



Student Handbook

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Welcome

Training & Assessment Solutions Pty Ltd (TAS) is an established Registered Training Organisation (RTO) (RTO Code 41191) with an aim to provide a variety of industries with training and assessment services that will up skill the industry, providing a workforce of qualified, productive and safe workers.

Our team of trainers are qualified and experienced in the delivery of training and assessment services and is here to ensure your learning experience is positive. You can be assured that step by step, as you progress along your career pathway, TAS will be with you, guiding and assisting you to ensure your journey with us is successful, enjoyable and focussed.

The TAS team is proud to welcome you to our programs. During your training you will have certain rights and responsibilities, most of which are covered in this handbook. If you wish to talk to someone about your options of study and payment terms, or you have questions that are not covered in this handbook please contact TAS.

I wish you every success in your studies, your future career and making the most of your experiences at TAS.

Chief Executive Officer

Training & Assessment Solutions

Student Details

Privacy Statement

Personal information collected as a result of your enrolment will be used by the Department of Education, Training (DET), the Australian Skills Quality Authority (ASQA) and the Student Identifiers Registrar (SIR) for general student administration, vocational education and training administration and regulation, as well as for planning, communication, research, evaluation, auditing and marketing activities by these bodies. Only authorised DET/ASQA/SIR Officers have access to this information.

Your personal information, attendance details, progress and results may be disclosed to:

- ASQA
- DET Queensland
- Your employer

No further access to your enrolment information will be provided to any other organisation or persons without your consent, or unless authorised or required by law, in accordance with the *Privacy Act 1988*.

Access to Student Records

You can access your training records by forwarding a written request to the TAS Administration Team. Administration will provide a report outlining successfully achieved units of competency and units of competency yet to be achieved. Student files are stored safely and securely. Please allow 2 business days for administration to process your request.

Change of Contact Details

If at any stage there is a change to your contact details (e.g. address, phone number) please notify the TAS Administration Team as soon as possible. Failure to do so could result in, for example a Qualification, or Statement of Attainment being sent to the wrong address.

TAS Contact Details

Head Office
133 Sutton Street
Redcliffe QLD 4020
Phone: (07) 3142 2889
info@tastrainingsolutions.com

Qualification Information

The below qualification and units of competency are on TAS Scope of Registration as of the date this document was compiled. Ongoing updates on courses and assessment can be found at www.tastrainingsolutions.com. A current version can be viewed at www.training.gov.au by searching our RTO name.

Qualifications

- AHC31016 Certificate III in Parks and Gardens
- AHC32816 Certificate III in Rural Operations
- BSB51415 Diploma of Project Management
- CPC30111 Certificate III in Bricklaying/Blocklaying
- CPC30211 Certificate III in Carpentry
- CPC30313 Certificate III in Concreting
- CPC30611 Certificate III in Painting and Decorating
- CPC31111 Certificate III in Steelfixing
- CPC31211 Certificate III in Wall and Ceiling Lining
- CPC30311 Certificate III in Wall and Floor Tiling
- CPC31511 Certificate III in Formwork/Falsework
- CPC40110 Certificate IV in Building and Construction (Building)
- CPC50210 Diploma of Building and Construction (Building)
- CPC60212 Advanced Diploma of Building and Construction (Management)

Units of Competency

- BSBSMB406 Manage Small Business Finances

Course Delivery

Training delivery will be a combination of training provided by the trainer/assessor and an appropriately qualified workplace supervisor/tradesperson. Training will be one on one at the workplace, scheduled in collaboration with the employer prior to commencement and documented in a Training Plan. This can be varied to suit the individual learner's needs. In addition to this, TAS offers classroom-based training for students enrolled in CPC40110 Certificate IV in Building and Construction.

Methods of Assessment

During the course you will be required to undertake a range of assessment activities related to the units of competency in which you will be enrolled. These assessment activities will consist of written assessments (may be conducted orally if student's reading/writing skills are not at the appropriate level), practical observations, referees/employer/supervisor reports and/or projects and assignments. The practical observations will be undertaken at your workplace.

Resources

As the practical assessments will be delivered in the workplace, agreements will be put in place with the student/employer for access to the appropriate facilities and equipment required for the delivery of training and assessment. You will be expected to supply your own hand tools. TAS can provide the learning and assessment materials in both hard copy and electronic format.

Unique Student Identifier

As of 1st January 2015 it is a requirement for all students, including apprentices/trainees undertaking nationally recognised VET courses to obtain a Unique Student Identifier (USI), in order to receive a Certificate or Statement of Attainment.

Students are able to create a USI at www.usi.gov.au or alternatively TAS can obtain a USI on your behalf, once permission has been granted and a form of ID is provided. For information regarding proof of ID please visit www.usi.gov.au.

Once the USI is created you will be able to access your training history at no cost. Please note you will not be able to view results achieved in 2015, until 2016.

