



Student Handbook



Student Handbook

Training Unlimited Head Office (For all enquiries and bookings)

Level 7, 248 George Street
Sydney, NSW, 2000

Phone: 0455 112 635

Website: www.trainingunlimited.com.au

Email: info@tu.edu.au

Training Venues

Training Unlimited conducts training at a number of locations across the Australian States and Territories where training is conducted.

Training can also be arranged at the client's worksites across Australia.

Students are advised about the location of their training before finalising their enrolment.



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Welcome from the CEO

On behalf of all the team at Training Unlimited 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 Training Unlimited, a long-standing and highly regarded registered training provider operating since 2000, specialising in the health and 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 Training Specialist or contact our staff at our Mitcham head office to assist you.

We wish you every success in your learning endeavours.

A handwritten signature in black ink, appearing to read 'Eric Ripps', with a stylized flourish at the end.

Eric Ripps

CEO



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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.

Fair Treatment and Equity

Training Unlimited is committed to equity in all aspects of our services. We will not discriminate against any person applying to undertake training with us. We understand that some students have different needs, and we will make every effort to accommodate these.

Enrolment is non-discriminatory, with pre-requisite course requirements being guided by the relevant industry and nationally recognised training package guidelines. Training Unlimited will provide clear pre-course information, including student selection criteria, pre-requisite entry requirements, enrolment and induction processes, course timetables, and assessment information including RPL and Credit Transfer arrangements.

Some important policies and procedures are available on our website and can be obtained in hard copy from head office.

We will endeavor to provide guidance to all students and refer you to appropriate programs and support services. Our staff is available to meet with students to provide advice and assistance to students who are experiencing difficulties with their learning. This might include specific support to a student with a disability or support for a student with English as a second language. Please speak with our staff as soon as possible if you require special assistance or support.

People with a disability are encouraged to apply for Government funded programs and may be eligible for concessions or additional funding to support their needs.

Quality and Compliance

Training Unlimited is required to adhere to *Standards for Registered Training Organisations (2015)*, as well as compliance with relevant State and Commonwealth Government funding contracts guidelines and regulations. Through these quality assurance processes Training Unlimited monitors and improves the quality of our services and programs on an ongoing basis.

A copy of our Regulatory Authority Audit Report and our annual Quality Indicator report can be viewed on our website.



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Student Feedback

We welcome your feedback and encourage you to advise us about anything you believe we can improve on and anything we are doing well and should continue. Training Unlimited will conduct periodic surveys with you, and we appreciate your constructive feedback. Training Unlimited participates in the National Student Outcomes Survey managed by the National Centre for Vocational Education and Research (NCVER), and students will receive a request to participate in this survey. You may also be contacted by relevant Regulatory Authorities as part of our quality auditing processes.

Ethics and Behaviour

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 behaviour, 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. Training Unlimited 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 Training Unlimited 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.



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Training Unlimited Expects 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 Training Unlimited 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 Training Unlimited procedures;
- participate actively and positively in the learning process;
- monitor their own progress and seek advice from Training Unlimited 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 Occupational health and safety and Training Unlimited directions;
- respect other students and staff members rights to a healthy and safe environment, personal privacy and confidentiality

Unacceptable behavior 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.



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Your commitment

As a TU student we expect you to:

- respect our staff and value the support you receive from your Training Specialist
- complete all assessments in the agreed timeframe; undertaking work placement and/or employment opportunities as required by your nominated qualification
- be open and honest with your Training Specialist about any concerns that you have regarding the service and support you receive

Access to Records

If you would like access to your records, please contact our head office. Your learning progress is continuously updated and a revised training plan provided. Training Unlimited is required to maintain a record of your assessment outcomes after you have completed your course and been given your certification. You can request a reprint of your qualification/Statement of Attainment. A re-issue fee of \$50 applies.

Student Current Contact Details

Upon enrolment you will have provided Training Unlimited with your current address, email address and phone contact. It is your responsibility to advise Training Unlimited if you change any of these details. Failure to do so could result in you not receiving important messages from your Training Specialist or even receiving your assessment results and certification.



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Health and Safety

Training Unlimited is committed to providing visitors, students and staff with a healthy and safe working and learning environment. It is the responsibility of all staff and students to ensure their own and others health and safety by observing safe work practices and reporting potential hazards.

If you or someone near you are injured or taken suddenly ill contact the nearest staff member or workplace supervisor immediately.

In case of emergency (fire or other cause for evacuation), remain calm and listen to all directions given to you by the Training Unlimited person on site.

Students must follow all safety rules and procedures of the location where their training or assessment is being undertaken. Information and exit signs are in place.

Students and staff must report every injury, whether major or minor, to ensure adequate protection and to reduce the likelihood of the injury/incident reoccurring. Hazard Incident Report Resolution Forms must be completed and at the Training Unlimited Centre.

Emergencies – Police, Fire, Medical – Dial 000

The Triple Zero (000) service is the quickest way to get the right emergency service to help you. It should be used to contact Police, Fire or Ambulance services in life threatening or emergency situations. Emergency 000 lines should not be used for general medical assistance; in this instance, see assistance from one of the Training Unlimited First Aiders.

Medical Emergency

If you have any first aid requirements or require first aid treatment, please inform your Training Specialist. You will be requested to provide emergency contact details on your course enrolment form. This will be kept within your personal file and can be easily accessed in the event of an emergency.



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Course Information

All applicants for enrolment are entitled to receive full details about their proposed course including a proposed timetable and indicative fees and charges. Training Unlimited provides information sessions and also provides course guides which indicate the commitment required by the student and the assessment strategy.

At enrolment, students are given a timetable that details the units of competency, and the dates and times of training sessions, work placement requirements, and for on-the-job Traineeships we also inform students and employers about the off-the-job structured training, specific conditions for on-the-job training and supervision, and workplace withdrawal from duties guidelines.

Training Unlimited provides relevant course materials to students in order to ease their entry into the program and ensure they have access to all required learning materials.

Student progress is monitored, and we constantly update all our students records so we can provide up-to-date training and assessment status. Registered trainees and their workplace supervisor can also expect to receive monthly contact from the Training Specialist.

Language, Literacy and Numeracy (LLN) requirements

Language, literacy and numeracy are essential requirements for demonstrating your competence. A minimum level of language, literacy and numeracy skills is required for most courses provided by Training Unlimited. You may struggle if you do not have the appropriate LLN skills for the work you are required to undertake in your course. This is why students are required to undertake a LLN pre-assessment and may also be interviewed to identify any LLN needs that need to be addressed prior to or during the course. Should you have any concerns regarding your LLN levels, please discuss this with your Training Specialist so we can guide and support you, and if necessary, find additional LLN coaching if required.

At Training Unlimited we are dedicated to our trainees and learners through continued support. We acknowledge that some people may have trouble with their language, literacy and numeracy skills while completing our training programs. Some problems you may come across are issues with spelling, feeling as though you cannot make sense of the words on your page or even struggling to solve simple maths equations.

Provided in Appendix A are some activities, tools and resources you could use to assist in boosting your LLN level. We have also highlighted some important contacts if you feel as though would like to discuss your concerns with another LLN support network.



