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**TRAINER- PLEASE WORK THROUGH AND
GIVE A BREIF OUTLINE OF THE
APPRENTICE/TRAINEE HANDBOOK WITH
APPRENTICE/TRAINEE**



**Training
Connections
Australia**

HELPING YOU ACHIEVE YOUR PERSONAL BEST

Apprentice/Trainee Handbook

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IMPORTANT INFORMATION FOR ALL APPRENTICE/TRAINEES

Thank you for choosing to study with Training Connections Australia. We wish you every success in your study and choice of a future career. We are a registered training provider and as such meet administrative, delivery, staffing, facility, marketing, quality assurance and assessment standards agreed by Federal, State, and Territory Government in Australia.

Please read all sections of this handbook carefully. It contains important information regarding your rights and responsibilities as a Apprentice/Trainee, as well as the responsibilities of Training Connections Australia.

Keep this handbook in a safe place for future reference.

WHAT IS USER CHOICE

User Choice is a national policy whereby State and Territory Governments fund Registered Training Organisations (RTOs) to provide structured training to Australian Apprentices. These funds reduce the cost of the training that an Australian Apprentice or the employer will have to pay under an Australian Apprenticeship.

The amount of funding and training available under User Choice is different in each State and Territory, with each State and Territory having different priority areas to direct their User Choice funds.

Under User Choice arrangements Australian Apprentices and their employers may be able to select the private or public training provider of their choice. This may allow:

- Employers who operate in more than one State or Territory to choose one provider that can meet all of their training needs
- Employers to negotiate with providers on aspects of the timing, location and the mode of delivery, and about the trainer/facilitator who conducts the assessment
- Employers scope to negotiate aspects of the selection and sequencing of units of competence within a training package to provide tailored training that is more specific to their needs and
- Employers to negotiate the purchase of flexible training over and above what is publicly funded through State or Territory User Choice arrangements.

ENTRY REQUIREMENTS

As part of the Australian Apprenticeship program only Apprentice/Trainees who are employed into an apprenticeship.

ASSESSMENTS / QUALIFICATIONS / EXAMINATIONS

COMPETENCY BASED TRAINING AND ASSESSMENT

Competency based training is a flexible form of vocational education and training that aims to produce a workforce with the skills and knowledge required by industry. Assessment in this course of study will follow a competency based format - competency being achieved when Apprentice/Trainees can appropriately perform and apply a combination of skills and knowledge to the standard required in a range of situations in the workplace.

ASSESSMENT STRATEGIES

Assessors will provide regular feedback during the development stages of competency to ensure that the Apprentice/Trainees have as many opportunities as possible to successfully achieve competency when assessed. A broad range of assessment instruments have been devised to ensure appropriate assessment occurs and a series of result codes can be awarded. These instruments may include:

- response to scenarios
- role plays
- direct observation of performance, products, practical tasks, community based projects, and simulation activities
- work based group projects
- assessment on the job or in a simulated workplace
- third party verification
- Apprentice/Trainee work booklets
- oral questioning
- portfolios



EXAMINATIONS AND ASSESSMENTS

When Apprentice/Trainees enrol in a course of study they are nominated for examinations and assessments. If through illness or for personal reasons Apprentice/Trainees are unable to attend exams or assessments, they must notify the TCA trainer immediately so that alternative arrangements may be made.

RETENTION OF RESULT OF ASSESSMENT

TCA strongly recommends that Apprentice/Trainees retain their "Result of Assessment". It may be a necessary and valuable reference to use when seeking employment.

ASSESSMENT REVIEW

If Apprentice/Trainees wish to have their assessment reviewed, they will need to contact TCA administration to make appropriate arrangements.

APPLICATION FOR AN AWARD

If Apprentice/Trainees have satisfied all requirements for a course, they will be eligible for the course award.

RECOGNITION OF PRIOR LEARNING

Recognition of prior learning takes into account previous study, work and life experience and then measures this against the course being studied in order to determine if a Apprentice/Trainee can receive credit towards a qualification.

Apprentice/Trainee s who consider that they already possess the competencies obtained through previous formal or informal training, work experience and/or life experience will be provided with the opportunity for RPL on substantiation of the competency.