You are advised and agree that you understand and consent that the personal information you provide to us in connection with your application for a USI:

- is collected by the Registrar for the purposes of applying for, verifying and giving a USI, resolving problems with a USI and creating authenticated VET transcripts
- may be disclosed to:
 - Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for the purposes of administering and auditing VET, VET providers and VET programs, education related policy and research purposes and to assist in determining eligibility for training subsidies
 - VET regulators to enable them to perform their VET regulatory functions
 - VET Admission Bodies for the purpose of administering VET and VET programs
 - current and former RTOs to enable them to deliver VET courses to the individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies
 - schools for the purpose of delivering VET courses to the individual and reporting of these courses
 - The National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USIs and for the collect, preparation and auditing of national VET statistics
 - researchers for education and training related research purposes
 - any other person or agency that may be authorised or requested by law to access the information
 - any entity contractually engaged by the SIR to assist in the performance of his or her functions in the administration of the USI system
- will not otherwise be disclosed without your consent unless authorised or required by or under law.

You can find further information on how the Registrar collects, uses and discloses the personal information about you in the Registrar's Privacy Policy or by contacting the Registrar via email at usi@industry.gov.au or telephone the Skilling Australia Information line on 13 38 73. The Registrar's Privacy Policy contains information about you, how to access and seek correction of personal information held, how to make a complaint about a breach of privacy by the Registrar in connection with the USI and how such complaints will be dealt with.

You may also make a complaint to the Information Commissioner about an interference with privacy pursuant to the Privacy Act, which includes the following:

- misuse or interference of an unauthorised collection, use, access, modification or disclosure of USI's
- failure by TAS to destroy personal information collected only for the purpose of applying for a USI on your behalf.

In accordance with Section 11 of the Student Identifiers Act 2014 Cth (SI Act), TAS will securely destroy personal information which we collect from you solely for the purpose of applying for a USI on your behalf as soon as practicable after the USI application has been made, or the information is no longer needed for that purpose, unless we are required by or under any law to retain it.

From 1 January 2015, TAS is unable to issue the relevant certification to a student who has completed a course if we have not been provided with that student's USI. For further information regarding the USI please visit www.usi.gov.au.

Fee for Service

Fee for Service courses are delivered when the student or third party meets the cost of the training. At the time of enrolment you will be notified of the total training cost and at this time it will be identified whether the fees for your training are to be paid by you or a third party, the party responsible for the cost of this training will be invoiced accordingly. Where the employer is paying the fees, the employer will receive an invoice for the full amount of training, prior to the training commencing. The terms of payment will be negotiated with the employer.

At enrolment a detailed invoice of all course fees will be provided. Course fees for short courses of 1-5 days where the fees are under \$1,500.00 are to be paid prior to commencement of training. Payment of invoices can be made via eftpos, direct deposit, credit card or via online merchant facilities. Alternatively, to assist student's in managing the payment of fees TAS's Payment Plan facility zipMoney can be accessed. zipMoney is a simple, convenient and flexible payment option that allows you to buy now and pay later with no credit card required. Please note that it is your responsibility to arrange the loan, ensuring that you take note of the loan repayment requirements. Please contact the TAS Administration Team for more information.

Course fees are detailed located under the *Qualifications* section of the TAS website.

Enrolments are subject to a cooling-off period that expires 10 business days from the day on which TAS receives payment. The cooling-off period provides a safeguard allowing the student an opportunity to change their mind before commencing the qualification. The *Refund Policy* outlines the process, should the student wish to withdraw prior to the commencement of training.

Funded Programs

User Choice Program

Queensland DET currently provides TAS with public funding under the *User Choice program* for eligible workers completing an apprenticeship or traineeship.

Student employment status is classified as either 'New Worker' or 'Existing Worker'. A New Worker is one who has worked for the employer for less than 3 months full time (or 12 months part-time or casual). An Existing Worker is an employee who has worked with the same employer for more than 3 months full time or 12 months part time or casual, prior to the date of commencement of the apprenticeship/traineeship.

Student Contribution Fee

If you and/or your employer have nominated to pay the Student Contribution Fees, an estimate of the total Student Contribution Fees will be provided to you upon enrolment.

Students and/or employers have the option to pay Student Contribution Fees via invoice or utilising TAS's Payment Plan facility, EZYPAY. If the student and/or employer elects to pay Student Contribution Fees utilising TAS's Payment Plan facility. A \$100.00 deposit must be paid prior to the commencement of training and all remaining payments must be made according to the agreed schedule. Please refer to the *Payment Plan Agreement* and *User Choice Payment Plan Application Form* for further information.

By choosing the invoice option, students and/or employers will be invoiced every 3 months from the training contract start date, until training has completed. Should training and assessment complete prior to the above fee structure; all outstanding Student Contribution Fees will be invoiced upon completion of training and issuance of the Qualification and/or Statement of Attainment.

