



“Tailored training to meet your needs”

Provider No: 52253

STUDENT HANDBOOK

WHAT YOU NEED TO KNOW BEFORE YOU ENROL ON A COURSE

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CONTENTS PAGE

| | PAGE |
|---|------|
| Contents | |
| Why choose Training For Me as your Training Provider? | 4 |
| Section 1: Qualifications we offer? | 5 |
| Code of Practice | 6 |
| Section 2: How do I apply for a place on a course? | 6 |
| Section 3: Course fees..... | 6 |
| Recognition of Prior Learning (RPL) and Credit Transfer (CT)..... | 7 |
| National Recognition: | 7 |
| Credit Transfer | 7 |
| Are there any other costs?..... | 8 |
| Section 4: How long will my course take to complete? | 8 |
| Section 5: Competency Based Training..... | 8 |
| Section 6: Flexible Delivery | 9 |
| Section 7: How will I be assessed? | 10 |
| Section 8: Principles of Assessment | 10 |
| Section 9: Rules of evidence..... | 11 |
| Section 10: Assessment Timeframe's..... | 12 |
| Section 11: Work placements | 13 |
| Section 12: Health and Safety | 13 |
| Section 12: Plagiarism and Cheating | 15 |
| Section 13: What are my responsibilities as a students?..... | 17 |
| Section 14: What are our responsibilities as your training provider?..... | 18 |
| Section 15: Certificates and Qualifications | 19 |
| Mutual Recognition..... | 20 |
| Course Information | 20 |
| Section 16: Training For Me Recruitment and Selection Policy | 21 |
| Induction | 23 |
| Support for Participants..... | 23 |
| Section 17: Access and Equity | 24 |



| | |
|--|----|
| Language, Literacy and Numeracy Policy..... | 24 |
| Section 18: Privacy..... | 24 |
| Students Records and Privacy..... | 25 |
| Unique Training For Me Identifier (USI)..... | 25 |
| Section 19: What we expect at Training For Me..... | 26 |
| Section 20: Code of conduct..... | 27 |
| Section 21: Complaints and Appeals Policy..... | 29 |
| Disciplinary measures..... | 33 |
| Section 22: Refund policy..... | 33 |
| Disclaimer..... | 36 |

Welcome to the Training For Me

Training For Me is an Registered Training Organisation (RTO No.52253) which was established in 2008 to assist people to gain their desired qualifications.

Our Company identified that the needs of students were fast changing and more option must be available. Innovation in training was required to reach students 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 students 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.

All our courses are supported by innovative Training For Me resources and excellent quality course materials. This is one of our greatest strengths and means that your learning experience will be a positive one. Training For Me is committed to delivering that



experience to you. We wish you all the best in your studies and look forward to assisting you in achieving your new qualification and advancing your career.

This Student Handbook sets out the policies and procedures surrounding the training and assessment you will receive at Training For Me. Please read the Student Handbook prior to enrolling in our courses.

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
- Flexible repayment option
- Video and 'live stream' weekly workshops
- Training For Me portal – Training For Me Clic



Section 1: Qualifications we offer?

Training For Me is recognised by the Australian Skills Quality Authority (ASQA) as a deliverer of nationally recognised training for the following qualifications:

CHC Training Package:

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| CHC30113 | Certificate III in Early Childhood Education and Care |
| CHC50113 | Diploma of Early Childhood Education and Care |
| CHC50213 | Diploma of School Age Education and Care |
| CHC30213 | Certificate III in Education Support |
| CHC40213 | Certificate IV in Education Support |

SIT Training Package:

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| SIT30616 | Certificate III in Hospitality |
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BSB Training Package:

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|----------|---|
| BSB30115 | Certificate III in Business |
| BSB30415 | Certificate III in Business Administration |
| BSB30215 | Certificate III in Customer Engagement |
| BSB42015 | Certificate IV in Leadership and Management |
| BSB51915 | Diploma of Leadership and Management |
| BSB61015 | Advanced Diploma of Leadership and Management |

SIR Training Package

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|----------|---------------------------|
| SIR30216 | Certificate III in Retail |
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ICT Training Package

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| ICT41015 | Certificate IV in Computer Systems Technology |
| ICT40415 | Certificate IV in Technology Networking |



Code of Practice

Training For Me is committed to providing supportive and positive outcome's from all services provided to our students. All staff recognise the rights of students 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 2: 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 students must complete and submit the appropriate enrolment documentation. Please read the Training For Me 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 Training For Me Recruitment and Selection Policy contained in this document.