ACCELERATED PROGRESSION

Apprentice/Trainee s who have already acquired some of the competencies required to complete a unit may negotiate and accelerated learning path with the trainer.

CREDIT TRANSFER/MUTUAL RECOGNITION/EXEMPTIONS

Credit transfer is available for any units successfully completed in other courses, which have the same outcome as units in Certificate I in Business. Evidence of the successful completion of units will be required before credit transfer can be approved. Credit transfer is not applicable to units /subjects from non accredited courses. Original documents will be needed to support a Apprentice/Trainee 's case.

SOCIAL JUSTICE / ACCESS & EQUITY PRINCIPLES

This policy demonstrates Training Connections Australia's commitment to supporting the diversity of its clients. The principles of access and equity hold that individuals have basic right of access to, and participation in, education and training programs without prejudices to entry and with the absence of unjustified discrimination. The key aspects of this Policy include the following points:

- TCA will provide quality training courses and services that are responsive to the diverse needs of local and remote communities.
- TCA is committed to meeting the individual learning needs of Apprentice/Trainees, irrespective of their individual or group differences.
- TCA is committed to ensuring that all members of the community are able to access, participate and achieve in Vocational Education and Training.

COMPLAINTS AND GRIEVANCES

Training Connections Australia has processes in place for Apprentice/Trainees to lodge a complaint and/or grievance in relation to any matter relating to the service Apprentice/Trainees are receiving from Training Connections Australia.

The grievance procedure allows for:

- An informal approach to the person with whom the Apprentice/Trainee has the complaint/grievance
- An opportunity for the person to formally present his or her case
- A facilitator who has not been involved in the grievance to review the complaint/grievance
- An independent review by an external grievance consultant or appropriate body

COMPLAINT/GRIEVANCE LOGGING PROCEDURE INCLUDES:

INFORMAL

- The first step of any resolution should be at the lowest level, between the parties involved or the parties and an appropriate mediator
- Complaints or grievances involving a Trainer/Facilitator or Staff member's behaviour or performance may be resolved through the informal resolution procedure. If the Apprentice/Trainee is unsatisfied with the outcome, the formal process will be followed

FORMAL

- The complaint/grievance must be submitted in writing stating the complaint/grievance within 10 days of the event occurring and forwarded to National Learning and Development Manager
- Any party against whom a complaint/grievance is claimed will be required to respond within 10 days of receiving notification of the complaint/grievance
- The RTO Manager will review all written formal complaints/grievances and interview the parties involved. Written recommendations will be provided to Training Connections Australia's Directors and Apprentice/Trainees, The RTO Manager and Directors will provide a formal resolution within 5 working days from receiving the recommendation

In the event that any grievance cannot be resolved internally, Training Connections Australia will advise the Apprentice/Trainee of the appropriate legal body where they can seek further assistance.

All complaints and / or grievances are recorded in the complaint/grievance register for review and monitoring at Management Review Meetings. All complaint and outcome records are securely maintained with relevant Management having access to records only. Results of all grievances are communicated in writing to the Apprentice/Trainee.

TRAINING OMBUDSMAN

The **Training Ombudsman** is an independent office that provides free and impartial advice to VET stakeholders about their rights and responsibilities within the complex VET system. This role will also review and assist in resolving complaints from apprentices, trainees, Apprentice/Trainees, employers and other relevant parties about the quality of training in Queensland

For advice or to make a complaint, go to www.trainingombudsman.qld.gov.au or call 1800 773 048.

APPEALS

Training Connections Australia has processes in place for course Apprentice/Trainees enrolled in a course seeking to appeal against an academic decision or other procedural matter in relation to a Training Connections Australia course.

The appeal procedure allows for:

- An informal approach to the course facilitator
- An opportunity for the person to formally present his or her case
- A facilitator who has not been involved in the original decision
- An independent review by an external appeal consultant

INFORMAL

- The first step of any resolution should be at the lowest level, between the parties involved or the parties and an appropriate mediator.
- Appeals involving the Trainer's/Facilitator's judgment in assessing an outcome based on performance may be resolved through the informal resolution procedure. If the Apprentice/Trainee is unsatisfied with the outcome, the formal process will be followed.