Payment of invoices can be made via eftpos, direct deposit and/or credit card.

Federal incentives may be available for employers, apprentices and trainees. Visit the Australian Apprenticeship Centre at <http://www.australianapprenticeships.gov.au/> for more information.

Partial Fee Exemption

It is a requirement of TAS to charge 40 per cent of the Student Contribution Fee for any student who falls into one or more of the following exemption categories:

- The participant was or will be under 17 at the end of February in the year in which TAS provides training, and the participant is not at school and has not completed year 12
- The participant holds a health care card or pensioner 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 participant issues TAS with an official form under Commonwealth law confirming that the participant, his or her partner or the person of whom the participant is a dependent, is entitled to concessions under a health care card or pensioner concession card
- The participant is an Aboriginal or Torres Strait Islander person. Acceptable evidence is as stated on the Training Contract and AVETMISS VET enrolment form.

Fee Exemption

TAS will apply a full exemption of tuition fees where the participant is a registered School Based Apprentice/Trainee.

Where payment of the Student Contribution Fees would cause the student or family extreme financial hardship then TAS may, after considering all the information, choose to exempt the student from these fees.

Students wishing to apply for fee exemption on the basis of financial hardship must apply in writing no later than 14 days after enrolling to:

National Operations Manager
Training & Assessment Solutions
PO Box 124
MARGATE QLD 4019
info@tastrainingsolutions.com

The letter must detail the reasons for the exemption application including the extent of the hardship and its effect on the family if the student were required to pay the fees.

The outcome from a fee exemption application will be provided to the student in writing within 10 working days of the decision outcome. The student may appeal the decision by utilising the *Complaints and Appeals Procedure* in this handbook.

Obligations for the Apprentice or Trainee

Upon signing the Training Contract the apprentice/trainee agrees to abide by the following obligations:

- pay student contribution fees (the employer may pay these on behalf of the apprentice/trainee)
- attend work, do the job and follow the employer's lawful instructions
- participate in negotiating the training plan, work towards achieving the qualification/statement of attainment by undertaking the training and assessment required under the training plan
- obey all workplace health and safety (including dress and equipment) and code of conduct workplace rules
- keep the training record book and produce it to the employer, training organisation and/or DET when requested
- Do not terminate the apprenticeship/traineeship before completion unless you and your employer mutually agree. It is the responsibility of the student and employer to notify the Australian Apprenticeship Support Network provider or DET.

TAS also requires that apprentices/trainees abide by the following at all times:

- wear personal protection equipment/clothing to all training and assessment activities both on and off the job, including protective footwear
- attend off the job training on time and complete all workbooks issued in accordance with the agreed schedule
- complete all training and assessment activities to the best of their ability and in a timely manner

Absenteeism

Apprentices/trainees are required to attend all scheduled training. If for any reason an apprentice/trainee is going to arrive late to a scheduled meeting or site visit they must inform the trainer/assessor as soon as possible. If an apprentice/trainee is more than 30 minutes late for a training session the trainer has the right to refuse entry to the session. This may result in the apprentice/trainee failing to progress with training.

A student is required to inform their trainer if they will not be able to attend training, which includes:

- illness of one day or more
- dental, doctors appointment before or during training
- other extenuating circumstances. For example, attendance at a funeral.

The student is to inform the trainer that they will not be able to attend training by giving 12 hours notice by text, phone or email, with the minimal of at least an hours notice on the day of absence.

Certificate 3 Guarantee Program

The *Certificate 3 Guarantee program* is a Queensland Government funded program that provides eligible Queenslanders the opportunity to complete their first post-school certificate III level qualification to gain a job or improve their employment status. Certificate III level qualifications are considered entry-level for employment in most industries, and are also the education level where significant employment and career benefits are realised by graduates. Please note that you will no longer be eligible for a government subsidised training place under the *Certificate 3 Guarantee program* once the Certificate III level qualification has been completed. For further information please review the [Certificate 3 Guarantee Student Fact Sheet](#)

It is a program requirement that TAS charge a Co-contribution Fee for students enrolling into the *Certificate 3 Guarantee program*. The Co-contribution Fee will be invoiced upon enrolment and must be paid prior to commencement of training. The employer or a third party may pay the Co-contribution Fee on behalf of the student; failure to meet this requirement may result in TAS withholding AQF certification documentation.

Co-contribution Fees are outlined under the *Student Subsidies* page on the TAS website. Payment of Co-contribution Fees can be made in full via eftpos, direct deposit and/or credit card.

Higher Level Skills Program

The *Higher Level Skills program* is a Queensland Government funded program that provides eligible students and employers access to one subsidised training place in a priority certificate IV, diploma or advanced diploma level qualification, or a priority industry-endorsed skill set.