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Support Services

It is important for you to know that you are not alone in dealing with the pressures you may face as part of your studies. Members of the Training Unlimited team are willing to offer guidance and support if required with issues including but not limited to:

- personal/cultural problems, such as stressful circumstances or emotional issues which interfere with your studies
- if you think you may have chosen, the wrong course
- decision making, interpersonal issues and personal behavioural patterns
- incidents of harassment or discrimination
- incidents of sexual harassment or sexual assault
- attendance difficulties
- administrative problems or complaints
- adjustments to your studies
- guidance on future career pathways and academic progress
- guidance on mental health and life coaching
- financial difficulties

Individual assistance is available for students in need of counselling. Please feel free to either contact your Training Specialist for support services contact details or see below and in Appendix B resource contact details for services available to you:

1. Beyond Blue: <https://www.beyondblue.org.au/>
2. The Black Dog Institute: <http://www.blackdoginstitute.org.au/>
3. Reach Out.com: <http://au.reachout.com/>

Attendance and Active Participation in Learning and Assessment

Regular attendance and participation in learning and assessment activities will have a positive impact on your academic performance. For this reason, attendance rolls, participation and contact records are maintained and must be signed by each student and their Training Specialist. If you can't attend for training or assessment, prior notification to the office or your Training Specialist is essential.

If you are unable to attend class or a learning worksite due to illness, serious family or work problems, you also need to advise our office at your earliest convenience and provide supporting evidence in writing (e.g. medical certificate) as soon as possible.

Students attending classroom courses are required to sign the attendance sheet, and where required will also record their arrival and departure time. Workplace logs taken on work experience or work placement must also be signed and dated.

For students participating in a traineeship, your absences may be reported back to your employer and this may impact on continuation of your traineeship.



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Attendance

Attendance is most important for achieving successful outcomes. You are required to

- be present in face-to-face classes for at least 100% of all practical sessions, and 80% of total expected attendance sessions
- be present in all face-to-face classes for the full duration of class time from start to finish
- be present for work experience or work placement as per your course outline and complete workplace journals and/or logs as instructed
- undertake online course work where applicable
- attend field trips where applicable
- engage in distance delivery (e.g. virtual classroom internet sessions, phone meetings, etc.) if applicable
- attend a make-up class if there is one scheduled

Active Participation in Learning

Active participation involves your demonstrated commitment to the learning tasks and activities. Examples of this could include: the degree of effort you put into completing pre-class workbook activities, preparing and presenting project work, undertaking personal research into a topic, and your willingness to engage in group discussions and team activities. These types of participation are often an essential component to demonstrating your full competence.

- active participation in assessment
- active participation is essential for you to be deemed “competent” in your assessments. you are required to:
 - attend on time for all assessment activities
 - submit all assessment work by the due date
 - give prior notice to your training specialist or our office if you are unable to attend or meet an assessment deadline
 - provide your assessment evidence in the required format as per assessment guidelines

Workplace journals and logs and observation reports also form a part of formal assessment and must all be completed as per the guidelines and due dates.

If there is an emergency or critical situation, which causes you to be absent from or unable to meet an assessment deadline, please contact your Training Specialist.



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Work Placement Information

For students undertaking qualifications where work placement is a requirement to enable successful completion of the qualification, TU will network with industry representatives, job agencies and existing clients to assist students to secure work placement positions. Once placed, no guarantee of employment is offered; each student is then bound by their own performance and initiative to secure future employment and pursue career opportunities in their chosen vocation.

Please refer to the course guide and work placement information booklet for your course for further details including the number of minimum hours required.

Recognition and Credit Transfer

Recognition of Prior Learning (RPL) and Recognition of Current Competency (RCC) is about evidence of the skills and knowledge you have gained through either life or work experiences, as well as any training received. If you believe you can provide evidence of competence which equates with some or all of the competence required to be demonstrated in your course with Training Unlimited, you can apply for RPL/RCC. You will be required to complete the RPL Application Kit and provide copies of your evidence.

Training Unlimited will recognise qualifications and statements of attainment issued by any other registered training organisation in Australia. If you have any certificates from previous training, you may be eligible for credit transfer or recognition of your prior learning. Please provide your original certificates or an original certified copy prior to or at enrolment.

More information on TU's recognition of prior learning process is outlined further on in your Handbook.



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Tuition Fees and Other 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.

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

Payment Plans

Student payment plans may be available:

- 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/2020/01/TU_Statement-of-Fees.pdf; <http://www.trainingunlimited.com.au/wp-content/uploads/2020/01/Payments-and-Credit-Policy.pdf> and upon request from Head Office.



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Funding Opportunities

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

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/>

Further information on the Certificate 3 Guarantee program can be found here:

https://desbt.qld.gov.au/data/assets/pdf_file/0030/7968/c3g-factsheet-rto.pdf



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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.

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.

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

Further information on the Higher Level Skills program can be found here:
https://desbt.qld.gov.au/_data/assets/pdf_file/0026/7784/hls-student-factsheet.pdf



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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/>

Further information can be found here:
<https://desbt.qld.gov.au/training/providers/funded/userchoice>

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.

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.



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Jobs and Skills WA- User Choice

(This program is funded by the Western Australian Government)

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.

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/>

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



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Enrolment Procedures

At enrolment you will be required to:

- complete a Language, Literacy and Numeracy Pre-Training Review interview (to ensure you are able to cope with course workload and to identify any support requirements)
- complete an Enrolment Form
- provide your Unique Student Identifier (USI)* (see following for further information)
- present required identification documentation (you will be advised what documentation you are required to provide)
- review and confirm your nominated Training Plan

Your enrolment is valid for the duration of the qualification you are enrolled in, 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).

Further information on USI can be found in the Appendix.



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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.



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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 undertake a pre-training review completing a Language, Literacy and Numeracy assessment and interview with your TU Representative. We do this to establish how you will cope with the prescribed course requirements and to identify if you have any special needs that we can support you with as you undertake your learning journey with Training Unlimited.

For your interest, required Australian Core Skills Framework levels for qualifications we deliver are outlined below.

Qualification	Australian Core Skills				
	Learning	Reading	Writing	Oral Communication	Numeracy
SIT30616 Certificate III in Hospitality	3	3	2	3	2
BSB30115 Certificate III in Business	2	2	2	2	2
BSB30215 Certificate III in Customer Engagement	2	2	2	2	2
CHC30113 Certificate III in Early Childhood Education and Care	2	2	2	2	2



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Qualification	Australian Core Skills				
	Learning	Reading	Writing	Oral Communication	Numeracy
CHC33015 Certificate III in Individual Support	2	2	2	3	2
CPP30316 Certificate III in Cleaning Operations	2	2	2	2	2
HLT33215 Certificate III in Health Support Services	2	2	2	2	2
SIR30216 Certificate III in Retail	3	2	2	3	3

Guidelines are available at https://docs.education.gov.au/system/files/doc/other/acsf_document.pdf

If your Pre-Training Review interview goes well and you are comfortable with your roles and responsibilities outlined in your Student Handbook for completing the course requirements, your TU Representative will invite you to complete an Enrolment Form; and will explain your nominated Training Plan in further detail.

You will also receive documentation from the AASN and will be invited to complete a formal training contract to start your traineeship journey. The AASN is responsible for registering your enrolment and traineeship. This process should take place within 2-4 days. Due to the conditions of the traineeship contracts, TU cannot 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 Training Specialist. Your Training Specialist will contact you (as well as your employer) to arrange a convenient time to meet with you for your induction.

