



Student Handbook

Training Unlimited Pty Ltd

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Welcome from the CEO

On behalf of all the team at Training Unlimited (TU) I extend to you a warm welcome. Our aim is to provide excellence in training delivery so you can achieve your desired educational and vocational goals.

Congratulations and thank you for choosing TU, a long-standing and highly regarded registered training provider operating since 2000, specialising in hospitality, health and the community sectors.

Commitment is vital to your own learning success and professional development – yours and ours. You will need to put in your time and effort and we will commit to providing assistance so you can achieve your goals. Our competency based training courses are nationally accredited, based on industry regulations and expectations and focused on you, the student, and your needs. By undertaking one of our courses you will develop knowledge and skills highly sought by employers.

This handbook provides you with important information that will make your learning experience enjoyable and trouble-free. Please take the time to read through the information and if you have any questions please speak with your Trainer or contact our staff at our Sydney head office to assist you.

We would also like to take this opportunity to acknowledge the Traditional Custodians of the land on which we work and live, and recognise their continuing connection to land, water and community. We pay respect to Elders past, present and emerging.

We wish you every success in your learning endeavours.

A handwritten signature in black ink, appearing to read 'Eric Ripps', written in a cursive style.

Eric Ripps
CEO



Educational Philosophy

Our educational philosophy is based on the belief that the experience of learning is even more valuable than the certificate at the end of the course. Education is a life-long process whereby individuals develop their knowledge and capabilities through formal education, life and work experiences. We understand that our Students will be at various stages of their learning journeys, which is why we deliver our courses in a variety of styles and timeframes, and we will endeavour to adapt or customise the learning to suit an individual's or corporate client's specific needs.

Code of Practice

TU has developed a code of practice which is supported by policies and procedures consistent with the requirements of the *Australian Qualifications Framework (AQF)* and the *Australian Skills Quality Authority (ASQA)* as the national regulating body in Australia. These policies and procedures are embedded in the contents of this handbook. TU is committed to delivering fair, reasonable, and ethical dealings in all of its undertakings including:

- Client information
- Confidentiality
- Complaints and appeals
- Fee structure
- Training standards
- Marketing
- Access and equity
- OHS

To ensure all course participants receive an equal opportunity to learn and gain the maximum from their time with us, these rules apply to all people that attend any of our sessions.

If a student displays unacceptable or disruptive behavior they may be asked to leave the session and/or the entire course, on the basis of the severity of their behaviour and at management's discretion. TU has no obligation to provide opportunities for students to 'make up' sessions that they have missed for invalid reasons. Any person who is asked to leave a session or course has the right of appeal through our appeals process.

Students and corporate clients can expect TU to provide:

- a supportive, harmonious and positive learning environment which values each Student irrespective of their gender, race, sexual preference, political affiliation, marital status, disability or religious belief;
- easy access to information about our policies and procedures and confidence that we will apply them appropriately and fairly;
- easy access to information about training and assessment services;
- prompt feedback about the Student's progress of training and assessment;



- quality training and assessment which takes account of each Student's learning needs and work context;
- fair, objective, helpful consultation;
- additional assistance when a Student is affected by personal circumstances;
- prompt and considerate resolution of complaints and appeals using procedures that are easily accessible, fair and transparent;
- adequate, well designed, functional, clean and safe training and recreational facilities;
- services aimed at supporting the Student through their learning journey;
- respect for the privacy and confidentiality of Student personal information in accordance with the Commonwealth Privacy Act 1988 and the Privacy Amendment (Enhancing Privacy Protection) Act 2012, including the 13 Australian Privacy Principles.

At TU, we expect students to:

- contribute to the harmonious and positive learning environment;
- respect the individuality of staff and Students irrespective of others' gender, race, sexual preference, political affiliation, marital status, disability or religious belief;
- be aware of and comply with TU rules, regulations, policies and procedures;
- abide by academic honesty in all work including not cheating, falsifying or copying another's work without appropriate approval and referencing;
- follow health and safety guidelines and report any risks, hazards or incidents according to TU procedures;
- participate actively and positively in the learning process;
- monitor their own progress and seek advice from TU staff when experiencing difficulties;
- submit assessments on time and as directed;
- provide feedback for the improvement of the learning/assessment experience;
- agree to resolve disputes, appeals, grievances and complaints honestly and openly by participating in appeals, and complaints procedures;
- utilise facilities and resources provided in accordance with Work health and safety and TU directions;
- respect other students and staff members rights to a healthy and safe environment, personal privacy and confidentiality

Unacceptable behaviour may include:

- Smoking in non-smoking areas and leaving cigarette butts
- Eating and drinking in classrooms and not cleaning up kitchen utensils and areas after use
- Being disrespectful or disruptive to staff and/or other students
- Harassment by using offensive language
- Discriminatory language
- Sexual harassment



- Acting in an unsafe manner that places self and others at risk
- Refusing to participate when required to do so in class or individual activities
- Using mobile phones for calls, SMS or other purposes not approved during class
- Continued absence, late arrival or early exit from classes
- Cheating or plagiarism (plagiarism means copying another's work and presenting it as your own work - not only another student's work, but also copying from books and the Internet and handing it in as your own).

Unacceptable behavior is treated as serious and may result in disciplinary action including the student being cancelled from their course.

Your commitment

As a TU student we expect you to:

- respect our staff and value the support you receive from your trainer/assessor
- complete all assessments in the agreed timeframe
- be open and honest with your trainer about any concerns that you have regarding the service and support you receive

Tuition Fees and Charges

If you enrol as a fee-for-service Student you must pay either your full tuition fee (short courses) or yearly tuition fee (qualification courses) before the commencement of the course to ensure your place in the class, unless you have entered into an Instalment Plan.

Payment Plans

Student payment plans may be available if:

- Where the student is over 18 years of age
- Where the student tuition fee is not being met by another party (employer)
- Where the total tuition fee is more than \$500 and less than \$10,000

Payment plans are available by application whereby the financial position of the student will be assessed individually. Evidence must be supplied to support the application. Terms and conditions apply.

Payments not met

Where payments are not met:

- The student will be suspended from course until payment arrangement obligations are met
- If the student fails to settle their debt in the agreed time, TU will engage the services of a Debt Collection



Agency to recover debt.

