

# ***Training Aid***

## ***Australia Pty Ltd***

# **STUDENT HANDBOOK**

**Nationally Registered Training Organisation  
National Provider Number 91411**

Training Aid Australia Pty Ltd *trading as* Training Aid Australia  
Referred to in this document hence forth as TAA

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## ABOUT TAA TRAINING

Training Aid Australia Pty Ltd is a Registered Training Organisation (RTO ID 91411) providing training services across all states in Australia.

Training Aid Australia's aim is to empower all people through education. Our mission is to provide quality education through flexible & affordable training solutions.

Training Aid Australia has been operating for over a decade and has positioned itself in the market as a leader in providing safety training course. Over the past decade we are proud to have worked with world-class companies including Mirvac, AGL, IKEA, Sydney Water, Buildcorp, and the Victorian Building Authority.

Our programs provide preventative training such as Work Health & Safety, Leadership and Management and Human Resources. Our training programs assists workplaces to implement safe work policies, to prevent incidents from occurring. We also deliver responsive emergency management training so that your team are equipped with the knowledge and confidence in the event of an emergency situation happening.

Training Aid Australia's highly professional team of dedicated Trainers & Assessors each bring decades of industry experience and real-life scenarios to training sessions to ensure the learning experience is as relevant and interactive as possible.

Training Aid Australia's belief and practice in its core value to 'always ensure that our students' interests come first' has positioned us as leaders in the training industry for Safety Training courses and given us a good reputation with both industry and previous clients alike.

If you have any queries, please contact Training Aid Australia for further information.

## INTRODUCTION

Welcome to TAA, please take time to read through this handbook.

TAA as a Registered Training Organisation will comply with the following:

- The ASQA Standards for Registered Training Organisations
- Privacy of trainee information
- Comply with all requirements of any Performance Agreements it has with Government Departments or bodies
- Only issue Certificates and Statements of Attainment for qualifications listed on its Scope of Registration
- Maintain a Participant management recording and reporting system
- Maintain its registration
- Ensure marketing and advertising material is accurate and ethical.

Staff and participants of TAA will:

- Always be frank and honest in their endeavours.
- Be fair, impartial and equal in dealing with participants, the public and employers who provide workplace experience.
- Be committed to providing objective feedback on courses and the continuous improvement of training opportunities offered to participants.
- Be accountable for their actions in the classroom and in the workplace.
- Strive for excellence in everything they attempt.
- Undertake activities and respond to reasonable lawful instructions relating to skill, care, honesty and diligence.
- Comply with enactments, regulations, determinations, awards, policies & procedures which relate to their training activities.
- Deal with other people honestly, equally, impartially, in a way which is sensitive to their rights.
- Conduct themselves in a way which enhances the image & reputation of TAA
- Disclose any conflict of interest immediately if or when it becomes apparent.

## TAA PROGRAMS

TAA offer a range of courses and training nation-wide. Detailed information of all training and courses including cost, locations, duration, course requirements and scheduling can be found on TAA's web page <https://TAA.edu.au>

Below is a summary of our courses and training provided including course completion outcomes and course prerequisites if applicable.

### White Card Courses

Construction Induction training course (also known as the White Card or Red Card training) is a mandatory legal requirement for all persons involved in the construction industry.

National unit/s of competency issued.

- CPCCWHS1001- Prepare to work safely in the construction industry

### Provide First Aid

The course delivers the skills and knowledge required to provide first aid response, life support, management of casualty(s), the incident and other first aiders, until the arrival of medical or other assistance.

First Aid training covers topics such as Cardio-Pulmonary Resuscitation (CPR), fractures and dislocations, burns and scalds, head, chest and spinal injuries, fainting and unconsciousness, bandaging techniques, severed limbs, poisoning, bites, stings.

National unit/s of competency issued.

- HLTAID003- Provide first aid
- HLTAID001- Provide cardiopulmonary resuscitation

### Childcare First Aid

Our Childcare First Aid course is designed to meet the needs of both childcare professionals as well as concerned first-time parents, grandparents and family members.

From dealing with asthma management to the application of an epidermal during severe allergic reactions and anaphylactic shock, or even how to correctly and safely perform CPR on an infant or small child, this course has you covered.

This course covers all of the First Aid components required to legally work with children or in childcare.

National unit/s of competency issued.

- HLTAID004- Provide an emergency first aid response in an education and care setting

## Advanced First Aid

Advanced First Aid Training Melbourne accreditation is becoming increasingly expected for employees handling incident and accident management. The training covers enhancing First Aid and CPR skills, and appropriate Emergency Procedures within both the workplace and wider community. The Advanced First Aid Course Melbourne fills the gap between Basic First Aid and Professional Emergency Responders.

National unit/s of competency issued.

- HLTAID006 - Provide advanced first aid
- HLTAID007 - Provide advanced resuscitation

Although possession of a current HLTAID003 Provide First Aid certificate is not a mandatory requirement, we strongly advise participants to complete HLTAID003 training course prior to attending Advanced First Aid training.

## Advanced Resuscitation (CLS) Cardiac Life Support

Advanced Resuscitation Course (CLS) – is either a standalone accreditation or can be used as a required part of the Provide Advanced First Aid Combo Course HLTAID006. WorkSafe's Code of Practise requires 'High Risk' workplaces to have an Advanced First Aid Officer with Advanced Resuscitation accreditation for every 25 employees, two for 50 employees, and one extra Senior First Aid Officer for each 25 employees afterwards. Unlike the Provide Advanced First Aid Training, which is valid for three years; Provide Advanced Resuscitation must be refreshed after one year to be considered up-to-date.

National unit/s of competency issued.

- HLTAID007 Provide Advanced Resuscitation

It is a pre-requisite of this course that you must have previously completed the following unit/s;

- HLTAID001- Provide cardiopulmonary resuscitation

## Manage First Aid Services and Resources

This course develops the skills and knowledge required to establish, maintain and facilitate the provision of appropriate first aid in the workplace. The unit applies to workers in nominated occupational first aid or management roles.

This unit provides the skills and knowledge required to establish, maintain and facilitate the provision of appropriate first aid and first aid resources in the workplace. The unit applies to workers in nominated occupational first aid or management roles.

National unit/s of competency issued.

- HLTAID008 Manage first aid services and resources

## Certificate IV Work Health & Safety (WHS) Training Course BSB41415

A certificate IV in Workplace Health and Safety training (also known as cert 4 WHS or OHS) is the recommended minimum requirement for workplace safety representatives.

Although the course length and scope is not as comprehensive as a Diploma course, which would be more suitable for a role as a WH&S Compliance Manager, the Cert IV is suitable as a strong foundation and introduction into the world of WH&S compliance management, legalities and legislations, as well as risk minimisation.

This course is also well-suited to those who act in various supporting roles in the field of Health and Safety and also Risk Management in the Workplace.

National unit/s of competency issued.

- BSBWHS402 Assist with compliance with WHS Laws
- BSBRES401 Analyse and present research information
- BSBWHS403 Contribute to implementing and maintaining WHS consultation and participation processes
- BSBINN301 Promote innovation in a team environment
- BSBMGT401 Show leadership in the workplace
- BSBWHS404 Contribute to WHS hazard identification, risk assessment and risk control
- BSBWHS405 Contribute to implementing and maintaining WHS management systems
- BSBWHS406 Assist with responding to incidents
- BSBCMM401 Make a presentation
- BSBWHS409 Assist with workplace monitoring processes

## Certificate IV in Human Resources (BSB41015)

This course is suitable for anyone wanting to enter the Human resources field as well as existing HR personnel who want to expand their level of Human resources generalist knowledge.

This qualification is suitable for individuals working in a range of human resources management positions. Job roles could include human resources assistants, human resources coordinators, human resources administrators and payroll officers.