At your induction, your Training Specialist will sit with you, review your nominated training plan and finalise a strategy for you to complete your learning journey. 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); there is more information coming up on this process on following pages. Where recognition can be granted, your nominated Training Plan will be adjusted to reflect any credit transfers or RPL opportunities that your Training Specialist may not have been aware of prior to meeting you at the first visit.



Student Handbook

Non-Traineeships

For those students not undertaking a formal traineeship, but enrolling to complete a learning and assessment pathway with Training Unlimited you will be invited to:

- 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.

The only differential is that your learning journey contract does not have to be approved by anyone other than Training Unlimited.

To view our Student Handbook online, please click on the following link:

<http://www.trainingunlimited.com.au/wp-content/uploads/2019/02/TU-Student-Handbook-1-2019.pdf>

Transfer of enrolment

Students cannot transfer their enrolment to another person.



Student Handbook

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 like us to recognise that through the process of RPL. To gain this form of recognition, you must apply formally and successfully complete the RPL process.

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. Whilst the RPL process ensures that unnecessary training is not repeated, it also ensures that 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

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

TU allows a three (3) month period for you to gather your portfolio of evidence and to submit this for assessment. Upon receipt of your RPL submission, you will receive written proof of our 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).

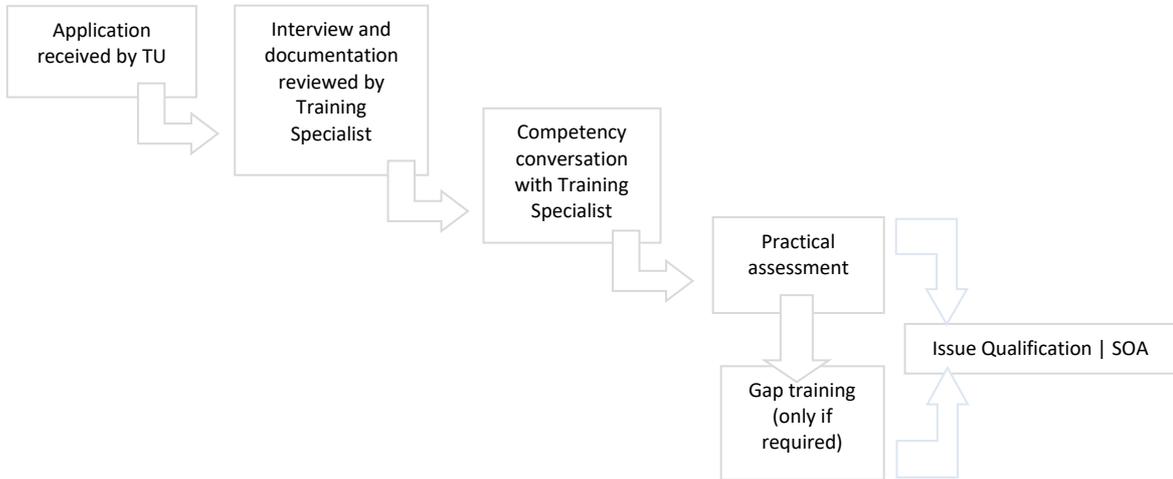
In the event you are unsuccessful with their application, you will receive assistance from your Training Specialist regarding the steps you may take for rectification, including our appeal mechanisms. Students are presented with written and verbal feedback at the conclusion of the assessment process. Gap training where identified, will be advised to the student.

RPL fees vary according to the qualification/course being undertaken and how many units are being applied for. The cost of an RPL (full or partial) may also be charged at an hourly rate. Please check with TU for the specifics on your chosen enrolment pathway.



Student Handbook

Here's an overview of how our RPL process progresses:





Student Handbook

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 Handbook

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/WHs 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.



Student Handbook

Fee Refunds

Training Unlimited has adopted a policy for student refunds that is deemed to be fair and equitable to both the student and the RTO. The refund policy has been designed to enable students to seek a refund where they legitimately believe this is applicable. The refund policy is as follows:

- should Training Unlimited cancel a qualification/ course, students are entitled to a full refund or transfer of monies to a future qualification/ course.
- for funded training, refunds will be made in accordance with relevant State and Territory legislation.

If you would like to apply for a refund, email info@trainingunlimited.com.au providing documentary evidence and details of why you are requesting a refund.

State Specific Fee Refunds

Refunds in Queensland User Choice/VET Investment Programs

For QLD funded programs the following is included alongside the fee refunds policy:

- the provision for full refunds to participants for student contribution fees charged for training delivery that has not commenced at the time of the cancellation of enrolment
- the provision of proportionate refunds where the participant has withdrawn from a unit of competency/module
- the provision of refunds to employers/industry for additional charges paid beyond the participant and government contributions.

Partial Exemption of Tuition Fees in Queensland

TU will charge 40 per cent of the student contribution fee where the student falls into one or more of the following exemption categories:

- the student was or will be under 17 years of age at the end of February in the year in which TU provides training, and the participant is not at school and has not completed year 12.
- the student holds a Health Care Card or Pensioner Concession Card issued under Commonwealth law or is the partner or a dependent of a person who holds a Health Care Card or Pensioner Concession Card and is named on the card.
- the student issues TU with an official form under Commonwealth law confirming that the student, his or her partner or the person of whom the student is a dependent, is entitled to concessions under a Health Care Card or Pensioner Concession Card.
- the student is an Aboriginal or Torres Strait Islander person. Acceptable evidence is as stated on the Training Contract and AVETMISS VET Enrolment Form.
-



Student Handbook

Full Exemption of Tuition Fees in Queensland

TU may apply full exemption from the student contribution fee where the student falls into one or more of the following exemption categories:

- where payment of the student contribution fee would cause extreme financial hardship, then the PQS may waive these fees:
 - the fee waiver process must be in place at the time of the participant's enrolment.
 - proven financial hardship – please refer Item 2.7
- where the Queensland Government advises in writing that fees are optional. On receipt of such advice, TU may choose not to collect the student contribution fee. In this case, we acknowledge that any decision by TU not to collect fees does not create a liability for the department.

TU may apply full exemption from the student contribution fee where the student falls into one or more of the following exemption categories:

- where credit transfer/national recognition has been applied to a unit of competency/module
- the student is a school-based apprentice or trainee
- the student is undertaking a qualification as part of the Skilling Queenslanders for Work – Work Skills Traineeship program.

Fee-Free Year 12 Graduates in Queensland

TU will not charge a student contribution fee to a Year 12 graduate who:

- commences an apprenticeship/traineeship within 12 months of completing Year 12 (that is, by the end of the calendar year following completion of Year 12), and
- meets the participant eligibility in 2.2.2, and;
- enrolls in a high priority qualification identified by the department.

We acknowledge that the student contribution fee for fee-free Year 12 graduates will be met by the department except for qualifications outlined by the department.

TU will retain evidence of participants who are deemed to have completed Year 12 in Queensland and hold a Senior Statement issued by the Queensland Curriculum and Assessment Authority, or equivalent certification.



Student Handbook

Refunds in Western Australia PIT Funded Programs

In accordance with our requirements, TU publishes their refund policy on their website and informs students of their policy details prior to enrolment. Students wishing to apply for a refund, must email info@trainingunlimited.com.au providing documentary evidence and details of why they are eligible for a refund.

Full Refunds

Students who withdraw are entitled to a full refund of the applicable course fee, resource fee and other fees where:

- a unit is cancelled or re-scheduled to a time unsuitable to the student; or
- a student is not given a place due to maximum number of places being reached.

