



Training Unlimited Pty Ltd
RTO ID 20891

Student Handbook



Student Handbook

Training Unlimited Head Office (For all enquiries and bookings)

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Website: www.trainingunlimited.com.au

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Training Venues

Training Unlimited conducts training at a number of locations across the Australian States and Territories where training is conducted. Students are advised about the location of their training before finalising their enrolment.

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



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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.

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

We will endeavor to provide guidance to all students and refer you to appropriate programs and support services. Our team 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 team 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 comply with relevant State and Commonwealth Government funding contracts guidelines and regulations. Through established 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 conducts periodic surveys with all students, as we appreciate and value your feedback. Training Unlimited participates in the National Student Outcomes Survey managed by the National Centre for Vocational Education and Research (NCVER), and students 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 or 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
- 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, this includes using AI to answer the questions provided).

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



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AI

AI is being used in educational facilities on a steadily increasing basis.

Training Unlimited expects that all content generated in the course of undertaking studies with Training Unlimited will be the Student's own original work and any use of AI will be for assistive purposes only, not to create substantive content for the purposes of assessment.

Training Unlimited understands and acknowledges that AI writing tools like ChatGPT, in particular:

- can be a useful resource for the purposes of research and drafting
- uses information gained from data that has been fed into it, together with data mined from the internet
- is not a private or trusted platform, and may retain information entered, and which may be accessed by third parties
- allows users to feed data into it to generate content
- uses approximately 175 billion parameters
- cannot create video, sound or images, but is able to generate content through spoken and written word

Training Unlimited understands and acknowledges that ChatGPT, in particular, has limitations including:

- inability to process requests relating to recent content when utilising the free version due to the lack of available data e.g. topics post-2021
- where request is 'niche', and minimal information is available
- where too many parameters are provided
- may adopt biases and stereotypes
- may draw upon 'fake' news and other unreliable sources
- should not be relied upon without revision and editing by Students

Where AI is used by Students, it is their responsibility to ensure the content is thoroughly fact-checked and edited as required.

If Students are unable to corroborate and confirm facts in content generated by AI, Students will not be permitted to utilise that portion of the content until such time as its accuracy can be confirmed.

AI should be used to supplement the work of Students, and at no time should it be relied upon to be used in place of the work of Students.

Any time AI is used by Students, it is to be clearly cited.

Where it is found that a student is putting forward an assessment that is AI generated and found to not be their own work will result in a determination of not yet satisfactory and will be requested to resubmit in their own words.

Please refer to the Training Unlimited Student Handbook for guidance regarding unacceptable behaviour.



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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 available. 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 Forms must be completed and retained by Training Unlimited.

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, seek assistance from one of the Training Unlimited certified 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 detailed course guides which indicate the commitment required by the student and the assessment strategies of the chosen qualification.

At enrolment, students are given a Qualification Guide detailing the units of competence enrolled in and a timetable outlining the dates and times of scheduled face to face training sessions and work placement requirements. Traineeships students and host workplace employers are informed of off-the-job structured training requirements, 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 via their relevant applicable online learning platform/s Cloud Assess and Ammonite.

Student progress is monitored, with up to date training and assessment progress reports available to each student via their own online portal. Registered trainees and their workplace supervisor receive monthly contact from their Training Specialist.

Language, Literacy and Numeracy (LLN) requirements

Language, literacy and numeracy (LLN) are essential requirements to successfully complete your course requirements and demonstrate your competence. A minimum level of language, literacy and numeracy skills is required for most courses provided by Training Unlimited. Where required, students are invited to complete an LLN Robot LLN survey, identifying support requirements they may need to access to successfully complete the course they are enrolled in. Where LLN gaps or deficiencies are identified, our Training Specialists enable an individualised Support Plan, monitoring and supporting a student's progress throughout the duration of their learning and assessment pathways.