Workplace responsibilities would be determined at a workplace level. Some smaller business may require employees to work across all aspects of human resources. In larger companies, individuals may just have responsibility for a singular aspect of human resources such as remuneration.

National unit/s of competency issued.

- BSBLDR402 Lead effective workplace relationships
- BSBKRG404 Monitor and maintain records in an online environment
- BSBINM401 Implement workplace information system
- BSBLED401 Develop team and individuals
- BSBHRM403 Support performance management processes
- BSBHRM405 Support the recruitment, selection and induction of staff
- BSBWRK411 Support employee and industrial relations procedures
- BSBWHS401 Implement and monitor WHS policies, procedures and programs to meet legislative requirements
- BSBHRM404 Review human resource functions
- BSBRSK401 Identify and apply risk management processes

## Certificate IV in Leadership and Management (BSB42015)

Certificate IV in Leadership and Management teaches the essential knowledge that will allow you to analyse information in order to apply solutions to a range of dynamic business problems. This course has been developed to provide you with the comprehensive skills you'll need to lead, guide and support your own team while organising and monitoring their workload.

Certificate IV in Leadership and Management is designed as a great entry point into your new career ideal if you're in or looking for a role where you'll be leading, guiding and monitoring the effective performance of individuals and teams.

National unit/s of competency issued.

- BSBLDR402 Lead effective workplace relationships
- BSBLDR403 Lead team effectiveness
- BSBLDR401 Communicate effectively as a workplace leader
- BSBMGT402 Implement operational plan
- BSBLDR404 Lead a diverse workforce
- TAEDL404A Mentor in the workplace
- BSBWHS401 Implement and monitor WHS policies, procedures and programs to meet legislative requirements
- BSBRSK401 Identify risk and apply risk management processes
- BSBMGT401 Show leadership in the workplace

## Diploma of Leadership and Management (BSB51918)

This course is designed to enhance your leadership and management skills to effectively manage your business or department, using sound financial management and business operations.

This course is ideally suited to individuals accountable for achieving key business objectives, this qualification reflects the role of individuals required to apply specialised leadership and management knowledge and skills across diverse industries. If you are currently working as a business or department manager, or you are looking to move into roles in senior management or into an executive role, then this is the course for you.

National unit/s of competency issued.

- BSBFIM501 Manage budgets and financial plans
- BSBLDR501 Develop and use emotional intelligence
- BSBLDR502 Lead and manage effective workplace relationships
- BSBMGT502 Manage people performance
- BSBFRA502 Manage a franchise operation
- BSBWOR501 Manage personal work priorities and professional development
- BSBMGT517 Manage operational plan
- BSBMGT516 Facilitate continuous improvement
- BSBWHS501 Ensure a safe workplace
- BSBWOR502 Lead and manage team effectiveness
- BSBRSK501 Manage risk
- BSBWHS506A Contribute to developing, implementing and maintaining WHS management systems



## TAA CODE OF ETHICS

TAA shall at all times, act with integrity in dealings with all clients and members of the community.

1. TAA shall adopt such policies and practices to ensure the quality of vocational education and training programs offered are relevant and in accordance with:
  - a) Australian Quality Framework (AQF)
  - b) Australian Skills Quality Authority (ASQA) Standards for Registration
  - c) Commonwealth/State legislation and regulatory requirements
2. TAA will ensure:
  - a) The employment of qualified staff and maintenance of staff training sufficient to deliver programs on an ongoing basis
  - b) The accuracy of any marketing and promotional advertising material
  - c) Compliance with an acceptable refund policy
  - d) Compliance with current Occupational Health and Safety and Duty of Care requirements
  - e) The maintenance of adequate records and security of all current and archival records
  - f) Client access to their records upon request
  - g) The maintenance and continual improvement of a Quality Assurance system
  - h) Issue qualifications and statements of attainment according to our scope of registration
  - i) Deal with complaints, grievances and appeals in a systematic manner
  - j) Provide the option where applicable for Recognition of Prior Learning (RPL/RCC)
3. TAA undertakes to maintain quality training and to uphold the highest ethical standards.
4. TAA undertakes to ensure that all employees, agents and representatives are familiar with and agree to comply with this code of ethics.
5. TAA shall refrain from associating with any enterprise, which could be regarded as acting in breach of this Code of Ethics.

## CONTACT INFORMATION

TAA staff are there to help you with any enquiry, question or problem. You can contact our friendly staff during working hours 9:00am – 5:00pm either by phone, email or in person on the below details.

## TAA STAFF

At TAA everyone on the staff is always willing to help you. The table below explains everyone's title, name and what they do.

Title	Name	Looks after....
Director/CEO	Warwick Smith	..everything that happens in the College
Compliance Manager	Simon Judge	... All course delivery and participants welfare
Administration Officer	Caroline Wilson	Enrolments, attendance, medical insurance, personal advice, homestay academic advice, career guidance, welfare and personal advice
Marketing	Ekaterina Kholodilova	Website and Marketing Promotions

### Phone

1300 663 350

### E-mail

[sydney@TAA.edu.au](mailto:sydney@TAA.edu.au)

[melbourne@TAA.edu.au](mailto:melbourne@TAA.edu.au)

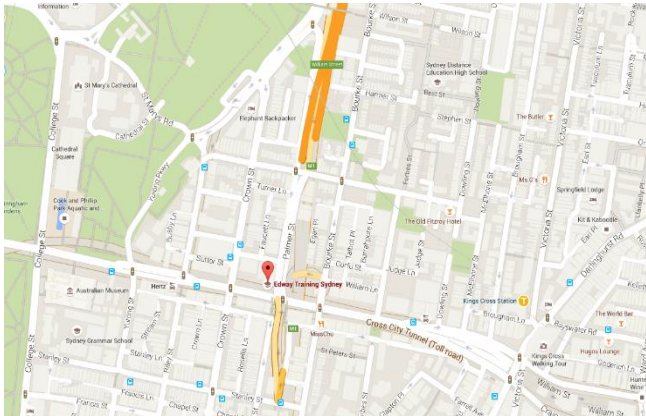
### Facilities

All of TAA facilities are smoke free with smoking not permitted within the buildings or within or along their boundary's.

## COLLEGE LOCATION

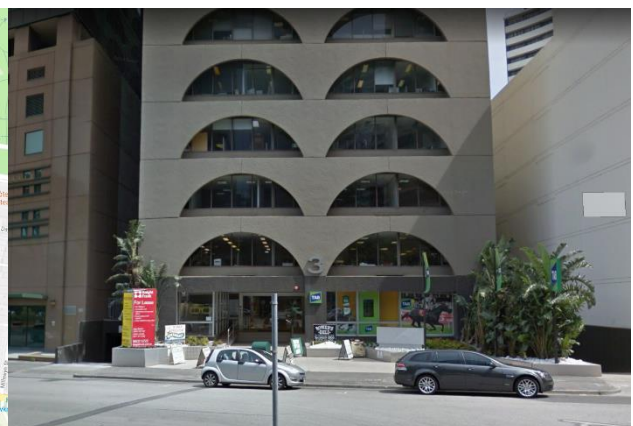
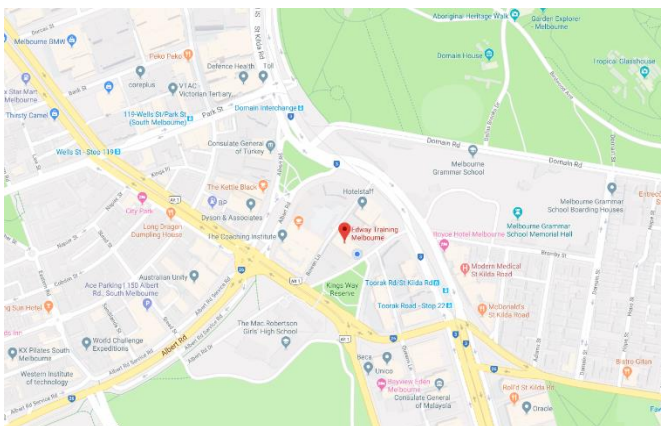
### New South Wales Location:

Head Office  
155-159 William Street  
DARLINGHURST NSW 2010



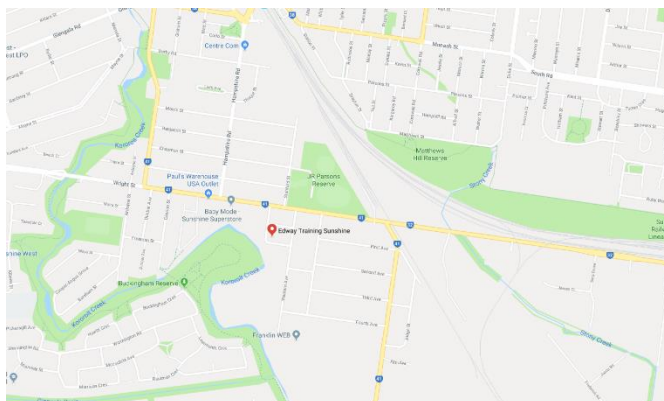
### Victoria Locations:

Level 1,  
3 Bowen Crescent  
MELBOURNE VIC 3004



## Victoria Locations (Continued):

2 Hampton Avenue  
SUNSHINE VIC 3020



2/35 Rimfire Drive  
HALLAM VIC 3803



## SELECTION AND ENROLMENT

Participants apply through the website or by contacting TAA by phone. Course information, information about TAA and this participant handbook are all available prior to enrolment.

TAA provides an opportunity for any person regardless of race, gender, or cultural background to attend and undertake the training courses. Persons with disabilities are also encouraged to attend and undertake the training as long as it does not place the Participant at risk of injury and the Participant can demonstrate they have the ability to obtain the skills required for a career in the relevant industry. You must make an informed decision on the best course for you and your interests before you enroll.

## UNIQUE STUDENT IDENTIFIER (USI)

From 1 January 2015 students enrolling in nationally recognised training in Australia will need a Unique Student Identifier (USI).

The USI is a form of file number that will link students to their training records which are held in the national training collection. Students will be able to access their records online, download them and share them with future training organisations electronically.

With the student's permission, training organisations will be able to see their students' entire nationally recognised training record commencing with records collected in 2015. Training organisations will find it easier to assess pre-requisites and credit transfers and assess students' eligibility for government funded training places.

Employers will benefit through access to better information on skill levels and the training needs of their workforce, and an authoritative source of the training records of job applicants and staff. The USI will improve the VET sector's transparency and responsiveness, enable more evidence-based policy intervention by Governments and support the management of government funded student subsidy programs.

Over time the USI will make record keeping, information exchange and business practice in the Australian VET sector easier and smoother in a range of ways. The Australian Office of Best Practice Regulation has examined the USI and has designated it as deregulatory. The majority of information that is required for a USI is collected and reported through AVETMISS, as well as being used for a training organisation's day to day business.

### ***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.
- A student who is continuing study is a student who has already started their course in a previous year (and not yet completed it) and will continue studying after 1 January 2015.

Once a student creates their USI they will be able to:

- Give their USI to each training organisation they study with;
- Give their training organisation permission to view and/or update their USI account;
- Give their training organisation view access to their transcript
- View and update their details in their USI account; and
- View online and download their training records and results in the form of a transcript from 2016.
- Control access to their transcript from 2016.



Training organisations have an important role to play in either collecting and verifying or creating USIs on behalf of their students.

Most students will be able to obtain their USI on their own, although it will be important for each Training Organisation to prompt them to do this before they enrol.

Training organisations should record a USI for their students at the time of enrolment. However, they must ensure that they have recorded a valid USI for each student when they report on training activities or issue an AQF certification document, such as a qualification, statement of attainment or testamur.

You need only create or verify a student's USI once.

### **Create a USI**

To create a USI or to obtain further information please refer to the USI website, <https://www.usi.gov.au>

## **RECOGNITION OF YOUR PAST TRAINING AND SKILLS**

Your course length can be adjusted if you gain credit or advanced standing. To gain credit or advanced standing participants go through a 'Recognition' application. You may have to submit evidence that demonstrates that you have the required knowledge, work experience or life experience that matches TAA courses (units of competency). Recognition can take place before you enrol – by interview with an TAA representative or at our offices and require you to complete an application and submit your proof or evidence.

**Recognition of Prior Learning** is available to Participants who believe they can demonstrate the required knowledge, skills and training in the relevant unit(s) of competency. The Participant will be required to fill out a separate application form. The Participant may also be required to produce a portfolio of knowledge and experience (whether formal or informal training, work experience, life experience) and be willing to be interviewed/observed undertaking tasks in a simulated or real workplace. Some units of competency do not allow RPL due to state and territory legislation and regulations.

**Mutual Recognition** is the recognition and acceptance by a Registered Training Organisation of Australian Qualifications Framework qualifications and Statements of Attainment issued by other Registered Training Organisations. TAA will recognise a trainee's existing competence against the competencies listed in an endorsed qualification or accredited course and issue AQF qualifications and Statements of Attainment.

### **The benefits of Recognition for all participants:**

Some extra work in putting your evidence together

A reduce course load – less course content to complete and an adjusted timetable.

If you feel you are eligible for recognition you will need to inquire with the trainer/training manager.

## THE ORIENTATION PROGRAM

We regularly conduct the orientation program for new course participants

Time	Topic
5 minutes	Greetings and introduction to TAA and your course by your Trainer
	Going over the Participant Handbook, any extra information Rules and responsibilities of participants at TAA, TAA facilities.

## COURSE TIMETABLE

Each course has a different timetable.

Current timetables can be downloaded from the TAA website ([www.TAA.edu.au](http://www.TAA.edu.au))

## PARTICIPANT CODE OF CONDUCT

The Participant Code of Conduct applies to all TAA'S Participants' staff and management personnel.

### *Requirements*

### *Participant Expectations*

While training or studying participants can expect TAA will provide the following:

### *Policies and Procedures*

- Selection, enrolment, assessment and academic progress policies and procedures that are fair and equitable.
- A guarantee that changes to courses, administrative policies and procedures directly affecting Participants will be communicated and advised to Participants and will not disadvantage currently enrolled Participants, provided that satisfactory academic progress is made.
- Assurance that grievances / complaints will be dealt with quickly and satisfactorily through a clear set of policies and procedures.
- A learning environment in which occupational health and safety standards are maintained and safety and security issues addressed.
- Assurance that TAA complies with the Privacy and Data Protection Act (VIC)2014 The Privacy and Personal Information Protection Act 1998 (PPIP Act), the Freedom of Information Act

(VIC) 1982 and that Participants have access to information held about them in accordance with these Acts.

- Assurance that TAA complies with all relevant legislative requirements.

## ***Timely and Accurate Information***

- Access to accurate and timely information about subjects and courses, course content, assessment, requirements and attendance requirements.
- Access to accurate and clear information about course costs.
- Dissemination of results within a reasonable time from completion of subjects and feedback on those results.

## ***Quality of Study Programs***

- Course and subject content that is up-to-date and valid.
- A training and learning environment that meets quality standards appropriate for its course.
- A learning environment in which Participants are able to engage in rational debate and freely express alternative points of view in that debate.
- Support and guidance from training staff.

## ***Participant Participation and Feedback***

- The opportunity for Participants to provide considered feedback on their training and learning experience in subjects and courses.
- Assurance that feedback provided by Participants will be incorporated into TAA'S quality management system.

## ***Human Rights***

- A study environment that is free from harassment, discrimination and abuse of power, and one that respects the privacy of individuals.
- Participants are treated with courtesy and respect.
- Equitable treatment irrespective of gender, sexual orientation, race, ethnic or cultural background, disability, marital status, age or political conviction or socio-economic status.