TU can approve a full refund of fees at any time during delivery if a class is cancelled because of declining student numbers, a Training Specialist is not available to deliver the program, or due to other circumstances caused by TU.

Part Refunds

TU has set a census/withdrawal date for each unit at no less than 20% of the way through the period during which that unit is undertaken.

Students who withdraw for reasons other than those outlined in section 6.8.1 of VET fees and charges policy and who lodge a withdrawal notification before the census/withdrawal date for a unit will be eligible for a full refund of the course fee for the unit; and

- a full refund of the resource fee if the course is a Diploma or Advanced Diploma course; or
- 50% of the resource fee if the course is below Diploma level.

Pro Rata Refunds

TU can approve a pro rata refund of fees and charges at any time during the course of delivery if students withdraw for reasons of personal circumstances beyond their control.

For example:

- serious illness resulting in extended absence from classes;
- injury or disability that prevents the student from completing their program of study; or
- other exceptional reasons at the discretion of RTO Management.

In all cases, relevant documentary evidence (for example, medical certificate) is required. Details of approved refunds are retained for audit purposes, and the enrolment form annotated to show that a refund has been given.



Student Handbook

Withdrawing or Cancellation Process

We require written advice if you withdraw from a course including withdrawal date and mailing address for future correspondence such as certificates. Please send your advice to our head office. Not turning up to class sessions or assessments and failure to advise us of your intentions may result in us cancelling your enrolment.

Rescheduling: If a student arrives at a course without completing any required pre-course work, they will need to reschedule their training and the same fee may apply.

Cancellation: If the student cancels the booking within 48 hours of the course date, you will be refunded less 20% of the course fee and must return any pre-assessment textbooks the student may have received prior to the refund being processed.

Exceptional circumstances may apply and will be considered on merit on a case by case basis. Absence citing illness will require a Medical Certificate.

Cancellation of course whilst it is running due to an emergency on that day, will be rescheduled to next available date.

Training Specialist will complete the attendance sheet and notify Training Unlimited of any students that did not attend or left early and provide an explanation.

Change of Circumstances

Please advise Training Unlimited if any of the following circumstances change:

- your name
- address and/or contact details
- change of Employer or Work Placement location/supervisor
- you wish to transfer to an alternative class group at Training Unlimited
- employment has ceased (Traineeships or work-based/placement courses)
- employment hours have been reduced below traineeship requirements

Qualifications

Training Unlimited will issue certificates and/or statements of attainment to students who satisfactorily complete the requirements of the accredited course based on the National Training Package guidelines and Training Limited's scope of registration. Students who enrol in a full qualification but only partially complete a course will be issued a statement of attainment for completed units.

Please note: No certificates or Statements of Attainment will be issued until all fees are paid and payments have been cleared.



Student Handbook

Training and Assessment Strategies

TU is committed to quality delivery and assessment practices which support all students enrolled in our courses to achieve the practical and knowledge requirements of each unit of competency in which they are enrolled. TU practices and processes 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 affords industry to confirm that our course materials, (including content, structure, duration, training and assessment materials, Training Specialist skill sets, other resources and course components), will result in our student's being equipped with the ability to transition into employment within the industry upon graduation.

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 competent. The term "competent" also means that you are able to successfully perform a task repeatedly, in a variety of situations, over a suitable period of time, in different contexts.

At course commencement, your Training Specialist will explain when and how your assessments will be conducted. Assessment is conducted progressively through each phase of the TU course. To achieve competency in a unit, you must have demonstrated satisfactory completion of all of your assessment tasks underpinning each unit/module you have enrolled in. Tasks are clearly outlined in Assessment Resources given to you at the commencement of each unit/module.

Your Training Specialist will use both formative and summative assessment methods to determine your progress and final competency. Formative assessment most likely involves written or oral questions (including contingency based scenarios) and observation to assess your developing level of skill application.

Common assessment methods used by TU to gather evidence include:

- answers to questions (written or oral)
- demonstration of practical skills; observation
- responses to scenarios; role plays or simulations
- third party reports/supervisor reports
- portfolios; samples of work documentation
- work records and samples of work projects completed



Student Handbook

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 Training Specialist if you think reasonable adjustment may apply.

Assessment Outcomes

Your Training Specialist 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.

- Competent (C) having sufficient skill, knowledge, ability, and demonstrating capable performance according to Australian Qualification Framework guidelines

If you fail to demonstrate a sufficient level of understanding and practical skill application, you will be deemed as 'Not Yet Competent' ("NYC").

- Not Competent (NC) there is insufficient evidence to demonstrate sufficient skill, knowledge, ability and capable performance

Should you not meet a competent standard, you are required to repeat the "NYC" unit within the course duration. Written feedback and support will be provided to prepare you for reassessment.

A relevant award (Certificate or Statement of Attainment) will be issued to acknowledge the units in which you have been deemed competent.

Where a student withdraws, an outcome of Withdrawn (W) is recorded as the final assessment result for commenced units.

- Withdrawn (W) when the student commences but does not complete all of the required training and assessment components sufficient for a C or NC outcome.

Re-assessment Process

As this is a competency based program, gathering of evidence continues until the student either achieves competency in the assessment tasks or a further training need is identified and addressed. Written feedback and support will be provided to prepare you for reassessment. A student is afforded two (2) attempts at reassessment before a final result of NYC is awarded.



Student Handbook

Alternative Assessment or Reassessment

In some cases, an alternative assessment may be used for a student who has missed a class assessment which required group activity or simulation. This is at the discretion of the Training Specialist, who will document clearly the reason for using the alternative assessment.

When a student receives a returned assessment, which is Not Competent (NC) the student will be encouraged to resubmit their assessment with further evidence or be reassessed for a practical assessment at another date (free of charge).

If a student is not assessed as competent on the reassessment the student can seek a meeting with the Operations Manager to discuss any issues which may be affecting the assessment outcomes or any additional coaching or learning engagement that may be necessary. Except for trainees during the term of their traineeship, re-assessment charges may apply to third and subsequent repeated assessments.

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.

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. 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 the time of application for replacement. All Testamurs that are re-issued will have the date of re-issue printed on them.



Student Handbook

Complaints and Appeals

We understand that from time to time a person may be unhappy with a product or service that we have provided, and they have a right to have their complaint heard. We will handle all complaints with respect for the rights of the individual and without bias.

How to lodge a complaint | Contact Training Unlimited on (03) 9264 8666 directly or at info@trainingunlimited.com.au

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.

Examples where a student could have grounds for complaint 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.



Student Handbook

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 Operations, Learning and National Compliance Manager are responsible for implementing this policy. The CEO 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 Training Specialist, the Account Manager or the CEO as part of the informal complaint resolution process.

- students should in the first instance refer the complaint to the Training Specialist or person concerned
- the Training Specialist or person concerned will listen and note the nature of the concern and identify the expected outcome of the complainant
- the Training Specialist or person concerned may confer with the CEO 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
- if the issue is not resolved, the complainant may lodge a formal complaint with TU.

Formal complaints and appeals resolution procedure

If a complaint cannot be resolved through informal discussion, students can then lodge a formal complaint or appeal. The student enrolment will be maintained throughout the process. There is no cost for a student to lodge a complaint or an internal appeal.