FORMAL

- The appeal must be submitted in writing stating details involved in the appeal within 21 days from the receipt of the assessment outcome / result and forwarded to the Training Coordinator
- Any party against whom an appeal is claimed will be required to respond within 10 days of receiving notification of the appeal
- The RTO Manager will review all written formal appeals and interview the parties involved. Written recommendations will be provided to Training Connections Australia's Directors and Apprentice/Trainee, the RTO Manager and Directors will provide a formal resolution within 10 working days from receiving the recommendation.

In the event that any appeal cannot be resolved internally, Training Connections Australia assists with accessing independent legal advice.

All appeals are recorded in the complaint/grievance register for review and monitoring at Management Review Meetings. All appeal and outcome records are securely maintained with relevant Management having access to records only. Results of all appeals are communicated in writing to the Apprentice/Trainee.

RULES AND REGULATIONS

The rules outlined by Training Connections Australia are designed to protect the safety, health and security of all Apprentice/Trainees and staff while engaged in training.

- Apprentice/Trainees are not permitted to harass other Apprentice/Trainees
- Smoking is prohibited in training venues, in doorways, balconies or covered walkways
- Alcohol is prohibited inside training venues
- Acts of vandalism, including graffiti will be dealt with severely – by the police where necessary.
- TCA prohibits the use of illegal drugs during training activities.
- Refuse (e.g. food scraps, cigarette butts, cans etc) must be placed in the bins provided
- Reasonable standards of dress must be maintained.



APPRENTICE/TRAINEE USE OF COMPUTER RESOURCES

- All Apprentice/Trainees are fully responsible for their individual logons and passwords. The sharing of user accounts and passwords is forbidden.
- The changing of any hardware and software settings held within any computer is forbidden.
- The installation/removal of any software without approval is forbidden.
- The use of computer resources by Apprentice/Trainees for any purpose other than recognised or approved training delivery and associated support is not acceptable.

APPRENTICE/TRAINEE SUPPORT ARRANGEMENTS

Apprentice/Trainees who require learning support to complete their course of study are able to access a range of services, including Language, literacy, and numeracy skill development and mentoring services. Apprentice/Trainees may require support when:

- It has been some time they have studied.
- They have a low to very low Language, literacy and numeracy skills level.
- There is a lack of self confidence and esteem
- They are faced with a new technology
- Memories of learning experiences are not positive

TCA will also offer academic as well as pastoral mentoring programs as some Apprentice/Trainees will be undergoing training whilst living away from their homes. This program may also encompass the provision of transport to these Apprentice/Trainees.

WORK HEALTH & SAFETY

TCA is committed to achieving the highest practicable level of Work Health and Safety (WHS) for all staff and Apprentice/Trainees and will comply with all obligations as outlined in the Work Health and Safety Act. WHS encompasses the provision of a safe working environment, accident and injury prevention, rehabilitation of injured employees and concerns both mental and physical aspects of work.

TCA recognises its responsibility to protect the health and safety of its employees and Apprentice/Trainees through the provision of a safe and healthy work environment and safe systems of work. WHS is the right of everybody at work, including those affected by the work of others and can only be achieved when responsibility is defined and accepted at all levels of the company.

- Apprentice/Trainees are required to demonstrate safe working practices at all times. The work area will comply with current Work Health and Safety legislation.
- TCA takes its duty to provide all employees and community members with a safe and healthy working environment seriously.
- Work health and safety practices and processes are continuously reviewed to ensure that they comply with all relevant State workplace health and safety legislation.

Key areas include:

- Protective clothing and equipment
- Work injury and accidents
- Electrical equipment
- First aid
- Emergency evacuation procedures
- Insurance

PHYSICAL RESOURCES

- Apprentice's workbooks
- Trainer manual
- Laptop computers
- Access to training rooms
- Data projectors
- Photocopying facilities

Where workplace facilities and equipment are accessed, an equipment usage agreement will be formalised and signed off with the employer.

HUMAN RESOURCES

Training Connections Australia will adhere to the human resources requirements stipulated by each course. All trainers have satisfied this organisation as to their individual training and experience. Certified copies of all qualifications are held on file for perusal.