The program will help individuals gain employment in a critical occupation, progress in their chosen career, or transition to university to continue their studies. Please note that you will no longer be eligible for a government subsidised training place under the *Higher Level Skills program* once the Certificate IV level qualification has been completed. For further information please review the [Higher Level Skills Student Fact Sheet](#)

It is a program requirement that TAS charge a Co-contribution Fee for students enrolling into the *Higher Level Skills program*. The Co-contribution Fee will be invoiced upon enrolment and must be paid prior to commencement of training. The employer or a third party may pay the Co-contribution Fee on behalf of the student; failure to meet this requirement may result in TAS withholding the AQF certification documentation.

Co-contribution Fees are outlined under the *Student Subsidies* page on the TAS website. Payment of Co-contribution Fees can be made in full via eftpos, direct deposit and/or credit card.

General Student Information

Application to Defer or Suspend Training

A student may complete an application to defer or suspend training due to extenuating circumstances outside of the control of the student, which includes:

- long term illness
- family matters

The student is required to complete an application for deferment or suspension of training by contacting the TAS Administration Team. A representative of TAS will provide the decision on deferment or suspension of training in writing. A Statement of Attainment will be issued for all units of competency achieved.

Withdraw & Enrol into Another Qualification

If a student (not an apprentice/trainee) wishes to apply to change from their current enrolment of a qualification to another qualification on TAS Scope of Registration, an application is to be made in writing to the TAS Administration Team. Applications will take 7 days to process. Units of competency already achieved under the first enrolment will be recognised by the issuance of a Statement of Attainment, unless there is a relationship between the two qualifications that could not result in a credit transfer.

Consumer Protection Mechanism

TAS will ensure that all information in relation to training and assessment services offered is concise and accurate and not misleading at the time of publication, including the nature of the guarantee to students, refunds and agreements between students and TAS, as indicated in the enrolment form and student handbook. Consumers have rights under the *Australian Consumer Law (ACL) 2011* to receive the services that have been offered in the agreement or enrolment form and within a reasonable timeframe as indicated.

Nature of the Guarantee

TAS is responsible for the quality of training and assessment services it offers. TAS will provide the training and assessment services outlined in the enrolment form and training plan to the student. TAS will assist the student to achieve a positive outcome of learning.

Data Collection/Student Feedback

All students will be required to complete a *Student Survey* upon completion of training. TAS is required to gather, analyse, record and forward the results of data collected to ASQA and DET.

The feedback provided also allows TAS to develop and improve its internal processes for continuous improvement of its training and assessment, client services and management of its operations.

Course Changes

TAS reserves the right to make changes where necessary to timetables, delivery sequence, training hours and other details beyond our control that may affect study schedules. Students will be advised of any proposed changes as soon as practicable through written notification.

Customisation

Customisation refers to the tailoring of an accredited course or Australian Qualifications Framework (AQF) qualification to meet the specific needs of clients. You can customise an accredited course or AQF qualification by adding or substituting units of competency that aligns with the qualification packaging rules or accredited course rules.

Client Services

Language, Literacy & Numeracy (LLN)

TAS will identify and establish LLN for each student at enrolment and provide the appropriate support. If areas of LLN are identified, TAS will identify the support services required and document these in the Training Plan. Support services may be delivered by the trainer/assessor or in extreme cases outsourced to an external agency.

Examples of client support service include:

- TAS trainer/assessor will provide one on one mentoring
- monitor the delivery of training to determine if any further LLN support is require
- reasonable adjustment for assessments will be implemented if necessary.

Assessment

Assessment Policy

TAS assessment practices meet the requirements of the endorsed Training Packages and outcomes specified in accredited courses within TAS Scope of Registration.

TAS aims to ensure all clients, have the opportunity to have their competencies assessed in a non-threatening and accessible environment. Assessment may occur online or onsite at the employee's workplace.

Assessment items may include written theory and oral questioning, practical written, observation demonstration and third party verification. Students are to submit all completed assessment items so that the trainer/assessor can make a valid judgement of competency.

Each assessment item submitted for marking will be given a satisfactory/not yet satisfactory result. Competent and not yet competent is reserved as a final result for units of competency. Students will have two opportunities for reassessment per unit of competency.

Conditions of Assessment

Assessment will adopt the following approach in relation to New and Existing Workers:

New Worker

- reasonable adjustment of assessment can be applied
- contextualisation of the unit may occur to suit the workplace without altering the intent and learning outcomes of the unit of competency
- will have access to workbooks with activities to complete for each unit of competency
- will be assessed as required at the workplace by the trainer and assessor
- will be required to complete a final assessment, either verbal or written
- will be observed by the trainer/assessor in the workplace
- will have a third party verification
- may collect additional supplementary evidence of competency. For example, photographs.

