



“Tailored training to meet your needs”

Provider No: 52253

CANDIDATE HANDBOOK

WHAT YOU NEED TO KNOW BEFORE YOU ENROL ON A COURSE

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FutureSkillsWA
Training for tomorrow's opportunities



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Welcome to the Training For Me

Training For Me was established in 2008 to assist people to gain their desired qualifications.

Our Company identified that the needs of learners were fast changing and more options must be available. Innovation in training was required to reach learners with busy lifestyles and commitments to achieve their potential. Training For Me embraced this and created ways of removing barriers to learning that were often faced.

Training For Me is committed to providing training which is tailored to the learners individual needs, prior experience/qualifications and learning is always considered and recognised wherever possible.

We work very closely with employers to ensure that the qualifications are applied in real work situations wherever possible and that they are meaningful to the industry and work environment.

We can help you achieve your professional goals in a way that suits your needs.

Why choose Training For Me as your Training Provider?

- Support: Monday to Friday 8.30am to 5pm
- Flexible learning options
- eLearning Portal
- Tailored training to meet your needs
- Experienced Trainers and Assessors
- Awards Ceremony annually
- Approved for funding by the Department of Training and Workforce Development
- Flexible repayment option
- Video and 'live stream' weekly workshops
- Student portal – Student Clic



Code of Practice

As a Registered Training Organisation, Training For Me has agreed to operate within the Standards set down by the Australian Skills Quality Authority (ASQA), which include the National VET regulator Act 2011 and the National VET Regulator (NVR) Standards.

Training For Me is committed to providing supportive and positive outcomes from all services provided to our clients. All staff recognise the rights of learners and provide information, advice and support that are consistent with our Code of Practice.

If, at any time, you feel that any staff member is not abiding by our Code of Practice then report your complaints or grievance to your supervisor / trainer or anyone in our organisation, or complete our complaints and appeals form.

Section 1: How do I apply for a place on a course?

You can apply for a place anytime during the year and do not have to wait until the beginning of a semester. You can submit your enrolment form online or by post or fax. All candidates must complete and submit the appropriate enrolment documentation. Please read the Candidate Handbook before completing the enrolment process. Please feel free to contact us with any questions or queries you may have prior to enrolment.

Please read the Student Recruitment and Selection Policy contained in this document.

Section 2 : How much is my course going to cost?

Please see the current Fee Schedule attached.

There are several different enrolment options available: -

- If you are working, you can approach your Manager about a traineeship. More information about this option is available by calling the ApprentiCentre on 13 19 54.
- If you are unable to obtain a traineeship, you will be required to enrol on a 'fee for service' basis.

There are several ways students can apply for assistance with fees.



- Students who can't pay their course fees upfront are able to pay their fees by instalments. These payment plans must be discussed and agreed by us.
- If students experience severe financial difficulties, training providers can also choose to waive the fees. Students should talk to us regarding this.

The State Government subsidises, the majority of the costs of all Future Skills WA training courses. Through course fees, students only pay the 'gap' between the subsidy and the full cost.

Visit the Course fee rates page for details of the hourly course fee rates for Future Skills WA courses.

Annual upper limits apply to course fees for some courses in 2017.

For secondary school-aged persons not enrolled at school, the maximum course fee chargeable in 2017 is \$420. This applies irrespective of the number of courses a student is enrolled in.

For Diploma and Advanced Diploma qualifications, the maximum course fee chargeable in 2017 may not exceed \$7780 per course.

The above fee caps apply to priority industry qualifications, general industry training, apprenticeships and traineeships, foundation skills and equity courses, and to concessional and non-concessional students. However, they do not apply to fees for recognition of prior learning services, which are determined by individual training providers.

Not sure which category you need to enrol on? Please call and we can explain each category and advise you what your best option would be.

Recognition of Prior Learning (RPL) and Credit Transfer (CT)

When you enrol you will be contacted by one of our Assessors to arrange for an informal interview (this may take place via the telephone or in person if possible).

The RPL process takes into account all relevant skills, knowledge and experience that you have regardless of the way you got them. This includes experience and training you have gained through paid work, volunteer work, and previous training and/or life experiences.

Recognition of Prior Learning is an assessment process that assesses the competency/s of an individual that may have been acquired through formal, non-formal and informal learning to



determine the extent to which that individual meets the requirements specified in the training package or VET accredited courses

Why RPL?

- You can attain a formal nationally recognised qualification in a shorter period of time and at a significantly lower cost.
- Your career and education options may be increased through formally recognised skills and knowledge.
- You do not have to repeat or waste time learning what you already know.
- You can finally "get that piece of paper" that says you are skilled without having to attend class.

Together with your assessor and employer (if applicable), a training plan will be agreed. This will outline your training path and how you work towards your goal of completing your qualification.

