



STUDENT HANDBOOK

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Welcome

TP Training Pty Ltd is an Australian owned and operated Registered Training Organisation, providing quality and professional training and assessing services.

We offer Nationally accredited courses at locations throughout Australia, providing quality and best practice training. Our accredited courses combined with the knowledge and expertise of our training staff has led TP Training to be involved in the training, up-skilling and assessing of national students.

TP Training is recognised for high standards in training, assessment, professional development programs, record management processes and the policies & procedures that govern the operations TP Training Pty Ltd.

Purpose of this handbook is to provide you with all the information that you need to know about studying with TP Training.

TP TRAINING - STAFF

The Administration and Management of TP Training comprises:

- *Student Support– responsible for enrolments, student support, enquiries, invoicing and payments, course scheduling and general office management.*
- *Management – ensuring that students undertake their course in a safe environment, that the course is designed to meet the needs of the client, that the RTO remains compliant at all times with all legislation and that students gain the outcomes required.*

TRAINERS/ASSESSORS

It is mandatory that all trainers/assessors engaged to deliver training and assessment services on behalf of TP Training have the following:

- *TAE40122 Certificate IV in Training and Assessment or equivalent, or higher*
- *The qualification and/or unit of competence they are delivering*
- *Relevant trade licence where this training leads to a licensed outcome*
- *Industry currency in the chosen vocation*
- *Professional development in the areas of training and assessment, and industry*

STUDYING THROUGH TP TRAINING

Our Vision

Assist those at entry level to a career in the civil industry or those already in the industry needing to specialise and equip them with the right skills and knowledge.

Our Mission

- *Be the industrial hub that students need to connect with the right industry*
- *Provide high quality services at all time*
- *Ensure our courses meet industry skills requirements*
- *Ensure our student's satisfactions*

Our Values

- *Conduct training with integrity and fairness*
- *Focus on our student's need*
- *Continuously improve our processes and training*
- *Maintain safe & healthy working environment*

OUR OBLIGATION AS YOUR RTO

As a Registered Training Organisation (RTO) registered with Australian Skills Quality Authority (ASQA), we have an obligation to ensure the quality of the nationally recognised training and assessment we deliver. We must comply at all times with the Standards which are part of the VET Quality Framework. To ensure compliance we have developed comprehensive internal policies, procedures and systems that guide our compliant operations and we must participate in audits with ASQA upon their request. In addition, we must ensure that any third parties that we work

with who have any involvement in your training and assessment comply as well. This includes our training partners, marketing brokers and sales people where applicable.

As the RTO we have the responsibility to issue your AQF certification documents in line with our issuance policy as outlined in this Handbook.

If at any time you feel we have not met our obligations as an RTO, you have the right to make a complaint following our Complaints and Appeals Policy outlined further on in this Handbook.

OUR CONTACT DETAILS

Office hours:

Monday to Friday 8:00 am to 5:00pm

Phone:

1800 577 301

Email:

director@tptraining.edu.au

Address:

32-48 Lugard St PENRITH NSW 2750

COURSES PROVIDED BY TP TRAINING

TP Training offers the following courses:

Our head office is located Penrith, NSW – about a 1 hour drive west of Sydney's CBD

Our services cover a vast range of fields including:

- *All Traffic Control Courses*
- *Traffic Management Plans*
- *Construction Induction / White Card Course*
- *Civil Construction Machinery Assessments*
- *Dangerous Goods Training*
- *Safe Load Program (SLP)*
- *Truck or Trailer Mounted Attenuator (TMA) Courses*
- *High Risk Machinery Training & Assessing*
- *Work Health & Safety*
- *In-House or On-Site Training*
- *First Aid*
- *CHC33021 Certificate III in Individual Support*

Refer to our website: www.tptraining.edu.au

THIRD PARTY ARRANGEMENTS

Where TP Training does engage these services, each student will be informed of this agreement, and how it affects or may affect them.

SELECTION AND ENROLMENT

Enrolment

The enrolment process is designed to be easy and efficient so that you can focus on the course you are wanting to undertake.

There are mandatory requirements that must be met and may differ for each course.

UNIQUE STUDENT IDENTIFIER

It is a requirement that every student that undertakes Nationally Recognised Training (NRT) has a Unique Student Identifier (USI) number. The USI will be required when you undertake any NRT training with any RTO.

For students who do not have a USI number, one can be obtained from the following website:

<https://www.usi.gov.au/your-usi/create-usi>

You will need at least one of the following identity documents:

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

Creating a USI takes approximately 5 minutes.

TP will not retain identity records used to create a Student Identifier after it has been created

If you have undertaken any training since 2015, you should have a USI. Before you create a USI, you should first check to see if you already have one. One may have been created for you. To check, go to <https://www.usi.gov.au/faqs/find-your-usi>

USI EXEMPTION

Individuals who have a genuine personal objection to being assigned a USI can apply for an exemption to the Student Identifiers Registrar.

To apply for an exemption, students must complete the [Commonwealth Statutory Declaration form](#) and email the completed form to the Registrar at BusinessStrategy@usi.gov.au.

