



# STUDENT HANDBOOK

Student Information Handbook

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## INTRODUCTION

Welcome and congratulations, we are thrilled that you have decided to undertake your studies with us and congratulate you on the commencement of this exciting learning journey.

As a registered training organisation (RTO), we deliver nationally recognised vocational education and training that complies with the Australian Quality Training Framework, and a host of State and Territory regulatory requirements. This legislative framework ensures that you, the student, can rest assured that quality processes and systems underpin both the way in which we conduct our business and the educational tenants that underpin our programs.

In addition to this legislative framework, the nationally recognised training programs that we offer are based on qualifications from national training packages, ensuring that the skill, knowledge and attitudes you develop throughout your learning journey have been identified by industry, for industry. This, simply stated, means that you; whether you are looking for a job, a promotion or a change in career; will develop a set of competencies that sees you 'employable'.

This student information handbook is designed to provide you with information around most common student queries. It is not, however, designed as a replacement to conversations directly with our learners, so please, we invite you to build relationships with your trainers and with our support team below.

### Our Team

#### Head Office

Suite 1, 146 Bundall Rd, Bundall  
PO Box 4901 Gold Coast MC Qld 4217  
P: 5515 0357 F: 07 5677 0107 E: [service@traxiontraining.com.au](mailto:service@traxiontraining.com.au)

#### Head Trainer

Name: Roz Parry  
Email: [roz@traxiontraining.com.au](mailto:roz@traxiontraining.com.au)  
Mobile: 0419 309 634

### Our Business

#### Vision

Provide a platform for the recognition of nationally accredited training to trainers, assessors and training personnel/departments operating across a broad spectrum of industry; simplify the VQF compliance requirements for trainers, assessors and training personnel, thereby encouraging a greater degree of participation in nationally recognised training.

#### Mission

To lead the way in the provision of efficient and cost effective access to formal recognition of training within the Australian Qualifications Framework.

## Values

We will demonstrate this by/through:

<b>Learning</b>	<ul style="list-style-type: none"> <li>• A commitment to ongoing professional development</li> <li>• A passion for learning</li> <li>• Using every opportunity as one in which to learn something</li> </ul>
<b>Respect</b>	<ul style="list-style-type: none"> <li>• Respecting self</li> <li>• Respecting others</li> <li>• Respecting company and client property</li> <li>• Respecting client confidentiality</li> </ul>
<b>Professionalism</b>	<ul style="list-style-type: none"> <li>• Acting with integrity</li> <li>• Empowering team members to get the job done</li> <li>• Leading by example</li> <li>• Ensuring dress standards and operational codes of conduct epitomise professionalism</li> </ul>
<b>Satisfaction</b>	<ul style="list-style-type: none"> <li>• Providing exceptional customer service</li> <li>• Taking ownership for establishing an enjoyable work environment</li> </ul>
<b>Communication</b>	<ul style="list-style-type: none"> <li>• Listening twice as much as we talk</li> <li>• Sharing knowledge freely</li> <li>• Documenting and reporting information to minimise risk of intellectual property loss</li> <li>• Communicate openly, honestly and sincerely</li> </ul>
<b>Quality</b>	<ul style="list-style-type: none"> <li>• Never accepting that near enough is good enough</li> <li>• Operating within the principles of total quality management and continuous quality improvement</li> <li>• Using our quality manual as a living, dynamic workable tool, not a bookend</li> <li>• Always doing the best we can</li> </ul>
<b>Creativity and Innovation</b>	<ul style="list-style-type: none"> <li>• Questioning the status quo</li> <li>• Thinking outside the square</li> <li>• Embracing a possibility focus versus a problem focus</li> <li>• Considering the concept as well as the idea</li> </ul>
<b>Community</b>	<ul style="list-style-type: none"> <li>• Adopting environment-friendly practices</li> <li>• Giving back to the community that supports us</li> <li>• Inviting community input into new and revised interventions</li> </ul>

## PROGRAMS WE OFFER

Operating within the Australian Qualifications Framework we offers accredited training that ranges from Certificate III through to Diploma levels in areas such as Business, Hospitality, Retail, Community Services and Training and Assessment.