Training Unlimited acknowledges that some people have trouble with their language, literacy and numeracy skills. Common challenges students face are not being able to make sense of the words on a page or struggling to solve simple maths equations. Appendix A provides access to activities, tools and resources that students can use to assist in boosting their LLN level. We have also highlighted important contacts that a student can access if they wish to discuss their concerns with an LLN specialist.



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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 and participation in learning and assessment activities, and contact records are maintained and must be signed by each student and their Training Specialist. If you can't attend scheduled training or assessment events, prior notification to the office or your Training Specialist is essential.

If you are unable to attend class or a learning work site 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.

For students participating in a traineeship, your absences will be reported back to your employer and this may impact on the 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 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, you must 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, Training Unlimited 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 Qualification Guide, work placement information section for further details of your course workplace hours requirements.

Recognition and Credit Transfer

Recognition of Prior Learning (RPL) and Recognition of Current Competency (RCC) is where a student provides evidence of the skills and knowledge they have gained through either life or work experiences, as well as any formal 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, you can apply for RPL/RCC. You will be required to complete the RPL Application Kit and provide a Training Specialist with 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 Training Unlimited'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 instalments of your yearly tuition fee (qualification courses) as agreed upon enrolment and invoiced. Payment plan options are available. Government funded students are also required to pay their contribution tuition fee as per their invoice payment amounts, on the dates stipulated.

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, Training Unlimited will engage the services of a debt collection agency to recover debt.

Process for monitoring

- payment plan details will be entered into the 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

Training Unlimited 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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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>



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Western Australia

Jobs and Skills WA

(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.

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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South Australia

(This program is funded by the South Australian Government)

The Work Ready 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 South Australia.

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.

Traineeship Eligibility requirements

- A New Zealand citizen/passport holder who has been resident in Australia for at least six months before commencement of Traineeship is potentially eligible
- Minimum age is 15, as long as turn 16 in year of enrolment
- School based Trainees must be enrolled in Year 10
- Also need appropriate LLN skills as stated in our marketing

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://www.skills.sa.gov.au/subsidised-eligibility>

ACT

(This program is funded by the ACT Government)

Traineeship

Australian Apprenticeships include apprenticeships and traineeships and combine time at work with off-the-job training and can be full-time, part-time or school-based. Australian Apprenticeships lead to a nationally recognised qualification and provide Australian Apprentices with the necessary job experience to pursue the career they want.

Traineeship Eligibility requirements

- Work in the ACT
- Be at least 15 years of age, and
- Be an Australian citizen. Permanent resident, or New Zealand passport holder resident for more than 6 months, or
- An eligible visa holder, and
- Receive remuneration for your work, and
- Complete a minimum of 15 hours combined work and training per week, and
- Undertake an approved Australian Apprenticeships qualification with an approved registered training organisation, as list on the ACT qualification register, and
- Have the required supervisor in the workplace for an Australia Apprentice.

In addition to the above, to be eligible for an ACT training contract an Australian School-based Apprentice 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.

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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Tasmania

(This program is funded by the Tasmanian Government)

The Apprentice and Trainee Training Fund (User Choice) provides subsidies to Endorsed RTOs to provide training to Tasmanian apprentices and trainees.

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.

Traineeship Eligibility requirements

- Aged 15 years or over;
- Tasmanian resident including
 - An Australian citizen; or
 - A permanent resident of Australia living in Tasmania for a minimum period of six (6) months; or
 - The holder of a permanent Australian visa; or
 - The holder of a visa under Australia's Special Humanitarian program including:
 - Refugee Visa (subclass 202)
 - Global Special Humanitarian Visa (subclass 202)
 - Women at Risk Visa (subclass 204)
 - Protection Visa (class XA) (subclass 866)
 - The holder of a New Zealand passport who has been resident in Australia for at least six (6) months prior to commencing the program.
- Not enrolling in another publicly funded training program;
- Has not undertaken such training so funded during the past five (5) years.