Individuals who have been exempted must show this notice to their training organisation. Students are informed that if they have an exemption from having a USI, that results will not be included in the USI system

VISA ENTITLEMENT VERIFICATION

Students who have indicated in their enrolment documentation that they are not an Australian citizen or permanent resident may have their Visa details verified on the Visa Entitlement Verification Online system (VEVO).

Some students will not be entitled to undertake any training, and others may be limited on the type or duration of any training.

It is the responsibility of the student to accurately provide this information, and for TP Training to ensure that these requirements are complied with.

IDENTIFICATION

Part of the enrolment process includes providing photo identification which generally includes the student's driver licence or any photo ID.

For High-Risk Work licence courses and White Card, this means 100 points of ID. The following is the value of each document:

Evidence of Identity	Point Value
<i>Primary documents (Note: only one primary document can be provided)</i>	
Australian Birth Certificate/card issued by the Registrar of Births Deaths and Marriages	70pts
Passport – Australian or international (current or expired within last two years, but not cancelled)	70pts
Australian citizenship certificate	70pts
<i>Secondary documents</i>	
Current Australian driver's licence/learner driver's licence/permit	40pts
Current Australian boat operator's photo licence	40pts
Current NSW firearms photo licence	40pts
Current Australian issued high risk work photo licence	40pts
Current state/territory proof of age or photo card (for example a RMS issued photo card)	40pts
Australian defence or Police photo ID card	40pts
Department of Veterans Affairs card	25pts
Current Centrelink card	25pts
Property (council) rates notice issued in the last three (3) months	25pts
Property lease agreement	25pts
Home insurance document	25pts
Utility bills issued in the last three (3) months – for example water, electricity, gas	25pts
Telephone account issued in the last three (3) months	25pts
Current Medicare card	25pts
Current motor vehicle registration or insurance document	25pts
Credit/savings cards/bank statements	25pts

The student must provide original EOI documents with at least one document listing a current NSW address and that add up to at least 100 points. Where the student does not provide the required documents, their enrolment will be cancelled.

Special arrangements for EOI apply to the following groups:

- Aboriginal and Torres Strait Islanders
- School sector
- Overseas visitors recently arrived in Australia (less than six weeks)

LANGUAGE, LITERACY & NUMERACY

Students may be asked to complete a short test and self-assessment. Students with prior educational certification may be asked to provide evidence of these to assist in this assessment.

Students who may be deemed to not have the adequate level of language, literacy and numeracy skills may be asked to develop those skills prior to enrolling, receive tutoring, or be referred to the following for assistance:

- *Reading Writing Hotline 1300 6 555 06*
- *Workplace English Language and Literacy (WELL) – Employer application*
- *Language, Literacy and Numeracy Program (LLNP) – referred by agencies such as Centrelink, Job Services Australia (JSA) providers and Disability Employment Service (DES) providers.*

Where a student wants to engage an interpreter, TP will only accept NAATI accredited interpreters.

SPECIAL NEEDS AND REASONABLE ADJUSTMENTS

Students are asked in the Enrolment Form whether they have any special needs or disability. It is important that anything relevant is disclosed at this stage so that the RTO can determine whether assistance or reasonable adjustment can be provided.

Where such needs are disclosed after enrolment, the RTO will contact the student for the required information.

The reasons why this is important, is that:

- *It may create an unsafe learning environment for not only yourself, but others*
- *It may cause delays in the progression of the course which may result in non-completion and additional costs*
- *Distractions and students being deemed Not Yet Competent*

ACCESS AND EQUITY

Access and equity mean policies and approaches aimed at ensuring that TP Training is responsive to the individual needs of clients whose age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment or remote location may present a barrier to access, participation and the achievement of suitable outcomes.

Some of these areas are addressed throughout this Handbook. TP Training does not discriminate against any person and will accommodate where legislation/regulations permit.

RECOGNITION OF PRIOR LEARNING (RPL)

Recognition of prior learning is an assessment process that involves assessment of an individual's relevant prior learning (including formal, informal and non-formal learning) to determine the credit outcomes of an individual application.

Formal learning refers to learning that takes place through a structured program of instruction and is linked to the attainment of an AQF qualification or statement of attainment.

Non-formal learning refers to learning that takes place through a structured program of instruction but does not lead to the attainment of an AQF qualification or statement of attainment (for example, in-house professional development programs conducted by a business).

Informal learning refers to learning that results through experience of work-related, social, family, hobby or leisure activities.

Applications for RPL should be made prior to enrolment. Where there are identified gaps, the student will be required to undertake the relevant training and assessment. An RPL Kit will need to be obtained to start this evidence gathering process.

CREDIT TRANSFER

TP acknowledges the requirement as an RTO to recognise the awards issued by other RTOs. This is limited to outcomes that are drawn from the national skills framework being units of competence awarded and accurately identified in statements of attainment and qualifications.

What is credit transfer?

Credit transfer is the recognition of learning achieved through formal education and training. Under the Standards for Registered Training Organisations, qualifications and statements of attainment issued by any RTO are to be accepted and recognised by all other RTOs. Credit Transfer allows a student to be awarded a unit of competency/module based on successful completion of the unit which has been previously awarded.