Our full scope of registration can be accessed via the following website:  
<http://training.gov.au/32254>

➔ Simply select the Scope tab.

The distinguishing features of these three qualifications are:

<b>Certificate III</b>	<b>Certificate IV</b>	<b>Diploma</b>
The competencies enable an individual with this qualification to:	The competencies enable an individual with this qualification to:	The competencies enable an individual with this qualification to:
<ul style="list-style-type: none"> <li>• Demonstrate some relevant theoretical knowledge</li> <li>• Apply a range of well develop skills</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate understanding of a broad knowledge base incorporating some theoretical concepts</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate understanding of a broad knowledge base incorporating theoretical concepts, with substantial depth in some areas</li> </ul>
<ul style="list-style-type: none"> <li>• Apply known solutions to a variety of predictable problems</li> </ul>	<ul style="list-style-type: none"> <li>• Apply solutions to a defined range of unpredictable problems</li> </ul>	<ul style="list-style-type: none"> <li>• Analyse and plan approaches to technical problems or management requirements</li> </ul>
<ul style="list-style-type: none"> <li>• Perform processes that require a range of well developed skills where some discretion and judgement is required</li> </ul>	<ul style="list-style-type: none"> <li>• Identify and apply skill and knowledge areas to a wide variety of contexts with depth in some areas</li> </ul>	<ul style="list-style-type: none"> <li>• Transfer and apply theoretical concepts and/or technical or creative skills to a range of situations</li> </ul>
<ul style="list-style-type: none"> <li>• Interpret available information, using discretion and judgement</li> </ul>	<ul style="list-style-type: none"> <li>• Identify, analyse and evaluate information from a variety of sources</li> </ul>	<ul style="list-style-type: none"> <li>• Evaluate information using it to forecast for planning or research purposes</li> </ul>
<ul style="list-style-type: none"> <li>• Take responsibility for own outputs in work and learning</li> </ul>	<ul style="list-style-type: none"> <li>• Take responsibility for own outputs in relation to specified quality standards</li> </ul>	<ul style="list-style-type: none"> <li>• Take responsibility for own outputs in relation to broad quantity and quality parameters</li> </ul>
<ul style="list-style-type: none"> <li>• Take limited responsibility for the output of others</li> </ul>	<ul style="list-style-type: none"> <li>• Take limited responsibility for the quantity and quality of the output of others</li> </ul>	<ul style="list-style-type: none"> <li>• Take some responsibility for the achievement of group outcomes</li> </ul>

For more information on the scope of our program offerings, the various qualification levels, and detailed program information please contact our office.

## DELIVERY MODES

### Face to Face Delivery

For those who prefer the personal interactivity and experience sharing gained from attending a 'public' training program, our face to face delivery option may be the answer. Led by the cream of the trainer crop, these sessions promise to be interactive, interesting, stimulating and value for money. They do however, require a minimum student number of participants, the details of which will be provided upon enrolment.

### Self-Paced Online Delivery

Ideal for candidates who are comfortable with self-directing their studies, or for whom attending traditional 'classrooms' is not an option. Learners opting for self-paced progress will receive a full suite of learning materials, workbooks, textbooks and associated assessment instruments via online delivery or mail. Supported via webinars, phone and email, students then progress at their own pace, submitting completed assessments and associated evidence either electronically and/or in hard copy.

### Combination

Our customer centred and flexible approach to learning is fundamental to our success and we encourage our learners to take ownership of their studies and allow them to choose a combination of face to face and self-paced delivery modes – a pick and mix to suit individual circumstances and learning needs.

## ENROLMENTS

Our friendly and experienced Customer Service Officers are available to assist all students with their enrolment. From our comprehensive range of offerings, you simply need to choose your course, select a start date, give us a call – we will take care of the rest.

For policy and process information, see *Enrolment* in Appendix A.

### How do I know if my enrolment Has been successful?

Prior to the commencement of any training course, all students are forwarded an enrolment confirmation that includes:

- Course details (area of study)
- Trainer details
- Logistics – where, when, what to bring etc.
- Access to their student portal

## Are there any special considerations in relation to licensing requirements?

Yes! Many areas of work are regulated stringently through legislation and require those conducting the work to obtain a license for that work. For example, the simple act of driving to the post office to collect mail requires you to have a driver's license. These licenses are not available from our Registered Training Organisation and can only be obtained from an authorised licensing provider such as Department of Transport.