Section 3: Course fees

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 Training For Me can apply for assistance with fees.

- Training For Me 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 Training For Me experience severe financial difficulties, please talk to us.



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. Students who are wanting to be considered for credit transfers are required to complete a Credit Transfer Application Form (available on our website) and submit it with a copy of their transcript. Training For Me will obtain verification that the certificate/transcript is authentic before accepting any credit transfers.

Students are also able to login to their USI accounts and print their transcripts to submit to Training For Me. This information will only be available for any courses studied since 1st January 2015.



Are there any other costs?

Incidental Charges:

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

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

Re-assessment fee: \$25 per unit

Withdrawal fee of \$250 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 BPay.

If you are paying by payment plan a link will be emailed to you to completed through Debit Success.

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 4: How long will my course take to complete?

This is a difficult question to answer. 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.

This will also be dependent on how much time you can dedicate to your studies.

On average Certificate III and IV qualifications should take approx. 6 to 12 months to complete.

Diploma qualification should take approx. 12 to 18 months to complete.

Section 5: Competency Based Training

Qualifications are comprised of Units of Competency, which have been determined by the relevant industry bodies and categorized into National Competency Standards for specific industry areas.

The Standards provide a framework for training and assessment and specify what Competencies an employee at a particular level within a particular industry should be reasonably expected to achieve.



It is designed to allow the student to demonstrate their ability to do specific tasks and activities that are expected in the workplace.

Section 6: Flexible Delivery

Flexible delivery means providing training when it best suits the student and / or employer.

Flexible delivery focuses on **learning** rather than **teaching** and to provide the best possible learning experience for the student. This means that the student has greater control over what, when and how they learn.

Training For Me has two methods of delivery depending on the course. These consist of Correspondence and Blended which includes some classroom component and e- learning. Please refer to the specific Course Brochures or the Website for delivery options available.

Correspondence - external

Training on Correspondence courses in an e - learning format. Students are provided with all learning materials, assessment tools and other resources required to complete their particular course. Students are able to work through these learning materials at their own pace. Any extra materials required by the students, particularly from the Community Services Training Packages, will be emailed to the student.

Where necessary, the student may contact Trainers for assistance but our Trainers will not contact students unless requested.

Blended Learning (Classroom and Online)

The Blended courses are delivered with a classroom-based component as well as a subsequent Distance online format.

Enrolment

1. Whilst Training For me will endeavour to complete the enrolment process as quickly as possible, please allow up to ten (5) business days from confirmation of your payment for enrolment.
2. Upon enrolment, Students will receive via email course information and personalised logins.
3. The training and assessment resources necessary to complete the selected course are available on the online portal profile specific to each student and accessed with these personalised logins.
4. For students enrolled in a Blended Course, the learning and assessment materials are made available while attending the Classroom-based component.



Section 7: How will I be assessed?

Assessment is defined as the process of '**collecting evidence and making judgments** on the nature and extent of progress towards the performance requirement set out in a (competency) standard, or learning outcome, and, at the appropriate point, making a judgment as to whether competency has been achieved'.

In simple terms, Assessment is the process of collecting evidence and making judgments on whether competency has been achieved. In order to be assessed as competent (C), you will need to provide evidence which demonstrates that you have the essential knowledge and skills to successfully complete the relevant unit to the required standard. Competency is simply about demonstrating that you can do the task with confidence to the required industry standard as endorsed by the Training Package or VET accredited Course.