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 survey (to ensure you are able to cope with course workload and to identify any support requirements) or UAN for SA only students.
- complete an Enrolment Form
- provide your Unique Student Identifier (USI)* (see following for further information)
- present required identification documentation
- provide certified copies of previous qualifications and/or statements of attainment completed
- 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 Training Unlimited 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.



Student Handbook

Access and Equity

Training Unlimited 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.

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

At Training Unlimited, we encourage people with a disability to undertake training to further their 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 Compliance Team. 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. Training Unlimited 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)

Training Unlimited 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. Training Unlimited seeks to establish if there are any support requirements that may exist; identified during the enrolment process. 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 Training Unlimited at no additional cost to the student. However, where support services are provided by an external provider the cost of accessing those services is the student's responsibility.



Student Handbook

Language, Literacy and Numeracy Evaluation

Student Enrolment Process

Traineeships

Following the successful agreement between Training Unlimited and your employer, a Training Unlimited 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.

You will be invited to complete a Language, Literacy and Numeracy assessment 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 and assessment 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
SIR30216 Certificate III in Retail	4	3	3	3	3
SIT30622 Certificate III in Hospitality	4	3	3	3	3
CHC30121 Certificate III in Early Childhood Education and Care	3	3	3	4	3
CHC33021 Certificate III in Individual Support	3	3	3	4	3
CHC43015 Certificate IV in Ageing Support	5*	4	4	4	3
CHC43115 Certificate IV in Disability	4	3	3	4	3
CHC50121 Diploma of Early Childhood Education and Care	5*	4	4	4	3

**NB: A result of 4: Learning is an acceptable benchmark.DIV002 when imported increases the level requirements to a 5; when imported into the C3 qualification the unit level is a 4; as this unit is credit transferred, a level benchmark of 4 is appropriate.*

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



Student Handbook

If you are comfortable with your roles and responsibilities outlined in your Student Handbook and LLN requirements for completing the course, you are invited to complete an Enrolment Form; and your Training Specialist 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, Training Unlimited 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 and assessment 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.

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 survey
- provide us with necessary identification paperwork, a coloured copy of your green Medicare Card (front and back), and a copy of any concession cards you may hold
- provide certified copies of qualifications and/or statements of attainment held.

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 Training Unlimited, 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 Training Unlimited 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.

Training Unlimited 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 of the RPL outcome (within thirty (30) working days of submitting evidence).

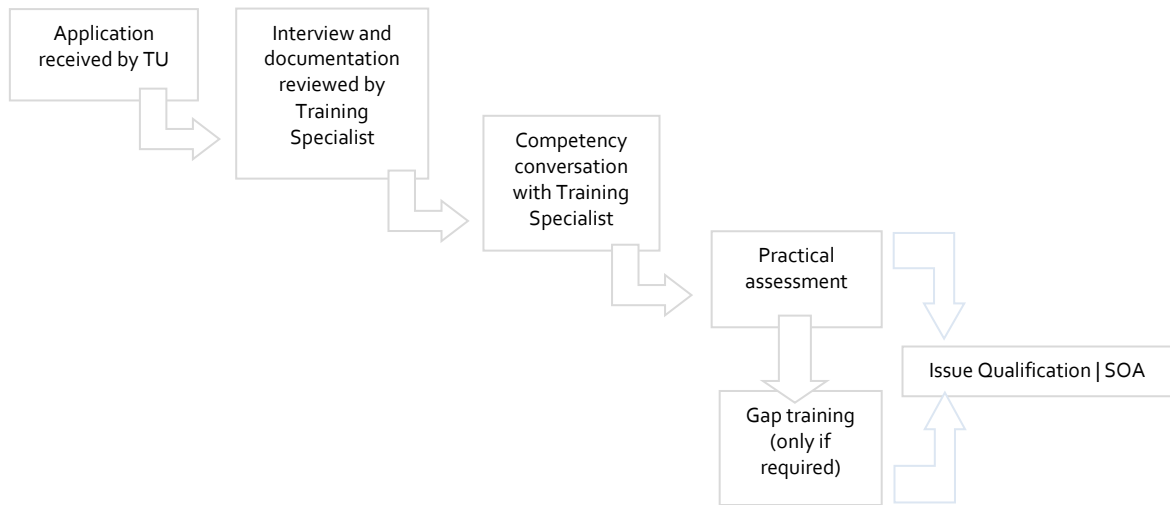
In the event you are unsuccessful with your application, you will receive assistance from your Training Specialist regarding the steps you may take for rectification, including our appeal mechanisms. Students are presented with written and verbal feedback at the conclusion of the assessment process. 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 Training Unlimited 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 Training Unlimited, 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; or recognition of prior learning.