## Will my private details be kept private?

Subject to the provisions of the Privacy Act, and our moral responsibility, we pledge to maintain a level of privacy for all employees, contractors, customers and students in relation to the personal data they may provide.

As such we will:

- Provide a safe and secure storage of personal private information;
- Provide written procedures and instructions to ensure privacy is maintained;
- Ensure compliance with legislative requirements and current industry standards;
- Train all staff members and advise all customers of their rights and obligations in relation to this policy.

With this in mind, accessing your student records will be subject to this privacy policy and you will be asked (via the enrolment process) to provide a password. The timely provision of your student academic records will be confirmed via this password.

Under certain circumstances, we are bound by law to disclose your details for the purposes mentioned in the Training and Employment Act. Agencies, such as Commonwealth and State Government Departments are also granted access to your details. If you have any objections to this access, we ask that you notify our support team immediately.



## FEES AND CHARGES

Training Management (T/A Traxion Training) is entitled to charge fees for services provided to students undertaking training and assessment that leads to a nationally recognised outcome. These charges are generally for items such as course materials, text books, student services and training and assessment services.

### How do I calculate fees payable?

Fees are payable when a student has received a confirmation of enrolment. The initial fee payment must be made prior to commencing training or within 7 days of receiving an invoice from Training Management whichever occurs first. Training Management may discontinue training if fees are not paid in accordance with the agreed fee schedule. The current fees and charges for Training Management are published on course materials available on the Traxion Training website.

Fees can be paid via EFT or alternatively by Visa or MasterCard (without additional cost). Training programs incorporating government subsidies, Apprenticeships / Traineeships will differ and all information is found separately at <http://www.traxiontraining.com.au/funding/>

\*Note: Not available for classroom delivery or RPL certification.

### Schedule of Fees and Charges

The CEO is responsible for approving Training Management Schedule of Fees and Charges. The schedule of fees and charges includes the following information:

- the total amount of all fees including course fees, administration fees, material fees and any other charges for enrolling in a training program;
- payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee;
- the nature of the guarantee given by Training Management to honour its commitment to deliver services and complete the training and/or assessment once the student has commenced study;
- any discounts, fee reductions or exemptions available for multiple enrolments, concession card holders, continuing students, group bookings etc.;
- the fees and charges for additional services, including such items as issuance of a replacement qualification parchment or statement of results and the options available to students who are deemed not yet competent on completion of training and assessment; and
- the fees and charges for government subsidised programs where these differ to standard programs
- Training Management refund policy

In addition to course fees, where a participant is not working within the industry sector of the selected course, the following additional fees may apply subject to the Vocational Placement Requirements of the program or employer.

Police check:	\$54.60
BlueCard:	\$81.40
Yellow card:	\$83.20

Student Services provide full information prior to enrolment as each placement is unique and these services are provided by government departments and the fees are subject to change.

## Concessional Discounts

We are committed to making a difference in our community and work diligently towards breaking the unemployment cycle. As such we offer substantially discounted rates for those who hold official documentation confirming entitlement to a pensioner or a health care card concession. Proof of concessional status must be provided upon enrolment.

## How do I Cancel?

student who wishes to cancel their enrolment must give notice in writing. This may be via email or letter. Training Management staff who are approached with initial notice of cancelation are to ensure the student understands their rights with regards to the refunding of tuition fees. The student will also to be advised of other options such as suspending the enrolment and re-commencing in another scheduled training program. Students who give written notice to cancel their enrolment and who are eligible for a refund are to be provided with a Refund Request Form. Students' who may not be eligible but are requesting a refund should also be provided with the Refund Request Form so the request can be properly considered by the Chief Executive Officer.