Process for monitoring

- Payment plan details will be entered into Student Management System
- Student accounts will be reviewed on the 15th day of each month
- Monthly statements sent to students on the 15th of each month

Government funded students are also required to pay their contribution tuition fee as per their invoice payment amounts and dates.

A full list of other charges is available on our website at http://www.trainingunlimited.com.au/wp-content/uploads/2019/03/TU-Statement-of-Fees-2019_V1.2.pdf and upon request from Head Office.

Funding Opportunities

TU has funding agreements in place with respective State and Territory Training Authorities in Queensland, the ACT, and Western Australia. You may be eligible for a funded place under the respective training initiatives in these States or Territories. Please contact us to find out if you are eligible for funded training with us.

Australian Capital Territory

Skilled Capital

(Skilled Capital is an ACT Government training initiative, funded by the ACT and Australian Governments)

The Skilled Capital initiative aims to improve access to high quality training in areas of skills need and maximise improved employment outcomes for students. The initiative also provides a comprehensive range of support services to ensure students accessing training receive the help they need to successfully complete their chosen qualification.

Training Unlimited schedule of fees can be accessed at the following link <http://www.trainingunlimited.com.au/about-us/rto-information/>.

In order to be eligible for a Skilled Capital funded course, you need to be:

- an Australian citizen, permanent resident, or New Zealand passport holder resident for more than six (6) months, or
- a person who holds a visa that is identified as being eligible, and
- living or working in the ACT, and
- at least 15 years of age, and
- not enrolled in or attending secondary school or college except where you:



- are undertaking a course of study leading to completion of a year 12 in an alternative program, or
- have an Exemption Certificate and the selected Skilled Capital qualification is an approved ASBA pathway.

Students who are undertaking year 10 or year 12 equivalent study in an alternative program are eligible provided they satisfy the remaining eligibility criteria.

We cannot enrol you in a qualification (or its replacement) if you have already completed one within the last 7 years, except where the replacement qualification has combined two or more superseded qualifications, if you are already enrolled in the same or equivalent qualification under another government funded initiative e.g. Australian Apprenticeship or subsidised training with the public provider, except if you are undertaking a different specialisation in the same or equivalent qualification and you can only be enrolled in one Skilled Capital qualification at a time.

Australian Apprenticeships

(Australian Apprenticeships in the ACT are funded by the ACT and Australian Governments)

In order to be eligible for a Skilled Capital funded course, you need to:

- work in the ACT
- be at least 15 years-of-age
- an Australian citizen, permanent resident, or New Zealand passport holder resident for more than six (6) months, or a person who holds a visa that is identified as being eligible
- receive remuneration for your work
- complete a minimum of 15 hours combined work and training per week
- undertake an approved Australian Apprenticeships qualification
- have the required supervision in your workplace for an Australian Apprentice

In addition to the above, to be eligible for an ACT training contract an Australian School-based Apprentice (ASBA) you must:

- be enrolled in a school under legislation that covers education in the relevant state/territory
- combine part time work with an employer and structured industry approved training whilst attending school
- continue employment and on/off-the-job training throughout the year including school holidays.

The Australian Apprenticeship must form part of your education program or individual learning plan whilst you are attending school. You must speak with your VET Coordinator/s, prior to the commencement of an ASBA or any subsequent ASBA as any qualifications must fit into your pathway plan.



Casual employees cannot undertake an Australian Apprenticeship in the ACT. You can be a casual employee up to the point of entering into the training contract, however, when you start your apprenticeship/ traineeship you must become an employee under a legal contract for a fixed term and be provided with regular hours every week.

Queensland

VET Investment - Certificate 3 Guarantee

(The Certificate 3 Guarantee program is funded by the Queensland Government)

The Certificate 3 Guarantee provides eligible prospective students with access to a subsidised training place in a Certificate III level qualification. The Queensland Government's aim is to assist working-age Queenslanders without a post-school Certificate III or higher-level qualification to complete a nationally recognised Certificate III qualification that leads to:

- a job outcome for prospective students trying to enter the labour market or their desired industry/career
- advancement in the workplace or career progression for prospective students already employed in their preferred industry.

In order to be eligible for a funded place under this initiative you must:

- be aged 15 years or older
- no longer be at school (with the exception of school students in years 10, 11 and 12 undertaking a Vet in School (VETIS) program)
- permanently reside in Queensland
- be an Australian citizen, Australian permanent resident (includes humanitarian entrant), temporary resident with the necessary visa and work permits on the pathway to permanent residency, or a New Zealand citizen
- not hold, and not be enrolled in, a certificate III or higher-level qualification, not including qualifications completed at school and foundation skills training.

Training Unlimited schedule of fees can be accessed at the following link

<http://www.trainingunlimited.com.au/about-us/rto-information/>

VET Investment – Higher Level Skills Program

(The Higher Level Skills program is funded by the Queensland Government)

The Higher Level Skills program provides eligible prospective students with access to a subsidised training place in Certificate IV level or above qualifications and priority skill sets.

The principal aim is to help prospective students gain the higher-level skills required to secure employment or career advancement in a priority industry or transition to university to continue their studies. The Higher Level



Skills program also provides eligible employers or industry with the capacity to address current workforce development needs that are adversely impacting on productivity, where individual employees meet the program's eligibility requirements.

Training Unlimited schedule of fees can be accessed at the following link <http://www.trainingunlimited.com.au/about-us/rto-information/>.

In order to be eligible for a funded place under this initiative you must:

- be aged 15 years or over
- no longer be at school
- permanently reside in Queensland (Passport, Green Medicare Card or Drivers licence front and back. These need to be provided as colour copies).
- be an Australian citizen, Australian permanent resident (includes humanitarian entrant), temporary resident with the necessary visa and work permits on the pathway to permanent residency, or a New Zealand citizen. Evidence of the visa is collected by Training Unlimited.
- not hold, and not be enrolled in, a certificate IV or higher-level qualification, not including qualifications completed at school and foundation skills training.