## **PARTICIPANT RESPONSIBILITIES**

During their time at TAA, TAA expects Participants to assume the following responsibilities:

### ***Regular and Punctual Attendance***

- Arrive on time to class.
- Notice in advance of known absence, lateness or early departure.
- Explain late arrival to your trainer on arrival or return to the classroom.



## ***Completion of All Class, Homework and Assessment Tasks by The Due Date***

- Contact your trainer between classes if you are experiencing difficulty with the homework or course content.
- If you are absent for an assessment task, provide a medical certificate or statutory declaration to support your absence.
- Negotiate a time with your trainer to catch up on any tasks.

## ***Responsible, Respectful and Cooperative Behaviour***

- Treat staff and fellow participants in a respectful manner.
- Respect the property of other people.
- Do not use offensive language.
- Avoid disrupting or interrupting others.
- Come to class appropriately dressed.
- Switch mobile phones to silent or vibrate during class time.
- No form of bullying, harassment or discrimination will be tolerated.
- Consumption, or being under the influence of alcohol or illicit substances during the training hours is prohibited and unacceptable and will result in you being asked to leave the premises. Continued abuse of this policy may result in your removal from the Course.
- If found with illicit drugs or aiding and abetting other persons in the sale or taking of illicit drugs on the training premises, you may be reported to the police.
- Failure to comply with the last two points will result in your suspension and/or expulsion from the Course and refund of monies paid will be forfeited.

## ***Preparedness to Work Effectively in Class***

Participate in all learning activities to the best of your ability.

Bring all necessary materials to class including textbooks, homework, folders, notes and stationery.

- Respect training facilities.
- Do not damage tables or other property.
- Leave rooms tidy (chairs and tables straight, rubbish in bins) at the end of classes.
- Do not interfere with equipment or materials on display in classrooms.
- Treat the surrounding grounds and car parks with respect: place rubbish in bins, drive in a considerate manner and obey signs.

## Safety Considerations

Safety is everyone responsibility therefore you must;

- **Not** conduct in behaviour that may or will lead to harm of yourself or others
- All equipment must be used **only** in the manner in which it was intended.
- Follow all instructions of a reasonable nature from trainers and staff of TAA
- Notify TAA of any perceived hazards.
- Always wait in a well-lit area before and after class.
- Notify the trainer of any visitors to the class.
- **If you are found in breach of the Participant's Code of Conduct, you may be asked to leave the course.**

## EXPULSION OF A PARTICIPANT BY THE COLLEGE

TAA reserves the right to expel a participant. Breach of discipline means any conduct that impairs the reasonable freedom of other persons to pursue their learning or work at TAA or is in breach of TAA's code of conduct.

Incidents leading to expulsion from the College include but are not limited to:

- Assaults a person on the premises of TAA.
- Unlawfully removes, damages or uses any property of another person or TAA.
- Behaves inappropriately or threatens the safety of other participants.
- Obstructs staff of TAA in the performance of their duties.
- Obstructs the teaching / training of a group or an assessment activity.
- Commits or engages in any dishonest or unfair act in relation to an assessment activity.
- Wilfully disobeys or disregards any lawful order or direction given by an TAA member of staff.
- Enters locations of TAA'S premises when directed not to do so by an TAA member of staff.
- Fails to leave locations of TAA'S premises when directed to do so by an TAA member of staff.
- Fails to return TAA property or pay replacement costs when instructed to do so.
- Fails to pay financial commitments to TAA.
- Enters locations of TAA Training's premises whilst under the influence of alcohol or drugs.
- Engages in any unlawful activity on TAA Training's premises such as using, possessing or supplying any prohibited drug, substance or weapon.
- Incites hatred towards, serious contempt for, or severe ridicule of, a person or group of persons on the grounds of the person's age, race, sex, sexual preference, transgender, marital status, physical or intellectual disability or religion of the person or members of the group

TAA is committed to the principle of ensuring that every Participant / trainee has the right to participate in training programs, free of inappropriate behaviour that may impair the learning processes, or the wellbeing of individuals. Staff and Participants have a responsibility to prevent minor behavioural problems from becoming larger ones.

Participants are encouraged to solve behavioural problems through discussion and mediation with staff of TAA before the provision of more formal procedure is invoked.

TAA CEO / Director may apply any of the following penalties where he/she are satisfied a breach of discipline has been committed and the penalty matches the seriousness of the breach:

- A verbal or written reprimand
- Exclusion from the course or any other TAA course
- Payment of compensation by Participant for damages or loss of resources
- Restitution of property removed or damaged
- A referral to attend counselling at a specified time and place

The Participant may appeal the penalty under TAAS Complaints and Appeals Policy. Participants terminated by TAA will forfeit fees.

## PARTICIPANT WELFARE

TAA is concerned about the welfare of Participants and offers support through our trainers and Training Coordinator. We will assist all Participants with a short orientation program at the beginning of each course. We will be quick to respond to unacceptable behaviour from Participants or staff. Discrimination, harassment or victimisation will be dealt with as per legislation and our policies and procedures. Training and administration staffs are aware of their responsibilities to ensure that Participants feel safe and supported at TAA

## TRAINING PACKAGES

Training packages are sets of nationally endorsed standards and qualifications for recognising and assessing people's skills.

A Training Package describes the skills and knowledge needed to perform effectively in the workplace. They do not prescribe how an individual should be trained. You can view training packages at [www.training.gov.au](http://www.training.gov.au) by searching under the category "Training Packages" or you can ask TAA staff. The Training.gov.au website is the official national register of information on courses, qualifications, Training Packages, competency standards and training organisations. Teachers and trainers develop learning strategies depending on learners' needs, abilities and circumstances.

Training Packages are developed by industry through National Industry Skills Councils, recognised bodies or by enterprises to meet the identified training needs of specific industries or industry sectors. To gain national endorsement, developers must provide evidence of extensive consultation and support within the industry area or enterprise.

Training packages specify the combination of competency standards required to achieve a particular qualification. For example, the Certificate IV Training and Assessment standards are contained in the Training Package titled (TAE10) Training and Assessment. Training Packages are sets of nationally endorsed standards and qualifications for recognising and assessing people's skills.

Training Packages complete a quality assurance process and are then endorsed by the National Training Quality Council (NTQC) and placed on the training.gov.au website.

Reviews ensure Training Packages remain current to meet industry needs and allow issues that arise during their implementation to be addressed.

## RELEVANT WEBSITES

- Department of Education, Science and Training [www.dest.gov.au](http://www.dest.gov.au)
- Training.gov.au
- The Australian Qualification Framework [www.aqf.edu.au](http://www.aqf.edu.au)
- Resource and Infrastructure Industry Skills Council [www.riisc.com.au](http://www.riisc.com.au)

## COURSE COMPLETION

All participants training with TAA shall be issued with either a

- Full AQF Certificate, or
- Statement of Attainment, or
- Certificate of Attendance/Completion

To receive a qualification from TAA participants must achieve competency in their course.

Statements of Attainment will be issued and presented at completion of the course or posted by arrangement.

### Full AQF Certificate

A full AQF Certificate is issued when the trainee has completed all requirements for a qualification as listed in the curriculum document. The certificate lists the modules or units of competency completed.

### Statement of Attainment

A statement of Attainment is issued where participants have partially completed a qualification.

This may be done if

1. The participant did not complete the full requirements for the qualification, or
2. Units or modules have been delivered from an accredited and registered program.

The code and title of all units successfully completed by the participant are listed on the Statement of Attainment.

### Certificate of Attendance/Completion

This is a Statement of Attendance issued where participants have attended a program that is not a nationally recognised qualification.