National Recognition:

When a student has completed the exact same unit with the exact same code from another RTO or different course with Training For Me (this was formally called mutual recognition).

Credit Transfer

When a student has completed a very similar unit from another RTO usually with a slightly different code or older version, Training For Me may credit the student for the unit based on a judgement that the student is competent using the rules of evidence and following the requirements of the training package.

Concession Rates

The following students are entitled to the concession rate on course fees:

- a) Persons and dependants of persons holding:
 - i) A Pensioner Concession Card.
 - ii) A Repatriation Health Benefits Card issued by the Department of Veterans' Affairs.
 - iii) A Health Care Card.
- b) Persons and dependants of persons in receipt of AUSTUDY or ABSTUDY.
- c) Persons and dependants of persons in receipt of the Youth Allowance.
- d) Persons and dependants of persons who are inmates of a custodial institution.
- e) Secondary school-aged persons, not enrolled at school.



If the concession is valid for the full enrolment period, then all eligible units commenced within that period attract the concession rate. If the concession is valid for part of the enrolment period, then only eligible units commenced on or after the start date and prior to the expiry of the concession attract the concession rate.

The concession rate applies to some Diploma Qualifications – please contact us for more information.

All candidates must pay fees unless exempt from payment.

Are there any other costs?

Incidental Charges:

Replacement of award/qualification/academic record \$50.

Credit Transfer of Units of Competency: No charge for enrolled candidates

Re-assessment fee: \$25 per unit

Withdrawal fee of \$150 if you withdraw fee may apply after training has commenced.

How can I pay my fees?

You will be sent an invoice which can be paid online using a credit card or BPay

What about a refund if I decide not to continue my study?

Please refer to our Fees and Refund Policy later in this document.

Section 3: Funded Courses available in WA

All Future Skills WA courses are heavily subsidised by the Government of Western Australia.

Future Skills WA courses are classified as:

- State priority training courses;
- General industry training courses; and
- Foundation skills and equity courses.

The main difference between these courses is that students are guaranteed a place in State priority courses but not in general industry training or foundation skills and equity courses. They are also subject to different fee and subsidy levels.

Students can enrol in over 600 State priority training courses. These include:



- all apprenticeships and many traineeships;
- over 130 priority industry qualifications; and
- two priority foundation courses.

Section 4: How long will my course take to complete?

This is a difficult question to answer. As we specialise in recognition, it is not possible to say exactly how long your course will be until we have had a detailed discussion regarding your previous qualifications, experience and knowledge.

Section 5: How will I be assessed?

You are expected to provide evidence that you are competent to the national standards on which these qualifications are based. There may be two components to the assessment, 'on the job' where an assessor will observe the candidate at work either as an employee or a volunteer or 'off the job' where you will have to satisfy their assessor that you have the knowledge to be able to sustain competent performance in a variety of situations. Together with the assessor, you will work out other evidence of your competence which you can present in a portfolio. When sufficient evidence has been gathered to convince the assessor that you are competent to the standards, you will receive the unit of competency towards the full qualification.

What is a portfolio of evidence?

You will need to put together a file of evidence for your ongoing assessment to take place. Your Assessor will advise and assist you to prepare your portfolio. You can upload your evidence online directly to your Assessor using our training portal or via email or post.

Records are listed in order that they should be placed in the candidates portfolio ready for assessment with interim and then final assessment and moderation to take place.

Assessment outcomes will either be:

Competent (C) or Not Yet Competent (NYC)

Competent (C) - candidates are deemed 'competent' when they have consistently demonstrated their skills and explained their knowledge to the standard required in the workplace, in a particular subject area.



Not Yet Competent (NYC) – candidates are deemed ‘Not Yet Competent’ when they are unable/have not yet demonstrated appropriate levels of competence in accordance with the minimum performance standards.

In all cases, students will be given feedback and guidance by the Assessor, and may be required to undergo further training before reassessment.

Students assessed as ‘Not Yet Competent’ will be advised of the Appeals Policy.

Section 6: Work placements

Work placement are an integral part of the most VET courses. The purpose of the work placement is to give students the opportunity to undertake training and assessment activities in a real-world environment.

Some qualifications require practical hours to be completed as a component of the qualification.

Candidates are required to source their own work place facilities, however support will be provided by Training For Me if required.

Your assessor will discuss this with you on enrolment.

Section 7: What are my responsibilities as a candidate?