Existing Worker

- will be taken through a desk top audit
- will have formal and informal skills and knowledge recognised
- will have gaps in training identified
- where training gaps are identified, will be given access to training materials and activities related to closing gaps in training
- reasonable adjustment of assessment can be applied
- contextualisation of the unit may occur to suit the workplace without altering the intent and learning outcomes of the unit of competency
- will be assessed as required in the workplace by the trainer and assessor
- will be required to complete a final assessment either verbally or written
- will be observed by the trainer/assessor in the workplace
- will have a third party verification
- may collect additional supplementary evidence of competency. For example, photographs.

Reasonable Adjustment

Reasonable adjustment refers to the way in which evidence of the student's performance can be collected. However, the assessor's valid judgement of competency in awarding the final result of competent and not yet competent decision should not differ from the standards of performance indicated in the assessors marking guide.

Recruitment and selection processes used are to ensure the suitability of the training to the needs of the student.

Plagiarism

TAS will not tolerate deliberate attempts at plagiarism. It is regarded as a serious act of academic misconduct. Plagiarism is defined as:

- word for word copying of sentences or whole paragraphs from one or more sources or presenting of substantial extracts from books, articles, and other published material without clearly indicating their origin
- submitting another student's work in whole or in part as your own work
- submitting work that has been written by someone else on your behalf (does not include scribing by Trainer)

Recognition of Prior Learning (RPL)

RPL is the formal recognition of skills and knowledge gained as a result of work experience, life experience and/or formal training.

If you believe that you have existing skills and knowledge in some aspects of the qualification in which you are enrolled it is possible to reduce the amount of training required to complete the qualification and therefore complete your studies early.

In order to be awarded RPL for a unit of competency you will need to provide evidence of your existing industry skills and knowledge. This evidence can be in the form of a portfolio, which may contain the following:

- current resume
- certified copies of existing qualifications, awards, workplace tickets
- letters detailing the type of work, positions held and other relevant information of employment
- provide contact details for one or two referees who can confirm your industry knowledge and skills in context
- any other supporting documents relating to your claim for any competency

To have skills formally recognised the trainer/assessor must ensure the candidate's knowledge, skills and supporting evidence address all of the requirements of the unit of competency, qualification and training package rules. In addition, the trainer will conduct a training needs analysis to determine any gaps in knowledge.

If you do not indicate RPL on the enrolment form you can apply for RPL at any time during the learning process by approaching your Trainer.

Credit Transfer

TAS recognises the AQF qualifications and Statements of Attainment issued by another RTO. Any Student who has undergone training at another RTO is entitled to gain recognition for their unit of competency completed.

If an applicant wishes to seek recognition of the unit of competency/qualification, they must present the original certificate/statement for sighting or a certified copy at enrolment. TAS will verify the document to ensure its authenticity.

In some cases where the last letter of the competency code has changed from 'A' to 'B' or 'B' to 'C' TAS will refer to the training package to ensure equivalency. Where units of competency for credit transfer have not been identified as equivalent, gap training will need to be completed before recognition can be granted.

Policies and Procedures

Access & Equity

TAS is committed to providing training and assessment services to the wider community regardless of disability, age, race, gender, religion, colour, marital status, pregnancy or potential pregnancy and location.

At TAS the CEO is appointed the *Client Equity Officer* and ensures all staff act in accordance with the *TAS Code of Conduct and Practice* and all clients are made aware of their rights and responsibilities.

National Recognition

TAS recognises all AQF qualifications and Statements of Attainment issued by RTO's registered with ASQA, Victorian Registration and Qualifications Authority (VRQA) and the Training Accreditation Council (TAC) Western Australia.

AQF Issuance Policy

TAS will comply with the *Australian Qualifications Framework Issuance Policy* to reduce the fraudulent activity of the reproduction and use of the AQF Qualification and/or Statement of Attainment, which has been issued by another RTO or issued by TAS, including:

- when enrolling a student and viewing issued Qualification or a Statement of Attainment, TAS will seek verification of the certification from the relevant RTO where there is some ambiguity. The student is to provide the original Qualification or Statement of Attainment for sighting or provide a certified copy of the record with enrolment. TAS will then certify the document to ensure its validity.
- Qualification and Statement of Attainment's will only be issued to students for qualifications and units of competency registered on TAS's Scope of Registration
- a Qualification will be issued to a student who has completed all of the requirements of the qualification
- Qualification and Statement of Attainment issued by TAS will have the required wording as indicated in the AQF handbook, including, correct identity of the entitled person, the correct code and title of the qualification, occupation stream and industry descriptor if applicable. The Nationally Recognised Training logo

- A Statement of Attainment will be issued to students who have completed and accredited unit of competency/s in partial completion of an AQF qualification
- the Statement of Attainment will be in a form that cannot be mistaken for a Qualification and will include the wording 'A Statement of Attainment is issued when an individual has completed one or more accredited unit of competency'
- TAS will use its company logo, name and RTO code, date issued, embossed seal and authorising signature on special paper to reduce fraudulent reproduction of a Qualification and/or Statement of Attainment
- replacement of a Qualification or Statement of Attainment is to be printed on the same paper as the original along with the TAS logo and authorising signature

As per the *Standards for VET Regulators*, TAS will issue AQF certification documentation within 30 calendar days of the learner's final assessment being completed or upon exiting the course, provided all fees have been paid.

