented to the CEO. Any other medical certificates must be handed to the individual trainer for the recording of attendance.

Assessment Results

Students are notified of assessment results by their Trainer/Assessor at the end of each session. Assessment results will not be given to anybody other than, you, the trainer and or the CEO with you your prior permission. No assessment results are issued or discussed over the telephone.

Students completing competencies will be assessed as either:
C   -   Competency Achieved; or
NC   -   Not Competent

Academic Misconduct and Plagiarism Policy

Academic misconduct or plagiarism occurs when a student reproduce someone else's words, ideas, or findings and present them as their own without proper acknowledgment. It includes attempts by students to cheat or act dishonestly in an examination, test, assignment, essay, or any other assessment task.

There are many forms of academic misconduct or plagiarism, including the following:

- Direct copying of sentences, paragraphs or other extracts from someone else's published work (including on the Internet and in software) without acknowledging the source;
- Paraphrasing someone else's words without acknowledging the source;
- Using facts and information derived from a source without acknowledging the source;
- Using ideas directly derived from an identifiable author without acknowledging the source;

- Producing assignments that should be their own independent work in collaboration with and/or using the work of other people (e.g. a student or tutor);
- Using the work of other members of a group project without acknowledging who contributed the work;
- Copying from another student's and / or their work;
- Submitting someone else's work as their own;
- Using a diagram from another text or the Internet as a basis for your diagram without acknowledging the source;
- Taking statistics from another source and using them in a new table or figure without acknowledgement;
- Buying an essay from the Internet or another student and submitting it as their own work;
- Making up fake quotes or sources.

Students who are found cheating or guilty of plagiarism in any form of assessment will be deemed **Not Competent** for the relevant Unit of Competency on confirmation of the breach. All confirmed cases of cheating or plagiarism these are recorded on the student's file. Students will be disciplined as per the Students Disciplinary Policy.

Students found cheating will receive a formal written warning from the CEO advising that a second breach will result in the student being asked to leave to course with no refund.

Student Disciplinary Policy

The student disciplinary policy exists for the proper management of disciplinary issues.

The policy is designed to ensure fairness and objectivity and its primary function is not intended as a form of punishment but as a means of providing students with the opportunity to correct or modify their behaviour.

Procedure

The NVR RTO, and any partnering organisations, seeks to promote an environment in which students develop a positive and responsible attitude towards fellow students, staff and the general work / learning environment.

When a student's behaviour conflicts with the Student Code of Conduct, disciplinary action will be taken according to the following process:

1. Initially, the trainer will discuss the behaviour in question with the student and add a note to the students file.

2. If the behaviour continues to be unacceptable the trainer arranges a meeting with the CEO, or their delegate to discuss the issue.

   a. Details of all disciplinary warnings and/or interviews will be recorded using the communication log of the Student Database System.

   b. The CEO, or their delegate, counsels the student on possible consequences of breaching the Student Code of Conduct.

3. If necessary, an action plan may be implemented for the student to abide by in cases deemed necessary by the CEO, or their delegate.

4. Further disciplinary problems will be addressed by the CEO, or their delegate, in consultation with the trainer.

5. An official warning letter will be issued by the CEO, or their delegate.

NOTE: The NVR RTO reserves the right to expel students immediately depending upon the seriousness of the misconduct.

Work Health and Safety Procedures

The Organisation realises its responsibilities to Students to ensure a safe and healthy academic and working environment. The Organisation operates according to appropriate Work Health and Safety standards and procedures. First aid kits are located in the offices of the NVR RTO, and any partnering organisations. These are accessible during training if required via your trainer or administration

VET Student feedback

At various times throughout, and at the completion of your course, we will seek your comments and feedback in relation to the competency content, delivery methods and Trainer/Assessor performance.

This form is called a "Student feedback form" and will be issued by the Trainer/Assessor at the end of each individual unit session.
This feedback can be anonymous and helps us to identify processes for continuous improvement of future programs of study.