1. Establish with your workplace that you will be supported in your study by allowing assessment in the workplace providing you with sufficient opportunities to demonstrate the required standards and supplying a mentor (with appropriate qualifications).
2. Participate in the e-learning training sessions (unless you have been given exemption by your assessor through recognition for some units). Exemption will be allowed if you can provide sufficient evidence that you have the required underpinning knowledge.
3. You are responsible for compiling a portfolio of evidence. This evidence should be organised in a file or through the e-portfolio portal, following the guidelines provided. You should ensure that evidence is provided for every performance criteria and every underpinning knowledge criteria before final assessment is requested.
4. You are responsible for deciding that you are ready for assessment. You should contact your assessor to make arrangements for your ‘on the job’ or observation of practice to take place.



5. You are responsible for arranging and attending regular tutorials with your assessor (this can be online or in person).
6. The visit by your assessor is to assess your performance against the performance criteria and to establish underpinning knowledge which is not supplied in the portfolio. It is not to provide tutorial support, this must be arranged separately or additional time allowed to carry out this function. If there are gaps in your evidence you will be either given a negotiated time limit to provide the evidence or assessed as 'not yet competent'.
7. If you are unsuccessful on the second attempt, additional costs may be incurred. It is therefore in your best interests to ensure that you are ready for assessment.
8. The fees paid by each candidate are calculated on the assumption that the qualification is obtained within the limits of the agreed Training Plan. Additional costs may be incurred if this is not the case.
9. After successful completion of a unit, you are responsible for preparing the portfolio for moderation as set out in the guidelines for portfolio presentation.
10. The assessment plan(s), the Unit Assessment Record Sheets and the Feedback to candidate sheets must be in the portfolio (or accessible through the e-portfolio).
11. You must keep the portfolio safe until you have been informed in writing that the moderation process has been completed. This will generally occur at least twice a year. It is also recommended that you keep the portfolio in tact for a greater length of time as the evidence may be useful for future qualifications.
12. You are required to submit your portfolio (or have your portfolio accessed through the portal) for moderation and audit purposes when requested to do so.

Section 8: What are our responsibilities as your training provider?

Qualified and Professional Staff

All trainers have:

- Demonstrated achievement of at least Certificate IV in Training & Assessment Competency Standards or their equivalent;
- Demonstrated competencies at least to the level of those being delivered;
- Industry experience that is relevant to the training that they are involved in delivering; and
- Current Working with Children Check or equivalent where required.

Training For Me ensures that the responsibility for the management and co-ordination of training delivery, assessment (including RPL), staff selection and professional development



is clearly identified and undertaken by a person or persons with relevant qualifications and experience.

If Training For Me should close and cease to deliver the agreed training and/or assessment, learners will be notified and we will work with the learner to transfer them to another training organisation. It will be our intention not to disadvantage any students by the closure. Should there be a change of ownership of Training For Me, each learner will be notified and given full information regarding the transition arrangements.

Section 9: Certificates and Qualifications

Certificates awarded

On successful completion of your training program Training For Me will issue a Certificate or Statement of Attainment or Statement of Attendance, whichever is relevant for the course you are completing. In addition, if you are completing an accredited course, we will supply the unit names with their national codes on a Statement of Results. Further details on the manner in which your Certificate and results will be provided to you are available from your trainer, our RTO administration staff.

Partial completion of qualifications

If you are unable to achieve the full qualification or if you only enrolled for some of the units of competency, you will be issued with a Statement of Attainment with a list of the units achieved. Further units can be achieved at a later date through re-enrolment in a course and the full qualification can be achieved in stages.

Information appearing on certificates

Certificates and Statements of Attainment will include the following:

- Training For Me's name and logo
- The name of the person receiving the credential
- The title and code of the accredited course and units
- A unique certificate number
- The date of issue
- Signature of Training For Me's authorised signatory
- The Nationally Recognised Training logo
- The Australian Skills Quality Authority logo

Where appropriate, units completed and/or national competencies achieved will be identified.



Provision of certificates and replacement certificates

Certificates and Statements of Attainments will be provided within 21 days of successful completion of training. Providing that the course fees are paid in full. Qualifications are issued under the authority of Australian Skills Quality Authority and recognised nationally within the Australian Qualifications Framework.

Mutual Recognition

Training For Me recognises that mutual recognition is a fundamental principle of the AQTF and as a Registered Training Organisation will:

- Give recognition of the AQF qualifications and statements of attainment issued by all other RTOs, thereby enabling national recognition of the qualifications and statements of attainment issued to any person
- Include mutual recognition obligations in information to applicants which is detailed in the Course Brochure and Candidate Handbook
- Ensure that staff are aware of, and adhere to, the mutual recognition requirements through induction and ongoing professional development

This procedure applies to all persons enrolling with Training For Me for the provision of training and assessment services. The Training Coordinator is responsible for the control and issue of this procedure. Candidates seeking mutual recognition for AQF qualifications and/or statements of attainment awarded by another RTO must present the original documents for copying or appropriate verified copies of original documents. These copies are to be kept in the candidates individual file held by Training For Me.