In addition to the standard eligibility requirements described for both initiatives, there may be specific restrictions and/or exemptions that apply to participation in certain subsidised qualifications. Any additional eligibility requirements will be based on industry advice or requirements under the relevant national training package or as detailed in the Queensland Training Subsidies List.

User Choice

(This program is funded by the Queensland Government)

The User Choice program funds nationally recognised, accredited training and assessment services for apprentices and trainees. Funding is allocated to specifically target the occupational outcomes of apprenticeships or traineeships that are deemed as necessary in Queensland.

In order to be eligible to receive a government contribution, you must have entered into a Training Contract for a qualification that is funded by the department. Training Unlimited schedule of fees can be accessed at the following link <http://www.trainingunlimited.com.au/about-us/rto-information/>





Western Australia

Jobs and Skills WA- Priority Industry Training (This program is funded by the Western Australian Government)

Priority industry qualifications equip students to take up jobs in skilled occupations that are in high demand and considered industry critical across Western Australia. Students can take up guaranteed training places in over 120 priority industry qualifications.

Training Unlimited schedule of fees can be accessed at the following link <http://www.trainingunlimited.com.au/about-us/rto-information/>.

Please Note: Student tuition fees are indicative only and are subject to change given individual circumstances at enrolment. Additional fees may apply such as Student service and resource fees.

In order to be considered for this initiative you must not be enrolled in an apprenticeship or traineeship. You are eligible for a subsidised training place if you have left school, your primary place of residence is in Western Australia and you are:

- an Australian citizen; or
- a permanent visa holder or holder of visa subclass 309, 820 or 826; or
- a dependent or spouse of the primary holder of a visa subclass 457.

Jobs and Skills WA- User Choice

User Choice is a national policy whereby State and Territory Governments fund RTOs to provide structured training to Australian Apprentices or Trainees. These funds reduce the cost of the training that an Australian Apprentice, Trainee or the employer will have to pay to the RTO.

Training Unlimited schedule of fees can be accessed at the following link <http://www.trainingunlimited.com.au/about-us/rto-information/>.

Please Note: Student tuition fees are indicative only and are subject to change given individual circumstances at enrolment. Additional fees may apply such as Student service and resource fees.

You are eligible for a subsidised training place if you have left school, your primary place of residence is in Western Australia and you are:

- an Australian citizen; or
- a permanent visa holder or holder of visa subclass 309, 820 or 826; or
- a dependent or spouse of the primary holder of a visa subclass 457.

In addition to the above, you may undertake a school-based apprenticeships or traineeship. The SBAT must form part of your education program or individual learning plan whilst you are attending school. You must speak with your VET Coordinator/s, prior to the commencement of an ASBA or any subsequent ASBA as any qualifications must fit into your pathway plan.



For further information on Jobs and Skills WA, go to the Jobs and Skills website, available at

<https://www.jobsandskills.wa.gov.au/>

Enrolment Procedures

At enrolment you will be required to:

- Complete an Enrolment Form
- Provide your Unique Student Identifier (USI)
- Complete a Language, Literacy and Numeracy Pre-Training Review
- Required identification documentation (You will be advised by the State Manager of what documentation you are required to provide)
- Training Plan

Your enrolment is valid for the duration of the qualification you are enrolled as published in the TU qualification information. To access these documents, go to our website.

Unique Student Identifier (USI)

Your USI is a reference number made up of ten numbers and letters that:

- creates a secure online record of your recognised training and qualifications gained in Australia, from all training providers you undertake recognised training with
- gives you access to training records and transcripts
- can be accessed online, anytime and anywhere
- is free and easy to create and
- stays with you for life

From 1 January 2015, we have been required to meet a standard which relates to implementation of the Unique Student Identifier (USI) for all new and continuing students. Under the *Student Identifiers Act 2014*, we may not issue a VET qualification or statement of attainment to you unless you have been assigned a student identifier.

You are encouraged to apply for their USI yourself. While we are not required to apply for USI's on your behalf, with your permission (given on the Enrolment Form) we can create a USI on your behalf through the USI Registry System.

Responsibility for the USI lies with the USI Office, part of the Australian Government Department of Industry.

Information on the requirement for students to obtain a USI and how to do so is available on the dedicated USI website (www.usi.gov.au).



Access and Equity

TU is committed to meeting the needs of individuals, and the community as a whole through the integration of access and equity guidelines. We ensure that equity principles for all people are implemented through the fair allocation of resources and the right to equality of opportunity without discrimination.

TU endeavours to increase opportunities for people to participate in the vocational education and training system, and in associated decisions which affect their lives.

At TU, we encourage people with a disability to undertake training to further your education and employability skills in the workplace. We can assist with locating support to ensure that students have the best opportunity to access training. A list of potential resources has been developed and is maintained by the National Compliance Manager. For further information on disability the following organisations can be accessed from the internet sites below:

- IDEAS – Information on Disability www.ideas.org.au
- People with Disability Australia www.pwd.org.au
- Spinal Cord Injuries Australia www.scia.org.au
- Vision Australia www.visionaustralia.org

Access and equity policies are incorporated into operational procedures. TU prohibits discrimination towards any group or individuals in any form, including, but not limited to:

- Gender
- Pregnancy
- Race, colour, nationality, ethnic or ethno-religious background
- Marital status
- Physical or intellectual or psychiatric disability, or any organism capable of causing disease
- Homosexuality (male or female, actual or presumed)
- Age (in relation to compulsory retirement)

TU is committed to supporting all our students through their learning journey with us. We ensure that students who have met the entry requirements for a course have access to a range of academic support to provide them with the best opportunity to successfully complete their training program. TU seeks to establish if there are any support requirements that may exist during the Pre-Training Review. We continue to monitor the student's academic progress to identify potential obstacles to successful completion of the course.

Where possible, support is provided by us at no additional cost to the student. However, where support services are provided by an external provider the cost of accessing those services will be your responsibility.



Pre-Training Review (Language, Literacy and Numeracy Evaluation)

Student Enrolment Process

Traineeships

Following the successful agreement between TU and your employer, a TU representative and a representative from an *Australian Apprenticeships Support Network Provider (AASN)* (for further information on AASN's, please click on the following link: <https://www.australianapprenticeships.gov.au/find-my-aasn/full-list>) will make an appointment to meet with you and to complete your application to be enrolled in a traineeship.