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
- Photo media release
- Relevant acknowledgements as required by respective funding arrangements

Student Induction

The Training Unlimited approach to a student induction includes the following:

Information about:

- Training Unlimited team and our Training Specialists
- course requirements and expectations
- Training Unlimited facilities, OHS/WHS procedures, access to resources and equipment, programs, delivery mode and duration
- Recognition of Prior learning options
- code of behaviour, dress code, attendance times, notification of absence
- dress code, class attendance, punctuality, appropriate language, breaks, smoking, and use of mobiles
- access to the online learning portals
- training and assessment procedures, including method, format and purpose of assessment
- complaints and appeals
- Qualification cancellation, student rights, obligations and responsibilities
- LLN assistance and 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@tu.edu.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

Training Unlimited will charge 40 per cent (40%) 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

Training Unlimited 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, Training Unlimited may choose not to collect the student contribution fee. In this case, we acknowledge that any decision by Training Unlimited not to collect fees does not create a liability for the department.

Training Unlimited 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

Training Unlimited does 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.

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

Training Unlimited retains 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, Training Unlimited 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.

Training Unlimited 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 Training Unlimited.

Part Refunds

Training Unlimited 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

Training Unlimited 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 record and notify Training Unlimited of any students that did not attend or left early; providing 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

Training Unlimited 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 competence in which they are enrolled. Training Unlimited 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 Training Unlimited, 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 Training Unlimited 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 and on Cloud Assess, the online student platform.

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 Training Specialists 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 Yet Competent (NYC) 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 NYC 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 State 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

Training Unlimited 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.

Training Unlimited issues AQF qualifications and Statements of Attainment within 21 days of qualification completion.

Training Unlimited 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@tu.edu.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 (02) 9232 1010; mobile: 0405 322 749 or at info@trainingunlimited.com.au

Training Unlimited 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 Training Unlimited, 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

Training Unlimited 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 Compliance Team 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 or State 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 Training Unlimited.

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 Training Unlimited 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
- Training Unlimited 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 Training Unlimited not be able to resolve the issue within sixty (60) calendar days, the complainant will be notified in writing of the course of action Training Unlimited 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@tu.edu.au
- all stages of the process will be recorded and tracked through Hub Spot | Complaints and Appeals.

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 CEO 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.

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



Student Handbook

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, Training Unlimited 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 tracked in Hub Spot | Complaints and Appeals. 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.