The Training Coordinator is to validate the AQF qualification and/or statement of attainment presented for mutual recognition by contacting the issuing RTO.

The Assessor will then be informed that the AQF qualification and/or statement of attainment has been recognised and will be appropriately recorded in the candidate records.

AQF qualifications and/or statement of attainment unable to be verified will not be recognised and the candidate asked to provide further verifiable evidence if possible.

Course Information

Training For Me will market our courses with integrity, accuracy and professionalism. We will clearly identify the courses available and their content. Advertisements will identify



Nationally Recognised Training and accredited training. The names of training packages, qualifications or accredited courses used in advertising materials will be consistent with the names and/or titles recognised by the Australian Skills Quality Authority.

Training For Me will provide accurate information to course participants prior to enrolment which sets out the detail of the course objectives, assessment procedures, competency standards and outcomes to be achieved by the participant. Information provided about courses will include:

- The title and code of qualification
- A description of the course, content and vocational outcomes
- Units of competency and any pre-requisites or entry requirements
- Assessment and delivery of qualification or course
- Fees and charges including the refund policy
- Information on appeals, complaints and grievance procedures
- Staff responsibilities for access and equity
- Candidate responsibilities
- Acknowledgement of National/State recognition
- Correct use of National and State logos in accordance with TAC requirements

Section 10: Student Recruitment and Selection Policy

Overview

Training For Me applies the student selection and recruitment policy and procedure in a consistent and fair manner, all course candidates are subject to the same process.

Scope

The student selection process is an open, fair and transparent system that is based on the premise that all prospective students must be treated equally.

Entry Requirements

Some courses will have entry requirements which candidates must meet. These requirements may be:

- Pre-requisite requirements from the Training Package
- Specific entry requirements from the Training Package
- Assessment requirements from the Training Package
- Eligibility criteria for government funded programs
- Other enrolment conditions, such as the requirement to be working in industry, specific locations etc.

If there are entry requirements into a particular course, the selection process will be



handled in accordance with *Access and Equity Policy*.

Entry requirements are outlined in Course Facts Sheets, which are advertised on the Training For Me website (for courses open to the general public) or in Fact Sheets designed for specific programs in the workplace.

Selection and Recruitment Process

The Enrolments Coordinator will interview each candidate before the enrolment can be confirmed and subsequently processed.

The Enrolments Coordinator will go over the Enrolment Application Form and any eligibility criteria and other relevant conditions students may be required to meet with the candidate during the interview.

All candidates must complete a language, literacy and numeracy (LLN) test prior to admission on the course.

Enrolment Process

Candidates are required to complete an online expression of interest form. Once received candidates will be contacted by the Enrolment Coordinator to confirm details and ensure that the course requires will be met and is suitable for the candidate.

Based on the location of the candidate the candidate will be invited to an induction where course details and requirements will be confirmed in more detail.

If a candidate does not meet the entry requirements, the Enrolments Coordinator will:

- Suggest an alternative suitable course, or
- Offer advice and guidance on what the candidate may need to do before enrolling, or
- Offer advice and guidance on external services, or
- Discuss the option of a fee for service arrangement, or
- Escalate the issue to the Training Manager.

All students must have the following information with them to complete their enrolment:

- Evidence of your citizenship/immigration status i.e. passport, birth certificate, or citizenship number
- Your Unique Student Identifier Number (USI)
- Your Health Care Card (if you have one – domestic students only)
- Photo identification, i.e. drivers licence, passport or Keypass, that states your date of birth (if you are under 20 years of age as at 1 January 2014)
- Evidence of previous study i.e. transcripts, results, applications for Advanced Standing (credit transfer or recognition of prior learning (RPL))

IMPORTANT: Personal documentation, such as evidence of citizenship or proof of age, must



be sighted by the enrolling officer and can only be accepted if it is original or a true certified copy of the original document.

- Emailed or electronically uploaded documents will not be accepted
- For security reasons, do not mail original documents, only mail true certified copies
- If you only have original documents, this must be sighted in person by an Enrolments Coordinator on campus before you enrol

Training For Me will provide documentation to prospective candidates which discloses in full all of the contractual arrangements between Training For Me and the candidate. This documentation will be written in clear, concise and in plain English which avoids vague and ambiguous clauses. Training For Me will provide, in writing, all information regarding fees and charges for each course to candidates along with the refund policy prior to their completion of any enrolment agreement or contract.

It is important that course participants have read and understood the Candidate Handbook and discussed their enrolment and any questions they may have prior to enrolment.

Induction

Participants will be given further information after enrolment and at the first meeting with their Assessor which will usually be at the course induction. This will guide them through their studies and outline in detail their rights and responsibilities.