Training Connections Australia aims to encourage and retain high quality staff who can work effectively in a performance managed system. This allows TCA to enhance the lives of its clients by providing them with a quality service and increased employment opportunities through the dedication, commitment and loyalty of its staff.

Training Connections Australia will provide professional development to all training and administrative staff in order to ensure the design, development and delivery of training courses is culturally appropriate and contextualised to suit the Apprentice/Trainee group.

COURSE FEES

Apprentice/Trainee contribution fee is an apprentice's contribution to the cost of tuition and the provision of services to the apprentice/trainee.

Apprentice/Trainee contribution fee under the User Choice 2016 - 2017 program are set at **\$1.60** per nominal hour for each unit of competency delivered.

An Apprentice/Trainee may be given partial exemption or complete exemption from paying tuition fees providing the following evidence:

PARTIAL EXEMPTION – TUITION FEES

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

FEE EXEMPTION ON GROUNDS OF EXTREME HARDSHIP OR OTHER SPECIAL CIRCUMSTANCES

- Where payment of the Apprentice/Trainee contribution fee would cause the apprentice's extreme financial hardship, then Training Connections Australia may exempt the apprentice's from these fees.
- Where the apprentice's is a school-based apprentice or apprentice, then Training Connections Australia must exempt the apprentice's from these fees.

COURSE FEES PAID BY INDIVIDUALS WILL BE RECEIPTED BY TCA TRAINING.

Where relevant, TCA will accept payment of no more than \$1000 from each individual Apprentice/Trainee prior to the commencement of the course. Following course commencement, the RTO may require payment of additional fees in advance from the Apprentice/Trainee but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the Apprentice/Trainee does not exceed \$1,500,

To withdraw your enrolment you will need to complete a 'request for withdrawal' form and submit a written and signed application.

REFUND POLICY

FULL REFUND

In the event an apprentice / trainee either cancels their training contract or nominates to change to another SRTO, TCA will pay a full refund to the apprentice / trainees for Apprentice/Trainee contribution fees charged for training delivery that has **not commenced** at the time of the cancellation of enrolment.

Cancellation of enrolment relates to:

- Cancellation of training contract ending apprenticeship / traineeship
- Replacement of SRTO
- Change of elective unit of competency.

PARTIAL REFUND

TCA will proportionate refunds where the apprentice / trainees has withdrawn from the unit of competency / module by a case by case basis. TCA will consider the proportionate rate of fees to be refunded for any unit of competency commenced but not fully completed by an apprentice/trainee.

For example:

- For an apprentice/trainee, if they have completed all assessments, but TCA is still waiting on the Employer Verification Record (EVR) to be completed by the Employer to confirm the apprentice/trainee is competent 'on the job' no refund will apply for this unit
- If the apprentice/trainee has attended a 2 week delivery block, but then withdraws from unit or Apprenticeship/Traineeship, no refund will apply for this unit
- If the Apprentice/Trainee only attends 1 to 2 days of training, TCA will proportion a percentage of unit contribution fee to the apprentice/trainee for this unit

CREDIT POLICY

This policy confirms that TCA is committed to the provision of a fair and equitable policy for the terms of credit and refund of course enrolment fees. The scope of this policy includes the provision of all training programs provided by TCA.

The terms of credit are at the discretion of TCA and subject to the provision of adequate Apprentice/Trainee identification.

TCA will accept payment of no more than \$1000 from each individual Apprentice/Trainee prior to the commencement of the course. Following course commencement, the RTO may require payment of additional fees in advance from the Apprentice/Trainee but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the Apprentice/Trainee does not exceed \$1,500,

Enrolment fee (\$1000 or less) will be invoiced 10 days prior to enrolment/start date of the course date unless alternate arrangements are made.

APPRENTICE/TRAINEE RESPONSIBILITIES AND ENTITLEMENTS

The following statements on Apprentice/Trainee entitlements and responsibilities are evidence of TCA's commitment to providing high quality vocational education and training.

