

Participant Handbook



A guide of policies, laws and regulations that explain the rights and responsibilities for participants



Table of contents

Important information for all participants	3
Assessments / qualifications / examinations	3
Assessment coding	4
Delivery modes	5
Customisation	5
Recognition of prior learning	5
Accelerated progression	6
Credit transfer/ mutual recognition/ exemptions	6
Social justice/ access and equity principles	6
Complaints and grievances	7
Appeals	8
Rules and regulations	9
Participant use of computer resources	9
Learner support arrangements	9
Progression points	12
Workplace health and safety	13
Physical resources	14
Human resources	14
Course fees/ Refund policy / Credit policy	14
Participant responsibilities and entitlements	19
Commencement of course	20
Unique Student Identifier (USI)	21
Learner Unique Identifier (LUI)	21
Monitoring and evaluation of outcomes	22
Quality and business improvement	22
Privacy/confidentiality statement	23
Records access request form	25
Notes	26
Confirmation of receipt	27

Important information for all participants

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 Governments in Australia.

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

Keep this handbook in a safe place for future reference.

Training Connections Australia contact details

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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 Participants 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 learners 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

Delivery modes

Delivery is flexible and responsive to the following learner needs:

- language, literacy and numeracy levels
- individual differences
- cultural diversity
- indigenous learning styles

The following strategies are incorporated in delivery:

- self-paced learning via learner guides, use of library resources, computer-based learning
- work based projects
- discussion groups
- case studies and role plays
- on the job training

Customisation

Training Connections Australia provides customised training and assessment strategies for all participants. Units of competency are contextualised to suit the needs of the specific workplace and job role, to make the training relevant and meaningful to the Participant.

To ensure every possibility is provided for learners to demonstrate competence, the following strategies are incorporated into training:

- community and workplace-based projects
- negotiated programs
- workshops with industry components and input

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 to determine if a Participant can receive credit towards a qualification.

Learners 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

Learners who have already acquired some of the competencies required to complete a unit may negotiate an accelerated learning path with the trainer.

Credit transfer/ mutual recognition/ exemptions

Credit transfer is the process of recognising prior formal studies and certificates/statement of attainments issued by other Registered Training Organisations for this past training. Credit transfer may be available for successful completion of units or a full qualification, which have the same competency outcome. 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 learner's case.

Social justice/ access and 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 participants, irrespective of their individual or group differences.
- TCA is committed to ensuring that all members of the community can access, participate and achieve in Vocational Education and Training.

Complaints and grievances

Training Connections Australia has processes in place for Participants to lodge a complaint and/or grievance in relation to any matter relating to the service participants are receiving from Training Connections Australia. Please refer to our website to submit an online complaint/grievance/feedback – <http://trainingca.com.au/feedback/>.

The grievance procedure allows for:

- An informal approach to the person with whom the Participant 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 Participant 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. Please refer to our website to submit an online complaint/grievance/feedback – <http://trainingca.com.au/feedback/>.
- 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 the Participant. The RTO Manager and Directors will provide a formal resolution within 5 working days from receiving the recommendation.

If any grievance cannot be resolved internally, Training Connections Australia will advise Participant 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. Results of all grievances are communicated in writing to the Participant.

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, Participants, employers and other relevant parties about the quality of training in Queensland

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

Appeals



Training Connections Australia has processes in place for course Participants 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 Participant 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 the Participant. The RTO Manager and Directors will provide a formal resolution within 10 working days from receiving the recommendation.

If an 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. Results of all appeals are communicated in writing to the Participant.

Rules and regulations

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

- Participants are not permitted to harass other participants
- Smoking is prohibited in training venues, in doorways, balconies or covered walkways
- Drugs and alcohol is prohibited inside training venues and participants must not attend training, whilst under the influence of drugs or alcohol
- 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.

Participant use of computer resources

- All participants 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 Participants for any purpose other than recognised or approved training delivery and associated support is not acceptable.

Learner support arrangements

Participants 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. Participants 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

TCA is committed to ensuring that training opportunities are offered to all people on an equal and fair basis. Including women where under-represented, people with disabilities, people from non-English speaking backgrounds, Indigenous Australians, and rural and remote participants. All participants have equal access to our training programs irrespective of their

gender, culture, linguistic background, race, socio-economic background; disability, age, marital status, pregnancy, sexual orientation or Carer responsibilities.

All participants who meet our entry requirements will be accepted into any of our training programs.

