

## **Training Unlimited Terms and Conditions**

### **RTO compliance with legislation**

Registered Training Organisations have an obligation to comply under relevant Commonwealth, state or territory legislation and regulatory requirements.

Registered Training organisations must ensure that staff and clients are fully informed of legislative and regulatory requirements that affect their duties or participation in vocational education and training. See Australian Skills Quality Authority ([ASQA](#)) Website

### **Cancellation, Course transfer and Refunds**

#### Your Rights and obligations

- We must be advised of cancellation, course transfer requests in writing or by email.
- All monies, less a \$25 administration fee, will be refunded if cancellation occurs more than 7 days prior to the commencement of the course.
- No refund will be made available for any cancellations of registration within 7 days prior to course commencement regardless of booking date.
- Transfer of course registration more than seven days prior to course commencement will be free of charge.
- Transfer of course registration within seven days prior to course commencement will be subject to an administration fee of 50% of full course fee, unless a medical certificate or statutory declaration is provided (within two weeks of the original course commencement). A complete refund or transfer to the next available course is made available in this case.
- If the registered learner is unable to attend, a substituted individual may attend in their place, as long as written notification is provided on the day of commencement.

### **Plagiarism**

Plagiarism is the wilful or accidental use of words or ideas of others and passing them off as your own. This may include copying from source material without making proper reference to its author, or simply copying the work of a fellow student and presenting it as your own work.

Training Unlimited will not accept any student's assessment material if it considers that this rule has been broken and no formal certification will be granted. Students who have been found to have plagiarised may be asked to resubmit their assessment tasks, or be required to complete additional work before being granted a satisfactory result.

### **[Resubmission](#) of assessment tasks**

Should the candidate submit an assessment task which has been marked as Not Yet Satisfactory (NYS), the assessment task in question will be returned to the candidate along with any supporting notes or recommendations from the Trainer/Assessor in order for the candidate to rectify the issue. Upon receipt of the amended assessment tasks, that Trainer/Assessor will remark the assessment task and pass judgement on its status of either Satisfactory or Not Yet Satisfactory.

Candidates will be given 1 opportunity for this to occur.

Depending upon the outcome of the revised assessment task, a final outcome of either Competent or Not Yet Competent will be granted to the candidate for that particular unit of competency.

### Academic appeal

If a candidate is not satisfied with an assessment decision, including RPL, a candidate may appeal. Where appropriate the candidate should first approach the assessor concerned within 14 days of receiving their assessment results. The assessor may decide to re-assess the candidate. If the outcome is not satisfactory to the candidate, the candidate must lodge an appeal, with the RTO Manager in writing (mail/email), setting out:

- Name of the assessor, date and course
- Nature of the appeal
- Grounds for appeal and why an appeal is being lodged
- Any evidence including dates and documentation including course name and date

The RTO Manager will consider the appeal and the candidate will be notified in writing of the outcome and the reason for the decision. The RTO Manager may decide the assessment decision stands or provide an opportunity for re-assessment by another assessor. Action will be taken for each substantiated appeal. If the candidate is not satisfied with the outcome, the appeal will be referred to an independent person, who is agreed to by both parties, and the candidate will have an opportunity to formally present their case. All steps in the process will be managed confidentially.

### **Complaints**

The candidate must lodge a complaint, where practicable, within 14 days of the issue arising. A written email response will be provided within 21 working days. A complaint should first be lodged with RTO Administration. Where the outcome is not satisfactory to the candidate, the RTO Manager should be contacted in writing (mail/email), setting out:

The circumstances surrounding the issue

- Name of who was involved
- Why a complaint is being lodged, nature of the incident
- Any evidence including dates and documentation
- The name of any witnesses who could support the case

The RTO Manager will consider the complaint and the candidate will be notified in writing of the outcome and the reason for the decision. Action will be taken for each substantiated complaint. If the candidate is not satisfied with the outcome, the complaint will be referred to an independent person, who is agreed to by both parties, and the candidate will have an opportunity to formally present their case at their cost. All steps in the process will be managed confidentially. See website under client/student information for further details.

### Access to records

Training Unlimited maintains a digital and hardcopy record of training for every learner. This information, or part thereof, may be retained for up to a period of 30 years; or in the case of assessment tasks, held for no later than 6 months after the issuance of the original certificate as advised by ASQA under the "General Direction for Completed Student Assessment items dated 22 June 2012."

Once a learner has been deemed competent, certification to that effect is issued and sent to candidates within 21 days of completion. In the event that a learner needs a replacement statement of attainment or qualification, they must submit a request in written to the RTO Manager.

### **Credit transfer**

Training Unlimited will recognise qualifications and Statements of Attainments issued by other Registered Training Organisations. A certified copy of a Testamur, Certificate (and associated Statement of Result) or Statement of Attainment must be submitted to the RTO Administrator for verification prior to any results are issued.

### **Student Code of Conduct and Disciplinary procedures**

Training Unlimited is committed to providing a safe and stress free learning environment that is culturally accepting and conducive for learning. Students are informed of these expectations as part of our Course Information. The learner is expected to participate in the learning program, to demonstrate cultural integrity by being respectful of others, adhere to WHS requirements and show consideration for all regardless of race, colour, religion, gender or physical disability. Students must treat all materials and property of Training Unlimited RTO with proper care and consideration as well as cooperation towards staff, other students and visitors.

In the event that these principles are not adhered to, this may form grounds for disciplinary action in which the first instance action is to be taken by the trainer, and if necessary by the RTO Manager. A record of interview may be put in the training file.

### **Computer and internet use**

We promote the use of computers and internet by students in our learning and assessment environment to complete research, learning activities and undertake some assessment tasks. The Plagiarism, Anti-discrimination and Privacy and Personal Information statements outline acceptable use of computers and internet access. Breaches of the policy will be taken seriously and the RTO Manager will determine the appropriate action.