Student Handbook

Information for Students | Complaints and Appeals Policy

- all prospective students on enrolment will be provided with information about the TU Complaints Process.
- all complaints are confidential and will be investigated professionally
- all complaints must be initiated within ten (10) 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/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 informally, then appropriately qualified external and independent persons may be contacted to mediate between the parties.
- should TU not be able to resolve the issue within sixty (60) calendar days, the complainant will be notified in writing of the course of action TU is undertaking and will update the complainant fortnightly with progress reports
- 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
- all stages of the process will be recorded and maintained in the student's file and the Complaints and Appeals Register

Appeals Process

All students have the right to lodge an academic appeal where a student is dissatisfied with the assessment of any work, assignment and/or an examination result. In the first instance, the student should discuss this informally with their Training Specialist.

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 Training Specialist.

If the issue cannot be resolved informally, a student may submit a formal academic appeal in writing to the CEO within ten (10) working days of receiving the reviewed academic result. The appeal must outline why the student has requested a formal review of the result. Written acknowledgement, either letter or email, of the receipt of the request for an appeal will be sent out to the student within five (5) business days from receipt of appeal.

If the CEO believes a review of the result is warranted, a review panel will be formed. The CEO will select three (3) people suitable for the review panel based on the type of appeal. If the CEO does not believe a review of the result is warranted, the complainant will be notified in writing.

The panel will provide the participant will be notified of the outcome of their appeal, in writing, within fourteen (14) working days of the panel's decision. The result is final, and no further internal appeal can be entered into.



Student Handbook

An external review may be conducted at the expense of the complainant. The external review will be conducted by:

Dispute Settlement Centre

Address: 4/456 Lonsdale St Melbourne 3000 (GPO BOX 4113)

Phone: 9603 8370 (Free call, STD areas only - 1800 658 528)

Email: dscv@justice.vic.gov.au

Website: <http://www.justice.vic.gov.au/disputes>

If the appeal process is going to take more than sixty (60) calendar days to process, TU will notify the student in writing as to the reasons why, the student will be updated in writing as to the progress of their appeal fortnightly.

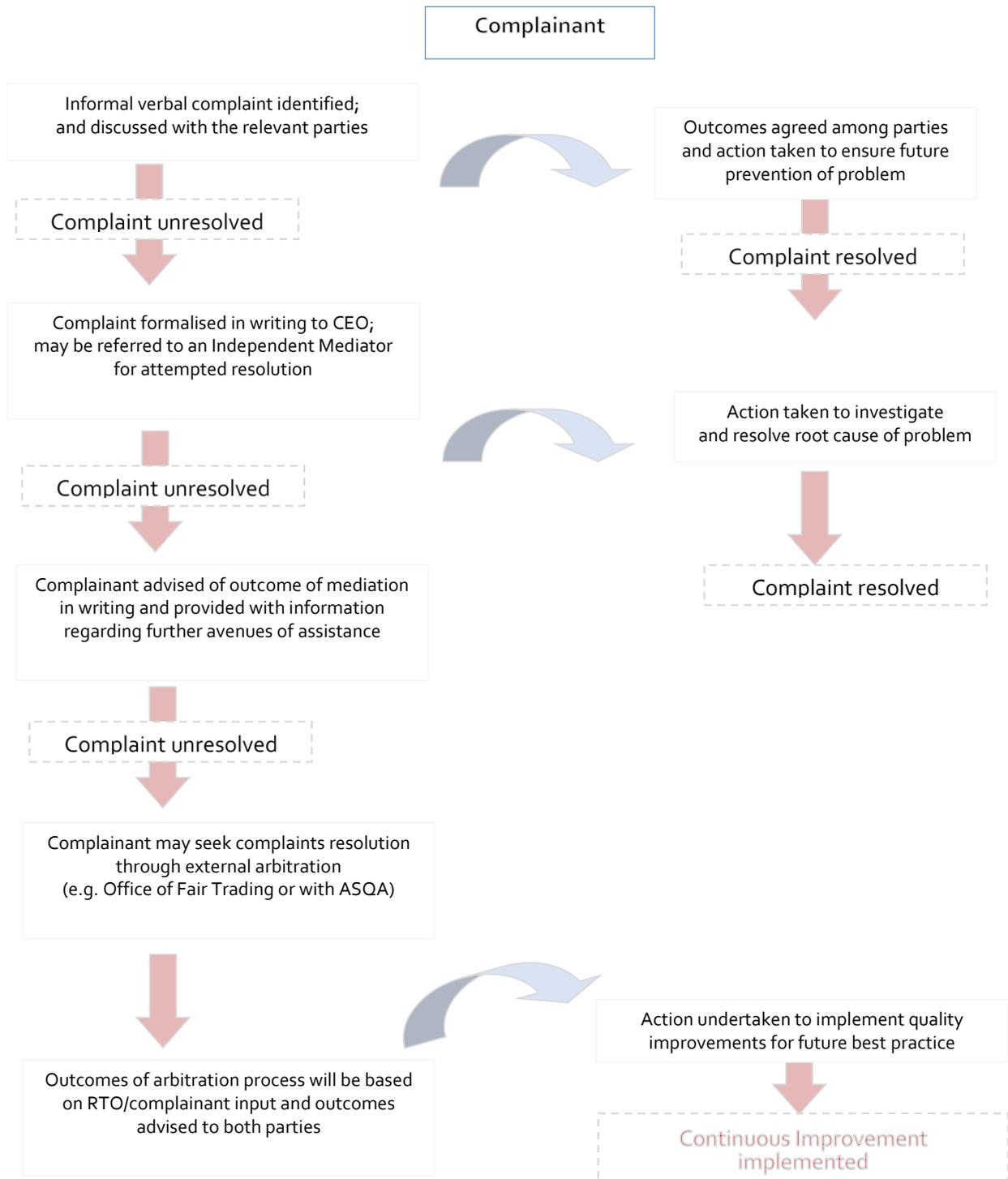
All stages of the appeal process will be recorded and maintained in the student's file. All Assessment Appeals will be documented on the Complaints and Appeals Register for monitoring by the RTO management team. The RTO management team may take appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.

All Assessment Appeals will be deemed as Validation and recorded in the Validation Register.