During a preliminary interview with prospective participants, options will be discussed regarding:

Individual needs

Training Connections Australia has policies in place which foster and promote an inclusive learning culture, actively acknowledging, respecting and building on individual differences. All training and assessment practices are underpinned by these principles of inclusivity. In addition, to ensure individual situations, workplaces, abilities and interests are considered, the principles of flexible delivery are incorporated into the design and delivery of all training programs.

Special needs

A disability can be permanent or temporary, and may include:

- Physical impairment
- Intellectual impairment
- Psychiatric illness
- Sensory impairment (hearing loss, visual impairment)
- Neurological impairment e.g. epilepsy
- Learning disability e.g. dyslexia

All participants with a disability are able to access specialist personnel who can:

- Help participants to identify support needs
- Suggest learning and study strategies
- Negotiate with teachers about support needs
- Assist participants to contact other support agencies
- Assist participants to access VET disability Support service funding.
- Disability Support Services may include, but not limited to the following providers:
 - [Skills Disability Support for PQS providers - \(Ph: 1300 369 935\)](#)
 - [STEPS Group Australia \(Ph: 07 5458 3000\)](#)

Language, Literacy and numeracy support

Training Connections Australia ensures provision of literacy and numeracy support services to participants who require individual and personal assistance. This will provide the basis for participants to gain the necessary skills to achieve competency in their chosen qualification.

An analysis of each job task related to the qualification is conducted during the planning of each program in order to ensure that the underlying principles of contextualised literacy, language and numeracy delivery are followed.

The following delivery strategies ensure this contextualisation:

- LLN is modelled as part of training
- Opportunities for practising appropriate LLN are included
- Training materials are evaluated for appropriate LLN levels

- Assessment methods and tasks are evaluated for appropriate LLN levels. Adjustments are made.
- Participants experiencing significant LLN difficulties are given specialist assistance
- Specialist assistance may include an external provider to support the participant with their learning and LLN whilst attending the training program, for example Skills for Education and Employment (SEE) providers:
 - TAFE Queensland (Ph: 1300 308 233)
 - STEPS Group Australia (Ph: 07 5458 3000)

Prior to the commencement of the training program, all prospective participants undertake a Language, Literacy and Numeracy support evaluation, as part of the Participant Skills Development document.

Reasonable Adjustment - Reasonable adjustment will be provided for participants with a disability or learning difficulty according to the nature of the disability or difficulty. Reasonable adjustments are made to ensure that the participant is not presented with artificial barriers to demonstrating achievement in the program of study. Reasonable adjustments may include the use of adaptive technology, educational support and alternative methods of assessment such as oral assessment.

There are a number of specific issues to consider in the decision-making process. These include but are not limited to the participant's needs with respect to:

- reading and writing;
- numeracy;
- hearing;
- communicating with others or getting ideas across;
- sitting still for long periods;
- moving around the learning environment;
- moving or manipulating objects;
- paying attention and staying focused;
- remembering or retaining information;

Examples of strategies to deal with the above issues may include:

Difficulty expressing knowledge in writing:

- allowing oral assessment;
- providing a digital recorder or similar;
- providing a scribe;
- providing a sign language interpreter; and
- providing additional time

Difficulty with numbers and numerical concepts

- allowing additional time
- allowing the participant to use a calculator;

Difficulty with physical tasks such as personal care

- providing a disability support worker
- agreeing to a carer provided by the participant; and
- allowing additional time

Difficulty with concentration

- breaking the assessment into appropriate components that can be undertaken separately
- providing rest breaks during lengthy assessment sessions;
- providing a separate assessment venue if the participant is distracted by others' movements or noise;
- providing additional time;
- providing alternative assessment methods, such as recording devices for oral testing

Progression Points

To ensure you are progressing through your training course, TCA has put in place key progression points at certain intervals within the training program. The progression points allow TCA's Trainer to review your progression and discuss with you how we can assist you in your learning journey. Where necessary, we will discuss alternate options (adjusting/extending completion date or providing additional learning support etc.) to assist you in advancing through this program. If you are struggling to progress, we encourage you to discuss with the trainer additional support or adjust the delivery and assessment plan.

If you do not require assistance within your program and have **not** progressed after 3 months, we will discuss with you the option of withdrawing from the training program. Please refer to our [refund policy](#), if you are required to withdraw due to lack of progression.

Workplace health and safety



TCA is committed to achieving the highest practicable level of Work, Health and Safety (WH&S) for all staff and participants, and will comply with all obligations as outlined in the Work Health and Safety Act 2011. WH&S 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 participants through the provision of a safe and healthy work environment and safe systems of work. WH&S 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.