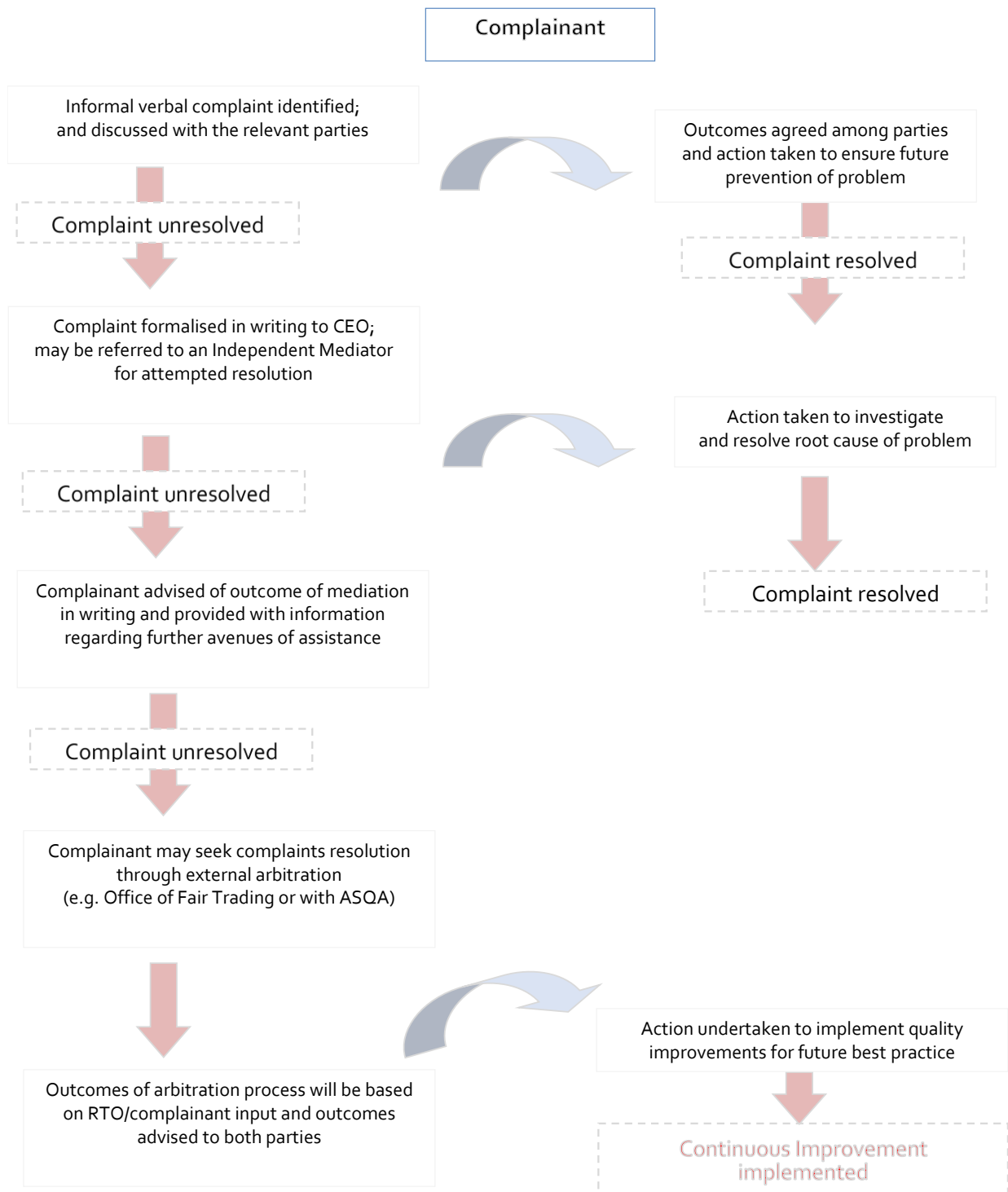
Copies of all written communication with the student and other parties involved are to be stored in Hub Spot.

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.