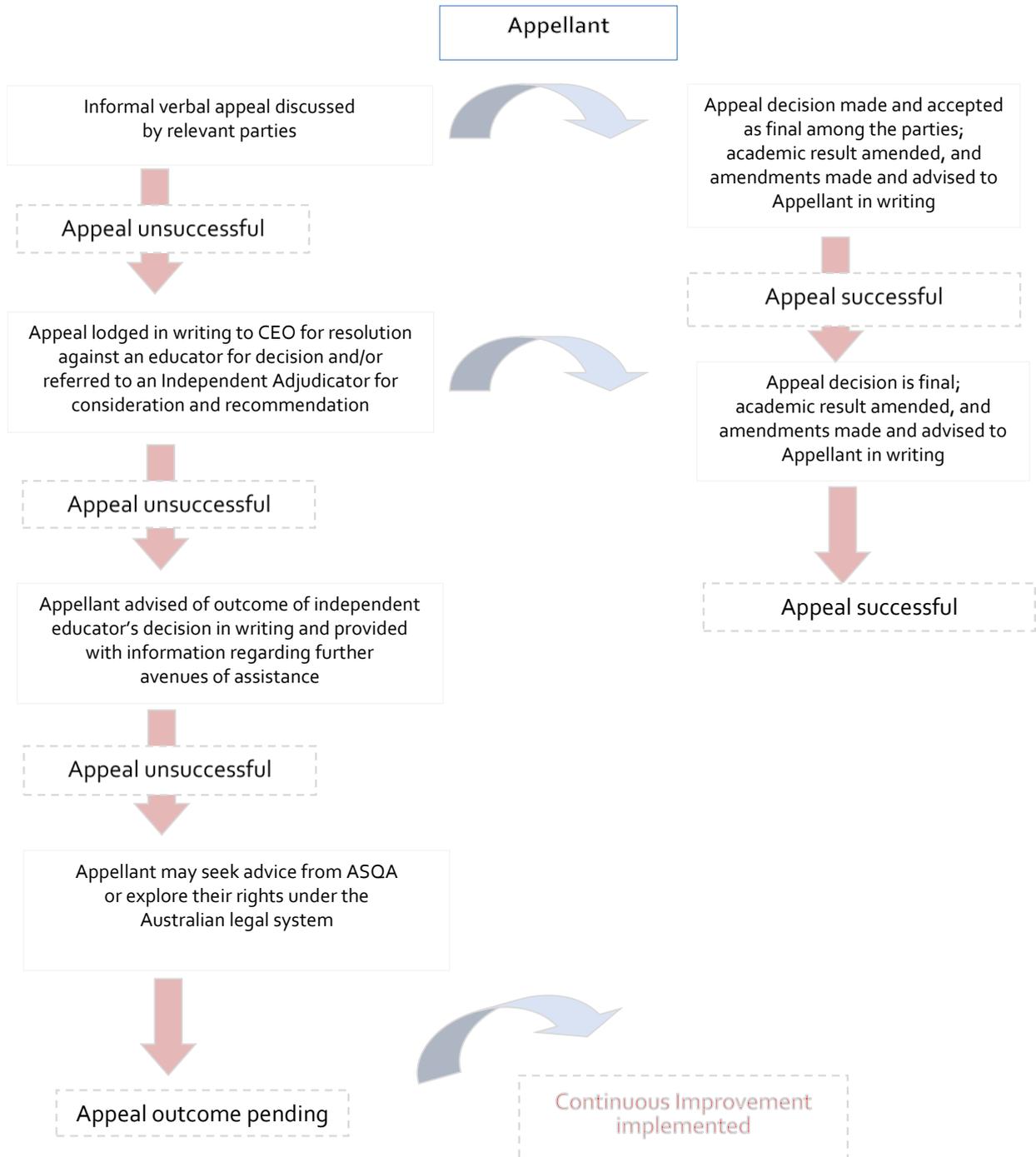
Copies of all written communication with the student and other parties involved are to be kept on the student's file

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.

TRAINING UNLIMITED COMPLAINTS PROCESS CHART



TRAINING UNLIMITED APPEALS PROCESS CHART





Student Handbook

Privacy and Personal Information

Training Unlimited will take all reasonable steps to protect your privacy and your personal information. We are bound by the laws of the Commonwealth Privacy Act 1988 and the Privacy Amendment (Private Sector) Act 2001. We do not disclose, sell or pass on your personal details other than to authorised government authorities and as required by law. We may use your personal information to contact you to advise you of future accredited follow-up courses.

Students have the right to access information we may hold about them.

Further information is provided in our Privacy Policy.

Training Facilities

Training Unlimited's training venues provide comfortable classrooms equipped with chairs, desks, whiteboard, and specialist training and assessment equipment where required. Additional student facilities include:

- fridge
- microwave
- tea/coffee facilities
- tearoom

It is the responsibility of all students to leave the training venues clean and tidy, remove their personal rubbish and wash their own dishes. Please remember that you share the facility with Training Unlimited staff and other students and therefore request that unnecessary noise also be avoided. Any assistance required from our staff will cheerfully be provided with a little advanced notice.

Graduation Ceremony and Student Recognition

Training Unlimited extends an invitation to students completing full qualifications to be a part of the formal graduation ceremony. Graduation dates are spread throughout the year and you will be advised of the date relevant to your completion date.

We also encourage students to nominate for Award recognition in their industry sectors and in the Student of the Year Award. Information will be provided to students throughout the year.



Student Handbook

Testimonials and Photo Release

Training Unlimited takes steps to ensure our marketing and promotions are accurate and ethical, providing students and clients with up-to-date and factual information. Students and staff may be requested to provide a testimonial or to be included in photographs which we will subsequently use in marketing and/or course resources. If you agree to this, you will be asked to complete a student release form allowing Training Unlimited to use the photos in its marketing materials.

Further Information and Assistance

Please contact our Head Office for any further information you require, and also refer to our website where you will find course information including fees, forms you may need, and a number of our policies and procedures.

Thank you for choosing Training Unlimited. We wish you complete success in your chosen career and educational outcomes.



Student Handbook

Appendix A | 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 Training Specialist 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.

Students are encouraged to ask their Training Specialist for further information on legislation.



Student Handbook

Appendix B | Important Information & Contacts

My Training Unlimited Training Specialist; Phone: _____

Literacy organisations and resources

- Australian Council of Adult Literacy www.acal.edu.au
- Queensland Council of Adult Literacy cwpp.slq.qld.gov.au/qcal
- Adult Learning Australia (ALA) <http://www.ala.asn.au>
- Education Network Australia <http://apps-new.edna.edu.au/>
- Reading Writing Hotline <http://www.readingwritinghotline.edu.au/>
- Read Write Now – improving adult literacy in Western Australia [Read Write Now](#)
- Victorian Adult Literacy and basic education council <http://valbec.org.au/>
- NSW Adult Migrant English Service <http://ames.edu.au/>
- Teachers of English to Speakers of Other Languages (TESOL) <http://www.tesol.org/>
- Dave’s ESL Café (for ESL teachers & students) www.pacificnet/%7Esperling/eslcafe.html

Literacy Programs with info on websites

- Carlton Adult Reading & Writing Program <http://cnlc.org.au/reading.html>
- NSW Far North Coast Adult Literacy Network www.nor.com.au/community/literacy/links.htm
- Flemington Reading & Writing Program <http://www.connectingup.org/learn>
- Southern Western Port’s Learning Networks Program; www.chisholm.vic.edu.au/SWPLearnnet/index.htm
- South Australian Council for Adult Literacy – www.acal.edu.au/sacal/

Useful sites for non-English speaking students

- The sounds of English – <http://www.soundsofenglish.org/pronunciation/th.html>. Very handy site for non-English speaking students, gives specific help with tongue and mouth movements with sounds like th, ph
- <http://www.manythings.org/> – Designed for ESL students but is useful with all LLN students
- <http://www.englishtenseswithcartoons.com/> – Useful for ESL students who have trouble choosing the correct tense to use. A short, simple cartoon clearly illustrates the meaning of the verb

Numeracy teaching practice (Material from a 2015 ACAL webinar)

- Some numeracy (and literacy) resources and materials – a list compiled by presenter, Dave Tout
- Numeracy by Measure (a zip file so will download) – a link mentioned by a guest, Tina Berghella
- Building Strength with Numeracy – VALBEC numeracy resources by Beth Marr – many of them free



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Some literacy activities you could complete