Participants will receive appropriate induction to ensure they:

- Understand the information contained in the Candidate Handbook and course content
- Have identified the key training, administration and support people
- Have necessary course materials
- Are familiar with services and resources available to them
- Know their study schedules
- Know where to access further information and
- Understand the candidate responsibilities

Participants will be required to sign an acknowledgement form to indicate they have completed the induction and that they understand and accept the Candidate Responsibilities.



Support for Participants

Induction will be the recognised process by which participants can gain knowledge of support and guidance provided by Training For Me Assessors and support staff. Continued support can be obtained from the participants designated Assessor through email, telephone or face to face contact. Support can also be requested from the Training Coordinator and/or other Assessors if required.

It is important that participants feel supported throughout the entire course and can access this support through a variety of methods such as by telephone, in person, online, via email and also through contact with other course participants.

Training For Me aims to ensure that its practices safeguard the interest and welfare of participants in all training and assessment situations. All staff are highly qualified and experienced who give support, advice and counselling whenever needed.

At Training For Me we believe that candidates need to be 'job-ready'. This means that we will offer support in resume writing, interview skills and communication in the workplace. The things that will get you ready for work.

Access and Equity Policy

Training For Me is committed to integrating Access and Equity principles within all our services that we provide to our clients. All staff recognise the rights of learners and provide information, advice and support that is consistent with our Code of Practice.

Regardless of cultural background, religion, gender, sexuality, disability, location or age you have the right to learn in an environment that is free from discrimination and harassment and be treated in a fair and considerate manner while you are studying with us.

Language, Literacy and Numeracy Policy

Through discussion with the candidate any language, literacy or numeracy needs are identified the participant will be referred to a suitably qualified staff member or external organisation for assistance. All Trainers and Assessors are conscious of individual learning needs and will adapt their delivery and assessment methods to suit the needs of participants in order for the participant to have a reasonable chance of success in their training.



Unique Student Identifier (USI)

From 1 January 2015 all students undertaking nationally recognised training delivered by a registered training organisation will need to have a Unique Student Identifier (USI).

A USI gives students access to their online USI account which is made up of ten numbers and letters. It will look something like this: 3AW88YH9U5.

- The USI will be available online and at no cost to students.
- This USI will stay with students for life and be recorded with any nationally recognised VET course that is undertaken from the 1 January 2015.

A USI account will contain all of a student's nationally recognised training records and results from 1 January 2015 onwards. A student's results from 2015 will be available in their USI account in 2016.

A USI is required for new and continuing students undertaking nationally recognised Vocational Education and Training (VET) courses to receive their statement of attainment or qualification.

When applying for a job or enrolling in further study, students will often need to provide their training records and results. One of the main benefits of the USI is that students will have easy access to their training records and results throughout their life.

Students can access their USI account online from a computer, tablet or smart phone anywhere and anytime.

Who needs a USI?

Students who need a USI include:

- students who are enrolling in nationally recognised training for the first time;
- school students completing nationally recognised training; and
- students continuing with nationally recognised training, as of the 1st January 2015.

Student Records and Privacy

In accordance with relevant State and Commonwealth legislation, Training For Me is committed to protecting your privacy and your personal information.



It is necessary for Training For Me to collect personal information about you with your consent. We keep enrolment forms, training schedules and records of your assessment on file stored confidentially. State and Federal government agencies and Training For Me will use the information gathered for statistical and reporting purposes. It may also be used to claim State and/or Commonwealth Government funding for your training. Except where required by law we will not disclose your personal details in any way other than the purposes stated without your consent.

If at any stage your personal details change throughout the course of your training, please inform your trainer so that your details can be amended.

You have the right to access the personal information recorded at any time and provide any necessary corrections. Please contact your trainer, the RTO manager or administration staff to arrange access to your personal information.

Section 11: What we expect at Training For Me

Adult learning environment

Training For Me is a Vocational Education and Training organisation and is different from school. Our students range from mid-teens to retirees and our aim is to prepare students for the workforce. We operate an adult learning environment and so you are expected to take responsibility for your own learning and act in a mature manner.

Attending Class

If you cannot attend classes, we expect you to notify your lecturer. This approach promotes good relations and protects your interests.

A Medical Certificate should be provided if you are unwell for a required assessment. We recommend you discuss with your lecturer about rescheduling an alternative date for the assessment.

Attendance is recorded in every class. If you are under the age of 18 and you are absent from a scheduled class, your parent/guardian will be notified. If a scheduled class finishes you must remain under supervision by the lecturer until the class is scheduled to finish.

Dress Code

As you are studying for employment your clothing and footwear should be appropriate to the workplace. Lecturers will inform you on your specific requirements, including uniforms, personal protective clothing, footwear, securing of hair and name badges.