An assessment of 'Not Yet Competent' (NYC) is not a fail. It is simply a request for more information or further confirmation of the knowledge and skills required. Our Assessors will provide feedback to guide your resubmission and are available for contact if required. The students will be required to successfully resubmit the assessment with the required rectifications to achieve a competent result. The student will be allowed a limit of three submissions per unit of the course. To be eligible for the qualification, the student must receive a competent result for all units of the course.

Assessment, within competency-based approaches to learning, is criterion referenced. This means it identifies an individual's achievements of defined outcome's, rather than relating their performance to that of other students or trainees.

Assessment methods used may include:

- Demonstration.
- Observation.
- Work samples.
- Workbook activities.
- Oral presentations.
- Role plays or simulation.
- Projects

Section 8: Principles of Assessment

There are four key principles that are a part of the assessment process:



- **Validity**

-) The assessment is seen as actually assessing what is supposed to be assessed.
-) The assessment adequately samples the range of skills and knowledge needed to demonstrate competence.
-) The current performance of the competencies in the workplace is assessed.
-) The results of the assessments can be used as a pointer to the assessee's performance in the workplace.

- **Reliability**

-) Reliable assessments use methods and procedures that engender confidence that competency standards and their levels are interpreted and applied consistently from assessee to assessee and context to context.

- **Flexibility**

-) Flexible assessments should provide for the recognition of competencies no matter how, where or when they have been acquired, draw on a range of methods and be appropriate to the context, task and person.

- **Fairness**

-) Assessment is fair if it does not disadvantage particular assessees. For assessments to be fair, assessees must clearly understand what is expected of them and what form the assessment will take.

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| Section 9: Rules of evidence |
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The Rules of Evidence are closely related to the principles of assessment and provide guidance on the collection of evidence to ensure that it is valid, sufficient, authentic and current as follows:

Validity

-) Addresses all aspects (skills and knowledge) of the unit(s) of competency appropriately.
-) Reflects all four dimensions of competency.
-) Provides evidence of employability skills.
-) Is appropriate to the AQF alignment being assessed.



Sufficiency:

Sufficiency relates to the quality and quantity of evidence assessed. It requires collection of enough appropriate evidence to ensure that all aspects of competency have been satisfied and that competency can be demonstrated over time. Supplementary sources of evidence may be necessary. The specific evidence requirements of each unit of competency provide advice on sufficiency.

Authenticity:

To accept evidence as authentic, an assessor must be assured that the evidence presented for assessment is the students own work. Your assessor is required to authenticate any evidence you provide to ensure it is indeed work produced by you.

Currency:

Currency relates to the age of the evidence presented by students to demonstrate that they are still competent. Competency requires demonstration of current performance, so the evidence must be from either the present or the very recent past.

Continuous improvement is a fundamental focus of the VET Industry and many other industries and consequently training packages are regularly upgraded. An assessor must be satisfied that the student has recently performed the required competencies successfully. We advise our students that 12 – 18 months is a good gauge of “am I current”. This is certainly not the rule of thumb as an industry or qualification that has had substantial change in the last six months would require that the students would be able to provide evidence of demonstrating current competence in those new competencies.

Section 10: Assessment Timeframe's

Training For Me aims to provide students with assessment marking results within six (6) weeks of the student submitting their assessment. If assessment marking timeframes are extending beyond six (6) weeks (e.g. times of peak demand, holiday period, unforeseeable circumstances having arisen), any students affected will be advised by email with an estimated timeframe.

Any students who are required to resubmit assignments after assessment and who have course end dates which do not allow sufficient time, will have their end date adjusted to allow a two-week period from the assessment date for the corrections to be completed and submitted.



Section 11: 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. This can be paid/unpaid and the days and number of hours per day is negotiated between the student and the employer.

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

Prior to such placement you may need to meet certain industry conditions, for example obtaining a police clearance, first aid certificate, Working with Children card or equivalent based on the state you are living and working in.

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.

Your assessor will discuss this with you on enrolment.