Student Handbook

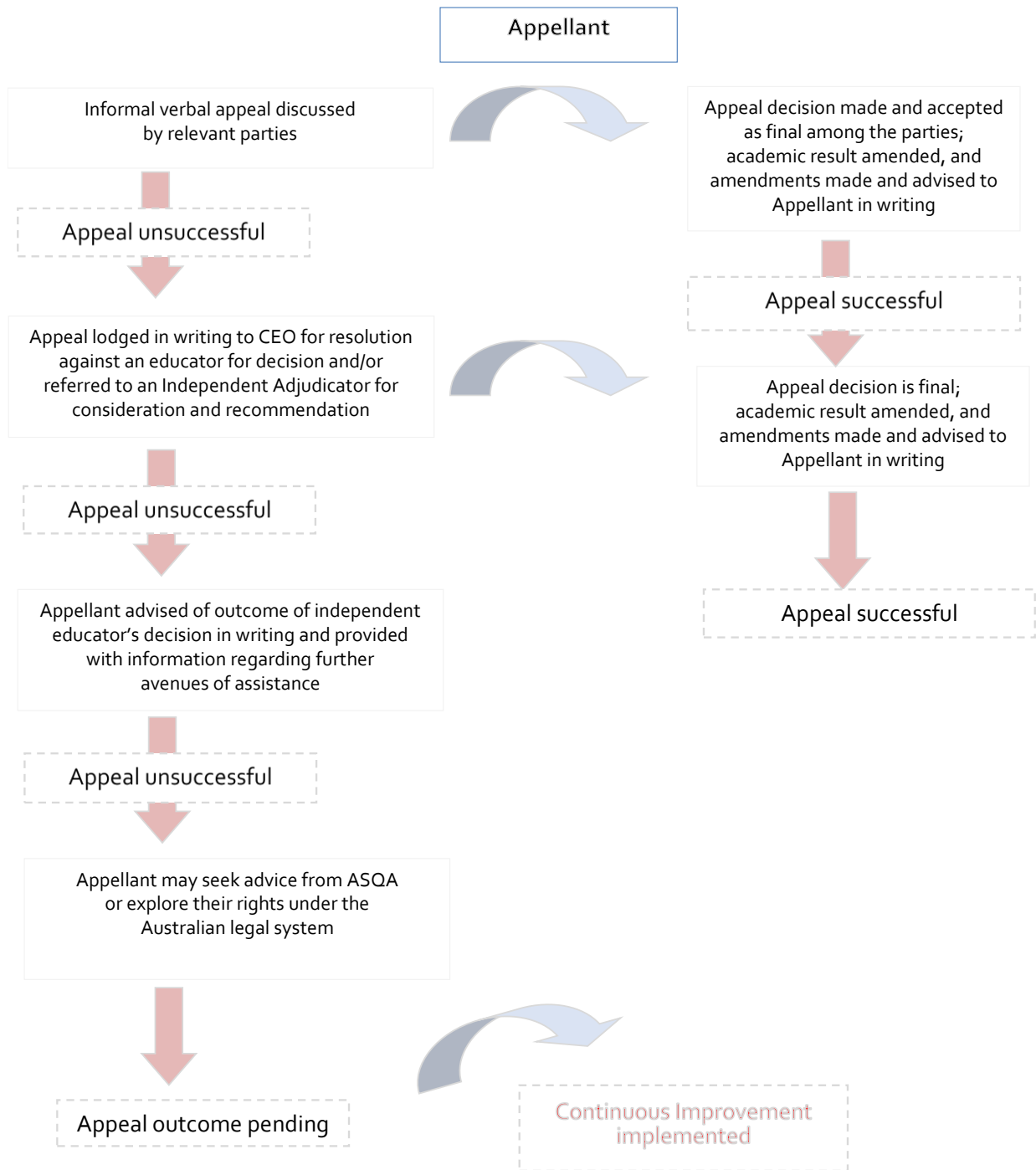
TRAINING UNLIMITED COMPLAINTS PROCESS CHART





Student Handbook

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.

Student Recognition

Training Unlimited encourages 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.



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Testimonials and Photo Release

Training Unlimited takes steps to ensure that 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.*



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Appendix A | Legislative Requirements

Training Unlimited 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 Training Unlimited. 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.