- Use an on-line dictionary to find new words and their meaning www.alphadictionary.com/index.shtml
- Find a phone number and map for a friend's house in an On-line phone directory www.whitepages.com.au
- Investigate mystery phone numbers or avoid unwanted calls & texts with service, Caller Smart <https://www.callersmart.com/guides/57/white-pages>.
- Find the URL (Internet address) of a lifestyle program & print out a fact sheet to read
- Read an Australian or worldwide newspaper for an activity/lesson. newsdirectory.com/news/press or <http://www.breakingnewsenglish.com>
- Find the latest radio or television information from the ABC at www.abc.net.au

Online Aids

- <http://www.teachthought.com/apps-2/50-popular-ipad-apps-for-struggling-readers-writers/> 50 popular apps for struggling readers and writers.
- <http://www.scoop.it/t/adult-literacy-apps> Free or inexpensive apps for adults who need to improve their reading and/or writing skills.
- Online dictionaries, encyclopedias and maps
- Free Internet Encyclopedia – clever.net/cam/encyclopedia.html
- Electronic Dictionary www.m-w.com/netdict.htm
- Online newspapers onlinenewspapers.com
- White pages www.whitepages.com.au
- Yellow pages www.yellowpages.com.au
- Macquarie Dictionary – www.macquariedictionary.com.au
- Australian Map Search – www.whereis.com.au/



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Information & Contacts

Queensland	South Australia	Western Australia
Apprenticeship or Traineeship MEGT Apprenticeship Network Provider: For general information regarding your Australian Apprenticeship, Trade Support Loans or Living Away from Home Allowance. 13 MEGT (13 6348) www.megt.com.au For assistance with MEGT's mentoring services 1300 561 162		
State Training Authority (Department of Education and Training): For any issues or questions relating to the conditions of your Training Contract. 1800 210 210 www.training.qld.gov.au	State Training Authority (Department of State Development – Regulation and Contract Management): For any issues or questions relating to the conditions of your Training Contract. 1800 673 097	State Training Authority (Department of Training and Workforce Development, Apprenticeship Office): For any issues or questions relating to the conditions of your Training Contract. 13 19 54
Alcohol and Drug Support		
Alcohol and Drug Information Services (ADIS): Free 24 hours a day, 7 days a week confidential telephone service that provides information, counselling referral and advice. 1800 177 833	Drug and Alcohol Services South Australia (DASSA): Confidential telephone counselling, information and referral service for general public, concerned family and friends, students and health professionals. 1300 131 340	Drug and Alcohol Services South Australia (DASSA): Free 24 hours a day, 7 days a week confidential telephone counselling, information and referral service for anyone seeking help for their own or another person's alcohol or drug use. Metro (08) 9442 5000 Country 1800 198 024
Domestic Violence Support		
Domestic and Family Violence Support Services (DVConnect): Free 24 hours a day, 7 days a week telephone and online crisis counselling service for anyone - women, men and young people, who have been sexually assaulted or abused and for anyone who is concerned someone they care about might have been assaulted or abused. Sexual Assault: 1800 010 120 Womensline: 1800 811 811 Mensline: 1800 600 636 www.dvconnect.org	Yarrow Place Rape and Sexual Assault Services: 24 hours a day, 7 days a week, free confidential service for anyone who has been sexually assaulted. (08) 8226 8777 (9am to 5pm Mon – Fri) After hours 1800 817 421	Crisis Care Helpline: Free 24 hours a day, 7 days a week telephone information and counselling service for people in crisis needing urgent help. (08) 9223 1111 or country 1800 199 008
1800 RESPECT: Free 24 hours a day, 7 days a week helpline. National confidential counselling helpline, information and support for anyone who is experiencing sexual assault or domestic and family violence. 1800 737 732 www.180orespect.org.au		



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Finances Department of Human Services: For payments/subsidies you may be eligible for while undertaking your Australian Apprenticeship, such as Rent Assistance, Health Care Cards, Austudy, ABSTUDY or Youth Allowance. Contact Centrelink on 13 36 33 or visit www.humanservices.gov.au/individuals/students-and-trainees		
The Salvation Army: Food, furniture, emergency financial assistance. 13 72 58 www.thesalvationarmy.org.au		
National Debt Helpline Free financial counselling. 1800 007 007 (9.30am to 4pm Mon to Fri) www.ndh.org.au		
Gambling Support Gambling Help Online: 24 hours a day, 7 days a week free, confidential telephone counselling and support service to assist individuals, couples and families affected by gambling problems. 1800 858 858 www.gamblinghelponline.org.au		
General Health and Mental Health Support Lifeline: Crisis support, suicide prevention. 13 11 14 Kids Helpline: Counselling and support for 5-25 year olds. 1800 551 800 www.kidshelpline.com.au Headspace: Provides early intervention mental health services to 12-25 year olds. This covers: mental health, physical health, work and study support and alcohol and other drug services. To find your nearest centre, visit: www.headspace.org.au/headspace-centres Beyond Blue: Free 24 hours a day, 7 days a week mental health information, resources and support. 1300 224 636 www.beyondblue.org.au Sane Australia: Offers information, advice and referral for mental illness. 1800 187 263 www.sane.org		
Queensland StandBy Response Service: Support and information for people bereaved through suicide. 0438 150 180 (Brisbane Nth & Sth) www.standbysupport.com.au	South Australia Stand by Response Country SA Free 24 hour response to address the needs of families, friends and associates who have been bereaved by suicide. North: 0438 728 644 South: 0437 752 458 www.standbysupport.com.au	Western Australia Rural Link: A specialist after hours mental health telephone service for the rural communities of Western Australia. 1800 552 002
Suicide Call Back Service: Free confidential 24 hours a day, 7 days a week phone and on-line counselling for anyone affected by suicide. 1300 659 467 www.suicidecallbackservice.org.au Doctor: To find a doctor in your local area. www.doctors.com.au		



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Sexual Health, LGBTI and Relationships Support		
<p>Relationships Australia: Provides relationship support services to individuals and families. Core services include counselling, mediation and family dispute resolution. 1300 364 277 www.relationships.org.au</p>		
Queensland	South Australia	Western Australia
<p>True: Provides expert reproductive and sexual health services to women. Brisbane: Building 1, 230 Lutwyche Road, Windsor (07) 3250 0200 Cairns: Ground Floor Solander Centre, 182 Grafton Street (07) 4051 3788 Ipswich: Shop 5, 54 Limestone Street (07) 3281 4088 Rockhampton: Glenmore Shopping Village, 301-307 Farm Street (07) 4927 3999 Toowoomba: Level 1, 661 Ruthven Street (07) 4632 8166 www.true.org.au</p>	<p>Shine SA: Clinic services such as contraception services; pregnancy testing, counselling and referral; information on safer sex and sexuality issues; STI testing, management and referral; sexual health issues. Clinic locations: Woodville: 64 Woodville Road Davoren Park: 43 Peachey Road Noarlunga: 20 Alexander Kelly Drive, Noarlunga Centre 1300 794 584 www.shinesa.org.au</p>	<p>Sexual Health Quarters (SHQ): Provides reproductive and sexual health care, education and advocacy. Clinic locations: Northbridge – 70 Roe Street (08) 9227 6177 www.shq.org.au</p>
<p>QLife: National counselling and referral service for people who are lesbian, gay, bisexual, transgender and/or intersex (LGBTI). Provides early intervention, peer support telephone and web-based services to people of all ages. 1800 184 527 www qlife.org.au</p>		
<p>Diverse Voices: Free peer counselling service for gay, lesbian, bisexual, transgender and intersex people and their families and friends. 1800 184 527 (3pm to midnight) www.diversevoices.org.au</p>		
<p>Living Proud: Free telephone helpline available to anyone to talk about sexuality and gender. Telephone counsellors can refer you to gender and sexuality friendly doctors, psychologists, counsellors or lawyers and other community groups that you wish to connect with. 1800 184 527</p>		
Work Health and Safety		
<p>Workplace Health and Safety Queensland: For any issues relating to health and safety at work. 1300 362 128 www.worksafe.qld.gov.au</p>	<p>Safe Work SA: For any issues relating to health and safety at work. 1300 365 255 www.safework.sa.gov.au</p>	<p>Work Safe Western Australia: For any issues relating to health and safety at work. 1300 307 877 safety@commerce.wa.gov.au www.commerce.wa.gov.au/worksafe</p>