Section 12: Health and Safety

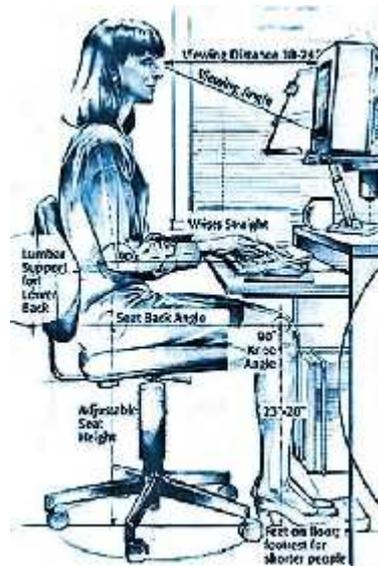
Training For Me is committed to implementing, maintaining and continuously improving Work Health and Safety in all of its training locations. The management of Training For Me recognises that it has a responsibility to provide and maintain a safe environment for staff, students and visitors alike. This responsibility, obligation and involvement is transmitted to all staff to ensure a safe and healthy workplace is maintained. Training For Me recognises that students may spend considerable time using a computer as part of their course. Please



see the guidelines below which have been provided to help you work comfortably at your computer.

Adjusting the chair

- Adjust the height of your chair so that:
 - ⌋ your elbows are at the same height as your desk or a little higher
 - ⌋ your feet are flat on the floor
 - ⌋ your thighs are roughly horizontal and your lower legs
 - ⌋ roughly vertical. You may need to use a footrest to
 - ⌋ achieve this.
- Adjust the seat so that it tilts slightly forward. This helps you to sit upright.
- Adjust the height of the backrest so that it supports the curve of your lower back not your upper back or shoulders.
- Adjust the angle of the backrest so that it leans backwards between 10° and 20°.
- If your chair has armrests make sure they don't raise your shoulders or stop you from getting close enough to the desk to easily reach your mouse or keyboard. If these problems occur, remove the armrests.



Your screen

- Position your screen so that the top of the screen is at eye level. If you have a very large screen you might want it a little higher. You can raise the screen using a solid platform such as a keyboard riser or a phone book.
- Place the screen about arm's length away from you.
- Position the screen at right angles to light sources to avoid glare or reflections
- If possible, place your screen so that you can look past it into the distance.
- Use a document stand to hold any papers you need to refer to regularly at the computer and position it as close to your screen as possible.

Your keyboard



- Position the keyboard directly in front of you and close to you so that you don't have to reach for it.
- Adjust the keyboard height so that your shoulders are relaxed, your forearms are horizontal or drooping slightly onto the keyboard and your wrists and hands are straight.
- If you have a wrist rest, do not rest your hands on it while typing

The information is sourced from:

http://www.forwardit.sa.gov.au/home/basics/getting_started/computerbasics/how_to_sit_at_your_computer

The image is sourced from: <http://www.necksolutions.com/sitting-computer.html>

Section 12: Plagiarism and Cheating

Training For me has no tolerance for plagiarism or cheating. We will strictly enforce the penalties outlined below for any student who is found to have engaged in cheating or plagiarism during any of their submitted assessment documents.

What is Cheating?

Cheating within the context of the study environment, means to **dishonestly** present an assessment task or assessment activity as genuinely representing your own understanding of and/or ability in the subject concerned.

Some examples of cheating are:

-) Submitting someone else's work as your own whether you have that person's consent or not.
-) Submitting another author's work as your own, without proper acknowledgement of the author.
-) To allow someone else to submit your own work as theirs.
-) To use any part of someone else's work without the proper acknowledgement.

There are other forms of cheating not contained in this list. These are merely given as some examples. If you are unsure about whether any particular behaviour would constitute plagiarism or cheating, please check with your trainer prior to submitting your assessment work.



What is Plagiarism?

Plagiarism is a form of cheating and includes presenting another person's or organisation's ideas or expressions as your own. This includes, however is not limited to: copying written works such as books or journals, data or images, tables, diagrams, designs, plans, photographs, film, music, formulae, web sites and computer programs.