Complaint and Appeal Policy

TAS has a documented *Complaints and Appeals Procedure* to ensure complaints and appeals are recorded, acknowledged and dealt with fairly, efficiently and effectively.

The *Complaints and Appeals Procedure* enables a student to seek the resolution of a dispute, complaint or an appeal of a decision made by TAS, including an appeal against an assessment decision.

The internal complaints and appeals processes are conciliatory and non-legal.

Complaints brought by a student against another student will be managed in accordance with the *Complaints and Appeals Procedure* taking into consideration the *TAS Behaviour Policy* during the management of the complaint. TAS will ensure that the principles of natural justice and procedural fairness are adopted at every stage of the *Complaints and Appeals Procedure*.

In the instance of a complaint, TAS requests that an attempt to informally resolve the issue by contacting the trainer/assessor or relevant staff member be undertaken. If the matter cannot be resolved, the matter will be referred to the National Operations Manager.

Complaints handling procedure

- the process of this complaint procedure is confidential and any complaints are a matter between the parties concerned and those directly involved in the complaint process
- the complainant should discuss the matter firstly with the immediate TAS staff member with whom they normally have contact with
- the complainant must lodge the complaint in writing to the National Operations Manager, outlining the nature and details of the complaint
- each person making the complaint has the opportunity to present his/her case to the National Operations Manager or delegated person/s
- the formal complaint process will commence within 10 working days of the lodgment of the complaint with the National Operations Manager or delegated person/s
- students may be accompanied and assisted by a support person as defined under the definitions of this policy to all relevant meetings. Each party will be required to sign the minutes at the end of the meeting and a copy will be kept on the student's file
- where TAS considers more than 60 calendar days are required to process and finalise the complaint; TAS will inform the complainant in writing, including the reasons why more than 60 calendar days are required; and regularly update the complainant on the progress of the matter
- once the National Operations Manager or delegated person/s has made a decision regarding the complaint, the student will be informed in writing, the reasons for the outcome and action to be taken. A copy will be kept on file with a copy on the student's file, with a note entered on the *TAS Complaints Register*

- if the complaint procedure finds in favour of the student, TAS will immediately implement the decision and any corrective and preventative action required
- if the complainant is dissatisfied with the outcome of the complaint they can appeal the outcome in accordance with the *TAS Appeal Procedure*
- any complaint, which appears to be related to any illegal activity such, as theft, assault etc., will be referred to the appropriate authority after discussion with the person making the complaint.

Appeals handling procedure

- a client may appeal a decision made by TAS. This includes appeals that relate to assessment decisions
- the process of this appeal procedure is confidential and any appeals are a matter between the parties concerned and those directly involved in the appeals handling process
- an appeal must be lodged within 20 working days of the client being notified of a decision made by TAS or in the case of an appeal against an assessment decision, within 20 working days of the student being notified of the assessment result
- clients may make an informal approach to a trainer/assessor or an administration officer regarding an appeal
- if the matter is not resolved, the client's appeal may be forwarded to the National Operations Manager outlining the details of the appeal
- the National Operations Manager will review the appeal within 5 working days of receiving it, and provide a written statement of the appeal outcome and the reasons for the decision to the client
- if the National Operations Manager cannot resolve the appeal to the client's satisfaction the client can request that an external dispute resolutions provider, Resolution Institute consider the appeal
- Resolution Institute will review the appeal within 10 working days of its formation
- the client may have an adviser/support person in attendance during the proceedings of the external dispute resolution provider. The client is responsible for any costs that may be incurred with the engagement of Resolution Institute
- Resolution Institute will:
 - review the circumstances of the appeal and make a decision on the evidence submitted
 - keep a record of the proceedings to ensure that the appeal procedure was conducted fairly
 - provide its decision in writing to the National Operations Manager and the client outlining its reasons for the decision.
- Resolution Institute's decision shall be final
- for the duration of the appeals process, the student is required to maintain enrolment and attendance as normal
- where necessary TAS will assist the client with possible referral points to independent advice such as the Fair Work Ombudsman and the Office of Fair Trading
- a client may, after exhausting TAS's internal *Complaints & Appeals Procedure* make a complaint to the National VET Regulator ASQA, via online complaint lodgment process. This process is available at <http://www.asqa.gov.au/complaints/making-a-complaint.html>
- should a competency dispute arise, TAS will manage the competency dispute using its internal appeal and complaint resolution process. If at the end of the process, the employer or apprentice/trainee remains dissatisfied, they may lodge a written complaint with DET using the *Online Apprenticeship or Traineeship Complaint Form*.