At this meeting you will be presented with an Enrolment Form, Language, Literacy and Numeracy Assessments (only used to establish whether you will cope with the course or whether you have any special needs or requirements from these perspectives that we should be aware of, (To view our Student Handbook online, please click on the following link: <http://www.trainingunlimited.com.au/wp-content/uploads/2019/03/TU-Student-Handbook-1-2019.pdf>) and a Training Plan. You will also receive documentation from the AASN that you need to complete in order to be registered as a trainee for your training. Please complete these forms accurately so that we have all the information we require to process these documents.

The AASN is responsible for registering your enrolment into your elected traineeship. This process should take place within 2-4 days. Due to the conditions of the traineeship contracts, TU may not commence your training until your traineeship has been approved. This doesn't mean that you won't hear from us.

Once your personal details have been entered into our Student Management System, you will be allocated a trainer. Your trainer will contact you (and your employer) to arrange a convenient time for them to meet with you for your induction.

Your trainer will sit with you and review your training plan and finalise a strategy with you to complete your training. During the first visit, you will be presented with the opportunity to identify what you already know and what areas you need training in. This process is known as Recognition of Prior Learning (RPL).

Non-Traineeships

- Complete an Enrolment Form
- Complete a Language, Literacy and Numeracy Pre-Training Review
- Provide us with necessary identification paperwork, a copy of your green Medicare Card (front and back), and a copy of any concession cards you may hold.



To view our Payments and Credit Policy, please click on the following link: <http://www.trainingunlimited.com.au/wp-content/uploads/2019/03/TU-Payments-and-Credit-Policy-V1-2019.pdf>

Cancellation/ Withdrawal/ Fee Policy

Should you no longer wish to continue with your studies or wish to withdraw, please advise your trainer immediately. If we cancel any part of training; you will not be liable for costs associated with that training. You will be provided with a Statement of Attainment for all completed units of competency and offered the opportunity to re-enrol with us or another RTO with full recognition of that statement.

For details of our Payments and Credit Policy, please click on the following link:

<http://www.trainingunlimited.com.au/wp-content/uploads/2019/03/TU-Payments-and-Credit-Policy-V1-2019.pdf>

Transfer of enrolment

Students cannot transfer their enrolment to another person.

Recognition of Prior Learning (RPL)

At TU, we recognise that you may have skills, knowledge and experience that could count towards the competencies required for a particular qualification outcome. You may have learned all or parts of the material in a course and would want us to recognise that through the process of RPL. To gain this form of recognition, you should apply to TU for RPL.

The RPL process takes into account current skills and knowledge (within last three years) gained through:

- formal training (conducted by industry or educational institutions)
- current and past work experience (including informal training)

RPL could mean you are able to complete a qualification in less time, with minimal disruption to work and at a lower cost.

The RPL process is about ensuring that unnecessary training is not repeated but it is also about ensuring the skills and knowledge you have are:

- up to date
- relevant and match the competencies/learning outcomes of the course/qualification
- can be proven – this will occur through assessment; both tangible evidence and/or demonstrated assessment of skills, application and underpinning knowledge



Information on RPL can be obtained from TU and/or your trainer. Where applicable, we can offer you assistance on how to most efficiently and effectively gather evidence for their application for RPL.

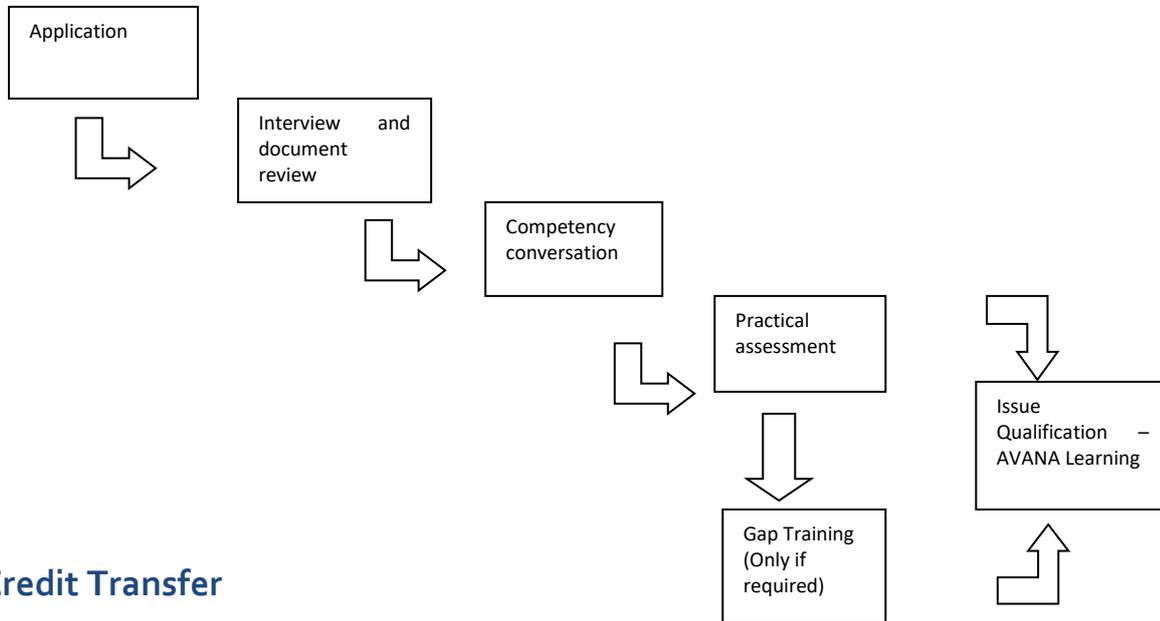
You are allowed a three (3) month period to gather portfolio evidence to support their application for RPL. Upon receipt of your RPL submission you will receive written proof of receipt.

Appropriately qualified staff then assess your application and may require you to attend an interview to aid in the process of assessment. You will be notified promptly of the RPL outcome (within 7 days of submitting their evidence). In the event you are unsuccessful with their application, you will receive assistance from the RPL Assessor regarding the steps you may take for rectification, including appeal mechanisms. Students are presented with written and verbal feedback at the conclusion of the assessment process. Any gap training is identified as required.