What are the Penalties for Plagiarism or Cheating?

If a trainer suspects that you are cheating they will investigate further to establish evidence to support their suspicion. By looking at learning resources, searching on Google and reviewing previous or current students work. If evidence to support the suspicion is established your trainer will then report their concerns to Training For Me's Training Manager. From there the following process will be followed:

- 1) The Assessor will contact you in writing outlining their concerns with your submitted work.
- 2) You will then have an opportunity to respond to any allegations of cheating or plagiarism.
- 3) If the Training Manager's investigation confirms that you have engaged in cheating or plagiarism you will be advised of one of the following consequences:
 - a) If it is determined that your offence committed is minor or unintentional, you will be asked to resubmit your work and be given a formal warning in writing by Training For Me's Training Manager **OR**
 - b) If it is determined that your offence committed is of a serious and intentional nature you will be un-enrolled in that unit immediately and have to re-enrol if you wish to complete that unit. Your result for that unit will be recorded as Not Competent. A cheating/plagiarism note will also be recorded against your student file. Notification of any such decision will be made in writing by Training For Me's Training Manager.
- 4) If the conduct is repeated or if the initial conduct is of a very serious nature (as determined by the Training Manager), such as knowingly falsifying assessment evidence, the students enrolment may be terminated. In cases of termination, all fees paid will be non-refundable.

What if I don't agree with the decision?

If you disagree with the decision or the penalty imposed you are entitled to lodge an appeal. This appeal should be addressed to the Training Manager and outline your reasons for



appeal and why you feel the decision to be unjust. The Training Manager will then investigate your appeal further and respond in writing within 7 business days.

How do I avoid Plagiarism or Cheating?

Students are advised to note the following advice to avoid claims of plagiarism or cheating:

-) Always reference other people's work. You may quote from someone else's work (for example, from websites, textbooks, journals or other published materials) but you must always indicate the author and source of the material.
-) Always reference your sources. You should name sources for any graphs, tables or specific data, which you include in your assignment.
-) You must not copy someone else's work and present it as your own.
-) You must not falsify assessment evidence

Section 13: What are my responsibilities as a students?

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 ensuring that you keep copies of all documents you submit to Training For Me. Training For Me take no responsibility for lost or stolen work.
5. You are responsible that each piece of document that is submitted to Training For Me has your full name date and unit code on it.
6. 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.
7. You are responsible for arranging and attending regular tutorials with your assessor (this can be online or in person).



8. 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'.
9. 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.
10. The fees paid by each students 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.
11. After successful completion of a unit, you are responsible for preparing the portfolio for moderation as set out in the guidelines for portfolio presentation.
12. 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.
13. 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 14: 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, students will be notified and we will work with the student 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 student will be notified and given full information regarding the transition arrangements.

Section 15: 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 name's with their national codes on a Statement of Results.

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.

Completion of the training program will include the supply of the students Unique Training For Me Identifier number and payment of all course fees. All records of Qualifications and Competency achieved are retained for a period of thirty years.

Certificates and Statements of Attainment will be processed and dispatched to the student within thirty (30) days of course completion. The student is expected to advise Training For Me of any change of their address details.

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.

Mutual Recognition

Training For Me recognises that mutual recognition is a fundamental principle of the AQF 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 Student 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 compliance officer is responsible for the control and issue of this procedure. Students 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 together with a completed **Credit Transfer Application Form** found on the website. These copies are to be kept in the students 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 students records.

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

Students can provide a copy of the transcripts from their personal USI account.

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 outcome's
- 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
- Students responsibilities
- Acknowledgement of National/State recognition
- Correct use of National and State logos in accordance with ASQA requirements

Section 16: Training For Me 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 students are subject to the same process.

Scope

The Training For Me 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 students 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 Officer will interview each student before the enrolment can be confirmed and subsequently processed.