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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	Tasmania	ACT
Apprenticeship or Traineeship				
<p>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</p>				
<p>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</p>	<p>Skills SA (the Department of Education): For any issues or questions relating to the conditions of your Training Contract. 1800 673 097</p>	<p>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</p>	<p>State Training Authority (Department of State Growth – Skills Tasmania): For any issues or questions relating to the conditions of your Training Contract. 1800 655 846 enquiries@skills.tas.gov.au</p>	<p>State Training Authority (Skills Canberra): For any issues or questions relating to the conditions of your Training Contract. 02 6205 8555 skills@act.gov.au</p>
Alcohol and Drug Support				
<p>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</p>	<p>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</p>	<p>Drug and Alcohol Services Western 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</p>	<p>Department of Health – Statewide Mental Health Service – The Tasmanian Alcohol and Drug Service offers a range of information, education, treatment and community-based supports for Tasmanians affected by alcohol and drug use. 1300 139 641.</p>	<p>Canberra Health Services Alcohol and Other Drugs Services - The 24 hour Helpline is staffed by professional workers from our Alcohol and Drug Program, and provides: information on alcohol and other drug and associated issues; advice on assisting and managing people who may have alcohol and other drug issues; and support to people affected directly or indirectly by alcohol and drug use (02) 5124 9977</p>
Domestic Violence Support				
<p>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</p>	<p>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</p>	<p>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</p>	<p>Family Violence Counselling and Support Service (FVCS): 1800 608 122 9am – midnight weekdays 4pm – midnight weekends and public holidays If someone is at immediate risk or in danger call Tasmania Police on 000</p>	<p>Domestic Violence Crisis Support: 02 6280 0900 Provides information, support, referral, and counselling service for individuals in crisis affected by domestic violence.</p>



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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

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

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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Queensland	South Australia	Western Australia	Tasmania	ACT
<p>StandBy Response Service: Support and information for people bereaved through suicide. 0438 150 180 (Brisbane Nth & Sth) www.standbysupport.com.au</p>	<p>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</p>	<p>Rural Link: A specialist after hours mental health telephone service for the rural communities of Western Australia. 1800 552 002</p>	<p>Department of Health – Statewide Mental Health Service: is a key clinical service stream of the Tasmanian Health Service. Our services deliver consumer centred healthcare focused on improving the health outcomes of Tasmanians with complex needs. call the Mental Health Helpline (24 hrs) on 1800 332 388 for interstate callers phone 03 6166 6333</p>	<p>Mental Health Triage Services / Crisis Assessment and Treatment Team: can connect you to the mental health service in the ACT that is most suitable for you (eg, crisis service, different regional mental health services, child and adolescent mental health service (CAMHS), older persons mental health service). (02) 6205 1065 or 1800 629 354 (24 hour service)</p>

Sexual Health, LGBTI and Relationships Support

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

Queensland	South Australia	Western Australia	Tasmania	ACT
<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>Sexual Health Service Tasmania: Sexual Health Service Tasmania provides information on sexuality and gender identity and support to people 15 years and older who have gender concerns or queries. Sexual Health Service Tasmania is part of the Department of Health and operates: Clinic 60 60 Collins Street Hobart Tel: 6166 2672 Tel: 1800 675 859 Clinic 34 34 Howick Street Launceston Tel: 6777 1371</p>	<p>Canberra Sexual Health Centre: specialist clinic providing professional and non-judgmental care. We provide free testing and treatment for sexually transmitted infections (STI) and are the region's largest HIV outpatient service. We can be contacted from Monday to Friday between 8:30 am and 5:00 pm. Phone: 02 5124 2184 or Fax: 02 5124 8200 For after-hours advice, please speak to a registered nurse at HealthDirect on 1800 022 222</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

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



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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

Work Health and Safety

Queensland	South Australia	Western Australia	Tasmania	ACT
Workplace Health and Safety Queensland: For any issues relating to health and safety at work. 1300 362 128 www.worksafe.qld.gov.au	Safe Work SA: For any issues relating to health and safety at work. 1300 365 255 www.safework.sa.gov.au	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	Work Safe Tasmania: For any issues relating to health and safety at work. 1300 366 322 wstinfo@justice.tas.gov.au	Work Safe ACT: For any issues relating to health and safety at work. 13 22 81 worksafe@act.gov.au

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

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

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

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

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.