Evidence requirements

If you are seeking credit you are required to present your statement of attainment or qualification for examination by TP. These documents will provide the detail of what units of competence you have been previously issued. You must provide satisfactory evidence that the statement of attainment or qualification is yours and that it has been issued by an Australian RTO. Statements of attainment or qualifications should be in the correct format as outlined in the Australian Qualifications Framework Implementation Handbook. You are required to submit copies only which are certified as a true copy of the original.

Credit transfer guidelines

The following guidelines are to be followed in relation to credit transfers:

- Any student is entitled to apply for credit transfer in a course or qualification in which they are currently enrolled.

- Students may not apply for credit transfer for units of competence or qualification which is not included in TP's scope of registration.
- Whilst students may apply for credit transfer at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- The student does not incur any fees for credit transfer
- Credit transfer may only be awarded for whole units of competence

STUDENT CODE OF CONDUCT

All students are expected to abide by this Code of Conduct during their participation in their course with TP Training. Students who do not abide by this Code of Conduct will be followed up through the disciplinary procedures.

1. Students' rights

All students have the right to:

- Be treated fairly and with respect by all students and staff.
- Learn in a supportive environment which is free from harassment, discrimination and victimisation.
- Learn in a healthy and safe environment where the risks to personal health and safety are minimised.
- Have their personal details and records kept private and secure according to our Privacy Policy.
- Access the information TP Training holds about them.
- Have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution.
- Make appeals about procedural and assessment decisions.
- Receive training, assessment and support services that meet their individual needs.
- Be given clear and accurate information about their course, training and assessment arrangements and their progress.
- Access the support they need to effectively participate in their training program.
- Provide feedback to TP Training on the client services, training, assessment and support services they receive.
- Be informed of any changes to agreed services, and how it affects them as soon as practicable.

2. Students' responsibilities

All students, throughout their training and involvement with TP Training, are expected to:

- Treat all people with fairness and respect and not do anything that could offend, embarrass or threaten others.
- Not harass, victimise, discriminate against or disrupt others.
- Treat all others and their property with respect.
- Respect the opinions and backgrounds of others.
- Follow all safety policies and procedures as directed by staff.
- Report any perceived safety risks as they become known.
- Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others.
- Notify us if any of their personal or contact details change.

- Provide relevant and accurate information to TP Training in a timely manner.
- Approach their course with due personal commitment and integrity.
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism or infringing on copyright laws.
- Hand in all assessment tasks, assignments and other evidence of their work with a completed and signed cover sheet.
- Make regular contact with their Trainer/Assessor.
- Prepare appropriately for all assessment tasks, visits and training sessions.
- Notify TP Training if any difficulties arise as part of their involvement in the program.
- Notify TP Training if they are unable to attend a training session for any reason at least 12 hours prior to the commencement of the activity.
- Make payments for their training within agreed timeframes, where relevant.

3. Legislation

This Student Code of Conduct is informed by the following pieces of legislation, with which all students must comply.

Commonwealth

- Age Discrimination Act 2004
- National Vocational Education and Training Regulator Act 2011
- Privacy Act 1988
- Copyright Act 1968
- Age Discrimination Act 2004
- Disability Discrimination Act 1992 – Education Standards 2005
- Sex Discrimination Act 1984
- Australian Human Rights Commission Act 1986

Delete those states that are not applicable to your scope of registration – add others if relevant to students (refer to *Legislation Guide*).

Victoria

- Equal Opportunity Act 2010
- Information Privacy Act 2000
- Occupational Health and Safety Act 2004
- Working With Children Act 2005
- Racial and Religious Tolerance Act 2001
- Charter of Human Rights and Responsibilities

Queensland

- Anti-Discrimination Act 1991
- Education and Training Legislation Amendment Act 2009
- Fair Trading Act 1989
- Information Privacy Act 2009
- Right to Information Act 2009
- Work Health and Safety Act 2011

New South Wales

- Corporations (Queensland) Act 1990
- Anti-Discrimination Act 1991
- Education and Training Legislation Amendment Act 2011
- Education Legislation Amendment Act 2009
- Fair Trading Act 1989
- Fair Trading Regulation 2001
- Fair Work (Commonwealth Powers) and Other Provisions Act 2009
- Industrial Relations Act 1999
- Industrial Relations Amendment Act 2009
- Information Privacy Act 2009
- Right to Information Act 2009
- Vocational Education, Training and Employment Act 2000
- Work Health & Safety Act 2011

Tasmania

- Personal Information Protection Act 2004
- Freedom of Information Act 1991
- Archives Act 1983

South Australia

- Freedom of Information Act 1991

Northern Territory

- Information Act 2002

Breach of Conduct

An employee / student who breaches the Code of Conduct may be subject to one or more sanctions depending upon the seriousness of the breach.