The CEO agrees to and ratified that the *Complaints and Appeals Procedure* is compliant and in line with the standards for Registered Training Organisations (RTO's).

Definitions

Working day is any day other than a Saturday, Sunday or public holiday during term time.

Support person is a friend/teacher/relative not involved in the complaint.

Behaviour Policy

To ensure all students receive equal opportunities and gain the maximum from their time with TAS, these rules apply to all people that attend any of our sessions. Any person/s who display dysfunctional or disruptive behaviour may be suspended and or enrolment cancelled.

In the event the student will be notified in writing, by the CEO, of our intention to suspend and or cancel enrolment, as outlined in the 'Disciplinary Action' below.

Disciplinary Action

TAS expects that all students will conduct themselves in a manner that is considerate and reasonable at all times. Students who display bad behaviour, as itemised above, or any legislative requirements will be subject to disciplinary action. The following disciplinary actions can and will be taken:

- warning 1 written warning
- warning 2 written warning
- warning 3 written warning
- suspension of enrolment
- termination of enrolment and forfeit of fees

The student will be given three written warnings, from the National Operations Manager, before more serious disciplinary action is taken. At each step, the student will be warned of the consequences should s/he continue or repeat the offence. If no further problems occur, further disciplinary action will be ceased. Some of the main factors examined when determining appropriate disciplinary action are:

- seriousness of offence
- repetition or duration of offence
- prior offences and disciplinary actions
- previous responses to disciplinary actions and any current disciplinary action

Where the behaviour is deemed to be of a serious nature an **immediate suspension of training** will apply.

Behaviour that would be considered to be of a serious nature is:

- attending training under the influence of drugs and/or alcohol
- sexual harassment
- **acting in an unsafe manner that places others and themselves at risk, disobeying WHS directions. TAS has an obligation to refer the incident to your Employer**
- deliberate and willful damage to TAS or another student's property
- bullying
- verbal and physical abuse towards students and/or trainers/assessors.

For apprentices/trainees any suspension of training will be reported to DET.

A written record of all disciplinary actions taken will be kept with the student's file. These reports remain an active part of the student's record for one year after the offence. If the student does not commit any other offences during that time, the report will become inactive. The report will, however, still remain a part of the student's file.

Any person who receives written notification to suspend training and/or has their enrolment cancelled does not limit the person to the right of appeal through our *Complaint and Appeal Procedure*.

The student has 14 working days from the date of notification in which to lodge a written appeal to the National Operations Manager. If the student is unhappy with the outcome of the process they have the right to make an appeal using external processes as indicated in the *Complaint and Appeal Policy*.

Transition Policy

The CEO is aware of the requirement to transition seamlessly to the new qualification once the training package qualification/units of competency or accredited course on its scope expires.

The CEO is responsible to ensure any transition takes place with minimal disruption to students and the organisation. Under the policy, all students will be given every opportunity to transition from superseded, expired or deleted units of competency, qualifications and training packages. Students will be advised in writing of any transition arrangements.

As part of the transition process TAS will transition from superseded training products to current training products within 12 months from the date the revised course is released on www.training.gov.au.

Refund Policy

Changes to Course Fees & Additional Costs

Any changes to course fees including additional costs will be amended on our website, course brochures and Student Handbook. These changes will not apply to existing students or those who have newly enrolled under the old fee structure.

Course Withdrawal

Notification of withdrawal from a course and/or applications for refunds must be addressed to the TAS Administration Team and submitted in writing within 7 days.

If written notice or contact is not communicated to the TAS Administration Team within 90 days from the last day of attendance, TAS will deem that you do not intend to return and as a result the following process will be undertaken:

- the trainer advises administration of your absence in excess of 90 days
- the administration team will endeavor to contact you based on details provided at enrolment
- all contact attempts will be recorded on your student file
- a withdrawn status will be added to your electronic and hard-copy file

Fee Refund

TAS will administer a full refund to Participants for contribution fees/course fees charged for training delivery that has not commenced at the time of the cancellation of enrolment.

Where a student withdraws from a Unit of Competency a proportionate refund will be calculated based on the training paid for and not received. However, where training has been provided and payment not received, the student will be required to pay for the portion of training delivered at the time of application for withdrawal.

The provision of refunds to employers/industry for additional charges paid beyond the Participant and government contributions will also be administered according to the training paid for and not received.

If requiring a refund, please contact the TAS Administration Team for a *Refund Request* form. A nominated bank account will be required, please allow 3 days to process the refund.