Appendix C | USI Information

Follow this link to create a new USI - <https://www.usi.gov.au/your-usi/create-usi>




STUDENT QUICK GUIDE

HOW TO CREATE A USI

It should only take less than 5 minutes online!

Go to www.usi.gov.au

▼

Select 'Student Login'

▼

Read and Agree to the Terms and Conditions

▼

Select 'Create USI'

▼

You will need one of the following forms of ID to create your USI such as a:

- Driver's Licence
- Medicare Card
- Passport (Australian)
- Non-Australian Passport (with Australian Visa)
- Birth Certificate (Australian)
- Certificate of Registration by Descent
- Citizenship Certificate
- ImmiCard

Follow the steps to create a USI

▼

You're done!

Your USI will now be displayed on the screen and will also be sent to you for your records.

If you are enrolling in training, your training organisation will need to collect and verify your USI. To help your training organisation do this, you can select the 'Print your USI' or 'Email your USI' option from this screen. Click [here](#) for more information.

USI Creation— Handy Tips

Your password must be at least 9 characters long, contain a lowercase letter, an uppercase letter and a number or special character

You will only need one USI and it's yours for life!

If you have been unsuccessful in creating your USI, click on the 'Request Help' link to create a help request and write down your HR number. The USI Office can then provide assistance.



Enter all of your name(s) as they appear on the form of ID you are using to create your USI

YOU NEED TO ACTIVATE YOUR USI ACCOUNT

If your training organisation created a USI for you, they cannot activate your USI account. You should go online to activate it as soon as possible, as this will make it easier to find your USI again in future. Activating your USI account will also enable you to view your transcript. You can activate your account by:

1. Clicking on the link that was sent to either your email address or mobile number.
2. Set up a password and two check questions.
3. You will then be able to login to your USI account.

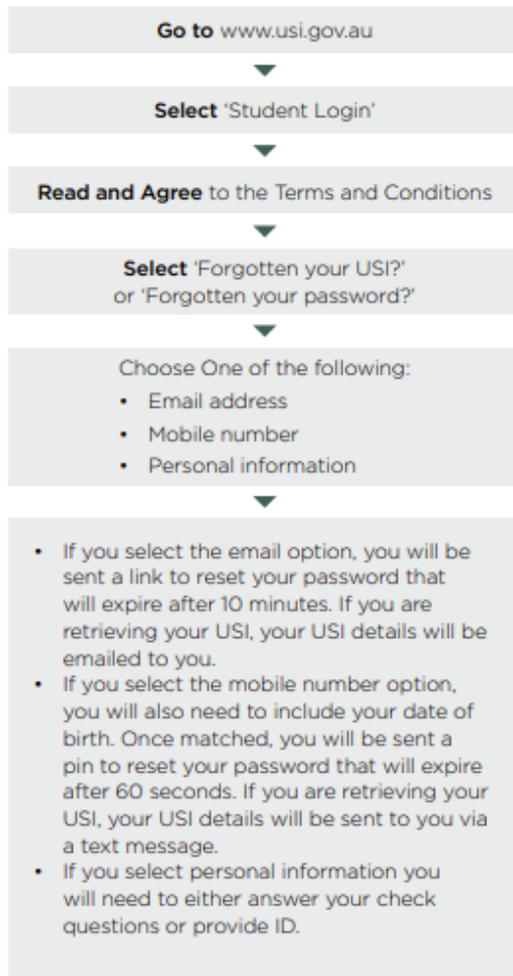
HOW TO UPDATE PERSONAL OR CONTACT DETAILS

You can change your personal and contact details by logging in to your USI account and selecting either 'Update Personal details' or 'Update Contact details'. You will need a current form of ID if you want to change your name(s) or date of birth.

If you have given your training organisation permission to update your details, they can make the changes for you.

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I FORGOT MY USI OR PASSWORD—HOW DO I LOOK IT UP?



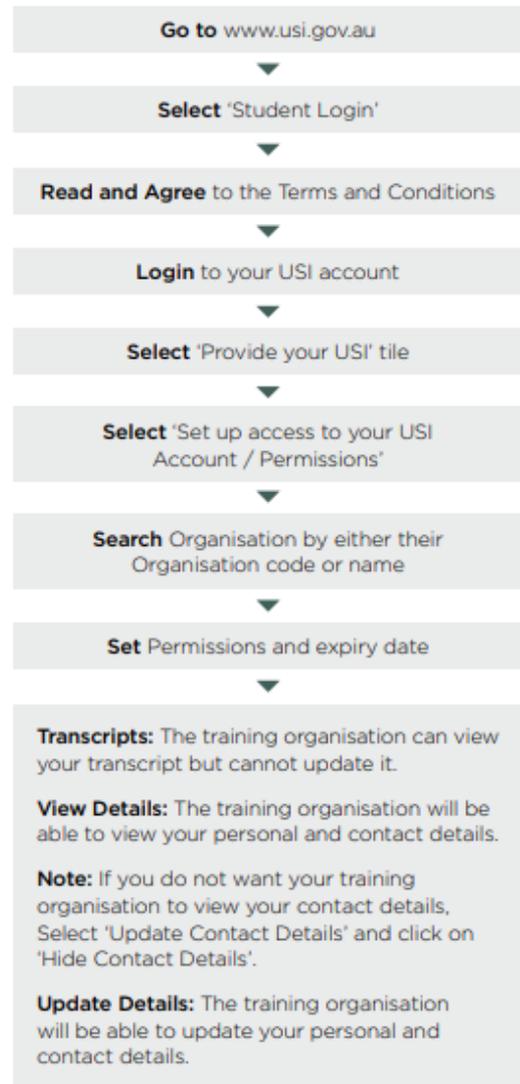
Handy Tips

When using your e-mail address or mobile phone number it must be the same as the one that is currently in your USI account

Make sure the answers to your check questions are entered exactly as you set them up (e.g. street instead of st)

HOW TO LET MY TRAINING ORGANISATION VIEW MY TRANSCRIPT OR USI ACCOUNT?

A really useful tool that will save both you and your training organisation time



TRANSCRIPTS

- Training completed before 1st of January 2015 will not appear in your USI transcript.
- Your transcript will show information from the certificates, diplomas or training records issued by your training organisation.

Your transcript does not replace the training certificates, diplomas or training records issued to you by your training organisation, but will come in handy if you misplace your documentation

ED16-0039

FOR MORE INFORMATION ▶ [usi.gov.au](http://www.usi.gov.au) ▶ Email: usi@education.gov.au