- *Counselling*
- *Disciplinary action*
- *Civil action*
- *Reporting of the breach to appropriate authorities*

PRIVACY NOTICE

Under the Data Provision Requirements 2012, TP Training is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form), may be used or disclosed by TP Training for statistical, administrative, regulatory and research purposes. TP Training may disclose your personal information for these purposes to:

- *Commonwealth and State or Territory government departments and authorised agencies; and*
- *NCVER.*

- *Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:*
- *Populating authenticated VET transcripts*
- *Facilitating statistics and research relating to education, including surveys and data linkage*
- *Pre-populating RTO student enrolment forms*
- *Understanding how the VET market operates, for policy, workforce planning and consumer information; and*
- *Administering VET, including program administration, regulation, monitoring and evaluation.*

You may receive a student survey which may be administered by a government department or NCVER employee, agent or third party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

For more information about NCVER's Privacy Policy go to <https://www.ncver.edu.au/privacy>.

COURSE EXPECTATIONS AND REQUIREMENTS

The training and assessment offered by TP Training focuses on providing you with knowledge and skills required to the standard of performance required in the workplace. This is known as competency based training and assessment. Each of the components of your course is a "unit of competency". You may either be studying one or a few units of competency or a set of units that make up a total qualification. Each unit of competency is linked to specific skills and knowledge required in the workplace.

Many of our courses are delivered in clusters. This means groups of similar units have been packaged together and to avoid repetition. You will receive training and assessment for all units in a cluster at the same time.

Our course outlines include the details of how we deliver the training to you as well as the assessment methods that will be used to assess whether you have reached the required standard of performance. Generally, our courses may involve classes, workplace component, homework and online learning.

Assessment methods vary from course to course but usually include written questions, projects, written assignments, and practical observations.

ATTENDANCE AND HOMEWORK REQUIREMENTS

If you are enrolled in a class-based course, it is an expectation that you attend every class so as to not fall behind. Please notify your trainer at least 30 minutes prior to class if you are unable to attend for some reason.

There will also be an expectation that you complete a certain amount of homework each week in order to finish learning and assessment tasks required for completion of your course. Your trainer will guide you on what to do during this time and how much is expected. This is also outlined on the Course Outline.

ASSESSMENT ARRANGEMENTS

At the beginning of each unit or cluster, your assessor will go through the arrangements for assessment with you and you will be given all the details about the assessment requirements.

At this time you will:

- Be provided with detailed assessment instructions for each task/requirement which includes the criteria that you'll be assessed against.
- Be informed of relevant due dates or timing of assessments to be conducted

Your assessor will go through all of the arrangements with you and you can ask them any questions you have.

Submitting your assessments

You must submit written assessment tasks with a completed and signed Assessment Task Cover Sheet. The cover sheet asks you to make a declaration that the work is your own. Written tasks will not be accepted without a signed cover sheet.

Where assessments are submitted via the Learning Management System (LMS) a declaration is still required to be acknowledged on submission. It is recommended to keep a copy for your reference.

You must keep a copy of all tasks that you submit as we are not able to return copies because we must keep them as evidence in your file. Additionally, we will not be held responsible for any items that go missing in the post. If this occurs, you will be asked to re-submit the work.

Assessment outcomes

Each assessment task will be given an outcome of either Satisfactory (S) or Not Satisfactory (NS). You must complete all tasks for a unit satisfactorily to achieve an overall outcome of Competent (C) for a unit. If one or more of your tasks are assessed as Not Satisfactory, you will be given an overall outcome for the unit of Not Yet Competent (NYC). You can have 2 further attempts to complete the task and achieve a Satisfactory outcome. You will be given a timeframe for your resubmission and advised what you must include in your re-submission.

If, after the third attempt, you are still assessed as Not Satisfactory for a task, you will need to complete additional training and assessment to support you in achieving a Competent outcome. This may incur an additional fee for self-funded students as identified in the fees and charges information.

Reasonable adjustment in assessment

Some students may need modifications to assessments due to disability, illness or special considerations – this is called reasonable adjustment.

Reasonable adjustment can involve:

- Making training and assessment resources and methods more accessible e.g., providing learner workbooks in an audio format or on different coloured paper.
- Adapting physical facilities, environment and/or equipment e.g., setting up hearing loops.
- Making changes to the assessment arrangements e.g., more time allowed for assessments.

- Making changes to the way evidence for assessment is gathered e.g., written questions asked orally

Please speak to your assessor if you think that you may need an adjustment made. Note these adjustments are made at the discretion of your assessor based on your identified needs.

Appealing assessment decisions

If you do not agree with any assessment decision, you can lodge an assessment appeal. Please refer to the Complaints and Appeals section in this handbook for information about how to lodge an appeal.

WORK PLACEMENT (IF APPLICABLE)

Where work placement is a requirement as part of your studies, a logbook needs to be maintained and submitted for the units applicable to be able to be deemed competent together with the theory and practical assessments. When a completed logbook is not submitted, a separate certificate of 'Statement of Participation' will be issued for the units.

Students undertaking work placement as per the requirements of the Training Package must have the ability to undertake the required hours in the facility and do required shifts as per the Host organisation.

In some cases there will be additional requirements that the Host Organisation requires. This is at the student's own expense.