## How do I get a refund?

### Refunds – Non-Apprenticeship / Traineeship Students

The following refund policy will apply:

- Students who give notice to cancel their enrolment prior to the receipt of training materials and before the completion of their training induction session will be entitled to a full refund of fees paid (as these milestones confirm training has commenced)
- Students who cancel after training commencement of the course may choose to defer however, a \$250 re-enrolment fee will apply
- Students who cancel their enrolment after their training program has commenced (i.e. after their materials have been received and their induction has been completed) will not be entitled to a refund of fees and this includes students who may abandon the training without RTO notification.

### Refunds – Apprenticeship / Traineeship Students

For students participating in an Apprenticeship or Traineeship programs where a student contribution has been paid by the student, employer, or a third party the following refund policy will apply:

- Full refund for enrolment cancellations prior to training commencement

- Students who cancel their enrolment after their training program has commenced (i.e. after their materials have been received and their induction has been completed) will be entitled to a pro-rata refund based on commenced or completed units of competency. This will apply from the date that the student advises that they will not be continuing
- Employers that have incurred additional charges beyond the student contribution may apply for a refund at the discretion of the CEO

A Statement of Attainment will be issued for any units completed prior to withdrawing or deferment.

In both circumstances above, discretion may be exercised by the Chief Executive Officer, if the student can demonstrate that extenuating or significant personal circumstance led to their withdrawal. In these cases, the student will be offered a full credit toward the tuition fee in another scheduled program in-lieu of a refund. Chief Executive Officer may also authorise a refund of tuition fees if the circumstances require it.

Where refunds are approved, the refund payment must be paid to the student within 14 days from the time the student gave written notice to cancel their enrolment. Tuition refunds are to be paid via electronic funds transfer using the authorised bank account nominated by the student on the Refund Request Form.

Please our Fees & Refund Policy for additional information regarding fees and refunds.

## YOUR LEARNING

### Induction and Orientation

To ensure you are ready to commence and completely comfortable with the journey you are about to embark on, your trainer and assessor will spend time with you, either individually or in a group to induct and orient you to the program. This is your chance to ask questions, to work with the trainer/assessor to identify specific needs you may have and to customize the program to your learning needs. You may want to choose elective units of competency specific to the workplace or industry you represent, or you may have a workplace project you may want to include as part of the assessment.

All these specifics will be captured succinctly in a training plan that is developed just for you. If you are participating in a traineeship, this training plan is signed off by you, your employer and our trainer and will reflect the skills and knowledge required by that workplace. If you are not participating in a traineeship, your training plan can be simply negotiated with your trainer directly and could represent either skills you need for work now, or skills and knowledge you believe you'll need in the future.

For policy and process information, see *Students - Interviews* in Appendix A.

### Study Periods

We believe in giving you control over your learning experience - you choose what you want to study and when you want to start. The real world does not operate around semester based study periods and we don't either.

## Language, Literacy and Numeracy

All students are requested to complete our LLN Support review to ensure your trainer can best support you should any areas of need be identified. Or, if you feel that you may need extra support in the areas of language, literacy and numeracy, please feel free to contact our support team to discuss these needs further.

## Exams and Assessment

Qualifications issued in the vocational education and training sector certify the achievement of competency. Competency based training focuses on what the individual can do, and unlike other methods of learning, competency based training is based on work-related skills and requirements, and the application and performance of the individual in the workplace.

In awarding competency, criteria to measure skills and knowledge against are needed. Competency standards provide those criteria. In the context of national training packages, a competency standards are an agreed statement of skill and knowledge required to perform a specific job or job function. To gain competency, the student must be able to demonstrate that they have the **skills** and the **knowledge**, and that they can **apply** these to the standards of performance required.

Assessment is the process of collecting evidence and making valid, reliable and consistent judgements. It can be established several ways, that include, but are not limited to:

- On the job assessment
- Portfolios of Evidence
- Assignments
- Oral presentations
- In class observations
- Role playing

Our assessment practices:

- Are flexible and incorporate alternative approaches to suit people who may otherwise be disadvantaged by cultural background, language ability or personal disabilities – special needs in this area can be discussed directly with your assessor
- Are flexible and encourage learning to occur in a wide variety of learning settings;
- Will be conducted in an open, accountable and transparent manner;
- Will be fair and equitable;
- Be conducted by qualified staff;
- Will be integrated into the learning process rather than being separate from it.