For Under 18s

For students under the age of 18, Training For Me has an extra duty of care which we explain in our Duty of Care Policy for Minors policy. This will be discussed with you and your parent or guardian at the time of enrolment.

Key points to remember are:

- your absence will be reported to your parent or guardian
- a trainer must obtain permission from your parent or guardian for you to participate in any off site excursions
- if sickness develops during the day you may ask to leave class early or go home
- in which case Training For Me will provide a quiet waiting area while we contact your parent or guardian to collect you.
- if you need to leave early you will only be allowed to do so if you have written permission.

Work placement

Some courses may require work placement. Prior to such placement you may need to meet certain industry conditions, for example obtaining a police clearance, first aid certificate, etc.

In such work placements, you are expected to act professionally and meet the normal behavioural standards of the industry (dress code, work hours, medical certificate if absent from work, etc.) to satisfy the competency standards of work placement.

Code of Conduct

The purpose of the Candidate Code of Conduct is to ensure that all students studying at any of the Training For Me facilities enjoy an atmosphere of mutual understanding, respect and professionalism in a supportive adult learning environment that celebrates diversity, embraces equal opportunity and is free from discrimination and harassment.

In very rare circumstances, Training For Me can withdraw a candidate from their course and cancel their training due to misconduct or signs of unwanted behaviour if it is putting other candidates, staff, members of the public at risk or if it has a negative impact on Training For Me.

Complaints and Appeals Policy



Policy Overview

The Complaints and Appeals Policy and related procedures are designed to ensure that Training For Me responds effectively to individual cases of dissatisfaction. This policy outlines the approach to managing complaints and appeals and ensures that all clients, students, employers and other stakeholders are aware of the steps to take to have their dissatisfaction addressed appropriately.

Purpose

Training For Me strives to promote harmony in the workplace and create a working environment that supports the physical, mental and emotional well-being of its staff. The purpose of Training For Me's Grievance Resolution Procedure is to establish a consistent and fair approach in handling complaints about academic and non-academic matters across the entire operation and in all locations of service provision.

Definitions

Complaint – non-academic matters relating to issues such as the general work environment, individuals, misconduct, harassment, services, etc

Appeal – A request to review and academic matter.

Please Note: During the implementation of the Grievance Procedure, normal work will continue and students must continue to attend classes.

Complaints and appeals may be made be in relation to any of Training For Me's services, activities and decisions such as:

- The enrolment, induction/orientation process
- The quality of education provided
- Training and assessment matters, including student progress, assessment, curriculum and awards in a course of study
- Access to personal records
- Decisions made by Training For Me
- The way someone has been treated.

Undertakings

All grievances will be dealt with sensitivity and confidentiality. They will be handled in a professional, timely manner that is fair and provides transparency to all parties. All matters must be handled in accordance with the Access and Equity Policy.

Training For Me maintains a supportive and fair environment allowing students to appeal assessment outcomes and recognition decisions. All new students are advised of their right to appeal an assessment outcome in the Candidate Handbook, which they receive as part of their induction package.



Training For Me as employer may be represented by an industrial organisation of employers or the employer's chosen representative and the employee may be represented by an industrial organisation of employees or the employee's chosen representative.

The complaint is also able to be represented/supported throughout the process at all meetings, by bringing along a person of their choice (third party) and is encouraged to do so. This can be a person with a personal relationship such as Partner, Mother, Father or union representative, etc.

Undertakings

Once a complaint has been lodged, an investigation will be conducted to determine the facts involved in the matter. The person whom the complaint has been made against will be given details of the complaint and have an opportunity to respond to the matter.

An investigation may include face to face meetings, telephone conversations, a review of documentation and any other action item as required.

Complainants will have access to records kept in regards to the matter during the investigation and for a minimum of five (5) years after the matter has been closed. Files will be handled in accordance with the relevant privacy legislation at all times.

The Grievance Procedure is covered in the induction process for all new teaching and non-teaching staff. The Induction Checklist is signed by the inductee and kept in their staff file as evidence that they have trained in this procedure.

From time to time, this and other policies will be reinforced during internal professional development activities.

Procedure

For academic and non-academic matters regarding external parties

Step 1

The person receiving the complaint completes a *Client Complaint Form* and forwards it to the Training Manager for investigation.

Step 2

The Training Manager will inform the student their complaint has been received within ten (10) working days.

Step 3

The Training Manager will investigate the matter with the aim of seeking a resolution. If the complainant is a current student, the Training Manager will discuss the matter with the Trainer/Assessor and devise an action plan and/or reach a resolution.



This may take up to 20 days to ensure a thorough investigation but it will be conducted as quickly as possible.