The Enrolments Officer will go over the Enrolment Application Form and any eligibility criteria and other relevant conditions Training For Me's may be required to meet with the students during the interview.

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

Enrolment Process

Students are required to complete an online expression of interest form. Once received students will be contacted by the Enrolment Officer to confirm details and ensure that the course requirements will be met and is suitable for the students.

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

If a student does not meet the entry requirements, the Enrolments Officer will:

- Suggest an alternative suitable course, or
- Offer advice and guidance on what the students 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 students which discloses in full all of the contractual arrangements between Training For Me and the student. 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 students along with the refund policy prior to their completion of any enrolment agreement or contract.

It is important that course student have read and understood the Student 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 Student 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 student's responsibilities

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

Support for Participants



Induction will be the recognised process by which students 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 students 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.

Section 17: Access and Equity

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 students and provide information, advice and support that is consistent with our Code of Practise.

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 students 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.

Section 18: Privacy



Students 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.

Unique Training For Me Identifier (USI)

From 1 January 2015 all students undertaking nationally recognised training delivered by a registered training organisation will need to have a Unique Training For Me 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 student for life and be recorded with any nationally recognised VET course that is undertaken from the 1 January 2015.

A USI account will contain students nationally recognised training records and results from 1 January 2015 onwards. Students results from 2015 will be available in their USI account in 2016.

USI's 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?

Student 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.

Section 19: 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. 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.

Section 20: Code of conduct

Training For Me students are expected to take responsibility for their own learning and behaviour during both training and assessment. Any breaches of discipline will result in the participant being given a 'written warning'. Further breaches will result in a participant being asked to 'show cause' as to why they should not be excluded from further participation in the program. A third breach will result in instant dismissal from the training environment. Where a breach is deemed as of a serious nature, as determined by the Training Manager, the students enrolment may be terminated. In instances of dismissal and termination of enrolment, all fees paid will be non-refundable.

Personal interaction, staff-to-Training For Me and Training For Me-to-Training For Me, is expected to be respectful. An aggressive manner or degrading and abusive language will be considered contrary to the Code of Conduct and a breach of discipline. Following are further instances of breaches to the Code of Conduct.

Discrimination

Discrimination means treating a person less favourably than another because of a personal attribute that they may have. Under State and Federal equal opportunity laws, discrimination based on attributes is unlawful. The attributes that can initiate a discrimination claim include:

-) Gender
-) Age
-) Race
-) Religion
-) Marital status
-) Disability
-) Colour
-) Nationality and National origin
-) Ethnicity



Harassment

Harassment is any behaviour which is unwelcome, offends, humiliates or intimidates the person being harassed. Harassment will not be tolerated at Training For Me and disciplinary action will be taken against any employee or student involved in such behaviour. From a staff perspective, this may include termination of employment. From a students perspective, enrolment may be terminated and all fees paid will be non-refundable.

Examples of verbal harassment

-) Racist comments or jokes.
-) Spreading rumours.
-) Comments or jokes about a person's disability, pregnancy, sexuality, age religion etc.
-) Threats, insults or abuse.
-) Offensive obscene language.

Physical Assault/Abuse

Physical Abuse is an act of another party involving contact intended to cause feelings of physical pain, injury, or other physical suffering or bodily harm. Physical abuse will not be tolerated in any shape or form and any instances of Physical Abuse will result in instant termination of the student's enrolment.

Some examples of physical abuse include:

-) Striking
-) Punching
-) Pushing, pulling
-) Slapping
-) Striking with an object
-) Excessive pinching on the body
-) Kicking
-) Tripping
-) Kneeing
-) Strangling
-) Head-butting
-) Placing in stress positions (tied or otherwise forced)
-) Cutting or otherwise exposing somebody to something sharp
-) Throwing or shooting a projectile
-) Blinding a person or causing impairment of sight.
-) Biting
-) Eye poking



Section 21: 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 students 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 student to appeal assessment outcome's and recognition decisions. All new students are advised of their right to appeal an assessment outcome in the Students Handbook, which they receive as part of their induction package.