## Information appearing on certificates

Certificates and Statements of Attainment will include the following:

- RTO's name and logo
- Name of the person receiving the credential
- Name and code of the accredited course and units
- Certificate number
- Date of issue
- Signature/s of the RTO's authorised signatory
- NRT logo

## SPECIAL LEARNING NEEDS

TAA recognises that there will be cultural diversity and a range of education and learning backgrounds amongst Participants. It is TAA policy to ensure all people have an equal Opportunity to learn and better themselves. As such, we endeavour to aid as much as possible, those who require additional help in these areas, so as to maximise their ability to undertake their training effectively. Assistance may be sought from the TAA facilitators and staff. All reasonable steps will be taken to ensure any special assistance is provided as effectively as possible.

Should you require additional support during the term of your course, please advise your Trainer / Assessor who will endeavour to refer you to an appropriate support service.

TAA offers a free training support service available to all Participants who have any questions or difficulties regarding their current training or employment as well as their future career development. The service aims to provide Participants with the information they need to help their own academic and career path. Our staff can assist you with questions regarding training and career pathways and opportunities, personal development opportunities, work placement and/or any other training / industry related questions.

This service offers practical answers to most of the questions and challenges faced by Participants in relation to their training and/or career. We are here to help and will always try to source the information you need to feel supported or refer you to an appropriate internal or external service if required.

We will respect your right to privacy. Any information disclosed will remain strictly confidential.

## LANGUAGE, LITERACY AND NUMERACY SUPPORT SERVICES

TAA is committed to assisting Participants with differing abilities to succeed. Participants individual needs will be assessed prior to training. Requirements such as alternative formats, adaptive technology and adjustments for other disabilities will be identified and provided where practicable.

Participants requiring any assistance or support with language, literacy or numeracy should speak confidentially with their trainer. Our experienced staff can discuss different ways of conducting training and assessment to assist Participants and where required, if necessary, Participants will be referred to organisations that can provide specialist training and language, literacy and numeracy assistance.

**Language** involves the words, verbal structures and gestures we use to convey meaning. In using language, we generally use a combination of communication forms such as speaking, listening, reading, writing and visual communication. Language may also relate to industry jargon, technical terms and acronyms that workers must understand.

**Literacy** is the ability to read and use written information as well as to write appropriately, in a range of contexts. Literacy involves the integration of speaking, listening, and critical thinking with reading and writing and enable us to interact with one another to achieve particular purposes: to explain, debate, retrieve and provide information.

**Numeracy** involves the practical application of mathematical skills to absorb, use and critically evaluate information in numerical or graphical form. Depending on the context this can include basic number skills, spatial and graphical concepts, the use of measurement and problem solving.

## SPECIALIST LLN SUPPORT SERVICES

LLN Support Services	Contact Details
The Reading Writing Hotline	1300 6555 06  <a href="https://www.readingwritinghotline.edu.au">https://www.readingwritinghotline.edu.au</a>
Skills for Education and Employment (SEE)	<a href="https://www.education.gov.au/see-providers">https://www.education.gov.au/see-providers</a>

## ASSESSMENT

The aim of this section is to outline the broad assessment policy for TAA and provide guidelines for all Participants enrolled in the courses. It is expected that assessors will conduct assessment in accordance with National Assessor Code of Practice.

TAA ensures that only Participants who hold the required skills and knowledge, as set out in the unit of competency, are marked as Competent.

TAA does this by:

- Ensuring that its assessment processes meet the requirements of the Training Package or Accredited Course Guidelines.
- Ensuring its assessment processes is valid, fair, flexible, and reliable.
- Ensuring assessment processes are carried out in a way that is consistent with the Training and Assessment Strategy documented during course development and regularly updated.
- Providing comprehensive assessment tools and clear information to Trainers and Assessors.
- Ensuring its assessment processes effectively cover all dimensions of competency as outlined in the competency standards and assessment guidelines of each unit.
- Continually reviewing and improving assessment processes, tools and records.
- Having a planned schedule of moderation and validation activities that ensures all units are moderated and validated at least annually.
- Ensuring that assessors follow the rules of assessment and sight current, sufficient, authentic and valid evidence when forming their assessment decision.
- Implementing a Participant Code of Conduct and a Participant Plagiarism and Academic Collusion Policy with which all Participants must comply.

This section outlines:

1. The procedures to support quality assessment
2. Assessment methods and tools
3. Conduct of assessment
4. Feedback
5. Assessor qualifications
6. Assessor responsibilities
7. Appeals procedure
8. Assessment quality – validation processes

Participants will be informed of the assessments to be conducted through the website information and at the start of a course.

They will be given oral instructions by the Trainer.

All assessment results are treated as strictly confidential. We will provide feedback on the assessment and provide further guidance on extra training or evidence if there are gaps in the assessment.

## Assessment methods

TAA conducts various methods in the assessment process to gather information to build the evidence pack for the Participant. This gives the best opportunity for the Participant to show their understanding of the training conducted. Methods of assessment may include:

- Written knowledge testing using standard assessment instruments.
- Written assignments and oral questions (multiple choice, true/false, etc.)
- Oral questioning when there is practical demonstration (role plays)
- Case studies and scenarios
- Final observation of skills & knowledge

<b>Multiple Choices:</b>	A question or incomplete statement followed by several options from which the participant selects the best answer/s
<b>Written Short Answers:</b>	A written response item consisting of questions with answers of a single word, a few words, a sentence or a paragraph that the participant must complete
<b>Role Play:</b>	Participants are presented with the opportunity to display behavioural and interpersonal skills in a simulated exercise in the classroom environment. The role-plays are open-ended and are reviewed in a group de-brief
<b>Assignments:</b>	An Assessment instrument that is based on a problem-solving exercise or mini project relating to the subjects covered in the classroom environment. The assignment has strict guidelines and a specific length. The assignment is reviewed by both the individual and as a group
<b>Discussions:</b>	Active participation in a group discussion regarding role specific topics is encouraged
<b>Oral Questioning:</b>	Responses are requested to a number of oral questions presented in order for the participant to demonstrate understanding of the principles or explain reasoning
<b>Practical Demonstration:</b>	The completion of a specific task or procedure, performed under close supervision
<b>Conditions of Assessment:</b>	The assessment will take place in an environment that is either a real workplace or which simulates, where possible, a real workplace. Participants will be given appropriate documentation and access to required equipment and or materials



## Study includes group work and oral communication

Many courses require participants to learn technical knowledge and theory then apply this in a practical sense and demonstrate skills. Some learning and assessments will be oral, use questioning and observe participants working in small groups. This may be a different way of learning for you, but it is very important in vocational education and part of the competency guidelines.

## Conduct of assessment

The Assessor will check that the Participant is ready for assessment.

The Assessor will provide the candidate with the time to go through all steps as set out in the assessment instrument.

At appropriate points, the Assessor will ask oral questions about skills, knowledge and specific procedures for the equipment testing.

If the Participant shows low literacy levels, the Assessor may stop the assessment and conduct it orally.

## Feedback to Participant

As soon as is reasonably possible at the end of assessment, the Assessor will inform the participant of the result of the assessment.

Feedback will begin with whether the participant achieved the required mark in the written assessment task or demonstrated they were competent or not yet competent.

Feedback will be constructive, and the participant is encouraged to seek clarification if required.

Feedback can be in the form of:

- Oral feedback when results are provided at the end of an observation or in a workshop
- Test results where the participant is debriefed

If any participant is dissatisfied with the results of their assessment, they have the right to access the appeal process.

## PLAGIARISM

The Plagiarism policy will be clearly explained to each Participant at the beginning of each course.

Where Participants complete pre-course questions, such as for the First Aid course, they will be required to sign a declaration on the Assessment Task Cover Sheet that states “I confirm that the attached assignment is my own original work, and that any references used have been cited.”