Eg: Hepatitis B immunisation and other immunisation (Vaccination and screening/testing evidence requirements are subject to change, in accordance with changes to industry requirements and/or Australian Immunisation Guidelines)

STUDENT PLAGIARISM, CHEATING AND COLLUSION

TP Training has a no tolerance policy for plagiarism, cheating and collusion. Students are expected to act with integrity at all times and only submit work that is their own or that has been appropriately referenced and includes acknowledgements of all resource materials used in the preparing the work.

When you submit your assessments, you will be required to sign a declaration that the work provided is your own and that you have not cheated or plagiarised the work or colluded with any other student/s.

If you are found to have plagiarised, cheated or colluded, you will be given an opportunity to respond to the allegations. If you are found to have plagiarised, cheated or colluded, we will be required to take disciplinary action which is likely to require you to complete the assessment again.

SUPPORT SERVICES

We are committed to ensuring that you get all the support you need to be successful in your studies. You may not have studied for a while and or you might need help with study skills. You may also need assistance with skills such as reading, writing and maths.

The enrolment form you complete will help us to identify any support you need and depending on the course you are enrolling in, you may also be required to complete a test that assesses your language, literacy and numeracy skills. Based on the information you provide in your enrolment and/or the results of your language, literacy and numeracy test, we will contact you to discuss your support needs.

Your support needs can also be discussed during the induction to your course.

Services that we can offer to you include:

- One to one support from our trainers/assessors including providing you with their phone and email contact details
- Classes to assist with study skills.
- Study groups where you can work with your fellow students.
- Referral to relevant external services.
- Specialist support services for students with a disability.
- Personal counselling

Contact Student Support staff to discuss your support needs. Please note that the external services may attract a charge which is at the student's own expense.

EXTERNAL SUPPORT SERVICES

For students requiring additional support with their studies, work or life, TP Training provides the following referrals to community organisations who may be able to assist you. Please note that some of these services may attract a fee which is payable by you.

Reading and Writing Hotline

Telephone: 1300 655 506 Website: <http://www.literacyline.edu.au/index.html>

For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

Centrelink

Telephone: 131021

Website: www.centrelink.gov.au

If you are completing a full time course you may be eligible for benefits through Centrelink.

Australian Apprenticeship Centres (AAC)

Telephone: 1800 639 629

Website: <http://australianapprenticeships.gov.au>

Australian Apprenticeship Centres handle all matters related to traineeships and apprenticeships. If you are a trainee or apprentice, some language, literacy and numeracy courses attract government subsidies. Talk to your AAC about this now.

The Victorian Equal Opportunity & Human Rights Commission

Telephone: (03) 9281 7100

Website: <http://www.equalopportunitycommission.vic.gov.au/home.asp>

The Commission can resolve individual complaints about discrimination, sexual harassment and racial and religious vilification by offering a conciliation process that is confidential, impartial, free, and simple.

Legal Aid Victoria

Telephone: 1800 677 402

Website: <http://www.legalaid.vic.gov.au>

Victoria Legal Aid helps people with their legal problems and focuses on helping and protecting the rights of socially and economically disadvantaged Victorians. It can provide assistance in the areas criminal law, family law and some civil law matters. Legal representation is subject to policy guidelines and means tests in most cases. They have lawyers in offices in most major metropolitan and country regions.

Disability Rights Victoria

Telephone: 1800 462 480

Disability Rights Victoria is an advocacy organisation directed by people with a disability. They work with and on behalf of adults with a disability. They provide individual advocacy, information and support to people with a disability via our network of advocates located across Victoria. This support may include making representation on behalf of individuals with a disability, helping individuals to advocate for themselves or helping others to advocate for them.

Lifeline

Telephone: 13 11 14

Anyone can call Lifeline. The 13 11 14 service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. If you feel that you might need telephone counselling, you can call about anything that might be troubling you.

Kids Help Line

Telephone: 1800 55 1800 Website: www.kidshelpline.com.au

If you're under 18 years of age you may consider contacting who provide access to telephone, web and email counselling.

Fair Work Australia

Telephone: 1300 799 675

Website: www.fwa.gov.au/index.cfm

Fair Work Australia is the national workplace relations tribunal. It is an independent body with power to carry out a range of functions relating to minimum wages, employment conditions, termination of employment and other workplace matters.

Reach Out

Website: www.reachout.com.au

Reach Out is a web-based service that inspires young people to help themselves through tough times, and find ways to boost their own mental health and wellbeing. Their aim is to improve young people's mental health and wellbeing by building skills and providing information, support and referrals in ways they know work for young people.

YOUR FEEDBACK

Your feedback is important to us and assists in ensuring that our services meet your needs. We use feedback from students and employers to contribute to our continuous improvement processes so we are always striving to do better.

All students and employers will be provided with a Quality Indicator Survey issued by the National Centre for Vocational Education and Research (NCVER) that they are required to complete. Please help us by completing the surveys that are provided to you by your trainer/assessor. Some may also be mailed or emailed to you from our office.

We also welcome feedback from you at any time by email and phone.

ACCESS TO YOUR RECORDS

You may access or obtain a copy of the records that TP Training holds about you at any time. This includes personal information and records of participation and progress.