Legislation in relation to your study

As a VET student at the NVR RTO and any partnering organisations, you are required to know about your rights and responsibilities in relation to various Acts and Regulations that may impact on your study.

A Legislative Summary document is available from the CEO should you wish to read it. This is called the Legislative Summary QLD V1.0. There are certain bits of legislation that you need to make yourself aware of during your course. These are (but not limited to):

Commonwealth Legislation:

- National Vocational Education and Training Regulator Act 2011
- Commonwealth Privacy Act 1988 / Privacy Amendment (Private Sector) Act 2000
- Commonwealth Sex Discrimination Act 1984
- Commonwealth Racial Discrimination Act 1975
- Commonwealth Age Discrimination Act 2004
- Commonwealth Disability Discrimination Act 1992

Copies of all legislation may be viewed and download copies off the internet at
www.austlii.edu.au

VET Quality Framework

The vocational education and training (VET) Quality Framework is aimed at achieving greater national consistency in the way providers are registered and monitored and in how standards in the vocational education and training (VET) sector are enforced.

The VET Quality Framework comprises:

- The Standards for Registered Training Organisations 2025ce-to
- the Fit and Proper Person Requirements
- The Financial Viability Risk Assessment Requirements
- the Data Provision Requirements, and
- the Australian Qualifications Framework.

Data Provision Requirements

The Data Provision Requirements 2020 ensure RTOs provide ASQA with a range of accurate and complete data about their business and operations.

These requirements allow ASQA to identify trends and risks within the industry, and to further monitor and improve Australia's word-class VET system.

The Data Provision Requirements also ensure ASQA has a record of all student records, qualifications and statements of attainment.

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Third-party arrangements

QTLT has third-party arrangements in place with the following:

RKM Associated Pty Ltd trading as Cairns Truck School
Mr Ross McLeod
Ph: 0438 587 884
Email: ross@qtlt.com.au
Website: www.cairnstruckschool.com

Brisbane Truck School
Mr Neil McLeod
Ph: 1300 438 542
Email: neil@brisbanetruckschool.com
Website: www.brisbanetruckschool.com

Jemayd Training and Assessing
Mr Desmond Campbell
Ph: 0429 623 368
Email: jemayd@bigpond.com

Anderson Training Services (NQ) Pty Ltd
Mr Stephen Anderson
Ph: 0417 188 743
Email: andersonstransport@bigpond.com
Website: www.andersontraining.com.au

McCullough Training & Transport Services
Miss Catherine McCullough
Ph: 0408 939 858
Email: Cat550hp@hotmail.com
Website: www.mcculloughtraining.com

Fees

- All fees will be paid directly to the Third Party unless QTLT NVR RTO states otherwise

Issuing of Qualifications to meet the AQF

- QTLT will provide a Statement of Attainment upon the student assessed as competent by the Qualified Trainer/Assessor. The Qualification will be sent directly to the email provided on the student enrolment form in PDF format. This process takes up to 3 - 5 business days