### **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/>

### **Fees and charges**

Course/qualification fees, and any associated charges for a course, are stated on the website in the course menu.

### **Language, literacy and numeracy (LLN)**

Courses require some reading, writing and numeracy skills. Additional support is available to students who may have needs in this area. Students can advise Training Unlimited they require assistance when registering for a course. When a student advises Training Unlimited they have LL&N needs we ask them to complete a language, literacy and numeracy activity to determine the type and level of support required. Support with the training and assessment process and materials will be provided by the trainer.

### **Support services**

Training Unlimited will support students to make sure everyone has the opportunity to successfully complete all of the training and assessment associated with the course. Support is available to students who have language, literacy or numeracy support needs or any study related needs. Where appropriate we will refer students to a support service which may provide counselling, study or other welfare services.

If a learner is experiencing difficulties for personal or study related reasons, they should first direct their concerns to the trainer in the classroom or within workplace visits if appropriate. If it is not appropriate

to speak to the trainer in person, or if students have post course assessment concerns, students can phone Training Unlimited direct with any course related issue. Where study related issues are involved, the trainer will be notified of the issue and will assess the situation and provide support and guidance. Where the matter is beyond the scope of our organisation, the RTO Manager may recommend an external counselling service.

### **Students with disabilities or special needs**

The Registration and Student Enrolment Forms are used to collect information about students with disabilities, impairments or special needs. This information is used by Training Unlimited RTO in determining how to best meet each student's needs. Letting us know as early as possible will make it easier for us to organise and provide the support required.

### **Learner feedback**

To assist with continuous improvement processes, each student is given a survey at the end of each course, of which two specific questions are reported back to the Federal Executive Board for review. A second annual survey is sent to each student as per the requirements set out by the Federal Governing Body ASQA and the National Centre for Vocational Education Research (NCVER).

If there are any complaints which a learner wishes to raise in the survey, the RTO Manager will contact them to resolve the issue as per the complaints policy.

### **Learning and assessment arrangements**

Training Unlimited develops all Learning and Assessment arrangements in conjunction with industry consultation and reference to the Units of Competency in question. These arrangements take into consideration all aspects of the Units of Competency when developing course material and assessment tasks to ensure the Rules of Evidence and Principles of Assessment are adhered to.

If a learner believes that they will require special consideration with either learning or assessment they may speak with the trainer or contact a Administrator in advance to discuss their concerns.

### **Reasonable adjustment**

Training Unlimited is committed to providing training and assessment services that reflect fair and reasonable opportunity, and consideration for all regardless of race, colour, religion, gender or physical disability. Trainers and assessors apply the principle of reasonable adjustment where it is relevant and appropriate. If a learner/client has a concern or query about an issue they should speak with the trainer in the first instance or the RTO Manager if it is more appropriate.

### **Selection and induction**

Programs offered publicly are open to all learners, subject to any pre-requisites or special enrolment conditions that apply to a specific program, and are advised of such on the web site prior to enrolment. Learners will also be reminded of the contents of the program, any special conditions and the assessment requirements prior to, or during, the first session.

### **Legislative compliance**

Training Unlimited complies with all legislative requirements relevant to training delivery and assessment in the vocational sector and also the national/state health and safety, workplace harassment, anti-

discrimination and privacy legislation. Any legislative or regulatory requirements that are relevant to a course will be made known to the learner prior to, or during, the first session.

### **Proof of Identity will be required**

Trainers are required to request and inspect an acceptable form of proof of identity (Drivers Licence, Passport, Government issued Proof of Age Card) at the commencement of every course. Misrepresentation includes the impersonation of a student in person, or submission of assessment material not of the student's own work, and is considered fraudulent. Any student involved in such misrepresentation may have their certification cancelled and be reported to the relevant Government Authority for further action if applicable.

### **Transition Arrangements from superseded training packages**

To ensure candidates are not disadvantaged in any way due to the transition of older Training Package material to new versions, Training Unlimited will transition all older versions Units of Competency or qualifications as per the requirements set out under

[http://www.asqa.gov.au/verve/resources/General direction Transition and teach out new.pdf](http://www.asqa.gov.au/verve/resources/General%20direction%20Transition%20and%20teach%20out%20new.pdf)

Candidates are advised, should they wish to apply for recognition of current competency from a previously endorsed training package to the latest version, our policy for applying can be found by downloading our Policy Procedure [here](#).

- If a unit is **equivalent**: we advise the student that we will issue them with a Statement of Attainment for the new unit once it is approved for Training Unlimited's scope of registration.
- If a unit is **not equivalent**: we will notify and provide further tuition and / or assessment free of charge to address any gap in training and / or assessment. Upon completion we will issue a Statement of Attainment once approved on the Training Unlimited's scope of registration.

### **Anti-discrimination Policy**

Training Unlimited is committed to the principles of equal opportunity in employment of staff and an environment free of harassment and discrimination for employees, contractors and visitors. Discrimination means treating someone unfairly or less favourably than another person or group because of a characteristic specified under anti-discrimination or human rights legislation.

### **Privacy and personal information**

When you enrol at Training Unlimited, the collection, storage, use and disclosure of any personal information you provide is protected under the Australian Privacy Act of 1988 and associated Australian Privacy Principles introduced in 2014.

Any information we ask you to provide will only be that which is necessary for the purposes of your course enrolment, learning and study records or that which is required by law for submission to ASQA as outlined under the "Learner Feedback" section of this document. Information provided will be held securely and disposed of securely when no longer needed as outlined under the "Access to records" section of this document. You may access your personal information and request amendments by contacting Training Unlimited at any time.