## Reasonable Adjustment

Wherever possible, assessors will make reasonable adjustments to training and assessment processes to ensure that all people are treated equally in the assessment process and that no person is disadvantaged due to a disability.

Assessment processes may be reasonably adjusted to accommodate the following, but not limited to these, groups:

- a) Participants with English as a second language.
- b) Participants with literacy or numeracy difficulties.
- c) Indigenous Participants.
- d) Participants with sensory impairments.
- e) Participants with physical or intellectual disabilities.

Reasonable adjustment may mean:

- a) Making training resources and methods accessible.
- b) Adapting physical facilities, environment and/or equipment.
- c) Making changes to the assessment arrangements.
- d) Making changes to the way evidence for assessment is gathered.

TAA will not disadvantage or discriminate against any person or organisation on any basis. To ensure this, TAA has developed, for all courses:

- a) Clearly set out instructions about the requirements of assessment for Participants;
- b) Clearly defined assessment criteria;
- c) Documented answer benchmarking guides;
- d) Clear and easy to follow assessment recording tools;
- e) A defined format to be used by Participants to submit their assessment tasks;
- f) A defined format to be used to provide Participants with feedback about their assessments; and
- g) Effective dispute resolution and assessment appeals processes which will be used to examine and investigate any issue of unfairness or disadvantage that is identified.

TAA takes preventative and corrective action to detect plagiarism, cheating and academic collusion as outlined in its Participant Plagiarism, Cheating and Collusion Policy.

## FEES, CANCELLATION & REFUNDS POLICY

### Fees

1. Participant fees are set down on TAA Training's website.
2. Full payment is required at time of enrolment. Payment can be made by cash, cheque or credit card (PAYPAL). Payment can be made online or at TAA office, prior to commencement of the course.

### Cancellation and refunds

Unless otherwise specified, TAA Training's cancellation policy is applicable for every course. Our cancellation policy is shown below and is also available on our website <http://www.TAA.com.au>:

#### 1. Conditional Requirements

All refund requests are conditional on the following:

1. Full payment is required at time of enrolment. Payment can be made by cash, cheque or credit card (PAYPAL). Payment can be made online or at TAA office, prior to commencement of the course.
2. TAA must have received the fees from the participants in order for any refunds to be made available to them.
3. Any debts to TAA by the Participants must be paid in full or the outstanding amounts will be deducted from the refund.
4. All refunds will be charged a \$10 administration fee. (The only exception to this would be if the Course was Cancelled by TAA.)
5. All course refunds require 5 working day to be processed.

#### 2. Withdrawal from the course

Where written notice (email acceptable) of withdrawal is received by TAA prior to the day of training, TAA will refund the full fees (minus Admin fee). Withdrawal notice given on the day of training will be subject to a cost of 50% of the course fee.

TAA cannot accept responsibility for changes in personal circumstances or work commitments, or for books or materials purchased for a Course.

- TAA reserves the right to place a default with 'Baycorp Advantage' if the paid funds are withdrawn by yourself or your bank.

#### 3. Special circumstances

Where a participant withdraws from the course because of exceptional and extenuating circumstances of a compassionate nature, all cases will be assessed by TAA on an individual basis.

Based on the Refund eligibility presented above, appropriate amount will be refunded and processed by the accounting department.

## 4. Course Cancelled by TAA

TAA reserves the right to cancel any training at any time. If a class is cancelled by TAA, participants have the option of rescheduling to the next available date or to receive a **full refund** of the course fees paid.

## 5. LLN Ineligibility

Full refund is provided, when participant made a pre-payment for the training course and did not pass the, Language Literacy and Numeracy test.

- If participant fails the assessment, refund is not provided. However, participant can re-book the training course.

## 6. NO Refund

TAA will not offer refunds under the following circumstances;

- If participant has been removed from the training room due to the disorderly behaviour (refer to the Participant Book).
- Participant attends training course under the influence of alcohol or other substances.
- Participant is more than 20 minutes late on arrival for training.
- If course prerequisites are not met, no refund will be issued.

## 8. Rescheduling

Rescheduling is implemented when participant would like to reschedule the date of the training course.

Fees and conditions associated with the rescheduling process are following:

- Where written notice (email acceptable) of rescheduling is requested prior to the day of training there will be no rescheduling fee charged.
- Rescheduling requested on the day of training will be subject to a cost of 30% of the course fee.
- Rescheduling fee **does not** apply, if participant made a pre-payment for the training course, and requested a rescheduling more than one day prior to the date of the training,
- Rescheduling fee **does not** apply, if participant made a pre-payment and missed the training due to the significant reason. Supporting documentation (e.g. medical certificate) **must** be provided.
- Rescheduling fee of 30% of the course fee **does** apply, when participant made a pre-payment for the training course and requested rescheduling on or after the day of the course commencement.

## Additional fees and charges

Additional fees and charges that may apply are as followed:

	Cost
Reissue of certificate via email	\$0
Reissue of certificate via post	\$25

- Where notice of cancellation is given within 2 working days prior to course commencement there is **No Refund**.
- Where notice of cancellation is given more than 2 working days prior to course commencement – there is a **Full refund**.
- TAA cannot accept responsibility for changes in personal circumstances or work commitments, or for books or materials purchased for a Course.
- To reschedule notice must be given more than 2 working days prior to the course commencement. If rescheduling notice is given less than 2 working days prior the course commencement, an administrative fee of 50% of course cost will apply.
- TAA reserves the right to cancel any training at any time. If a class is cancelled by TAA Training, participants have the option of rescheduling to the next available date or to receive a full refund of the course fees paid. If participant fails to attend the course, course fee will be forfeited.
- TAA reserves the right to place a default with Baycorp Advantage if the paid funds are withdrawn by yourself or your bank.

## EMPLOYABILITY SKILLS

Employability Skills are embedded in training and assessment. Information on the Employability Skills relevant to your qualification can be obtained by visiting this website and keying in the national code for the qualification: <http://employabilityskills.training.com.au>

## Client Feedback and Quality Improvement

TAA Training's continuous improvement policy strongly encourages verbal and/or written feedback from its clients. TAA collects statistical information regularly to monitor, maintain and achieve on going continuous quality improvement in the delivery of vocational education and training.

If you have any feedback to offer, please speak with any staff member or trainer. You can also anonymously complete a Client Feedback form to express your views. Your assistance and feedback will enable us to continue to provide a high standard of service, we value and welcome constructive feedback from our clients and staff concerning educational and service improvements or changes that would improve our existing educational and client services provided.

## PRIVACY POLICY

The Privacy Act 1988 applies to Participants and employees of the TAA Training. The Privacy Act 1988 can be accessed via [www.austlii.edu.au/au/legis/cth/consol\\_act/pa1988108/](http://www.austlii.edu.au/au/legis/cth/consol_act/pa1988108/) Information related to personal details of any Participant is protected under the Privacy Act 1988. TAA is committed to adhering to the national privacy principles (NPP's) contained in the Act. These principles can be viewed via

<http://www.privacy.gov.au/materials/types/infosheets/view/6583#npp1>

The NPPs are principles or rules about collecting, using and disclosing personal information. The NPPs also cover keeping information secure, paying attention to data quality and accuracy, being open about collection and information handling practices, providing anonymity where possible and protection when transferring personal information to others. We make every endeavour to ensure that the principle of security is incorporated into our data collection and storage procedures:

TAA will:

- a) Have secure computer passwords and lockable filing cabinets.
- b) Check an individual's identity when they ask for access to the personal information, we hold about them.
- c) Keep personal information away from those who do not need to see it - staff as well as customers.
- d) Destroy information securely.
- e) Raise security awareness with all staff.
- f) Review procedures from time to time.

Information regarding Participants, Participant results or other personal information may not be released to any third party without the express written permission from the Participant. Participants may access their personal records and files and any other information held by the organisation by making a request in writing to the management.