If you want to access or obtain a copy of records, you must make a request in writing to the Academic Manager using the Access to Records Request Form outlining which records you wish to access. There is no charge to access your records however there is a cost per page for photocopying.

Access to records may be provided by:

- making copies of the records held in a file
- providing a time for you to review your file
- providing access to the online portal where some records about the course can be viewed.

Amendment to records

If a student considers the information that TP Training holds about them to be incorrect, incomplete, out of date or misleading, they can request that the information be amended.

Where a record is found to be inaccurate, a correction will be made. Where a student requests that a record be amended because it is inaccurate but the record is found to be accurate, the details of the request for amendment will be noted on the record.

NOTIFYING YOU IF THINGS CHANGE

As an RTO under the VET Quality Framework, we must notify you promptly if there are any changes to our RTO, the course, or the arrangements for training and assessment.

This would include if there were any changes of ownership, and any new third party arrangements or changes to third party arrangements that relate to your enrolment, or if we were unable to provide the services you agreed to in your Student Agreement because we are no longer able to deliver the course you have enrolled in, or no longer operating as an RTO.

If this occurs, TP Training will devise a strategy to minimise impact on you and notify you of the changes and how you will be affected as soon as practicable.

Depending on the type of change, we may send a letter to your home address; send you an email, or an SMS message. Please make sure we always have your most current home address, email address and mobile number on file so we can notify you of any changes if applicable.

You can let us know of any changes to your details by using the Change of Details Form.

LEGISLATION AND YOU

As a student, you have both rights and responsibilities under applicable legislation.

Workplace Health and Safety

Under the Workplace Health and Safety Act 2011, TP Training must provide a safe environment for both staff and students, as well as providing information to staff and students in relation to health and safety and welfare. TP Training has policies and procedures in place to ensure your safety and on commencement of your course you will be provided with information about health and safety.

As a student you also have a responsibility to follow instructions and rules and to behave in ways that are safe and do not endanger the health and safety of others. Always ensure that you:

- Immediately report hazards to your trainer/assessor.
- Seek assistance from a member of staff if you become ill or injured on campus.
- Only assist another person who is ill or injured if it is safe to do so. If you're not sure, call on a member of staff for assistance.
- Complete an incident report as required.
- Ensure you are familiar with TP Training emergency evacuation procedures and in the case of an emergency, follow the instructions given to you.
- Do not leave bags or personal belongings lying around where someone else could trip over them.
- Do not smoke or drink alcohol on the premises.
- Observe basic hygiene practices such as hand washing before handling and eating food and leaving toilets and wash basins clean and tidy, etc).

Harassment, victimisation or bullying

TP Training is committed to providing all people with an environment free from all forms of harassment, victimisation and bullying. TP Training will not tolerate any behaviour that harms, intimidates, threatens, victimises, offends, degrades or humiliates another person.

Anti-discrimination law defines harassment as any form of behaviour that you do not want, that offends, humiliates or intimidates you and that creates a hostile environment. Examples of harassment are making fun of someone, spreading rumours, offensive jokes, ignoring someone, etc.

Victimisation is where a person is treated unfairly because they have made a discrimination complaint.

Bullying is verbal, physical, social or psychological abuse by a staff member or student. Bullying falls under health and safety legislation.

If you at any time feel that you are being harassed, victimised or bullied by a staff member or student, you should follow these steps.

If you feel that you are being harassed, victimised or bullied, ideally you should tell the person that you don't like the behaviour and ask them to stop. However, if you are not comfortable doing this, you should lodge a complaint as per TP Training Complaints and Appeals procedure and detailed in this Handbook.

Equal opportunity

The principles and practices adopted by TP Training aim to ensure, that current and prospective students, clients and other stakeholders are treated fairly and equitably in their dealings with TP Training.

All people will be treated courteously and expeditiously throughout the process of enquiry, selection and enrolment and throughout their participation in a course.

TP Training provides equity in access to the level of training and support required by each student. All students are supported in a manner that enables them to achieve their full potential and success in their training outcomes. All students are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training.

National VET Regulator Act 2011

As a student in Australia's vocational education and training (VET) sector, you should expect high-quality training in your area of interest, leading to a qualification that improves your prospects of gaining the job you want or provides a pathway to further study.

As a Registered Training Organisation registered with the Australian Skills Quality Authority, we are required to comply with the National VET Regulator Act 2011. This involves meeting a series of Standards that ensure that the training and assessment and support services are provided to you in accordance with nationally mandated standards.

Student Identifiers Act 2014

Under this Act, we are required to ensure that all students have a USI. We are unable to issue a qualification of a statement of attainment for any student if we don't have a USI on file.

If you're studying nationally recognised training in Australia from 1 January 2015, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.

For students and training organisations, the main benefits of the USI are:

- Students will be able to get a complete record of their Australian-wide VET achievements from a single, secure and accurate online source.
- There will be immediate access to VET records. This means they can be quickly given to employers, other training organisations etc. as proof of VET achievements.

- It will be easier for training organisations to assess students' pre-requisites, credit transfers and Recognition of Prior Learning (RPL).