RPL fees vary according to the qualification/course being undertaken and how many units are being applied for. The cost of a RPL (full or partial) is charged at an hourly rate.



The RPL process is as follows:



Credit Transfer

A credit transfer is different from RPL. Credit transfer applies if you have completed part of your course or a similar course through another Registered Training Organisation (RTO). The *Australian Quality Training Framework (AQTF)* states that we must accept and recognise the decisions and outcomes of any other RTO; we do. Providing credit for previous studies is not recognition of prior learning. RPL is an assessment-only pathway of determining the competence of a person, while providing credit is recognising the equivalence in content and learning outcomes between different types of learning and/or qualifications previously undertaken and completed successfully.

At TU, we do not require students to repeat any unit or module in which they have already been assessed as competent, unless a regulatory requirement or licence condition (including an industry licensing scheme) requires this. If you provide suitable evidence you have successfully completed a unit or module at any RTO (or other authorised issuing organisation, such as a university), we will provide credit for the unit or module. In the case of any non-equivalent units of competency, a gap analysis is conducted before granting any credit.

Before providing credit on the basis of a qualification, statement of attainment or record of results, we authenticate the information by directly accessing the USI transcript online (www.usi.gov.au).

We are 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.

Charges for Credit Transfer

If you are applying for credit transfer and completing gap training to gain a qualification through us, you only pay for the gap training. We do not charge students for credit transfers.



Student Acknowledgements and Declarations

You are required to sign the following acknowledgements and declarations on your Enrolment Form:

- USI Privacy Information Statement
- Privacy Notice and Applicant Declaration
- NCVET Privacy Notice and Declaration of consent
- Relevant acknowledgements as required by respective funding arrangements

Student Induction

The TU approach to a full student induction includes the following:

Information about:

- TU facilities, OHS procedures, access to resources and equipment, programs, delivery mode and duration.
- Complaints and Appeals
- Learning staff and facilities
- Dress code, class attendance, punctuality, appropriate language, breaks, smoking, and use of mobiles
- Code of Behaviour, dress code, attendance times, notification of absence
- The training and assessment procedures, including method, format and purpose of assessment.
- Qualification cancellation, student rights, obligations and responsibilities
- Award to be issued
- LLN assistance
- RPL
- Access to support arrangements

This information is provided either verbally at induction and/or in this handbook and clarified as required.

Third Party Arrangements

Details of any third party arrangements will be communicated to you prior to your enrolment in any of our courses.

Training and Assessment Strategies

TU is committed to the quality delivery and assessment practices which support all students enrolled in our courses to achieve the practical and knowledge component of each unit of competency in which they are enrolled, and create confidence in the integrity, currency and value of certification documents issued by us, leading to the issuance of a qualification or Statement of Attainment under the Australian Qualifications Framework (AQF).



Industry Engagement

At TU, we conduct ongoing engagement and consultation with industry. This includes engaging with employers, industry associations and/or specific enterprises.

This engagement confirms with industry that the development of our training and assessment materials, including content, structure, duration, training and assessment materials, trainers and assessors, and other resources and components will result in being equipped with the ability to participate in the industry.

Ongoing monitoring ensures TU stays in touch with industry's ongoing expectations for current skills and knowledge of trainers and assessors.

Assessment Procedures

Assessment is competency based. A competency is a statement of what knowledge and/ or skills you need to know to successfully complete a task. It is important that you are familiar with the competency requirements before you start your assessment so that you know exactly what you must achieve to be considered as competent. The term "competent" also means being able to successfully perform a task repeatedly, in a variety of situations, over a period of time.

At course commencement, your trainer/assessor will explain when and how the assessment will be conducted. Assessment will be conducted progressively through each part of the TU course. To achieve competency in a unit, it is required that the student demonstrates to TU a complete understanding and application of the required competencies.

Your trainer /assessor will use both formative and summative assessment methods to determine your progress and final competency. Formative assessment will most likely involve oral questions (including contingency based questions) and observation to assess developing knowledge and skills.

Common types of assessment methods used by assessors to gather evidence for the TU qualifications include:

- answers to questions (written or oral)
- demonstration of practical skills
- responses to scenarios
- third party reports/supervisor reports
- portfolios
- work records
- samples of work
- observation



- simulations and role plays

Information about assessment

You are required to refer to the Assessment Guides for general information about the assessment process. Please note that there is information regarding RPL; the portfolio development and requirements regarding the final submission of all documentation.

Reasonable adjustments

We acknowledge our obligations under the *Disability Standards for Education (2005)*, to ensure changes to our assessment processes and strategies are in place to reasonably accommodate students with special needs. Please speak to your trainer if you think reasonable adjustment may apply.

Assessment Outcomes

Your trainer will provide verbal and written feedback as appropriate on your assessment. Once competency has been achieved, you will be deemed as 'Competent' ("C") for that particular unit. If you fail to demonstrate a sufficient level of understanding and practical application, you will be deemed as 'Not Yet Competent' ("NYC"). Should you not meet a competent standard, you are required to repeat the "NYC" unit within the course duration. A relevant award (Certificate or Statement of Attainment) will be issued to acknowledge the units in which you have been deemed competent.

Student Support

TU has effective management systems and practices to provide quality client service. We are committed in particular to client support and service standards that promote positive training outcomes and the timely issue of student assessment results and qualifications. The Administration and Operations Managers are responsible for all aspects of student services and all queries need to be directed to them.

During the face to face training you will be guided by your trainer who has strong qualifications and years of experience in your elected field of study. Please seek the guidance of your trainer if you are having any difficulties.

Health and Safety

TU provides adequate protection for the health, safety and welfare of all staff and students. There is always the potential for accidents and injury when participating in workplace training so we need to be aware of the



need to take necessary precautions to avoid them. The induction process includes attention to the evacuation procedures as relevant to the training site. You are expected to familiarise themselves with the signage in the training venue and in case of an emergency, follow the trainer's instructions to evacuate and assemble in the nominated place.