Complaints/Appeals
- The same process applies as in this student handbook

TERM	MEANING
Attachments	A file that is commonly sent with a message, such as an email.
Avatar	A computer generated character that represents an online user.
Bluetooth®	A wireless technology that allows two devices to exchange data within close proximity
Chat	Distinct from email and online forums, messages are usually short and exchanges occur in real-time similar a conversation
Cloud storage	A more accessible but less secure model of digital storage whereby files, or versions of files, are stored on more than one server and accessible across multiple devices often through a cloud storage provider
Digital devices	Physical devices or tools, for example: mobile phone, smart phone, personal computer, laptop computer, tablet PC, scanning equipment, digital interface (to operate equipment).
Digital footprint	A digital footprint is the information or trail of data that a person creates from their online activity. It is made up of websites visited, emails and information on online services. It also includes activity on social media, tweets and blogs. A digital footprint is permanent, even if some information or activity is deleted.
Digital literacy	Digital literacy is the ability to define, access, manage, integrate, communicate, evaluate and create information safely and appropriately through digital technologies and networked devices for participation in personal, economic and social life. (UNESCO 2018). The skills needed include the ability to search and navigate, create, communicate and collaborate, think critically, analyse information, and remain safe using a variety of digital technologies. Digital literacy skills exist on a continuum with varying degrees of competency depending on the context and on the level required in different situations.
Digital peripherals	An external device that provides input and output for the computer. Input examples: keyboard, mouse, joystick Output examples: monitor, printer, loudspeakers, headphones Input and output examples: hard drives, modems
Digital risk protection	Digital risk protection focuses on protecting organizational reputation, customer experience and revenue. Digital risk protection tools, products and services are designed to rapidly detect digital threats and respond to events to minimize organizational disruption and any financial losses. Digital risk protection reduces risks that emerge from digital transformation, protecting against the unwanted exposure of a company's data, brand, and attack surface and providing actionable insight on threats from the open, deep, and dark web.
Digital system	Digital system refers to features such as hardware, software and networks and their use. There may be several different components that make up one system, e.g. a computer has a central processing unit, hard disk, keyboard, mouse, screen, etc.
EFTPOS	Electronic Funds Transfer at Point Of Sale is a digital payment system for goods or services based on the use of payment enabled devices or cards.
e-Commerce	Commercial transactions conducted electronically using the Internet.
Emoji	Deriving from the Japanese words絵 + 文字, 'e + moji,' 'picture + character,' emojis are ideograms and faces used as digital messages.
Ethernet cable	A cable that connects wired devices to the internet and for sharing data.

TERM	MEANING
GIF	Graphic Interchange Format, pronounced both 'jif' and with a hard 'G' as in Graphic, is a digital format for both animated and static images.
GPS	Global Positioning System provides your location on the earth or in the air where there is line of sight to at least four satellites.
HDMI	High Definition Media Interface is a connector of varying shapes and sizes for delivering high quality video and audio between devices.
IP address	Internet Protocol address is a numerical address for a device connected to a network that uses the internet to communicate.
Link	An abbreviation of hyper*link,* is a clickable text or object that lets you jump directly to something on the internet
Mobile hotspot	A mobile phone or hardware that shares a wireless access point with another device for it to have access to mobile data
MMS	MMS is a method of sending text messages that include multimedia content using a mobile device, e.g. text with a photo, text with a video.
Netiquette	Refers to standards of good behaviour in online communication such as email, social media, online chats, forums, social networking sites.
Permissions	Granting an application or program a range of access **from → to** data, **from** such as contacts to hardware, such as a camera
Phishing	Phishing is the malicious practice of attempting to trick individuals or businesses to provide personal information e.g. logins, bank or credit card details. It is often done through email.
Ping	A connection's reaction time of a device sending a request and is measured in milliseconds.
QR Codes	A quick response code is a black and white squared pattern within a square that can be read by a mobile camera to decode an internet link, for example.
RCA connectors	Analog connectors, usually yellow for video and red and white for audio, that transfer audiovisual signals between devices.
Software/application	Software is a general term for computer data, while an application (app) is a kind of software used for a certain task. Applications are often operating system specific, while software is not necessarily so. Applications usually need user interaction to function while this is not necessarily the case with software.
Software Packages	Software packages are resources or files that are bundled together as a collection of software.
SMS	Short Message Service is a digital text message. This is different to an MMS or Multimedia Messaging Service that includes attachments, such as photos or video.
Sync	An → A derivative of *sync*hronize, harmonizing data across devices.
Tablet	A tablet, or tablet PC, is a portable computer that uses a touchscreen.
Time-out	A setting or application that hides or restricts access to apps.
Transactions	Transactions include commercial transactions; refer to e-commerce, a communicative transaction; a digital message (SMS or MMS) or a document transaction (.pdf), unless otherwise specified.
Wi-Fi	Wi-Fi is a networking technology that allow a digital device to connect to the Internet wirelessly or to communicate with another device wirelessly within a limited distance.