For more information about the USI please refer to <http://www.usi.gov.au/About/Pages/default.aspx>

PRIVACY POLICY

In collecting your personal information TP Training will comply with the requirements set out in the Privacy Act 1988, the Privacy Amendment (Private Sector) Act 2001 and the relevant state privacy legislation.

This means that we will:

- Inform you of the purpose for which the information is collected.
- Only use the personal information that you provide to us in relation to your study with us.
- Ensure your personal information is securely handled and stored.
- We will inform you of any organisation and the type of organisation to which we disclose personal information e.g. the Australian Government or the National Centre for Vocational Education Research, as well as the purpose of disclosing this information e.g. for statistical purposes.
- We will not disclose your personal information to another person or organisation unless:
 - We have made you aware that information of that kind is usually passed to that person or organisation.
 - You have given written consent;
 - We believe that the disclosure is necessary to prevent or lessen a serious and imminent threat to your life or health or that of another person;
 - The disclosure is required or authorised by or under law; or
 - The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

A full copy of our Privacy Policy is available at www.tptraining.edu.au

FEES, CHARGES AND REFUNDS

TP Training courses are delivered on fee-for-service basis.

For individual enrolments:

- *All fees and charges are clearly stated on the TP Training website and on other documentation.*
- *Where course fees exceed \$1500, TP Training will only accept payment in advance of not more than \$1500. Where course fees are less than \$1500, payment in full is required prior to course commencement.*
- *Payment plan is available for students with ZIP pay.*
- *Special offers and discounts may be marketed on the website.*
- *For Corporate enrolments:*
- *Dates and timing will be negotiable with the employers who wish to enrol more than 5 employees.*
- *Invoice with quoted price will be provided to the employers who wish to enrol their employees.*

REFUNDS

Students must give a written notice to apply for a refund or email to director@tptraining.edu.au.

If a refund is approved, the payment will be made within 14 days from receiving the refund request.

Short courses enrolment

As a general rule, prepaid fees, deposits or fees made in advance will be non-refundable.

- *Where TP Training cancels or defers a course, the student is entitled to be refunded any amount paid or have their enrolment transferred to the next scheduled training course.*
- *Where an environmental condition affects the schedule and running of a course, such as rain, hail, etc. the course will be rescheduled. Students will be automatically transferred.*
- *Cancellations received 48 hours prior to the course start date are entitled to a refund in fees paid less a 20% administration fee.*
- *Where a student cancels their enrolment within 48 hours of the scheduled training date, all fees paid will be non-refundable.*
- *There is no refund for non-attendance at the course.*
- *TP TRAINING will make a full refund of all fees paid should a course be discontinued.*
- *Should the candidate desire to take an alternative course with TP TRAINING, fees will be fully transferable to that course.*
- *In the event of a course for which the learner was enrolled being unavailable or no acceptable alternative course being available, fees are fully refundable.*
- *Extenuating circumstances: should a candidate have to discontinue a course for legitimate reasons, such as sickness, exceptional family circumstances, a pro-rata refund may be given (less a 10% administration fee, at the discretion of the CEO).*

Where a student's enrolment is cancelled due to, but not limited to, the following circumstances, no refund will be provided:

- *Cheating*
- *Plagiarism*
- *Behaviour that is contrary to our Code of Conduct*
- *Lack of course progression*
- *Late or no attendance*

Refund decisions will remain at the discretion of the TP Training Chief Executive Officer CEO.

Additional Fees and Charges (if required)

TP Training has the following of additional charges/ Details are found in the written agreement that you signed at the commencement of your course.

Re-assessment All course fees include up to three (3) attempts at assessment per task. If after the third attempt, additional training and assessment will be required. This will incur the following cost per unit required to be re-assessed. (or this may go on individual course outlines/ agreements etc)	e.g. \$100
Re-issuing of testamur and statements of results All course fees include the cost for issuing of one copy of the AQF testamur and Record of Results and/or a Statement of Attainment. This fee applies to each additional copy of a certification document if required.	e.g. \$60
Recognition of Prior Learning Fees Application Fee – Charge per unit of competency assessed through RPL	e.g. \$250 e.g. \$200

COMPLAINTS AND APPEALS

Policy

1. Nature of complaints and appeals

- TP Training responds to all allegations involving the conduct of:
 - TP Training, its trainers and assessors and other staff.
 - Any third-party providing Services on behalf of TP Training and including education agents.
- Any student or client of TP Training.
- Complaints may be made in relation to any of TP Training's services and activities such as:
 - the application and enrolment process
 - marketing information
 - the quality of training/teaching and assessment provided
 - training/teaching and assessment matters, including student progress, student support and assessment requirements
 - the way someone has been treated
 - the actions of another student
- An appeal is a request for a decision made by TP Training to be reviewed. Decisions may have been about:
 - course admissions
 - refund assessments
 - response to a complaint
 - assessment outcomes / results
 - other general decisions made by TP Training

2. Principles of resolution

- TP Training is committed to developing a procedurally fair complaints and appeals process that is carried out free from bias, following the principles of natural justice. Through this policy and procedure, TP Training ensures that complaints and appeals:
 - Are responded to in a professional, consistent and transparent manner.
 - Are responded to promptly, fairly, objectively, with sensitivity and confidentiality.
 - Are able to be made at no cost to the individual.
 - Are used as an opportunity to identify potential causes of the complaint or appeal and take actions to prevent the issues from recurring as well as identifying any areas for improvement.
- TP Training will inform all persons or parties involved in any allegations made as well as providing them with an opportunity to present their side of the matter.
- There are no charges for students to submit, a complaint or appeal to TP Training, or to seek information or advice about doing so.
- Nothing in this policy and procedure limits the rights of an individual to take action under Australia's Consumer Protection laws and it does not circumscribe an individual's rights to pursue other legal remedies.