Should you require first aid treatment, speak to your trainer who will assist you. You are required to advise TU if you have a disability or illness that requires special assistance. All safety precautions are undertaken by TU, and should a safety incident occur, an Incident Report form will be completed by your trainer to document the incident and its outcomes.

You should inform your appointed trainer of any health concerns that could affect your study progress. This advice needs to be communicated verbally or in writing prior to course commencement.

Welfare and Guidance

Specific student welfare and guidance services we offer include:

- Advice on training/assessment options.
- Advice and assistance in dealing with issues that might interrupt your training or affect your ability to continue or complete your training.
- Special consideration for students who can demonstrate trauma or extreme hardship and who may need to suspend their qualification/course until a more suitable time.



General Policies and Procedures

Quality Improvement

TU applies a quality focus to all aspects of our operations as a Registered Training Organisation (RTO). Our focus on continual improvement involves regular evaluations and reviews in all areas, including the core activities of education and training, assessment and issuance of qualifications, as well as the support activities of client records management, business management, administration and marketing. We actively seek feedback from learners and industry on their satisfaction with services they have received and the graduates they have employed and uses this information to improve its services to meet customer needs and industry standards.

If you can think of any way that we can improve our service, please let us know. Please take the time to complete our qualification evaluation form, call our offices on (03) 9239 6500 or send us an email at info@trainingunlimited.com.au with your full name. We are eager to hear of anything that we can do better.

External/Internal Review Processes

TU has agreed to participate in external monitoring and audit processes required by the national regulator. Internal audits are conducted annually to ensure quality internal performance. The audit process focuses on evidence collected during the year relevant to all areas of service and delivery within the college and feedback from clients/industry. In addition, audits may be conducted in relation to complaints, changes in our scope and purposes of re-registration.

Privacy/Access to Records

All student information at TU is treated as confidential. Electronic records are stored on Job Ready and secured by passwords. Information about you as a student, (except as required by law or as required by the Standards for RTO's 2015), cannot be disclosed without your written permission and/or that of your parent or guardian if you are under 18 years of age.

You do however have the right under the Privacy Act to see and ask to have amended any of your records. You may request information about your results by emailing info@trainingunlimited.com.au, or else give our Administration Manager a call on (03) 9239 6500. The Administration Manager will advise you how to send it to them and the process that follows.

- Requests lodged will be actioned within 48 hours of receipt of the email.
- The Administration Manager will email or call you to arrange access to the required information. You may



ask for information to be forwarded to you or provided to you in person.

Legislative Requirements

TU will abide by the Australian Government, State and Territory legislation and regulatory requirements including but not limited to:

- National Vocational Education and Training Regulator Act 2011
- Australian Quality Training Framework 2010 (AQTF 2010)
- Education and Training Reform Amendment (Skills) Bill 2010
- Vocational Education and Training Act 1990
- Education and Training Reform Act 2006
- Vocational Education and Training Act 2000
- Occupational Health and Safety Act 1985
- Equal Opportunity Act 2000
- Information Privacy Act 2000
- Subordinate Legislation covering Occupational Health and Safety (General Safety) Regulation 1996.
- Federal and State Anti-discrimination Legislation
- Federal and State Fire and Safety Regulations
- The Fair Work Act 2009
- Industrial Relations Act 1996

For Industrial relations issues refer to <http://www.industrialrelationsaustralia.com.au/>

To read the ASQA Complaints Policy see: <http://www.asqa.gov.au/complaints/making-a-complaint.html>

Your trainer will explain the relevance of any legislation affecting your training participation and personal well-being as a student of TU. You may also like to access the following websites to learn more about the above legislation. Alternatively, you can simply google the above acts to understand their focus and relevance for you.

www.asqa.gov.au For all relevant VET information and legislation pertaining to your training.	http://www.copyright.com.au For all matters relating to Copyright & the Copyright Act.
http://www.training.gov.au/ For all VET legislation and other information.	http://www.complaintline.com.au/discrimination.html This is the national complaints line



https://www.safeworkaustralia.gov.au/ OHS and other issues.	www.privacy.gov.au Australian Office of the Privacy Commissioner for information on Privacy Policy.
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Students are encouraged to ask their trainer for further information on legislation.

Qualifications/Statements of Attainment issued

TU issues testamurs and statements of attainment to all students who have met the requirements for a qualification in line with the requirements of the AQF Qualifications Issuance Policy and other relevant legislative requirements. This documentation can only be given to students, and not to any other third party e.g. employers.

TU will issue your AQF qualifications and Statements of Attainment within 21 days of qualification completion.

TU can only issue AQF qualifications and Statements of Attainment within its scope of registration that certifies the achievement of qualifications or industry/enterprise competency standards from nationally endorsed Training Packages or qualifications, competency standards or modules from accredited VET courses.

TU will ensure that, where the language used for delivery and assessment of the qualification is other than English, that language is noted on the qualification or statement of attainment.

Re-issuing Qualifications

If your testamur or statement of attainment is misplaced or damaged, you may contact us to order a **replacement** by emailing info@trainingunlimited.com.au, attention the National Administration Manager. You must provide proof of identity with an Australian driver's licence or a current passport.

The cost for re-issuing the documentation is \$50.00, which is to be paid at time of application for replacement. All Testamurs that are re-issued will have the date of re-issue printed on them.

Complaints and Appeals

TU considers all complaints and appeals as an opportunity to improve the service that we offer to all stakeholders. In this procedure we consider complaints and appeals (including assessment outcomes) to be specific in their nature.



Complaints and appeals may be dealt with internally and/or externally depending on the individual situation and whether it can or cannot be resolved to the satisfaction of all concerned and specific requests for adjudication.

Nature of complaints

A **complaint** can be defined as a student's expression of dissatisfaction with any aspect of the services and activities provided by TU, including:

- The enrolment, induction/orientation process;
- The quality of teaching or assessment provided;
- Access to personal records;
- The way someone has been treated.

Some of the sorts of things a student could complain about include:

- Sexual harassment
- Course requirements and costs
- Quality of training and resources
- Fairness of the assessment process
- Timeframes for completion
- Communication breakdown
- Professional etiquette

An appeal is defined as a request for TU to reconsider a decision which it has made regarding the student's enrolment or progress. Such decisions may include:

- The decision to suspend, defer or cancel a student's enrolment;
- Decisions regarding assessment, grading or class allocation.

