



Student Information - Code of Practice

Introduction

Training Australia Unlimited Pty Ltd (TAU) is a company committed to the highest standards of training and assessment. This code of practice outlines our dedication to meeting and exceeding the requirements of the training standards required by Registered Training Organisations (RTOs).

Legislative Requirements

TAU must meet all the all the legislative requirements of the State and Federal Governments. This includes but is not limited to the following Acts which are available online at www.comlaw.gov.au or relevant links such as www.legislation.qld.gov.au

Commonwealth

- Occupational Health and Safety (Commonwealth Employment) Act 1991
- Disability Discrimination Act 1992
- Human Rights and Equal Opportunity Commission (Transitional Provisions and Consequential Amendments) Act 1986
- Privacy Act 1988
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Workplace Relations Act 1986

Queensland

- Anti-Discrimination Act 1991
- Child Employment Act 2006
- Industrial Relations Act 1999
- Vocational Education, Training and Employment Act 2000
- Workplace Health and Safety Act 1995

New South Wales

- Anti-Discrimination Act 1977
- Industrial Relations Act 1996
- Occupational Health and Safety Act 2000
- Vocational Education and Training Act 2005

Australian Capital Territory

- Discrimination Act 1991
- Occupational Health and Safety Act 1989
- Vocational Education and Training Act 2003

Tasmania

- Anti-Discrimination Act 1998
- Industrial Relations Act 1984
- Vocational Education and Training Act 1994
- Workplace Health and Safety Act 1995

South Australia

- Equal Opportunity Act 1984
- Occupational Health, Safety and Welfare Act 1986
- Training and Skills Development Act 2003

Victoria

- Equal Opportunity Act 1995
- Occupational Health and Safety Act 2004
- Vocational Education and Training Act 1990

Recognition of AQTF Qualifications of AQF and Statements of Attainment

Training Australia Unlimited Pty Ltd (TAU) recognizes the Australian Qualifications and Statement of Attainments issued by other RTOs.

All staff are obligated to provide information to participants such as the Student Information-Code of Practice and to accept participants AQF qualifications and statements of attainment for verification and credit transfers

Participants can apply and gain credits for on the basis of certificates offered by other RTOs

This application process includes; providing recognition information to participants. Participants forward qualifications or statements of attainment to TAU, TAU verifies authenticity of qualifications and statements of attainment, then the participant is provided with credit transfers for their qualifications or statements of attainment.

Learning and Assessment Strategies

The needs of target groups of people will determine the learning style and assessment methods used to assist the participant's acquisition of competency.

Training Australia Unlimited Pty Ltd will maintain a supportive learning environment and participants will be encouraged to undertake achievable learning and assessment activities. We will also offer extra learning support for those who need a little extra assistance for success.

Educational Standards Australian Quality Training Framework Requirements

TAU is committed to providing high learning and assessment standards and remaining compliant with the 12 Standards as specified in the AQTF 2001 and any amendments in the future. The students and clients are our prime concern. Feedback from them, destination surveys and internal reviews, will drive improvements in customer satisfaction. All staff within TAU will meet the required minimum resource standards and provide a supportive learning and assessment environment.

External Review

TAU agrees to be subject to external reviews as determined by the DET or the representing ITAB.

Participant Information

Participants will be provided with accurate information, prior to the course, regarding:

- Enrolment and induction
- Course Information content and requirements for successful completion
- Fees and charges including refund policy
- Provisions for language literacy and numeracy assessments
- Client support including any external support
- Flexible learning and assessment procedures
- Welfare and guidance services
- Appeals, complaints and grievance procedures
- Disciplinary procedures
- Staff responsibility for access and equity
- Recognition of Prior Learning (RPL) arrangements

NOTE: Any of above policies/procedures are available.

If you cannot find this information or feel that you are being disadvantaged, ask your teacher for assistance immediately or leave a message on the Email or phone numbers as displayed on the information forwarded to you.

Enrolment, Induction, Course content & requirements for successful completion

The enrolment form forwarded is the main source of information for your records and must be completed legibly and accurately. Induction into the course includes: safety, content, activities, assessment and identification of your learning style and goals.

Fees, Charges and Refunds

Please refer to the information forwarded to you regarding fees. You will find a “Fee Payment and Refund” policy attached including what is refunded.

Privacy Statement

The information you provide on enrolment forms, reviews and feedback, will be made known to third persons to enable us to organise training, assessment, issue qualifications and continually improve.

Language, Literacy, Numeracy and support.

You will be checked for having the appropriate minimum level of LLN to identify if you require any referral or assistance. Assistance can be provided through evening classes at other RTOs or other tutors can be provided who offer services at additional cost. Usually the facilitator will allocate some one-on-one time late in the after noon to assist you based on your desire/needs. The facilitator will notify you if specific assistance is required. This will be at additional costs.

Flexible learning and assessment procedures.

The course is structured to allow for flexibility in that the topics and times are displayed. If you are unable to attend on one day you can, by arrangement only, attend the next course subject to availability. If you feel that you are being disadvantaged in any way see your facilitator immediately.