Full details of TAA Training's Privacy policy and procedures can be accessed via TAA's internet site under Policy's.

## QUALIFICATIONS OF TRAINERS AND ASSESSORS

In compliance with ASQA standards of continuing registration TAA ensures that all trainers and assessors hold the required qualifications and experience to deliver the qualifications, units of competency and courses with which they are involved. All trainers and assessors employed by the organisation will:

- g) Have the required training and assessment competencies as determined by the National Skill Standards Council or its successors, all of the TAA staff hold a minimum TAE40110 Certificate IV in Training and Assessment; and
- a) Hold the relevant vocational competencies or demonstrated equivalence to the competencies at least to the level they deliver and/or assess; and
- b) Maintain currency in industry skills directly related to the training and assessment they undertake; and
- c) Continue to develop their Vocational Education and Training (VET) sector knowledge and skills as well as their industry and trainer/assessor competence.

Our trainers have a great deal of experience within their field of expertise as well as many years of training experience. All of the TAA Training's teaching staff are very approachable and if you have any concerns with your training and/or assessments please feel free to discuss these with your trainer.

## Role of Assessors

The role of an Assessor in assessing Participant work is to objectively assess a Participant's evidence and performance against the prescribed set of standards. In order to do this effectively, the assessor will be skilled in and have a sound knowledge of the industry area they are assessing.

The assessor will be a qualified and skilled assessor and will:

- a) Ensure Participant work meets the requirements of the competency standards.
- b) Ensure that evidence is valid, reliable, sufficient, authentic, current and consistent.
- c) Use their expertise to make a fair and object assessment decision.
- d) Provide constructive feedback to the Participant.

## Moderation and Validation of Assessment

TAA ensures its trainers and assessors participate in regular moderation, validation and benchmarking activities to ensure their training practices and assessment decisions:

- a) Are consistent between assessors;
- b) Are valid, flexible, reliable and fair;
- c) Are based on evidence that is sufficient, authentic, valid and current; and

The assessment processes used by TAA includes the collection of a broad range of evidence for the assessor to base their decision on. In general terms, assessment tasks may require Participants to:

- a) Respond to oral questioning;
- b) Provide written responses to questions, scenarios and case studies - Participants may be given a range of options about the method in which they wish to provide the responses;

## ACCESS AND EQUITY POLICY

TAA is committed to providing all Participants with equal opportunity to pursue their training and development. This policy and procedure is used by TAA to integrate access and equity principles into all training and assessment activities it conducts or is conducted on its behalf and to eliminate any source of discrimination on the basis of any factors not related to work or Participant performance. All staff are made aware of their obligations under the relevant legislation during staff induction and professional development programs

### Access and Equity principles

Include:

- Equity for all people through the fair and appropriate allocation of resources
- Equality of opportunity for all people without discrimination
- Access for all people to appropriate quality training and assessment services
- Increased opportunity for people to participate in training

Disadvantaged groups include the following groups who traditionally have been under-represented in Vocational Education and Training (VET):

- People with a disability
- Aboriginal and Torres Strait Islanders
- Women
- People from non-English speaking backgrounds
- People in rural and remote areas
- Long term unemployed

## Sexual harassment

Is defined by the Equal Opportunity Act 2010 and the Commonwealth Sexual Discrimination Act 1984 as when a person:

- makes an unwelcome sexual advance or an unwelcome request for sexual favours; or
- engages in unwelcome conduct of a sexual nature, and a reasonable person would have anticipated that the person harassed would be offended, humiliated or intimidated.

Any participant who believes he or she is experiencing sexual harassment should report the circumstances to Organisation management immediately. The report can be made to one of the Directors or National Training Manager of TAA Training.

Any employee in a Managerial role who is informed of alleged sexual harassment activities occurring within the Organisation must, in conjunction with a Director or National Training Manager, take immediate and appropriate action as noted below.

Throughout the process of investigating the complaint, the rights of all individuals should be respected, and confidentiality maintained wherever possible.

Upon receipt of a complaint, the recipient should make a formal record of the allegation and include the following details:

- Name of person registering the complaint.
- Name of person (or persons) alleged to have harassed the complainant.
- Details of the specific incident and any related incidents, including the date and place incidents are alleged to have taken place.
- The names of any employees or participants who witnessed the event or related events.

## Definitions:

Discrimination can be direct, indirect or systemic.

### Direct discrimination

Direct discrimination is any action which specifically excludes a person or group of people from a benefit or opportunity, or significantly reduces their chances of obtaining it, because their status or personal characteristics, irrelevant to the situation (e.g., sex, ethnic origin) are applied as a barrier. Direct discrimination has as a focus assumed differences between people.

### Indirect discrimination

Indirect discrimination is the outcome of rules, practices and decisions which treat people equally and therefore appear to be neutral; but which, in fact, perpetuate an initially unequal situation and therefore significantly reduce a person's chances of obtaining or retaining a benefit or opportunity. Rules, practices and decisions are applied to all groups alike, but it is the very assumption of a likeness that constitutes the discrimination.

### Systemic discrimination

A system of discrimination perpetuated by rules, practices and decisions which are realised in actions that are discriminatory and disadvantage a group of people because of their status or characteristics and serve to advantage others of different status or characteristics. Direct and indirect discrimination contribute to systemic discrimination.

**Equity** focuses on outcomes. Equity is not concerned with treating people in the same way; it is concerned with ensuring that all groups of people participate and benefit to the same level.



Legislation includes:

- Commonwealth Racial Discrimination Act 1975
- Commonwealth Sex Discrimination Act 1984
- Commonwealth Disability Discrimination Act 1992
- Commonwealth Racial Hatred Act 1995
- Anti-Discrimination Act 1977
- National Vocational Education and Training Regulator Act 2011
- Privacy Act 1988
- Copyright Act 1968
- Freedom of Information Act 2010
- Work Health and Safety Act 2011

The aim of the policy is to remove barriers and to open up developmental opportunities for all Participants by creating a workplace and training environment that are free from discrimination, harassment, bigotry, prejudice, racism and offensive behaviour. All Participants will receive fair and equitable treatment in all aspects of training without regard to political affiliation, race, colour, religion, national origin, sex, marital status or physical disability. A person with a disability may be excluded under this policy if the disability could cause occupational health and safety risks to the person and/or other Participants.

Any person believing that they have experienced any form of discrimination through their relationship with TAA should report their complaint immediately to Management.

## ASSESSMENT APPEALS

From time to time, a participant may be dissatisfied with the results of a major assessment and wish to appeal the decision; all participants have the right to appeal assessment results. It is important that the appeal is settled as quickly as possible.

### 1. Resubmission or a second testing.

In the first instance, the trainer will consult with the CEO/ Director and depending on the circumstances will provide an opportunity to re-sit the exam or resubmit the piece of work. It will then be re-marked.

The request and reasons will be recorded in writing.

### 2. A second Assessor will be asked to re-mark the work

The trainer should immediately inform the CEO/ Director if a re-sit or re-submit is not recommended or if the participant has a grievance, disagreement or dispute about the results. The appeal issues will be discussed with the participant and trainer recorded in writing, and if appropriate we will make arrangements for re-assessment by another Assessor.

### 3. A written assessment appeal with an assessment panel

If the participant is still not satisfied with the re-submission process and second marking the participant must put their appeal in writing. An appeal panel will be set up by the CEO/ Director.

The participant has the right to formally present his case and may bring a support person to that meeting.

Details of the meeting will be recorded in writing and the participant informed. The participant will be given a written statement of the final appeal outcomes, including reasons for the decision by Training Aid Australia within 14 days.

### 4. The participant has the right to take an appeal related to a VET qualification to ASQA when other avenues have failed. Participants have the right to take further action under Australian Consumer law and the right to pursue other legal remedies.