The complainant will be advised of the outcome in writing within seven (20) days. The matter is recorded in the *Client Complaint Register*.

If the matter is particularly complex then it will be escalated to the CEO which may take longer than the 20 days. Students will be kept informed at all times of the status of their complaint.

Step 4

If the complainant is not satisfied with the outcome, the matter will be referred to the Chief Executive Officer (CEO) who will further investigate the issue and provide a written response within a further seven (7) days.

Step 5

If the complainant remains unsatisfied with Training For Me's resolutions, he/she will be advised of their right to take the matter to external review, which can include the following parties:

- WA Equal Opportunity Commission
www.equalopportunity.wa.gov.au
- Australian Skills Quality Authority (ASQA)
<http://www.asqa.gov.au/complaints/>
1300 701 801
- External legal advice

Step 6

The Client Complaint Register will be updated during the process and with the final resolution.

All complaints will be reviewed and any actions resulting in changes to college systems and procedures will be discussed at management meetings and/or trainer meetings and implemented as part of 's TFM's improvement activities.

Grievance Resolution

For non-academic matters regarding internal parties (staff)

Step 1

Discuss the issue with the immediate manager. Exercise goodwill and maintain



professionalism in all attempts to resolve conflicts. The process must be fair, transparent and efficient.

Where necessary, the manager will arrange a formal meeting to resolve the issue to everyone's satisfaction. An record will be completed as a record of the meeting. Either party may request the presence of a third party at the meeting.

Timeframes for a review of the situation must be set and recorded on the form. The initial review period should be within seven (7) – fourteen (14) days. It is the manager's responsibility to conduct the follow-up review and sign off on the record once it has been closed.

Step 2

If the matter is not resolved by the review date, either party may approach the Chief Executive Officer who will investigate the issue. The CEO may meet with both parties together or individually. A second record will be completed with dates for a review. The review period should be within seven (7) – fourteen (14) days. The CEO will lead the review and provide a written response to both parties.

Records will include the record of interviews/mediation and it may include any other documentation/items used as part of the investigation. All records will be kept in the relevant staff file(s).

For the procedure on how to appeal an assessment outcome, refer to *Students/Policy Appealing an Assessment Outcome*

Procedure for Appealing an Assessment Outcome

Appeals must be submitted within two (2) weeks of the assessment outcome given to a student

Step 1 The student is provided with an *Assessment Dispute Form*

Step 2 The Form is returned to the Training Manager

Step 3 The Training Manager will advise the original Assessor of the appeal raised by the student

Step 4 The Training Manager will assign a second assessor to review the assessment task(s) and request an outcome within seven (7) days

Step 5 The Training Manager will advise the student of the outcome in writing within seven (7) - ten (10) days from the date on the *Assessment Dispute Form*

Step 6 If the student is not satisfied with the outcome, the matter will be escalated to the Chief Executive Officer (CEO). The Training Manager will provide a debrief of the matter.

Step 7 Under the instruction of the CEO, the Training Manager will arrange for the assessment(s) to be re-assessed by a third Assessor and request an outcome within seven (7) days.



Step 8 The CEO will advise the student of the outcome in writing within a further seven (7) - ten (10) days.

Step 9 If the remains unsatisfied with the outcome, he/she will be advised of their right to take the matter to external review, which can include the following parties:

- WA Equal Opportunity Commission
www.equalopportunity.wa.gov.au
- Australian Skills Quality Authority (ASQA)
<http://www.asqa.gov.au/complaints/>
1300 701 801

Complaint Procedure

Matters of complaint outside of the appeals procedure will be dealt with according to its merit. The written complaint will be formally viewed by the General Manager within 7 days of receipt. A response in writing will be forwarded to the complainant within a further 7 days notifying of result and/or any further action. If the complaint is unresolved, the complainant will be advised of external organisations that may assist e.g. Consumer Affairs or the relevant Government Department.

Disciplinary measures

Participants are expected to observe the rights of others at all times. Infringements of this policy will be handled in accordance with the grievances and appeals mechanism. Training For Me reserves the right to request that a participant leave the course should a breach of satisfactory behaviour or conduct occur.

Fees and Refund Policy

Purpose

To standardise how student fees are managed.

Training For Me will do its utmost to ensure that all courses run as publicised but in some cases low enrolment numbers do not make a course viable and we may have to cancel it. In the event that a course is cancelled, all fees will be fully refunded.

Please note though that this does not include any outlays that you have purchased of your own accord to do the course.



Scope

This applies to all students who are able to request a refund from Training For Me ("Training For Me").

References

- National Vocational Educational and Training Regulator Act 2011
- Australian Skills Quality Authority VET Quality Framework (VQF)

Responsibilities

- The Chief Executive Officer is responsible for the approval of all refund requests.
- The Training Coordinator is responsible for ensuring students have completed the appropriate request form and attached all supporting evidence.
- The Accountant is to ensure any fees paid in advance in accordance with the requirements and where relevant are kept in a separate account.