Complaints Process (Figure 1)

TU is committed to implementing effective complaint resolution procedures where issues are managed quickly, dealt with fairly and confidentially at the local level with a minimum number of people involved. The resolution process focusses on a rapid re-establishment of good educational working relationships and positive outcomes. The procedures for managing complaints and appeals aim to avoid blame and undue investigation.

Roles and responsibilities

The National Administration and Operations Manager are responsible for implementing this policy. The Strategy and Implementation Manager has primary responsibility for responding to complaints, counselling students and advising them on avenues and resources for further counselling or support.



Informal complaint resolution procedure

Students are encouraged to resolve concerns or difficulties directly with the person(s) concerned, wherever possible. Such cases will not normally be documented if they are resolved to the satisfaction of all parties concerned. Students may discuss any issues related to their studies with their Trainer/Assessor, the Account Manager or the Strategy and Implementation Manager as part of the informal complaint resolution process.

- Students should in the first instance refer the complaint to the trainer or person concerned.
- The trainer or person concerned will listen and note the nature of the concern and identify the expected outcome of the complainant.
- The trainer or person concerned may confer with the Operations Manager who will recommend a course of action that specifically addresses the issue.
- If the complainant is happy with the proposed outcome, appropriate steps need to be taken to implement that outcome using a Corrective Action Form.
- If the issue is not resolved, the complainant may lodge a formal complaint.

Formal complaints and appeals resolution procedure

If you cannot resolve a complaint through informal discussions students can lodge a formal complaint or appeal. A formal complaint or appeal and any actions arising and the outcome, will be recorded on a Complaint Resolution Form. The student enrolment will be maintained throughout the process. There is no cost for a student to lodge a complaint or an internal appeal.

Information for Students - Complaints and Appeals Policy

- All prospective students on enrolment will be provided with information about the TU Complaints Process.
- All complaints will be handled professionally and confidentially so as not to impede the resolution process.
- All complaints must be initiated within seven (7) days of the issue(s) becoming evident.
- Students will be provided with details of external agencies they may approach if required i.e. ASQA
- All complaints and appeals will be managed fairly, equitably and as efficiently as possible.
- Students may raise any matters of concern relating to training delivery and assessment, the quality of the training, student amenities, discrimination, sexual harassment and any other issues that may arise.
- Before making a formal complaint, the student should approach the person(s) directly involved. This does not lessen his or her right in any way to lodge a formal complaint or appeal.
- Resolution procedures will be in place within fourteen (14) days of receipt of the complaint.
- TU will encourage the parties to a complaint to approach the problem with an open mind and to attempt to resolve problems through discussion and conciliation. Where a complaint cannot be resolved through



discussion and conciliation, it is acknowledged that appropriately qualified external and independent persons may be called to mediate between the parties.

- Should resolution not be achieved within four (4) weeks the complainant may lodge a complaint with an outside mediator or with ASQA.
- All formal complaints and appeals need to be in writing to:

info@trainingunlimited.com.au

Attention: CEO

Appeals Process

All students have the right to make an academic appeal. Where a student is dissatisfied with the assessment of any work, assignment and/or an examination result, the student should discuss this informally in the first instance with their Trainer/Assessor.

Where a student is dissatisfied with the assessment of practical work and/or vocational placement assessments performed in the workplace, the student should discuss this informally in the first instance with their workplace mentor/supervisor. If the student remains dissatisfied, the issue should be discussed informally with their Trainer/Assessor.

If the issue cannot be resolved informally, a student may submit a formal academic appeal in writing to the Operations Manager within twenty (20) working days of receiving the reviewed academic result. The appeal must outline why the student has requested a formal review of the result. The student will be advised in writing that the appeal has been received.

The Operations Manager will seek to resolve a formal academic appeal through the appointment of an independent and impartial educator to conduct an investigation and make a recommendation.

All parties involved in any formal academic appeal will be advised of the outcome in writing within twenty (20) working days of the date of the appeal.

If a student's formal academic appeal is successful, the academic result will be amended. A student whose formal academic appeal is not upheld, the Strategy and Implementation Manager will advise in writing of the option to either access the appeals procedure or the process for external mediation.

Note: The appellant, if still not satisfied with the decision, may exercise their rights under the Australian legal system or to contact ASQA for advice.