- Participants 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

- Participant 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 by 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 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 are culturally appropriate and contextualised to suit the learner group.

Course fees/ Refund policy / Credit policy

All participants are to be enrolled in the course in which they are studying prior to participation.

Course fees will be calculated on an individual basis and determined by situational circumstances. 'Refer fees and charges detail' below.

Course fees paid by individuals will be receipted by TCA.

Where relevant, TCA will accept payment of no more than \$1000 from each individual Participant prior to the commencement of the course. Following course commencement, the RTO may require payment of additional fees in advance from the participant 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 Participant 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.

Conditions for Refund of course enrolment fees are outlined in our Refund Policy.

FEES AND CHARGES DETAIL	PRICE
Replace Construction induction card – CPCCWHS1001A Prepare to work safely in a Construction Industry	<ul style="list-style-type: none"> ▪ \$38.50 (GST incl)
Replace Certificate/Statement of Attainment	<ul style="list-style-type: none"> ▪ \$38.50 (GST incl)
Replace Apprentice/Trainee Competency Record book (CRB)	<ul style="list-style-type: none"> ▪ \$44.00 (GST incl)
<p>Recognition of Prior Learning</p> <ul style="list-style-type: none"> ▪ A \$160 administration fee applies for each completed RPL application submitted for processing. The fee does not guarantee RPL will be granted and is non-refundable. ▪ If a potential RPL candidate wishes to apply for more than one qualification, a separate RPL Application Form must be submitted for each qualification and a further application fee will apply ▪ Once an RPL application is deemed as suitable to commence RPL. The participant is enrolled for RPL assessment, then the fees associated with the actual RPL assessment are as follows: <ul style="list-style-type: none"> □ Fee for Service rate of \$100 per each unit of competency applies 	<ul style="list-style-type: none"> ▪ \$160.00 Administration fee (GST exempt) ▪ \$100.00/unit of competency (GST exempt)
<p>Apprentice/Trainee Contribution fees for User Choice funded program</p>	<ul style="list-style-type: none"> ▪ \$1.60 per nominal hour for each unit of competency delivered
<p>Partial Fee Exemption</p>	
<p>The Supplier must not charge more than 40 per cent of the student contribution fees where the Participant falls into one or more of the following exemption categories:</p> <ul style="list-style-type: none"> (a) The apprentice/trainee was or will be under 17 at the end of February in the year in which the Supplier provides training, and the Participant has not completed year 12; (b) The apprentice/trainee 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; (c) The apprentice/trainee holds an official form under Commonwealth law confirming that the apprentice/trainee, his or her partner or the person of whom the apprentice/trainee is a dependent, is entitled to concessions under a health care card or pensioner concession card; or (d) The apprentice/trainee is an Aboriginal or Torres Strait Island person through self-declaration on AVETMISS compliant enrolment form 	<ul style="list-style-type: none"> ▪ 40 per cent of the student contribution fees
<p>Full Fee exemption</p>	
<p>A full exemption of apprentice/trainee contribution fees for the entire qualification is appropriate where evidence indicates payment of the apprentice/trainee contribution fee would cause the apprentice / trainee extreme financial hardship and his / her inability to pay a student contribution fee owing to an inverse impact of his / her standard of living.</p>	

<p>a) Evidence to support financial hardships would include a budget outlining expenses versus income.</p> <p>b) However, TCA will have the option of a payment plan which will lessen the impact on the apprentice/trainee to pay the entire contribution fee in one lump sum.</p>	
<p>A full exemption of apprentice/trainee contribution fees for the entire qualification must be granted for the following apprentice/trainee cohorts:</p> <p>a) The apprentice / trainee is a school-based apprentice or trainee.</p> <p>b) A student is undertaking a Skilling Queenslanders for Work – Work Skills Traineeship.</p> <p>c) An apprentice / trainee commences an apprenticeship / traineeship in a high priority qualification within 12 months of graduating Year 12.</p> <p>d) A school-based apprentice / trainee who has graduated Year 12 and has converted to either a full-time or part-time apprenticeship / traineeship within a high priority qualification.</p>	
Certificate 3 Guarantee	
<p>Under the C3G funding program a co-contribution fees must be paid by the participants or third party for both concessional and non-concessional prior to commencement into the training program (on receipt of concessional evidence) will apply for the full qualification as part of the C3G training program.</p> <p>Evidence to support of proof of concession:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Dept. of Veterans Affairs/Pensioner Concession Card <input type="checkbox"/> Health Care Card <input type="checkbox"/> Commonwealth Seniors Health Card 	<ul style="list-style-type: none"> ▪ \$130/participants (non-concessional) (GST exempt) ▪ \$65/participants (concessional) (GST exempt)
Higher Level Skills	
<p>Under the HLS funding program, a co-contribution fees must be paid by the participants or third party for both concessional and non-concessional prior to commencement into the training program (on receipt of concessional evidence) will apply for the full qualification as part of the HLS training program.</p> <p>Evidence to support of proof of concession:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Dept. of Veterans Affairs/Pensioner Concession Card <input type="checkbox"/> Health Care Card <input type="checkbox"/> Commonwealth Seniors Health Card 	<ul style="list-style-type: none"> ▪ \$850/participants (non-concessional) (GST exempt) ▪ \$650/participants (concessional) (GST exempt)
Fee for service	
<p>Participant</p> <p>For full and partial qualification delivery, Training Connections Australia will accept payment of no more than \$1000 from each individual Participant prior to the commencement of the course.</p> <p>Following course commencement, the TCA may require payment of additional fees in advance from the Participant 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 Participant does not exceed \$1,500.</p> <p>Enrolment fee (\$1000 or less) will be invoiced 10 days prior to enrolment/start date of the course date unless alternate arrangements are made.</p>	TBA

<p>Client (Employer)</p> <p>Training Connections Australia will provide to prospective clients a course price for the delivery and assessment for Nationally accredited qualifications/courses listed on our Scope of Registration to deliver to a group of participants or individual</p>	<p>Course price will include:</p> <ul style="list-style-type: none"> ▪ Travel expenses (if applicable) ▪ Accommodation (if applicable) ▪ Airfares/Vehicle hire (if applicable) ▪ Trainer fee ▪ Administration fee
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REFUND POLICY

APPRENTICE AND TRAINEES

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 student 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

CERTIFICATE 3 GUARANTEE

FULL REFUND

In the event a C3G participant cancels their training agreement, TCA will pay a full refund to the participant co-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 agreement with Training Connections Australia
- Replacement of RTO

PARTIAL REFUND

TCA will proportionate refunds where the participant has **withdrawn** from the unit of competency 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 a participant.

For example:

- If the participant has attended a 2-week delivery block, but then withdraws from unit or course, no refund will apply for this unit
- If the participant only attends 1 to 2 days of training, TCA will proportion a percentage of unit co-contribution fee to the participant for this unit

FEE FOR SERVICE TRAINING

This policy ensures that a full refund of enrolment fees will be made if TCA cancels a course for any reason.

An application for refund of course fees under any other circumstance must be made in writing to Training Connections Australia. An 85% refund is available up to 10 working days prior to the commencement of the training program. Cancellation of enrolment under these circumstances will incur a 15% administration fee.

No refund is available where cancellation is made less than 10 working days prior to the commencement of a course or to Participants who leave before finishing the course.

Refunds will be considered on a pro-rata basis for Participants who fall ill or are injured to the extent that they can no longer undertake the course providing a supporting Medical Certificate is supplied to Training Connections Australia.

However, should Participants wish to finalise incomplete units of competency in a future course the original fee can be used as a credit towards that course within six months of initial payment.

In all other cases, refunds are at the discretion of the National RTO Manager of Training Connections Australia and may be negotiated on an individual case-by-case basis.

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 Participant identification.

TCA will accept payment of no more than \$1000 from each individual Participant prior to the commencement of the course. Following course commencement, the RTO may require payment of additional fees in advance from the Participant 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 Participant 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.

Participant responsibilities and entitlements

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

PARTICIPANT ENTITLEMENTS

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

- Respect from all staff as adult learners
- 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 participants about:

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

PARTICIPANT RESPONSIBILITIES

During the course of study, participants should:

- Arrive punctually to training sessions.
- Adopt an acceptable standard of behaviour and courtesy towards all Participants and staff.
- Abide by the conditions of the Work Health and Safety Act 2011.
- Submit assessment items by the due date. If necessary, negotiate extensions.
- On completion of the course, return any TCA property.

Commencement of course

Commencement of the course is subject to sufficient demand and availability of resources and industry input.

Prior to commencement of the course, learners will undergo an **induction program**. Participants will be supplied with a training program outlining the planned delivery session sequence and assessment requirements, as well as information regarding:

- Fees and charges (if any)
- 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
- Recognition of prior learning arrangements

Unique Student Identifier (USI)

Any participants studying with a Registered Training Organisation must have a Unique Student Identifier (USI).

The Australian Government states a USI as a reference number made up of ten numbers and letters that:

- Creates a secure online record of your recognised training and qualifications gained in Australia, from all training providers you undertake recognised training with
- Will give you access to your training records and transcripts
- Can be accessed online, anytime and anywhere
- Is free and easy to create and
- Stays with you for life

This will allow participants to access and view their complete accredited training accomplished after 1 January 2015, regardless of where they completed the training, or with which RTO they studied. You will also be able to produce a comprehensive transcript of your training. This can be used when applying for a job, seeking a credit transfer or demonstrating pre-requisites when undertaking further training.

To receive your Qualification or Statement of Attainment you must have a USI and Training Connections Australia retains the right to withhold your qualification if a USI is not created or provided.

Participants can find further information as well as create their USI by going to: www.usi.gov.au or they can give permission to Training Connections Australia to create their USI on their behalf (**see Create USI on behalf of participant form**). If you are allowing Training Connections Australia to create this on your behalf, you must provide your; Full name (first, middle and last), Date of Birth, Country of Birth, City of Birth, Gender, Email Address, Mobile Number and Postal Address. You must also supply Training Connections Australia with evidence of identity (photo I.D e.g. Driver's License).

Learner Unique Identifier (LUI)

Any school-based student participants studying with a Registered Training Organisation must have a Learner Unique Identifier (LUI) as well as the Unique Student Identifier (USI).

In Year 10, schools register students with the QCAA and a learning account is opened for them. All senior students in Queensland have a learning account on the Student Connect website.

This program is funded by Certificate 3 Guarantee an initiative of the Queensland Government. Eligibility conditions apply. Please be advised you may no longer be eligible to undertake a second qualification under this funding once you have completed this qualification.

Monitoring and evaluation of outcomes

As part of TCA's quality management system, participants 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 learners.

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

As a registered training organisation, TCA will adhere to the **Australian Qualification Framework** (AQF) which is a comprehensive policy framework, defining all qualifications recognised nationally in post-compulsory education and training within Australia. The Australian Qualification 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 Participants 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

TCA recognises that privacy and security of personal information are important to Participants. To ensure the highest standards are maintained, TCA staff members are committed to meeting requirements outlined in Information Standard 42 (recollection, storage, security, accuracy and disclosure of personal information).

USE OF PHOTOGRAPHS AND VIDEOS

TCA Training may from time to time use photographs or video footage of Participants for marketing, promotion or publicity purposes. Participants who appear in the aforementioned are asked to sign a “Media Release Form”, which gives TCA Training permission to use the images for the above purposes.

Privacy / confidentiality statement

Under the *Data Provision Requirements 2012*, **Training Connections Australia** 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 and your training activity data) may be used or disclosed by **Training Connections Australia** for statistical, regulatory and research purposes. **Training Connections Australia** may disclose your personal information for these purposes to third parties, including:

- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- Employer – if you are enrolled in training paid by your employer;
- Commonwealth and State or Territory government departments and authorised agencies;
- NCVER;
- Organisations conducting student surveys; and
- Researchers.

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

- Issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts;
- facilitating statistics and research relating to education, including surveys;
- 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 an NCVER student survey which may be administered by an NCVER employee, agent or third-party contractor. 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 VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

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 participant 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.

Records access request form

Under the Privacy Act, you have the right to access the 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 Participant and the Director as an official record of the access request and identity 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

Learners Name: _____ Learners Number: _____

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

Identification submitted: _____

Identification approved Yes / No Reason: _____

Learners 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: _____

Learners signature: _____

Training Coordinators Signature: _____

Confirmation of receipt of Participant Handbook

This is to certify that I have undertaken my induction and have received my Participant handbook and Course summary.

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

- Assessment / qualifications / examinations
 - Delivery modes
 - Customisation
 - RPL, Accelerated progression
 - Credit transfers
 - Complaint, grievances and appeal procedures
 - Rules and Regulations
 - Fees / Refunds
 - Unique Student Identifier
 - Learner Support arrangements
 - Work, Health & Safety
 - Physical and human resources
 - Monitoring and evaluation of outcomes
 - Quality and business improvement
 - Privacy Notice
-
- Course Summary (Proposed course information) - "Attachment A"

I understand that it is my responsibility to be familiar with the contents of this handbook and the information included in the Course Summary and to ask questions on any matters I do not understand.

I understand that TCA will retain this form as receipt of the Participant handbook and Course summary in my personal file.

PARTICIPANT NAME : _____

PARTICIPANT SIGNATURE : _____

DATE : _____

TRAINER'S NAME: _____

TRAINER'S SIGNATURE: _____

[Please return this confirmation page to TCA office or Trainer](#)