If your assessment appeal is substantiated, it is our responsibility to follow up on the issues, modify policies and procedures if required and record this action in the continuous improvement system. The participant will be notified of this follow up and corrective action. Where appropriate, trainers will be involved in a validation of the course assessment plan and assessment activities to benchmark their assessment practice with other trainers.

## GRIEVANCE, COMPLAINTS AND APPEALS PROCESS

**Grievances (complaints and appeals)** include but are not restricted to matters of concern to a trainee relating to training delivery and assessment; the quality of the training; trainee support and materials; discrimination; and sexual harassment.

**Natural Justice** is concerned with ensuring procedural fairness:

- Decisions and processes should be free from bias.
- All parties have the right to be heard.
- The respondent has a right to know of what s/he is accused

TAA recognises that disputes can arise from time to time and will manage all complaints or appeals as fairly, equitably and efficiently as possible and without prejudice or fear of reprisal or victimisation. TAA will encourage the parties to approach the complaint or appeal with an open mind and resolve problems through discussion and conciliation in a quick and timely manner.

Every Participant will be offered an opportunity to formally present their complaint or appeal. Where a complaint or appeal cannot be resolved through discussion and conciliation, TAA acknowledges the need for an appropriate external and independent person to mediate between the parties.

Confidentiality should be maintained throughout the process of making and resolving complaints. TAA seeks to protect the rights and privacy of all involved and to facilitate the return to a comfortable and productive work environment.

Details of TAA Complaints and Appeal's Policy and Procedures can also be accessed on TAA's web site under Policy's.

Complaints and appeals can be made by accessing and filling out the online Complaints and Appeals Form through TAA website. Complaints or appeals can also be made in writing and addressed to the CEO / Director at TAA.

The Participant should put the following information relating to the complaint in writing:

- Participant's Name and contact details
- Course enrolled in or participated in.
- Course location
- Course Date
- Description of the grievance/complaint/appeal
- Steps he/she have taken to deal with it
- What he/she would like to happen to fix the problem and prevent it from happening again

If the grievance is not dealt with to the trainee's satisfaction, she/he may bring it to the attention of the National Training Manager. The National Training Manager will either deal with the issue personally or arrange for it to be dealt with by a management representative. The first two steps should be completed within a timeframe of one week. Within 48 hours of receiving the grievance/complaint/appeal the National Training Manager or other TAA representative will contact trainee to discuss the further actions to be taken.

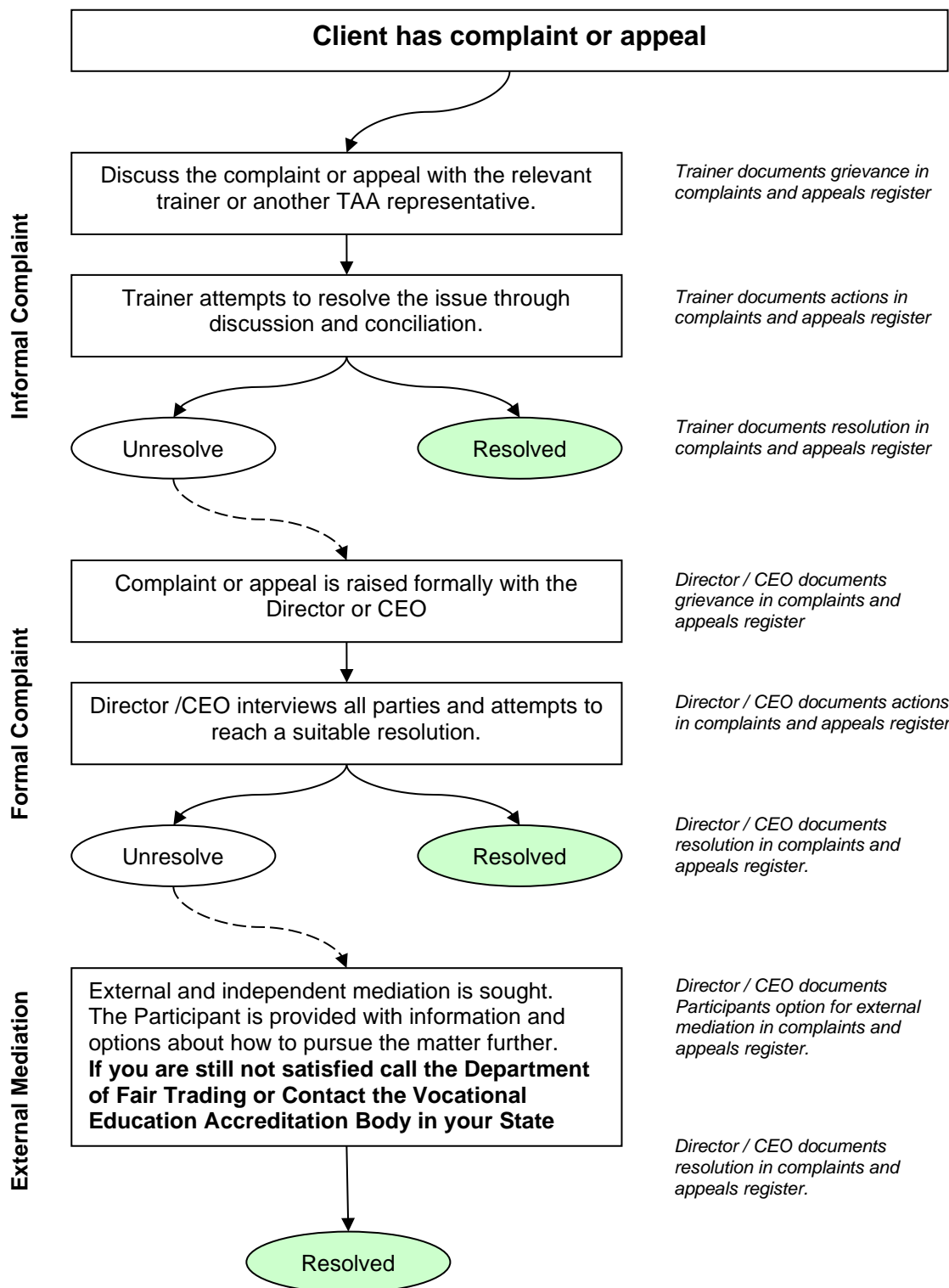
Should the issue still not be resolved to the trainee's satisfaction, the enterprise is bound to make arrangements for an independent external person to resolve the issue.

Complaints or Appeals that cannot be resolved internally can be referred to National Training Complaints hotline on 13 38 73.

All parties involved will receive a written statement of the outcomes, including reasons for the decision. All documentation relating to grievances should be archived for audit purposes.

**Contacts:**

CEO	Andrey Petrushko	Andrey@TAA.edu.au
National Training Manager	Warwick Smith	training@TAA.edu.au



Participants have the right to be represented by a nominee at any stage if the participant so chooses.<sup>1</sup>

You may use your friend, guardian, or an agent for third party mediation. This dispute resolution procedure does not circumscribe the participant's right to pursue other legal remedies.

## RIGHT TO ACCESS RECORDS

Individuals have the right to access or obtain a copy of the personal information that TAA holds about them. Requests to access or obtain a copy of personal information must be made in writing and sent to:

Training Aid Australia Pty Ltd:  
Head Office  
155-159 William Street  
DARLINGHURST NSW 2010

There is no charge for a Participant to access personal information that TAA holds about them; however, there may be a charge of 20 cents per page for every page that is copied. Individuals will be advised of how they may access or obtain a copy of their personal information and the applicable fees within ten (10) days of receiving their written request.

## AMENDMENT TO RECORDS

If an individual considers the personal information that TAA holds about them to be incorrect, incomplete, out of date or misleading, they can request that the information be amended.

Where a record is found to be inaccurate, a correction will be made. Where a Participant requests that a record be amended because it is inaccurate, but the record is found to be accurate, the details of the request for amendment will be noted on the record.