Should TAS close or be unable to deliver a course, TAS will find you an alternative provider to complete your qualification or issue a full or proportionate refund for training delivery that has not commenced at the time of cancellation. In the event that TAS is unable to find you an acceptable course within 14 days, or is unable to pay you a refund of unspent tuition fees, ACPET will help you find an alternative course with an alternative provider. If you do not find an acceptable course, as a last resort ACPET will pay you a refund of any unspent tuition fees.

Credit Card Payments

Payments are processed through a third provider. The hosted server is secure with SSL encryption and a regular update scheduled as per company hosting policy.

Personal credit card details if processed online or taken over the phone are not stored on TAS hosting servers. All manual payments taken over the phone are entered directly into the system and automatically deleted when processed.

Cooling-off Period

Fee for Service Course Fees are subject to a cooling-off period that expires 10 business days from the day on which TAS receives payment. The cooling-off period provides a safeguard allowing the student an opportunity to change their mind before commencing the qualification.

The payee of the Course Fees can change their mind about proceeding with the enrolment during the 10-day cooling off period. If, during that time, the student decides to withdraw from the qualification, TAS will refund the full amount paid as per the *Fee Refund* process outlined above within 14 days.

Purchasing Policy

Changes to Course Fees & Additional Costs

All prices quoted on the TAS website are subject to change without notice.

Any changes to course fees including additional costs will be amended on our website, course brochures and Student Handbook. These changes will not apply to existing students or those who have newly enrolled under the old fee structure.

Currency Domestic

- all course fees quoted on the TAS website are quoted in Australian Dollars (“AUD”) and are exclusive of GST unless otherwise stated
- all payments made to TAS must be in AUD and must be exclusive of GST. Payments received in a currency other than AUD will not be accepted and may result in delays or cancellation, unless otherwise arranged

Work Health and Safety Act 2011

Our Policy

TAS requires workplace health and safety to be regarded as an integral part of the day-to-day operation. The safety of the public, our students and employees is the responsibility of all levels of management and is to be demonstrated at all times.

Our Commitment

TAS is totally committed to the principle that all workplace injuries can be prevented.

Student Responsibilities and Obligations

All TAS students:

- are obligated to follow safety instructions given by their trainer/assessor and employer
- have the responsibility that all operations under their care and/or control are carried out in a safe and efficient manner
- must not deliberately put the health and safety of anyone at risk, deliberately injure themselves, or misuse any equipment provided for workplace health and safety
- are required to comply with the standards under the *Workplace Health Safety Act 2011*. Students who do not follow the workplace health and safety directions are liable under the Act
- are not expected or required to attempt anything likely to cause them harm.

Privacy (Privacy Act 1988)

Our Commitment

TAS will treat all information gathered from students with the strictest confidence in accordance with the requirements of the *Privacy Act 1988*. The information will be held in a secure environment and accessed only by authorised personnel.

The *Privacy Act 1988* protects the information that TAS collects, uses, destroys and discloses personal information generally, unless we are required under any law to retain it.

Use and Disclosure

TAS uses the information collected for the purposes disclosed at the time of collection or otherwise as set out in this *Privacy Policy*. We will not use personal information for any other purpose without first seeking consent, unless authorised or required by law. Generally, TAS will only use and disclose personal information:

- a. To establish and maintain your relationship as a customer of TAS
- b. To provide the products and services you have requested from TAS
- c. To administer and manage those products and services
- d. To report to federal/state/territory registering bodies in relation to training services provided
- e. To a third party where written authorisation is provided by you

TAS will not disclose information to overseas recipients.

Your Responsibilities and Obligations

All TAS students are obligated to ensure:

- information provided to TAS is accurate and up to date
- no document is removed or accessed from TAS without first obtaining permission
- students do not access or remove another student's information

For a full copy of the *Privacy Policy* contact the TAS Administration Team.

AQF Qualification Pathways

The following qualifications delivered by TAS do not have specified entry requirements or preferred pathways as per the training package listed on www.training.gov.au

However in the application changes to the national accredited packages students are advised to visit www.training.gov.au to ensure they are kept abreast of all up to date training package changes to qualification pathways.

Qualifications

- AHC31016 Certificate III in Parks and Gardens
- AHC32816 Certificate III in Rural Operations
- BSB51415 Diploma of Project Management
- CPC30111 Certificate III in Bricklaying/Blocklaying
- CPC30211 Certificate III in Carpentry
- CPC30313 Certificate III in Concreting
- CPC30611 Certificate III in Painting and Decorating
- CPC31111 Certificate III in Steelfixing
- CPC31211 Certificate III in Wall and Ceiling Lining
- CPC30311 Certificate III in Wall and Floor Tiling
- CPC31511 Certificate III in Formwork/Falsework
- CPC40110 Certificate IV in Building and Construction (Building)
- CPC50210 Diploma of Building and Construction (Building)
- CPC60212 Advanced Diploma of Building and Construction (Management)

Units of Competency

- BSBSMB406 Manage Small Business Finances