APPRENTICE/TRAINEE ENTITLEMENTS

To achieve a positive environment of mutual trust and respect, all Apprentice/Trainees are entitled to:

- Respect from all staff as adult Apprentice/Trainees
- A just hearing in any dispute
- A safe working environment
- Equal opportunity to enrol in appropriate courses
- Access to all available learning resources
- Access to support staff
- Access to information on employment pathways



TCA RESPONSIBILITIES

Prior to enrolment TCA will provide information to prospective Apprentice/Trainees about:

- Apprentice/Trainee selection, enrolment and induction procedures
- Course information, including content and work outcomes
- Fees and charges, including refund and exemption policies
- Apprentice/Trainee learning support
- Recognition of prior learning
- Staff responsibilities for access and equity
- Appeals and complaint procedures

APPRENTICE/TRAINEE RESPONSIBILITIES

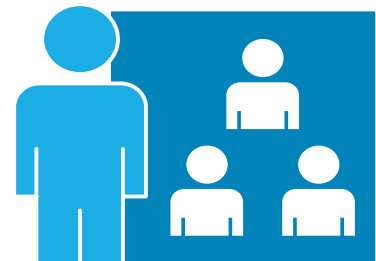
During the course of study, Apprentice/Trainees should:

- Arrive punctually to training sessions.
- Adopt an acceptable standard of behaviour and courtesy towards all Apprentice/Trainees and staff.
- Abide by the conditions of the Workplace Health and Safety Act 1995.
- Submit assessment items by the due date. If necessary, negotiate extensions.
- On completion of the course, return any TCA property.

COMMENCEMENT OF COURSE

Prior to commencement of the Apprenticeship/Traineeship, you will undergo an induction, which will include the course outline, listing core and elective units and proposed training plan. The induction will also include:

- Fees and charges
- Refund and credit policy
- Training plan
- Competency record book obligations
- Provision of language, literacy and numeracy support
- Flexible learning and assessment procedures
- Welfare and guidance services
- Appeals, complaints and grievance procedures
- Disciplinary procedures
- Staff responsibilities for access and equity
- Apprentice/Trainee responsibilities
- Employer responsibilities
- RTO responsibilities
- Recognition of prior learning/Credit Transfer arrangements



MONITORING AND EVALUATION OF OUTCOMES

As part of TCA's quality management system, apprentices are required to complete a post course evaluation to ascertain their satisfaction with aspects of the course, such as course content, relevance, usefulness to job seeking, delivery, venue, further training and support needed. This ensures the training has met expectations and highlights areas in need of improvement.

Once relevant data is received it will be collated, analysed and recommendations made will be disseminated through trainer meetings resulting in prompt implementation.

QUALITY AND BUSINESS IMPROVEMENT

Training Connections Australia provides a total training solution, customised services and support at each stage of the training process. Our ability to provide **tailored solutions** for each client's unique needs ensures that our training services are time and cost effective.

Training Connections Australia has adopted policies and management practices which will maintain high professional standards in the **marketing and delivery** of vocational education and training service and which will safeguard the interests and welfare of Apprentice/Trainee s.

Training Connections Australia will meet all **legislative requirements** of State, Federal and Local Government. In particular, Workplace Health and Safety, Workplace Relations, National VET Regulator Standards 2015 will be met at all times.

As a registered training organisation, TCA will adhere to the **Australian Qualifications Framework** (AQF) which is a comprehensive policy framework, defining all qualifications recognised nationally in post compulsory education and training within Australia. The Australian Qualifications Framework comprises guidelines which define each qualification together with principles and protocols covering articulation, issuance of a qualification and transition arrangements.

Our quality system includes:

- A quality manual
- Policies
- Procedures
- Forms and references



FEEDBACK AND EVALUATION

In order for TCA Training to improve its business, all Apprentice/Trainees are encouraged to complete a course evaluation form at the completion of each training program, as well as engaging in informal discussions with TCA trainers and administration support re areas of concern.

Privacy/confidentiality statement

From 12 March 2014, the Australian Privacy Principles (APPs) replaced the National Privacy Principles and Information Privacy Principles. TCA is bound by Commonwealth law to handle Personal Information in accordance with National Privacy Principles. These principles are designed to ensure that any personal information you provide is used and disclosed only for the primary purpose for which it was collected, unless otherwise authorised by you or the law. The principles cover issues such as the collection, storage, use and disclosure of information, as well as giving you the right to access information we hold about you.