Training For Me as an 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 *Clients Lodgement 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. A record will be completed as a record of the meeting. Either party may request the presence of a third party at the meeting.

Timeframe's 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 *Training For Me's/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 Training For Me

Step 1 The student is provided with a *Complaints Lodgement 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 *Complaints Lodgement 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 time's. 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.

Section 22: Refund policy

Training For Me will only provide refunds in accordance this Refund Policy.

1. A non-refundable administration fee of 25% of the full course fee payable (non-discounted) or a minimum of \$250 (whichever is greater), will be subtracted from any refund granted under the terms and conditions outlined in this policy.



2. **For all course enrolments in courses with a classroom component (blended-delivery or full face-to-face courses)**, refund requests must be made in writing using a Refund Request Form and must be received by our office within 90 days of their enrolment application date and at least 14 days prior to commencement of the course, in which case a full refund, less the 25% administration fee or a minimum of \$250 (whichever is the greater), will be given. If a refund request is received by our office in less than 14 days from the course commencement, no refund nor transfer will be granted unless we are satisfied that you are currently suffering from extreme hardship or a severely debilitating medical condition.
3. **For all correspondence and online courses**, a full refund less the 25 % administration fee or a minimum of \$250 (whichever is the greater) may be granted if we are satisfied that you have:
Made a refund request in writing using a Refund Request Form and your request is received by our office within 30 days of our office receiving your enrolment application and at least 7 days prior to commencement of the course and where;
The course materials have not been commenced, damaged, or marked in any way,
The course materials are returned within 7 days
4. Refund requests received after 7 days after commencing the course will not be granted, unless we are satisfied that you are currently suffering from extreme hardship or a severely debilitating medical condition, less;
the 25 % administration fee or a minimum of \$250 (whichever is the greater)
cost of the units/training started
5. Circumstances of extreme hardship or a severely debilitating medical condition may be proven with supporting documentation that is submitted to our office for review. To be eligible for a refund due to extreme hardship, you must provide supporting documentation which may include detailed letters or documentation from medical specialists, death certificates, legal documentation, and documentation that may prove extreme hardship. To be eligible for a refund due to a severely debilitating medical condition suffered by you, you **must** provide a medical certificate and supporting documentation that **must** include a Medical Information Form that is fully completed by a Medical Practitioner or a duly executed written medical authority that will allow us to obtain the information requested on the Medical Information Form. All documentation must be original documentation or copies of original documentation certified by a Justice of the Peace (JP), and must be posted to Unit 201, 36 Ocean Keys Blvd, Clarkson WA 6030 for our review.
6. Refunds based on circumstances of extreme hardship or a severely debilitating medical condition must be received by our office within three months of your enrolment application date. We will make our decision based solely on the supporting documentation provided with your Request for Refund. Based on our review of the Request for Refund, we may or may not grant a partial or full refund.



7. For all courses where Work Placement is required in order to complete the course qualification, the student is responsible for finding their own Work Placement. No refund will be given where placement is not found.
8. During enrolment, the commencement date for the chosen course will be nominated. The choice available includes:
 - a) An immediate commencement date, and enrolment will occur within 5 business days
 - b) A nominated date which must be within one month of the enrolment application date
 - c) No nominated date
9. If there is no commencement date nominated during enrolment, a commencement date for the chosen course will default to 'immediate commencement';
10. Should Training For me cancel a course, participants are entitled to a full refund (or pro-rata adjusted refund), or to transfer funds to another/future course. In this event, students will be given their preferred option.

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.

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

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.

Currently \$12 per unit. Students will be provided with all their learning material through the e-learning portal. Students can request hard copies of units at a cost of \$12 per unit.

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 Training For Me 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 Training For Me 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 Executive Officer (CEO).

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 Training For Me 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 Training For Me is withdrawing from a course within the 28 day period and is applying for a refund.

) Course withdrawal, amendment form

When a Training For Me withdraws after the census date with extenuating circumstances.

The Training For Me 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.