## Plagiarism

Plagiarism is a form of dishonesty that occurs when a person passes off someone else's work as his or her own and is a serious academic offence. This can range from failing to cite an author for ideas incorporated into a student's paper to handing in an assessment piece downloaded from the internet. All plagiarised assessments will instantly be assessed as Not Yet Competent and students will be required to resubmit their work.

## ASSESSMENT

### Recording of assessment results

In accordance with the VET Quality Framework, results of competency assessment are indicated by either:

**C** = competent; or

**NYC** = not yet competent

### Reassessment

Reassessment for a module or unit of competency may be a resit of an exam or practical class or a re-submission of a piece of written work. Assessment re-submission will only be allowed within a six (6) week period from the original result of assessment date.

### Recognition of Prior Learning (RPL)

RPL or Recognition of Current Competencies (RCC) takes into account skills and knowledge you may have already gained through life or work experiences and previous study. These are measured against your chosen course of study and if relevant, you may be granted credits or exemptions for some parts of your studies.

If you believe you may qualify for RPL/RCC your Training Support Officer can provide further information and associated forms, and support you through the process.

### National/Mutual Recognition

It is our policy and a legislative requirement that we formally recognise all AQF qualifications and statements of attainment issued by another RTO across the country. This process is called mutual or national recognition. Please contact us should you wish to obtain credit for any qualifications or statement of attainment that you already hold.

### Academic Appeals

In the event that you are unhappy about an academic decision or result, you have the right to appeal for a re-evaluation. For policy and procedure information see *Student Complaints, Appeals and Grievances* in Appendix A.

If you are dissatisfied with the outcome of academic appeal and wish to escalate your appeal further, you may contact the associated State or Territory department (details of which can be provided by our support team) or found online at: [www.training.com.au](http://www.training.com.au)

- ➔ from the home page, select 'the training system from the left-hand menu,
- ➔ select structure of vet submenu
- ➔ select STAs link and select the associated State/Territory from the links on the right-hand side

## ACADEMIC RECORDS

### Course Award

To be eligible for an award (e.g. Certificate or Diploma) a student must have completed all program work and assessment as set out in the program outline for the course.

### Statement of Attainment

Once students have progressed through their learning and completed units of competency a Statement of Attainment will be awarded if the full certificate or diploma course has not been completed.

### Academic History Reports

Students will also receive academic history reports that provide a statement of current academic history with us.

### Statement of Attendance

Statements of attendance are supplied to students who decide not to proceed with the assessment component of a course but still require documented evidence of attendance, or for students who attend non accredited training (i.e. skills only).

### Accessing Academic Records

As a registered training organisation, we are obliged to provide you with timely access to your academic records. Following submission and marking of your assessments, your student records will be updated within 21 days. If you wish to access this information, simply call our support team.

Please remember that access to these records is subject to our privacy policy and you will be asked to provide your password if this information is to be provided electronically or via phone.

## OTHER

### Client Feedback

Feedback we receive from our clients, our students and our colleagues is invaluable to us because it provides us with an opportunity to improve the products and services we offer and the level of service we provide.

As part of our commitment to continuous quality improvement, we invite you to offer any feedback or complaints directly to our General Manager or through our online Quality Indicator survey provided annually and upon completion of all assessment activities.

### Grievances

We have a fair and equitable process for dealing with student grievances. In the event that grievances cannot be resolved internally, we will advise students of the appropriate government body where they can seek further assistance (please refer to Academic Appeals for further information). Circumstances that may result in a grievance could include:

- Verbal abuse;
- Discriminatory behaviour; and
- Unprofessional behaviour.

Those who feel they have cause to lodge a grievance, should discuss the issue in the first instance with their trainer. If resolution is not reached, an invitation is open to contact the General Manager.

In the event that you are dissatisfied with the outcome of a grievance process and wish to escalate your complaint further, you may contact the associated State or Territory department (details of which can be provided by our support team) or found online at: [www.training.com.au](http://www.training.com.au)

→ from the home page, select *The Training System* from the left-hand menu,

→ select *Structure Of Vet* submenu

→ select *STAs* link and select the associated State/Territory from the links on the right-hand side

For policy and procedure information see *Student Complaints, Appeals and Grievances* in Appendix A.