3. Making a complaint of appeal

- Complaints about a particular incident should be made as soon as possible after the incident occurring and appeals must be made within thirty (30) calendar days of the original decision being made.

- Complaints and appeals should be made in writing using the *Complaints and Appeals Form*, or other written format and sent to TP Training's head office at director@tptraining.edu.au attention to the Chief Executive Officer.

When making a complaint or appeal, provide as much information as possible to enable TP Training to investigate and determine an appropriate solution. This should include:

- *The issue you are complaining about or the decision you are appealing – describe what happened and how it affected you.*
- *Any evidence you have to support your complaint or appeal.*
- *Details about the steps you have already taken to resolve the issue.*
- *Suggestions about how the matter might be resolved.*

4. Timeframes for resolution

- The complaint or appeal will be acknowledged in writing within 3 business days.
- The complaints and appeals process will commence within 10 business days of receipt of the application. Complaints and appeals will be finalised as soon as practicable or at least within 30 calendar days unless there is a significant reason for the matter to take longer.
- In matters where additional time is needed, the complainant or appellant will be advised in writing of the reasons and will be updated weekly on the progress of the matter until such a time that the matter is resolved.

5. Resolution of complaints and appeals

- Some or all members of the management team of TP Training will be involved in resolving complaints and appeals as outlined in the procedures.
- Where a complaint or appeal involves another individual or organisation, they will be given the opportunity to respond to any allegations made.

- Where a third party delivering Services on behalf of the RTO is involved, they will also be included in the process of resolving the complaint or appeal.
- Each party involved in the complaint or appeal may have a support person of their choice present at meetings scheduled to resolve the issue.
- *In the case of an assessment appeal, an assessor who is independent from the original decision will assess the original task again. The outcome of this assessment will be the result granted for the assessment task. The complainant or appellant will be advised in writing of the outcome of the process and the reasons for the findings made.*

SUPERSEDED COURSES & LEARNER TRANSITION

TP Training ensures that:

Where a training product on our scope of registration is superseded, all learners' training and assessment will be completed and the relevant AQF certification documentation will be issued or learners will be transferred into its replacement, within a period of one year from the date the replacement training product is released on the National Register.

Where an AQF qualification is no longer current and has not been superseded, all learners' training and assessment will be completed and the relevant AQF certification documentation issued within a period of two years from the date the AQF qualification is removed or deleted from the National Register.

- ☐ here a skill set, unit of competency, accredited short course or module is no longer current and has not been superseded, all learners' training and assessment will be completed and the relevant AQF certification documentation issued within a period of one year from the date the skill set, unit of competency, accredited short course or module is removed or deleted from the National Register.

A new learner does not commence training and assessment in a training product that has been removed or deleted from the National Register.

THIRD PARTY ARRANGEMENTS

Where TP Training does engage these services, each student will be informed of this agreement, and how it affects or may affect them.

ISSUING OF CERTIFICATION DOCUMENTS

On completion of your course and payment of all relevant fees, we will issue you with a qualification (testamur/certificate) and record of results within thirty (30) days. The record of results will show the units of competency achieved in the course and corresponding results.

Where a student withdraws or partially completes a course, a Statement of Attainment will be issued within thirty (30) days of withdrawal as long as all relevant fees have been paid. A record of results will only be provided with a statement of attainment where requested.

TP Training reserves the right to with-hold the issuance of qualifications and Statements of Attainment until all fees related to the course or qualification have been paid, except where TP Training is not permitted to do so by law.

TP Training must have a valid USI on file for the student for a qualification or Statement to be issued.

All 'NRT' Nationally Recognised Training 'Competent' outcomes will achieve either:

Statement of Attainment, where one or more units have been achieved, but not a full qualification.

Qualification Certificate and Transcript, where a student has been deemed 'Competent' in every unit of competence of a qualification.

Where a student undertakes non-accredited training, such as an awareness course, the student will be issued with a Certificate of Completion, Statement of Attendance, or similar.

Certification can only be issued under the following circumstances:

- *TP Training have been issued a valid and verified USI number.*
- *Student has successfully completed all components of the assessment and course.*
- *Student has paid all associated fees.*
- *Student has provided all required identification documents.*
- *Student has accepted all TP Training terms and conditions.*

Re-Issuing Statements and Qualifications

Records of qualifications and unit achievement are kept on record for a period of at least thirty (30) years. Students can request copies of any of these statements or qualifications at any time for an additional charge. Refer to our Fees and Charges section for the current fee.

STUDENT FORMS

Please contact Student Support for forms required.