TRAINING CONNECTIONS AUSTRALIA PERSONAL PROTECTION STATEMENT:

TCA will only collect personal information that is required for the purposes of employment or education, or in meeting government reporting requirements and it will only be used for the specific purposes for which it was collected

DISCLOSURE OF PERSONAL INFORMATION:

The information that an individual provides may be disclosed to organisations that run courses in conjunction with TCA.

Personal information about Apprentice/Trainee studying with TCA may be shared with the Australian Government and designated authorities. This information includes personal and contact details, course enrolment details and changes, and the circumstance of any suspected breach of a learner's eligibility to participate in funded training.



TCA will not disclose an individual's personal information to another person or organisation unless:

- a) The individual concerned is reasonably likely to have been aware, or made aware that information of that kind is usually passed to that person or organisation;
- b) The individual concerned has given written consent to the disclosure; or
- c) The disclosure is required or authorised by or under law;

STORAGE AND SECURITY OF PERSONAL INFORMATION

Training Connections Australia's approach to holding personal information includes:

- as soon as practical converted to electronic means;
- storing in secure, password protected systems
- Monitoring for appropriate authorised use at all times.

RETENTION AND DESTRUCTION OF INFORMATION

Training Connections Australia undertakes secure destruction of personal information records as soon as possible after required use and storage periods have ended

USE OF PHOTOGRAPHS AND VIDEOS

TCA Training may from time to time use photographs or video footage of Apprentice/Trainees for marketing, promotion or publicity purposes. Apprentice/Trainees who appear in the aforementioned are asked to sign a "Talent Release Form", which gives TCA Training permission to use the images for the above purposes.

RECORDS ACCESS REQUEST FORM

Under the Privacy Act, you have the right to access personal information we hold about you. If the information is incorrect, you have the right to require us to amend the information.

This form must be signed by both the Apprentice/Trainee and the Director as an official record of the access request and identify verification. The Director is required to verify your identity through either presentation of appropriate identification or answering a series of specific targeted questions.

REQUEST FOR ACCESS TO RECORDS

Apprentice/Trainee
s Name: _____ Apprentice/Trainee
s Number: _____

Date of Request: _____ Style of Request: In person / Telephone /
Written

Identification submitted: _____

Identification approved Yes / No Reason: _____

Apprentice/Trainee s
signature: _____
Training Coordinators
signature _____

Note: There may be a waiting period of up to 7 days before access can be granted.

ACCESS TO RECORDS

Date of Access: _____

Records accessed: _____

Apprentice/Trainee s
signature: _____

Training Coordinators Signature: _____

This page is only to be completed if the apprentice/trainee requires access to their records

CONFIRMATION OF RECEIPT OF APPRENTICE/TRAINEE HANDBOOK

This is to certify that I have undertaken my induction and have received my Apprentice/Trainee handbook.

A representative of TCA has explained the contents of this handbook to me, clarifying any queries of concerns I may have. This includes:

- Assessment / qualifications / examinations
- Delivery modes
- Customisation
- Training plan development
- Competency Record book obligations
- RPL, Accelerated progression
- Complaint, grievances and appeal procedures
- Rules and Regulations
- Apprentice/Trainee contribution fees
- Fee exemptions
- Refunds and Credit transfers
- Apprentice/Trainee Support arrangements
- Work, Health & Safety
- Physical and human resources
- Monitoring and evaluation of outcomes
- Quality and business improvement

I understand that it is my responsibility to be familiar with the contents of this handbook and to ask questions on any matters I don't understand.

I understand that TCA will retain this form as receipt of the Apprentice/Trainee handbook in my personal file.

APPRENTICE/TRAINEE NAME : _____

APPRENTICE/TRAINEE SIGNATURE : _____

DATE : _____

TCA REPRESENTATIVE NAME: _____

TCA REPRESENTATIVE SIGNATURE: _____

Please return this confirmation page to Trainer/Assessor or TCA office

NOTES