Fees and Charges

Training For Me is committed to ensuring that fees paid by students are protected as specified by the VQF for Registered Training Organisations.

In accordance with applicable State legislation, Training For Me is entitled to charge fees for items or services provided to students undertaking a course of study. These charges are generally for items such as course materials or text books, student services and training and assessment services.

Fees Payable

Fees are payable when the student has received confirmation of enrolment. Fees must be paid in full within 10 days of receiving an invoice from Training For Me. Fees will vary for different courses. For a full list of current fees and charges please refer to Training For Me's schedule of fees and charges.

Cancellation of enrolment

Students who cancel their enrolment part way through a course must notify us in writing at the soonest opportunity however Training For Me does not issue refunds unless evidence of extenuating circumstances has been provided. The student will be asked to complete an *Course withdrawal form which is available on request and on our website.*

Training For Me is entitled to retain fees for any component of the course completed up until the point of cancellation notification by the student.

Replacement of text and training workbooks

Students who require replacement of issued text or training workbooks will be liable for additional charges to cover the cost of replacement. For a full list of replacement charges please refer to Training For Me's schedule of fees and charges.



Refunds

Students who cancel their enrolment 28 days before the commencement of a course:

- If the student has paid in full they will be entitled to a full refund less the deposit
- If the student has signed up for a payment plan, the deposit will not be refunded but the payment plan will be cancelled

Students who cancel their enrolment 14 days before the commencement of a course:

- If the student has paid in full they will be entitled to a full refund less a \$150 withdrawal fee.
- If the student has signed up for a payment plan, a withdrawal fee of \$150 will be charged with a further \$50 administration fee and the payment plan will be cancelled

"Commencement of a course" means the date which the course materials were sent to the student or, for online learners, the date the student was given access to the learning material.

Requests for refunds will be processed and transacted within 14 days from which the cancellation notification was received.

Any cancellations that occurs within 13 days or less before the commencement of the course must prove extenuating circumstances to be entitled to a refund.

Where a student has purchased a text or training workbook and subsequently cancels his or her enrolment, Training For Me will not refund monies for the text unless a written request for a refund is received and we are satisfied that the text is in as-new condition. (This is only for Training For Me issued learning resources)

Keeping students informed

To ensure that students are well informed of the financial considerations of their enrolment, Training For Me undertakes to provide the following fee information to each student prior to enrolment:

- the total amount of all fees including course fees, administration fees, materials fees and any other charges;
- payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee;



- the nature of the guarantee given by Training For Me to complete the training and/or assessment once the student has commenced study in their chosen qualification or course;
- the fees and charges for additional services, including such items as issuance of a replacement qualification and the options available to students who are deemed not yet competent on completion of training and assessment; and
- Training For Me's refund policy.

Fees Paid in Advance

Training For Me follows sound financial management practices to safeguard fees paid in advance. These may include:

- A budget for each training program
- Establishment of a separate bank account for fees received
- Maintenance of a separate ledger for fees received
- Accurate and up-to-date financial records
- Regular monitoring of its financial positions
- Sufficient funds to cover expenses for each training program held in a deposit or trust account

Training For Me employs financial management strategies to ensure it has sufficient funds to fulfil its training and assessment commitments. All financial transactions are managed by the Chief Financial Officer (CFO).

Fees Paid in Advance

All fees above \$1500 paid in advance are to be kept in a separate bank account. Once the course has commenced these funds can be transferred into general accounts and used to support Training For Me's delivery and assessment costs.

Please Note:

Government Funded Courses

Where applicable, enrolment fees paid for government funded courses are non-refundable subject to the relevant Refund Policy.

Disclaimer

All material and information on Training For Me's website is provided in good faith and is believed to be accurate and current as at the date of publication.



Training For Me will not be liable for any damages whatsoever whether in an action in contract, negligence or other tort, arising out of or in connection with access to the website or the information and material contained in it.

Forms

Below are refund request reasons along with what needs to be completed and provided as supporting evidence.

Form Name

When is this form to be used?

- Course withdrawal, amendment form

When a student is applying to have their enrolment suspended for up to 3 months. Direct debits will be stopped, training materials will not be provided and Assessors will not mark any work. The payment plan will automatically continue after the 3 month period.

- Course withdrawal, amendment form

When a student is withdrawing from a course within the 28 day period and is applying for a refund.

- Course withdrawal, amendment form

When a student withdraws after the census date with extenuating circumstances.

The student must provide appropriate evidence as to how your circumstances changed after census date and prevented you from completing your study and were beyond your control.