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.

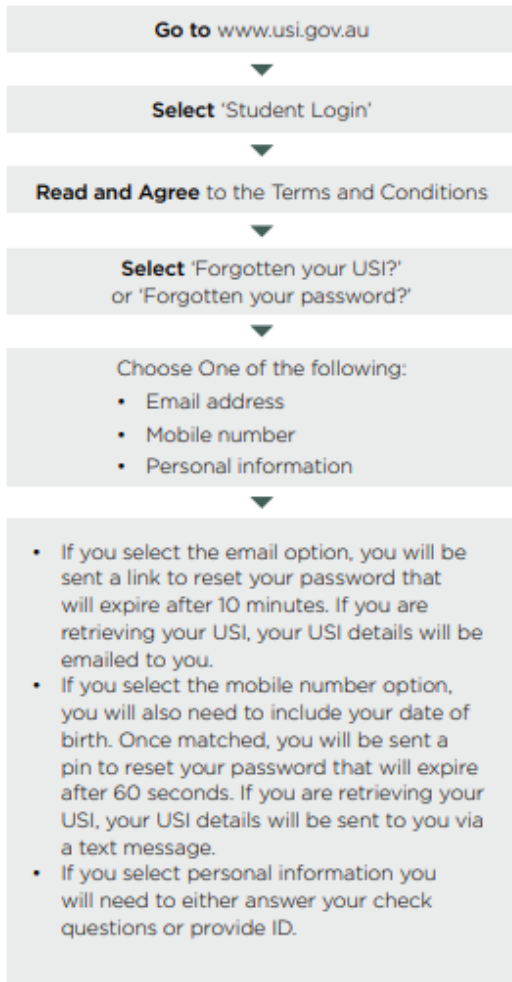
HOW TO UPDATE PERSONAL OR CONTACT DETAILS

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?



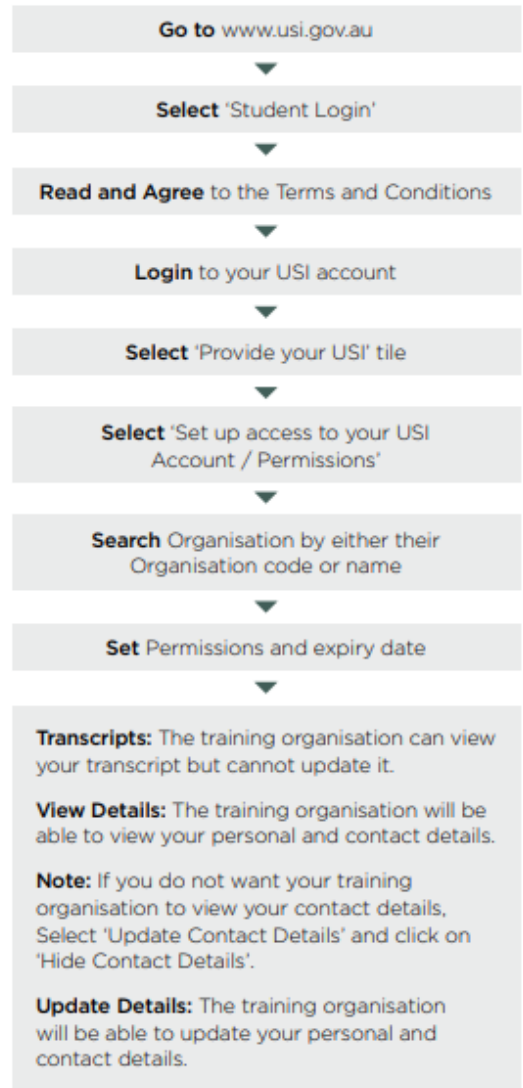
Handy Tips

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

ED18-0039

FOR MORE INFORMATION ▶ usi.gov.au ▶ Email: usi@education.gov.au