Welfare and Guidance Services.

As courses are commercial fee-for service types there are no discounts to health care cards etc. Some guidance on CV circulation to enhance job prospects is provided.

Appeals and Complaints.

It is critical that we look after your interests and this is why the following processes are available upon your request.

Reassessment on Appeal

If you disagree with the assessment decision you can appeal the decision and be reassessed.

Access to student information and Client Service

Individual students will have access to view or be provided with a copy of any assessment records upon request. Under the Freedom of Information Legislation. Student's information is protected under secure storage and code of conduct of assessors as included in the training package for workplace training and assessment.

Record management systems will record progressive assessment results and issue qualifications within the time frames specified in the Training Act.

Employability Skills

Part of any job is being able to apply knowledge to perform tasks. It is also necessary that your workplace operates effectively through staff having good communication, teamwork and problem solving skills. These "Soft Skills" are currently called "Employability Skills" and you will be assessed as you work through your course.

The Employability Skills Summary for your qualification is available at <http://employabilityskills.training.com.au>

Marketing

TAU will market its products with integrity and will not intentionally mislead the prospective participants.

Access and Equity

All persons seeking training and assessment by TAU will be treated equally.

Bullying, Harassment, Victimization

Legislation now prohibits the bullying, harassment, or victimisation of fellow students, teachers, assessors, and other staff. Training Australia Unlimited Pty Ltd must provide a learning and assessment environment, which is free from this unacceptable activity. If anyone conducts such activity disciplinary procedure will be taken as follows.

Disciplinary procedures

Should your behavior disrupt the learning or assessment processes discipline procedures such as removal from the area will apply. No refunds will be given because of disruptive behavior.

Privacy

Your personal information will be disclosed to third persons so that training, assessment and processing of certificates can be achieved. No disclosure, except as required by court subpoena, will be done without written approval from yourself.

Sanctions

TAU understands that if it does not honour the conditions outlined in the code of practice and be compliant with regulatory requirements that sanctions such as removal of registration to certain scope or complete removal of registration may apply.

Staff responsibility for access and equity

The principles of social justice will guide all aspects of the course delivery and assessment. This includes but is not limited to:

- Using resources and methods that are inclusive
- Providing equitable access to facilities and resources
- Using language that is appropriate to the context

Recognition of prior learning (RPL) Recognition or Skills First

Definition of Recognition

Recognition (Skills First) is the formal recognition of any past skills and knowledge regardless of how they were obtained. You can acquire skills and knowledge from:

- Life experience
- Projects
- Formal Training
- Sport Coaching
- Girl Guide leading
- Other

The page/s of units of competency forwarded with the enrolment information outline the unit titles and elements (work outcomes). You can use the page/s, as an initial guide to complete an initial, self-assessment by ticking the elements that you believe you can provide evidence for. The complete Recognition Document outlines all the requirements.

If you feel that you already have skills and knowledge in areas required then request the Recognition documents which outline all the criteria which must be met.

If you have past qualifications and you have kept up your currency (That is you have kept up with any new developments) or you are doing the activities in your workplace, you can apply for Recognition. Please discuss this with your facilitator before attending the course.

Any evidence supplied must meet the rules of evidence- a basic overview is:

Valid – cover all the criteria.
Authentic – your own work.

Sufficient – evidence of repeatable performance
Current – latest standards, Legislation etc.

Four (4) Easy steps to have your existing skills and knowledge recognized

1. Request the recognition self assessment checklist/documentation from your Registered Training Organisation (RTO)
2. Complete the self assessment checklist/documentation and forward copies of evidence to the RTO for a free 30 min diagnostic interview by appointment
3. Receive feedback from the RTO re recognition and or gaps and possible costs and strategies to fix the gaps if required
4. Decide if you want to enroll and get formal recognition for your existing knowledge and skills and fill and gaps if appropriate.

Recognition of Prior Learning “Recognition (Skills First)”	Please circle one	
Are you eligible for prior learning	Yes	No
Do you want assistance in assessing your eligibility for Recognition	Yes	No
Have you made an application for Recognition	Yes	No

Other Information /Assistance required

Learner Declaration – Please read carefully before signing

Applicants made by learners under the age of 18 must be signed by a parent or guardian

I hereby certify that I have completed my enrolment form and the particulars are correct and I have read the code of practice and agree to use and abide by all of them during my learning and assessment processes. I will only use the facilities and resources provided, in accordance with proper use and any relevant operating instructions.

I will also seek clarification on any points/words, which are unclear to me.

I will also seek clarification on any assessment points which are unclear to me.

Print Name below	Signature	Date
<hr style="width: 80%; margin-left: 0;"/> Parent Guardian Printed Name (if applicable)	<hr style="width: 80%; margin-left: 0;"/> Parent Guardian Signature (if applicable)	<hr style="width: 80%; margin-left: 0;"/> Date

Please forward your enrolment form and this completed Code of Practice to your trainer/assessor.