Figure. 1 Training Unlimited Complaints Process Chart

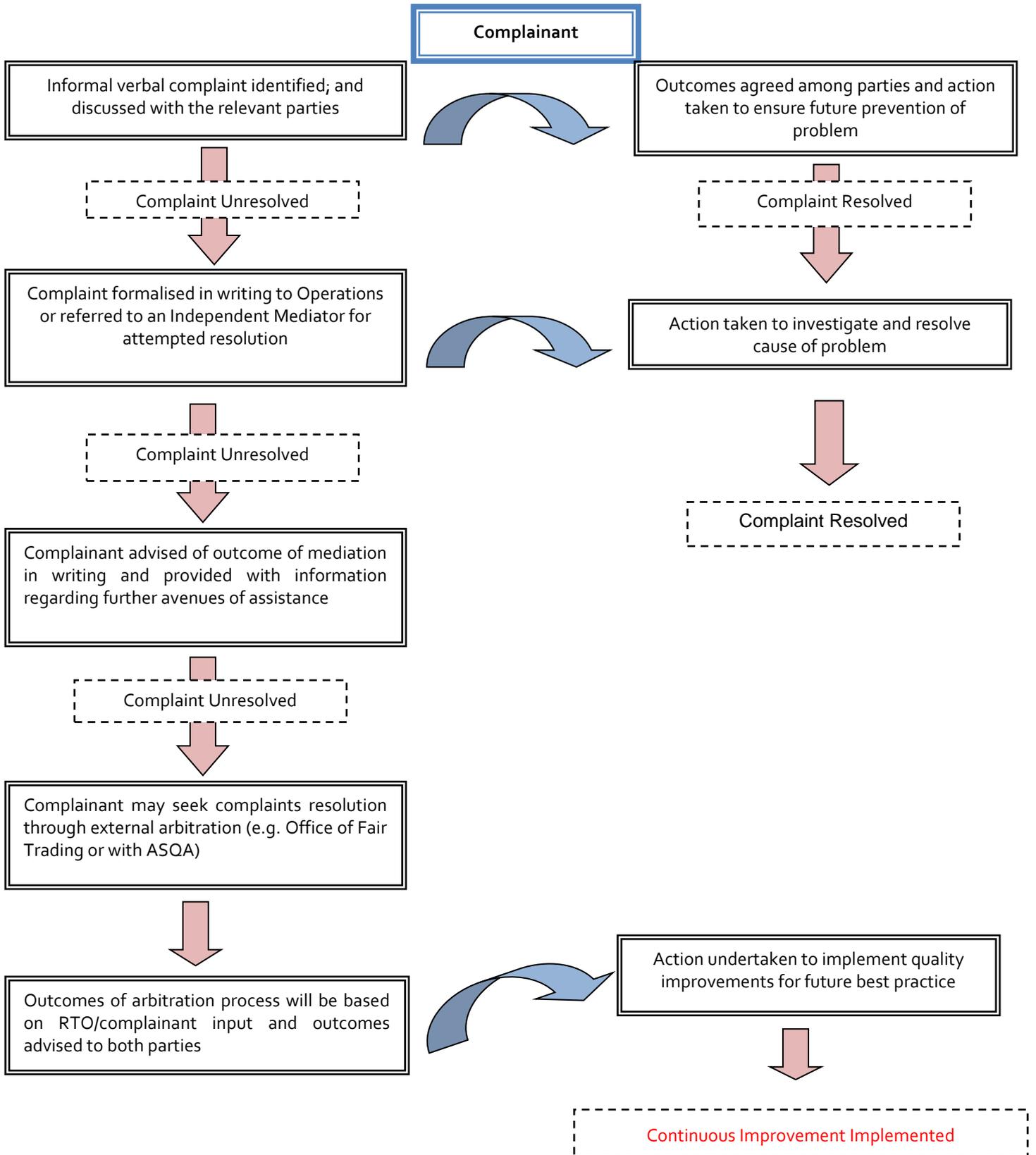
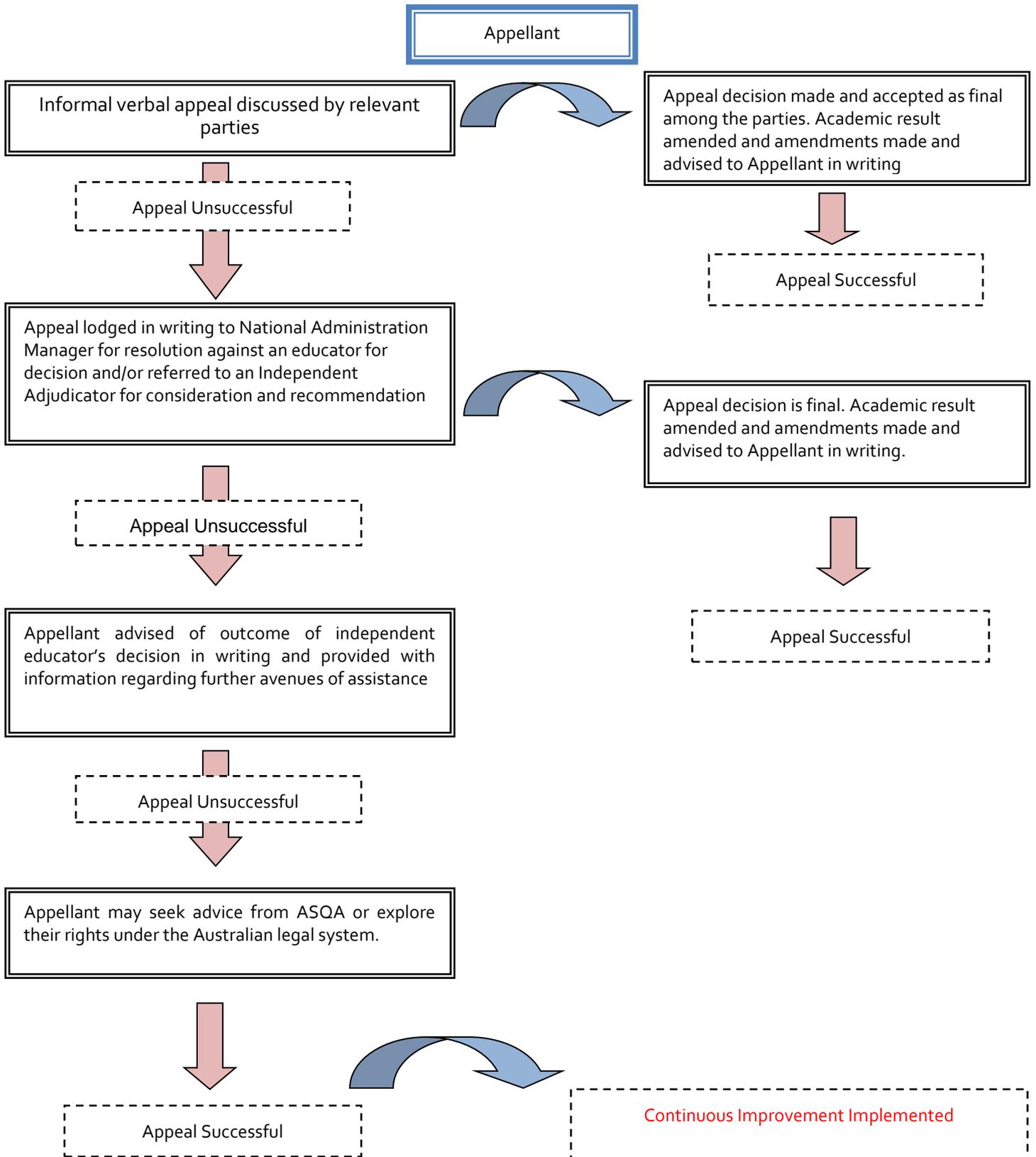




Figure 2 Training Unlimited Appeals Process Chart





Notes: