RTO STUDENT HANDBOOK

This handbook outlines your rights and responsibilities in undertaking Nationally Recognised Training with TrainSmart Australia.

It is important that you read this handbook prior to your first day of training.

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1.   About TrainSmart Australia

Welcome to TrainSmart Australia.

TrainSmart Australia is a Registered Training Organisation (RTO) that delivers quality training across Australia in online and face-to-face modes.

Whether you are looking to study in the area of beauty, screen and media, community services and mental health, hospitality, business, management or I.T. our team will provide you with the guidance and support needed to determine the course that best fits your career, personal goals and level of ability.

From your initial enquiry, through to enrolment and during your course delivery, TrainSmart Australia will always be there to support and assist you.

We thank you for choosing TrainSmart Australia and wish you every success with your future learning and professional development.

2.   Contact information

Perth office
Address: Level 12, 251 Adelaide Terrace, Perth WA, 6000
Phone: +61 8 9265 9600
Fax: +61 8 9265 9601
Email: info@tsa.edu.au
Website: www.tsa.edu.au

Sydney office
Address: Suite 404, Level 4, 815 Pacific Highway, Chatswood, NSW 2067
Phone: +61 2 9410 1880
Email: info@tsa.edu.au
Website: www.tsa.edu.au

3.   Code of practise

Educational standards

TrainSmart Australia maintains high standards in the provision of vocational education and training and other student services. We have policies and procedures in place to uphold high professional standards in the marketing and delivery of our services which safeguard the interests and welfare of our students.

At TrainSmart Australia we maintain a learning environment that supports the success of our students and have the capacity to deliver the course(s) on our scope of registration, provide adequate facilities, and use methods and materials appropriate to the training being delivered.

4. Enrolment

Student selection and recruitment

Recruitment of students will be responsible, ethical and consistent with the training package requirements at all times. TrainSmart Australia is committed to non-discrimination and at all time complies with equal opportunity and anti-discrimination legislation.

There may be pre-requisites to your chosen course of study due to health and safety, language literacy and numeracy requirements or the nature of the program.

Entry requirements

Regardless of funding method, entry into any diploma level qualification or above requires the provision of a Board of Studies issued Year 12 Certificate, or a previous Certificate IV qualification or above or the completion of a language, literacy and numeracy (LLN) assessment exiting at an Australia Core Skills Framework (ACSF) level 3. LLN assessment is conducted by TrainSmart using the Australian Government approved ACER LLN test.

Students aged under 18 must have parent or guardian consent for entry into a TrainSmart course. In some states or territories, a student who would otherwise be in the last two years of compulsory education (typically Year 11 and 12) must have approval from the Department of Education prior to their acceptance and participation in a course with TrainSmart.

Please contact a TrainSmart team member to understand any other pre-requisites that may be required for entry.

Enrolment procedure

Career counselling is conducted with students to determine their capacity to benefit from their course of interest.

A completed enrolment form is required to advise all details necessary to register a student.

The enrolment form will be provided to the student as an electronic form. All questions should be answered and the students' signature should appear in the designated location(s).

Identification documentation is to be provided to support the student's application for enrolment and to confirm that the student is an Australian citizen, permanent resident or on a permanent humanitarian visa.

The student must provide their Unique Student Identifier (USI) to TrainSmart Australia or agree for TrainSmart Australia to create or locate the students USI.

Payment arrangements must be made for outstanding course fees. Fee payment options include, fee for service (full payment or agreed payment plan), VET Student Loan or where applicable, Australian Government funding.

Upon acceptance by TrainSmart of an enrolment, the student will be allocated a permanent TrainSmart student identification number and be enrolled into their chosen course of study.

A copy of this Student Handbook is made available to all students prior to and at the point of their enrolment application. The Student Handbook advises the student of their rights and responsibilities.

In addition, the Faculty Handbooks will contain more specific information relevant to the qualification you will be completing with us.

- Beauty Therapy: -
  - Diploma of Beauty Therapy (Blended)
  - Diploma of Beauty Therapy (Face to Face)
- Business & Management
- Creative Arts
- Health and Community Services
- Information and Technology

5. Pre-enrolment course information, content and vocational outcomes

Students will receive the following information prior to enrolment:
- Student selection, enrolment and induction procedures
- Course venue, length, mode, delivery and assessment
- Facilities and equipment
- Competencies to be achieved through training
- Certification to be issued for successful course completion or partial course completion
- Recognition arrangements including; recognition of prior learning and credit transfer
- Fees and charges, including related policies and procedures
- Third party arrangements (if applicable)
- Provision of language, literacy and numeracy assessment
- Student support
- Student related policies and procedures

6. Language, literacy and numeracy

Students wishing to enrol into a nationally recognised training program at a diploma level or above must produce a Board of Studies issued year 12 certificate. Students who are unable to produce a valid certificate must complete an LLN assessment to determine if their literacy and numeracy skills are sufficient to successfully undertake the training program. For a Diploma level course or above an Australian Core Skills Framework (ACSF) exit level 3 is required.

TrainSmart Australia uses the government approved ACER LLN assessment tool. The LLN assessment is issued by TrainSmart Australia to the student. The student receives their own secure login and password for completion of the assessment online.

Upon completion of the assessment the student will be informed of the outcome and advised of the next steps.

Where a student receives an unsatisfactory result for entry into a course, a reattempt for the LLN assessment is allowed, however this can only take place when the RTO is satisfied that the student has developed their skills to the required level.

Based on the skill level achieved at the initial LLN testing, the student will be channelled the in-house TrainSmart LLN Specialist or an external LLN service provider (at the students own cost) or in order to develop their skills to the desired level.

7. Unique student identifier (USI)

All students participating in nationally recognised training need to have a USI.
The USI is a reference number made up of 10 number and letters that:

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

All students applying to enrol into a nationally recognised qualification with TrainSmart Australia must provide, during the enrolment process their USI <u>or</u> permission to TrainSmart Australia to create or locate the students USI.

8. Mutual recognition

A student may already have skills and knowledge that will enable them to gain a qualification, skills set or units of competency without taking part in a whole training program. The skills and knowledge may have been gained through study, work or life experience.

Recognition against these skills is divided into two categories: -

- Recognition of prior learning (RPL)
- Credit transfer (CT)

Recognition of prior learning (RPL)

Recognition of prior learning is an acknowledgement of your existing skills and knowledge that are relevant to your chosen training program. You may have obtained the relevant skills and knowledge through other forms of formal training, workplace experience or life experience.
The benefit of recognition of your relevant skills is that it may take a shorter period to complete your chosen training program with TrainSmart Australia.

Students wishing to attain recognition of prior learning (RPL) for any of the competencies in a training program will need to provide evidence to demonstrate knowledge of the said competency. The types of evidence may include:

- Certificates/qualifications
- Reports
- References from paid or unpaid work experience
- Work samples from students
- A practical assessment or skill demonstration

All evidence will be checked by an assessor to ensure its validity and currency before competency is recognised. Rest assured that our organisation abides by fair and equitable guidelines in undertaking a well-documented RPL procedure.

Credit transfer (CT)

TrainSmart Australia acknowledges qualifications and statements of attainment issued by other registered training organisations. This is commonly known as credit transfer.
Credit transfer is usually for purposes of:

- Entry into a qualification where another qualification or certain statements of attainment are a prerequisite to entry, or
- For part completion of a qualification based on statements of attainment for the units/modules already held by the student.

Credit transfer does have a limited lifespan. If your qualification/ statement of attainment is currently listed on the National Register and is still a component of a qualification that you wish to undertake, credit transfer will be granted by our organisation.

If your qualification/statement of attainment held has been superseded and is no longer on the National Register or is not the version required by the qualification into which you wish to enrol, the credit transfer process does not apply. In such situations, recognition of prior learning would be the appropriate way to proceed.

If an enrolling student believes that they having sufficient skills and knowledge which matches qualification units, then they may receive recognition status. We encourage you to discuss this with the TrainSmart Australia careers adviser.

9.   Fees and charges

A copy of our fees and charges are publicly available on our website:

https://www.tsa.edu.au/how-to-apply/fees

Fees and charges will also be made known to an enrolling student through course information sheets, enrolments forms, request for the VET Student Loan assistance forms, welcome email and during discussions with careers advisors and student support.

VET STUDENT LOAN

VET Student Loan is a student loan scheme that is funded by the Australian Government to assist eligible students in diploma level or above courses. VET Student Loan is a loan and must be paid back.

The VET Student Loan may not be sufficient to cover all of the tuition fees for your course. You will be required to pay any **gap fees** if the Australian Government VET Student Loan only partially covers the required fees for the chosen course.

No inducements are used to encourage potential students to enrol and sign up for VET Student Loan loans. For example; cash, meals, prizes, vouchers, laptops etc.

There is a 20% government loan fee applied to VET Student Loan loans. The loan fee is 20% of the VET Student Loan loan incurred for each unit. The loan fee does not count toward your Student Loan limit.

Please refer to the VET Student Loans information booklet 2017 found on weblink https://docs.education.gov.au/node/42391

There is no interest charged on HELP debts or VET Student Loans, however your debt will be indexed on 1 June each year to maintain its real value relative to changes in the consumer price index. Current and past indexation rates are available from the ATO as www.ato.gov.au

Publicly funded training – state based

Separate guidelines exist for publicly funded training in each of the Australian states. TrainSmart Australia can provide you with full details of the fees and charges respective of each state, which can also be downloaded from the relevant government websites.

The required fees are dependent on the chosen course and your enrolment officer will inform you of all fees and charges relating to your chosen course prior to the enrolment process.

Eligibility criteria for concession rates or fee exemptions will also be discussed with you prior to your enrolment.

The fees and charges are further documented in your confirmation of enrolment form during the enrolment process and, if applicable, in your notification letter that you receive from our organisation once you are enrolled.

Please be advised that:

- Proof of eligibility for concession or exemption of fees must be shown at the time of enrolment
- All fees (if applicable) must be paid in full prior to commencement of the course
- Enrolment cannot be processed without payment for the designated course
- Fees are not transferable between courses
- Payment can be made by credit card, direct debit, cheque, EFT or cash.

Fee for service (non-publicly funded training)

Full fee (fee for service) places are not subsidised by the government and students will be charged course fees that cover the cost of study.

Students who fit into this category may be self-funded, or their employer may be covering the cost of their fees for the course of study.

- All fees (inclusive of resource fees) must be paid in full prior to a student being issued with a qualification or statement of attainment
- Payment can be made by credit card, direct debit, cheque, EFT or cash
- Payment plans are available and where practicable may be contextualised
- Corporate customers have the option to apply for a 30-day credit account, and the organisation reserves the right to either grant or refuse approval at its discretion.

Incidental charges

For replacement of a qualification certificate or statement of attainment a re-issue fee of $50 is payable.

To understand any course specific incidental charges, please speak to a TrainSmart Team member within the faculty belonging to your chosen course of study.

10. Induction

Students receive induction appropriate to their course which ensures they:

- Understand information contained in the student handbook, course information, fee information and program specific information.
- Are familiar with the resources and facilities available to them
- Have identified key training, administration and support people
- Have access to the necessary course materials
- Know where to access more information.

Upon formal acceptance by TrainSmart of the student's enrolment application the following actions take place: -

- Confirmation of Enrolment call – A TrainSmart Australia team member will contact you by phone to confirm key points in relation to your enrolment
- Confirmation of Enrolment email – An email recount of the call conversation will be sent to a student following the Confirmation of Enrolment call
- User name/password for access to the online Learning Management System (LMS) – An automated email will be sent informing you of your user name and password so that you may access the online learning management system
- Diploma induction program – Students are invited to attend a 30-minute webinar which prepares them for study with TrainSmart Australia
- Trainer contact – A dedicated trainer will be allocated to you to support you with the learning and assessment material
- Student support – Student support will be on call to assist you throughout your studies with non-content related enquiries
- Information technology support – An I.T. specialist is on call to support you with any technology issues.

11. Withdrawal

A student must notify TrainSmart Australia immediately once the decision to withdraw has been made. A notification of withdrawal must be communicated **in writing** in the form of a **letter or by sending an email** stating why you would like to withdrawal.

The withdrawal letter or email must be sent directly to the student administrations team at TrainSmart Australia as soon as practicable.

- Postal Address: TrainSmart Australia, Student Administration, Level 9, Suite 3, 1-5 Railway Street, Chatswood, NSW 2067
- Email: studentadministration@tsa.edu.au

You can withdraw without penalty from a course if you have selected to fund it through VET STUDENT LOAN as long as it is on or before the first census date for that unit of study, including no withdrawal fees.

Refunds will be issued per the refund policy related to the funding arrangement for your chosen program. One of the following refund policies will apply: -

- VET STUDENT LOAN assistance scheme
- Publicly funded training – State based
- Fee for service (non-publicly funded training)

Please refer to the refund policy section of this handbook for further information on refunds.

12. Deferrals

If for any reason you wish to defer your studies to a later date, please discuss this with your trainer as a first step. Your trainer may refer you to our administration staff to discuss the deferment arrangement and any ongoing support requirements.

If you do decide to defer, you must seek approval first by sending a letter or email (preferred) to the administration staff stating why the deferment is required. In your email please indicate the start date of your deferment and the required length or end date of the deferment.

A 2-3 month deferment will be considered but not guaranteed. This will depend on the circumstances for the deferment requested.

Should your qualification change during the deferral period, RPL or upgrade to current qualification may be required at the student's cost.

13. Refund policy

VET STUDENT LOAN assistance scheme

If you correctly withdraw from a VET unit of study on or before the relevant census date, you will not have to pay the cost or debt of that unit. If you have already paid your tuition fees, you will receive a refund from your approved provider.

If you fail a unit or withdraw from a VET unit of study after the relevant census date, you will still incur a HELP debt or lose an upfront payment, regardless of whether you attended any classes or handed in any assessment.

If you failed the unit or withdrew from the unit after the census date because you became seriously ill or because of other special circumstances, you can apply for your approved provider to have your STUDENT LOAN balance re-credited and your HELP debt removed or upfront payment refunded.

TrainSmart Australia will: -

- Set a census date for each VET unit of study that is no earlier than 20% of the way through a VET unit of study. These census dates are communicated in a number of ways, including in the students' Confirmation of Enrolment emails
- Ensure that the student is informed of the census date for each units of study in a manner and by the date prescribed in the VET Guidelines 2015
- Ensure that all students are informed of the review procedure for re-crediting of a STUDENT LOAN balance

For further details please refer to the Student Review Policy on the website:
http://www.tsa.edu.au/how-to-apply/student-review-procedure/

For full details on the organisation's refund policy on the VET STUDENT LOAN scheme, please refer to Appendix 3 of this handbook.

Publicly funded training – State based

The organisation guarantees a sound financial position and safeguards all student fees until used for training and assessment.

For all publicly funded training courses, the refund of student fees is stipulated by either federal or state legislation. TrainSmart Australia will abide by the program specific refund procedures as set out in the federal or state legislation.

TrainSmart Australia can provide you with full details of the guidelines, respective of each state. These guidelines can also be downloaded from the relevant government websites.

Fee for Service (non-publicly funded training)

The organisation offers a fair and equitable refund policy for fee for service training that complies with all legislative guidelines.

We guarantee a sound financial position and safeguard all student fees until used for training and or assessment.

Full refund of fees will be given under the following conditions:

- The organisation cancels or reschedules a course to a time unsuitable to the student
- If a student withdraws from a course due to serious illness TrainSmart Australia will refund any fees paid - a medical certificate is required
- For all dedicated or customised courses, at least 21 days' notice of withdrawal must be provided to TrainSmart Australia

No refund

A request for the refund of fees that does not comply with the conditions listed above for fee for service students will attract a 100% fee being charged.

All notifications must be received in writing or via email. Any outstanding payments must be settled within 5 working days. All administration and legal costs associated with collecting overdue payments will be charged back to the student or its sponsoring company.

14. Training

Flexible learning

To help you meet your training goals, we provide a comprehensive learning experience that effectively maximises your potential. Depending on your choice of course, our learning options include: Instructor-led training (classroom), or mentored learning (online):

Instructor-led training involves classroom based training in small groups with one of our outstanding instructors. Additionally, one-to-one contact with the trainer and student is scheduled into the learning program in the form of study days, offering a more comprehensive and flexible approach to learning for each student. This method of training is utilised for all professional development and desktop applications training.

Mentored learning is the approach utilised for all blended e-learning courses. Mentored Learning offers a highly flexible approach to learning whereby the student studies at their own pace online using video content and exercises in conjunction with a manual and face to face workshops (where applicable). An instructor (mentor) is present at all times during the training session for one-to-one consultation offering a greater depth of hands-on experience to the student. The scheduling of a given training session for each student is flexible.

Attendance

When participating in an accredited training program you are expected to attend, actively participate and complete all scheduled training so that you gain your qualification.

If you are unable to attend a scheduled session or appointment you will need to provide adequate notice and explanation.

For instructor-led training, each day of training you will be required to sign a course sign-in sheet at the reception desk, prior to commencement of the training session. Your attendance will be recorded electronically and the hard copy sheet will also be retained as evidence of your attendance for each unit of competency.

Mentored students demonstrate attendance by regularly interacting with their trainer and learning content. The online learning management system recognises each user and their online studying habits. This information together with the interaction details compiled by the trainer assessor allows for the determination of participation and attendance.

Student user agreement and netiquette

For all training sessions utilising computers at our centres, you will be required to comply with the terms and conditions of usage by signing a Student User Agreement form (either hard copy or electronically).

TrainSmart Australia provides online systems and resources for use by employees and students. Online resources include all material that is accessed through a computer or telecommunications network. All policies, procedures, codes of behaviour and rules of TrainSmart Australia apply to those using online systems and resources provided by or on behalf of TrainSmart Australia. This netiquette/online "code of conduct" refers to the use of online systems and resources that belong to TrainSmart Australia. This code has been prepared to protect the rights and safety of all.

TrainSmart Australia takes appropriate measures to ensure the security of the facilities and information that may be contained in them. TrainSmart Australia reserves the right to monitor the use of online resources by all that access the systems.

Unacceptable sites and materials

On a global network, such as the internet it is impossible to effectively control the content of the information. On occasion, users of online systems may encounter material that is controversial and which other users, parents or staff might consider inappropriate or offensive. It is the responsibility of the individual user not to intentionally access such material. If such material is accessed by accident, the incident must be reported immediately to a trainer or appropriate authority.

15. Assessment

Assessment guidelines

Assessments related to the unit of competency learning material will be released to the student as they progress through the content. Most unit of competency assessments are made up of a variety of assessment tasks. All the requirements of each assessment task must be completed to a satisfactory standard full and gain competent level in a unit.

Your trainer will explain to you in detail the process to follow in completing assessments prior to submission.

Our standard at TrainSmart Australia ensures that all assessment tasks are conducted in a valid, reliable, fair and flexible manner. If there is any aspect of the assessment process that is unclear or that you are not certain about you should speak to the trainer/assessor.

Please ensure that you read and understand the "Instructions to the Student" section in each assessment.

Upon formal submission of your assessment please ensure that you have retained a copy for your own record.

Your trainer will inform you of an acceptable time frame for completion of assessments for each unit of competency. Should you require a reasonable adjustment of the assessment you should discuss this with your trainer.

Reasonable adjustment

Where students are unable, due to physical or mental disabilities, ill health or family emergency, to undergo assessment as outlined in each subject, alternative forms and times of assessment may be negotiated with the trainer prior to the assessment date. A doctor's certificate must be supplied if illness is a reason why an assessment cannot be completed.

Editing your saved assessments

When working with TrainSmart pdf assessment documents, it is important that you have Acrobat reader installed (use acrobat reader link below).

Acrobat reader link https://get.adobe.com/reader/ Use the installed Acrobat reader program to edit and save your assessments. Note - *remember, before downloading this program UNTICK the 2 small boxes located in the "optional offers" section in the second column of the on-screen display.*

Note: If you use other versions of Acrobat reader it is possible to edit the assessment but you may not be able to save it.

Some browsers have been set-up to open the selected pdf document with the default installed pdf reader. For example, Windows 8 has a pdf reader pre-installed. To bypass this, save the pdf document locally. Open the pdf document by right clicking the mouse and select Open with Adobe Acrobat Reader DC. You will now be able to edit and save your assessment.

Need I.T. Support?

TrainSmart Australia has an I.T. Support Specialist available to assist with any student course related technical issues. Please contact Nicolaas Kruger at nkruger@tsa.edu.au or call 0499 860 542.

Assessment submission

A completed assessment may be submitted using any one of the following methods:
- Upload your assessments via the course website (Learning Management System)
- In person to your trainer or at the reception desk
- By mail

Once you have submitted your fully completed assessment, you will receive an email from TrainSmart Australia notifying you that the assessment is now being marked by our qualified assessor. Please allow up to 2 weeks for your assessment to be marked.

Assessment results and feedback

All assessments are marked by a qualified assessor within our organisation. If you are deemed to be not yet competent (NYC) the assessor will give you constructive feedback regarding what you need to do further in order to gain competency.

Immediately after your assessment has been marked, either directly from your assessor or automated via the course website, you will receive an email to inform you that your assessment has been marked.

Please note that in competency based assessments your result is either C (Competent) or NYC (NYC). There is no grading system.

For all electronically submitted assessments, you will have your assessment returned to you with the assessor's comments for feedback on your assessment work.

In the case of all hard copy assessments, you will be provided with ongoing feedback on your completed assessments during the program. The marked assessment with assessor's comments can be returned to you by request.

16. Student support

Training and assessment support

We are committed to providing each individual student with a positive and enjoyable learning experience that will serve to enhance their existing skill set. Our caring one-to-one approach offers students the following support services:

- Discussion between student and their trainer/assessor about the student's needs
- Arrangements for additional one-to-one advice where possible between student and trainer/assessor
- On-going monitoring of the student's progress by trainer/assessor, to ensure successful learning outcomes through student feedback as outlined below

If you have any special needs, these needs can be addressed at the time of your enrolment with your Customer Service and Support Officer. Alternatively, you may contact your trainer or a member of the management at any time during your training and assessment process.

Student support

In addition to learning and assessment support, TrainSmart Australia offers other support options to its students. The additional support options help provide the student with a clear understanding of the terms and conditions they have entered, policies and procedures applicable under their enrolment, direct contact details for important student related touchpoints within TrainSmart Australia and the programs available to upskill students to be better prepared to undertake study.

Student support options include:

Confirmation of Enrolment call: The Student Support Team conducts a Confirmation of Enrolment call with all commencing TrainSmart students which reiterates key aspects pertinent to the student's enrolment. These details include but are not limited to the RTO provider, course offer, chosen payment or funding option, TrainSmart contact information, location of policies and procedures, uncovering student needs (contact times, recognition, special needs etc) and additional career counselling.

Confirmation of Enrolment email: The Student Support team transcribe the Confirmation of Enrolment call and provide a written copy to the student following the welcome call. This provides the student with a future reference document.

The Student Support Team contacts inactive students to better understand their situation and provide solutions to any barriers to learning.

The Student Support Team includes a language, literacy and numeracy specialist. The specialist may provide coaching to a student guide them to an external provider so that the student may develop their skills to the appropriate levels prior to enrolling into their preferred course.

Information Technology support

TrainSmart Australia has an I.T. Support Specialist available to assist with any student course related technical issues. Please contact Nicolaas Kruger at nkruger@tsa.edu.au or call 0499 860 542.

17. Student conduct

Student responsibility

Regular and punctual attendance is required for all training sessions to successfully complete the course. Students who do not display regular attendance during the program will be required to discuss their position with the organisation's Student Support Team.

Students are also expected to display a high level of personal responsibility for their learning/assessment process and for their interaction with other students and staff members.

Students must also advise TrainSmart in writing if they are withdrawing from the program as outlined in the Enrolment Information section of this Handbook.

Anti-plagiarism

All assessment must be your own work. Cheating or getting others to do your work will not be tolerated.

Copying from a published document (including the Internet) without referencing will not be tolerated. This is called plagiarism and is illegal. You must follow referencing guidelines if you take another person's idea and put it into your own words. Your Trainer can provide you with more information.

Your work will be checked for plagiarism using the anti-plagiarism program, Turnitin.

Cheating and Plagiarism may lead to cancellation of enrolment.

Disciplinary procedures: Face to face courses

Where your behaviour is affecting the learning process, you will be asked to leave and you and/or your employer (if applicable) will be given a written notice of the occurrence. Re-entry to the room or course will need to be negotiated with the trainer or your Training Coordinator.

Any misconduct will result in a meeting followed by a written notice to you and/or your employer (if applicable).

Any further incidents will result in termination from the course without a refund.

Serious misconduct will result in immediate termination from your course. No refund will be given in this instance.

18. Student feedback

Feedback in any area of your engagement with the organisation is welcomed at all times. This may be done through phone or email in addition to the more formal mechanisms outlined below.

During the delivery of your course, program evaluation forms are made available for each student to complete on a regular basis. This importantly enables us to monitor your training and assessment needs on an on-going basis and apply continuous improvement.

Student and employer questionnaires

Upon completion of your course, but before certificate issue, you will be requested to complete a Student Questionnaire. This questionnaire provides you with further opportunity to offer voluntary feedback regarding your entire learning experience with us.

Additionally, for those students that enrol as Existing Workers, feedback will also be sought from your employer through an Employer Questionnaire. Student and Employer feedback is mandatory for all students enrolled in a Traineeship program.

19. Appeals and complaints

Appeals

Students are encouraged, at all times, to liaise directly with their trainer or assessor regarding their assessment result in order to promote a favourable outcome.

If, however, you have decided to appeal against a final assessment result, you can consult the faculty management staff at TrainSmart who will advise you of the formal process of appeal. Details of the process are also fully documented in the organisation's complaints and appeals policy and procedure section available on our website.

All formal appeals must be submitted in writing. The appeal handling process will commence within ten days of receipt of the written appeal.

A Complaints and Appeals Form has been included in Appendix 1 of this Handbook.

Complaints

We strive to establish an atmosphere of trust and openness with students so that any type of complaint is dealt with in a timely, constructive and effective manner.

A complaint can be defined as a student's expression of dissatisfaction with any aspect of our services and activities, including:

- The enrolment, induction, orientation and career counselling process
- The quality of education and training provided
- Academic matters, including student progress, assessment and curriculum
- Handling of personal information and access to personal records
- Other general student dealings

Students are encouraged, wherever possible, to resolve concerns or difficulties directly with their trainer. Our management staff are also readily available to assist you in resolving issues at this informal level.

If, however, you have decided to submit a formal complaint, you can consult our management personnel who will advise you of the formal complaint process. Details of the process are also fully documented in the organisation's Complaints and Appeals Policy and Procedure available on our website.
http://www.tsa.edu.au/how-to-apply/policies-procedures/complaints-and-appeals-policy/

All formal complaints must be submitted in writing (via email or by using the Complaints and Appeals Form). The complaint handling process will commence within ten days of receipt of the formal submission. The Complaints and Appeals Form has been included in Appendix 1.

20. Issuing of student credentials

Qualification

Upon successful completion of your accredited training qualification, you will be issued with a Qualification Certificate and a Record of Results that details all units completed. You will also receive notification of this by email.

Statement of Attainment

Where you achieve competency in units that partially fulfil a qualification, you will be issued with a Statement of Attainment listing all competencies that you have successfully completed. You will also receive notification of this by email.

Qualification issuing

Before certification is issued a TrainSmart Australia delegate verifies that the competency has been properly assessed, all tasks complete, and all fees paid. Once all is deemed in order, the TrainSmart Australia delegate authorises issue of the relevant certificate within 30 calendar days of the student exiting their course or the student's final assessment being completed.

When a student has completed their course and a certificate has been issued, the student's profile (in the TrainSmart Australia student management system) is marked as completed.

21. Student records

Change of personal details

If your personal details change during the period you are enrolled with us, prior to issuance of your qualification or statement of attainment, you must advise the TrainSmart as soon as possible by completion of the Confidential Records form (in Appendix 2).

Retention of student records

All student records relating to enrolment details, attendance rolls and assessment results showing the outcome for each unit of competency are retained by the organisation for a period of 5 years.

All student 'Record of Results', qualifications and statements of attainment are retained in electronic form for up to 30 years.

Access to student records

Under the Freedom of Information Act 1992, you can seek copies of your own competency records and other documents from TrainSmart Australia on request by completion of the Confidential Records form (in Appendix 2 of this Handbook).

22. Legislation

TrainSmart Australia is committed to complying with relevant state or territory laws including commonwealth or state legislation. If you would like to know more information on how legislation affects your participation in education and training, please contact TrainSmart Australia.

Legislation we adhere to includes (but is not limited to):

National Vocational Education and Training Regulator Act 2011

This Act was introduced in 2011 to establish a consistent registration and accreditation framework for vocational education and training, by applying nationally agreed standards. For more information visit: http://www.comlaw.gov.au/Details/C2012C00143

Higher Education Support Act 2003

The Higher Education Support Act 2003 (HESA) is the main piece of legislation governing higher education in Australia. HESA received Royal Assent in December 2003. For more information visit: https://www.education.gov.au/higher-education-support-act-2003-and-guidelines

Work Health and Safety Act 2011

The Work Health and Safety Act 2011 provides a framework for managing health and safety risks in Australian workplaces. Its objective is to prevent fatalities, injuries and illness caused by a workplace, by workplace activities or by a specified high risk plant - this is achieved by preventing or minimising exposure to risk. All organisations must comply with this act, regardless of the types of services and/or products they provide or sell. During the student induction process you will be introduced to our safety and emergency procedures.
Should you have any queries about safety on our premises, please do not hesitate to ask a member of staff.

All of our training courses include information on work health and safety relevant to your training. This is a mandatory requirement of all nationally accredited training packages. For more information visit: http://www.comlaw.gov.au/Series/C2011A00137

Privacy Act 1988

The Privacy Act 1988 makes provision to protect the privacy of individuals, and for related purposes. When you enrol with us you can be assured that the personal information you provide is protected under the Privacy and Personal Information Protection Act 1998.

We are obliged to tell you the purpose of collecting personal information, who receives this information and where it is held. We must also provide for your ongoing rights to access this information about yourself and make corrections. We are also obliged to protect your personal and private information and not disclose it without your knowledge and approval. Information we ask you to provide will only be that necessary for the purposes of your course enrolment, learning and study records.

For further information please refer to the organisation's Privacy Policy available on our website, or visit: http://www.privacy.gov.au

Copyright Act 1968

The copyright Act 1968 is an act relating to copyright and the protection of certain performances, and for other purposes. For more information regarding the Copyright Act 1968, go to: www.aph.gov.au/library/pubs/rn/1998-99/99rn26.htm

Anti-Discrimination Act 1991

The Anti-Discrimination Act 1991 aims to promote equality of opportunity for everyone by protecting them from unfair discrimination in certain areas of activity, including education and training. The services developed and offered by QTS Education Solutions, including their administrative practices and assessment processes, take into account the principles established by this legislation. For more information go to:
http://www.legislation.qld.gov.au/Acts_SLs/Acts_SL_A.htm

Australian Consumer Law (ACL) 2011

Australian Consumer Law (ACL) 2011 aims to provide an equitable, competitive, informed and safe market place. It makes provisions in respect to certain unfair or undesirable trade practices, and aims at regulating the supply of goods and services. For more information visit:

http://www.consumerlaw.gov.au/content/Content.aspx?doc=home.htm

Competition and Consumer Act (CCA) 2010

The object of the Competition and Consumer Act (CCA) 2010 is to enhance the welfare of Australians through the promotion of competition and fair trading, and through a provision for consumer protection. For more information visit:

http://www.accc.gov.au/content/index.phtml/itemId/815209

Fair treatment and equal opportunity

All reasonable steps are taken to ensure that students are given equal opportunity to undertake our training programs irrespective of their sex, race, disability, sexual preference, age, political beliefs, criminal record or carers' responsibilities.

Furthermore, we aim to provide students with a safe, supportive educational and social environment that is free from discrimination, bullying, victimisation or harassment of any kind. This applies equally to students and staff members. If you feel you have been discriminated against, please ask to speak to a member of our management team.

For further information please refer to the organisation's Fair Treatment and Equal Opportunity Policy available on our website.

23. Appendix 1

Complaints and Appeals Form

Contact Details:

Name	
Address	
Date of Birth	
Phone	
Email	

Course Details:

Course Name	
Trainer Name	

Details of Complaint:

Desired Outcome:

Signature
Complainant   **Date**

_____   _____

Send completed form to: Fax: 08 9265 9601   Email: cwright@tsa.edu.au

24. Appendix 2

Confidential records Form

Use this form if you wish to:

- Access your personal information which is held by our organisation.
- Update your information and/or advise us of any perceived inaccuracy.

CONTACT DETAILS			
Contact Name			
Company Name		Job Title	
Address			
Phone		Fax	
Email			

COURSE DETAILS	
Name of Course	
Trainer Name	
Course Location	

REQUEST FOR ACCESS OF CONFIDENTIAL RECORDS	
Request to View Records	☐
Request Copy of Records	☐
Signature	
Date	

IF ANY DETAILS NEED UPDATING OR ARE INACCURATE, PLEASE OUTLINE BELOW:	
Change of Name/Address	
Change of Email/Phone	
Other	
Signature	
Date	

Send completed form to: Fax: 08 9265 9601   Email: admin@tsa.edu.au

25. Appendix 3

REFUND POLICY - Assistance Scheme

POLICY STATEMENT

TrainSmart Australia offers a fair and equitable refund policy that complies with all legislative requirements. Students are informed of all fees, charges, census dates and of the refund policy during the enrolment process. Information on the refund policy is also stated in the Student Handbook. TrainSmart Australia guarantees a sound financial position and safeguards all student fees until used for training and or assessment.

POLICY COVERAGE

This refund policy applies to all students who are enrolled in a VET Student Loan course at TrainSmart Australia. To be entitled to VET Student Loan assistance a person must be an Australian citizen or the holder of a permanent humanitarian visa who will be resident in Australia for the duration of their VET units of study.

POLICY DETAIL

If a student withdraws from a VET unit of study on or before the relevant census date:

- TrainSmart Australia will refund any VET tuition fees that the student has paid for that VET unit of study. All notifications must be received in writing or by e-mail
- The student will not incur a VET Student Loan debt

This does not apply where VET tuition assurance arrangements have been activated and the student has elected the VET course assurance option for that unit.

If a student withdraws from a VET unit of study after the relevant census date:

- No refund is applicable and/or
- The student will incur a VET Student Loan debt

A student who withdraws after the census date for a VET unit of study may apply for special consideration in line with the *Student Review Procedures for Re-crediting a VET Student Loan balance*.

A census date that is no earlier than 20% of the way through a VET unit of study will be set by TrainSmart Australia for each unit of study. The census date for each unit of study will be made available on the website www.tsa.edu.au

This Refund Policy is made publicly available on TrainSmart Australia website: www.tsa.edu.au

All students eligible for VET Student Loan are informed of the refund policy through the student induction process.

All staff are informed of this policy during their induction process and the information is made available in writing within the Staff Handbook. All staff are responsible for observing the guidelines stated in this policy.