### Discipline

We expect that fair and equitable treatment is a reciprocal arrangement and as such have documented guidelines for management of inappropriate student behaviour.

For more information see *Guidelines for Student Behaviour and Discipline* in Appendix A.

## Health and Safety

We value the health and safety of our students, clients and employees alike and strive to provide a healthy, safe working and learning environment.

Within the legislation specific to WHS legislation are clearly documented requirements for parties that include you, your fellow students, your trainers and a host of other personnel and stakeholders. Practically speaking, you are required to:

- Notify those in charge of the work space (trainer, manager etc) of any identified hazards, risks or dangers
- Not wilfully damage equipment
- Not wilfully cause harm to self or others
- Wear personal protective equipment as required

## First Aid

Please inform your trainer, or our support team upon enrolment or arrival of any medical conditions such as allergies.

Students are encouraged to subscribe to the local ambulance service as, in the event of emergency assistance being required, an ambulance will be called.

Injuries or accidents should be reported to a member of staff immediately.

## Evacuations

The introductory component of every classroom training program begins with a review of emergency evacuation procedures. In the event of an alarm sound, please **don't panic** and follow the directions of your trainer calmly.



## CLIENT SUPPORT

---

With your best interests at heart and a commitment to instilling in you a passion for lifelong learning, one of our jobs, as your preferred partner in this journey, is to provide you with ongoing support and encouragement.

Services offered include:

Literacy and numeracy support. This may include referrals for

- Remedial classes
- Community English as a second language tuition programs
- One-on-one coaching, tuition and support

Welfare and guidance services. This may include, but is not limited to:

- Review of fee and payment structures when requested
- Learning pathways
- Identifying possible RPL opportunities
- Provision for special needs be they cultural, religious or physically based
  - Please be assured that any issues or concerns in this area will be treated with dignity and utmost confidentiality. Please contact our Chief Executive Officer directly for further discussions.

Advice and guidance

- Selecting elective units
- Understanding vocational education
- Assessment support
  - Understanding competency based training
  - Collecting evidence
- Training and professional development planning

Our support offerings are as unique as you are and we invite you to discuss your needs with us our support team or discussing your needs directly with your trainer and assessor.

Please note that not all services are free and fee for service charges may apply.

## LEGISLATION

The framework we operate within is founded upon principles from the following pieces of legislation specifically the National Vocational Education and Training Regulator Act 2011

### Organisation

- Operations Manual

### Standards

- Standards for NVR Registered Training Organisations 2012

### Commonwealth

- **Commonwealth Disability Discrimination Act 1992**

The objects of this Act are:

- (a) to eliminate, as far as possible, discrimination against persons on the ground of disability in the areas of:
  - (i) work, accommodation, education, access to premises, clubs and sport; and
  - (ii) the provision of goods, facilities, services and land; and
  - (iii) existing laws; and
  - (iv) the administration of Commonwealth laws and programs; and
- (b) to ensure, as far as practicable, that persons with disabilities have the same rights to equality before the law as the rest of the community; and
- (c) to promote recognition and acceptance within the community of the principle that persons with disabilities have the same fundamental rights as the rest of the community.

- **Freedom of Information Act 2010**

The object of this Act is to extend as far as possible the right of the Australian community to access to information in the possession of the Government of the Commonwealth

- **Privacy Act 1988**

An Act to make provision to protect the privacy of individuals, and for related purposes

- **Racial Discrimination Act 1975**

An Act relating to the Elimination of Racial and other Discrimination

- **Workplace Health and Safety Act 2011**

An Act about Workplace Health and Safety

- **Workplace Relations Act 1996**

The principal object of this Act is to provide a framework for cooperative workplace relations that support economic prosperity and welfare.

- **Anti-Discrimination Act 1992**

The purposes of the Act are—

- (a) to affirm the principle that people with disabilities have the same rights as other members of society; and
- (b) to set out the objectives to be promoted in the development and implementation of programs and services for people with disabilities by units of the public sector, by service providers or service developers receiving funding under this Act and by other bodies; and
- (c) to establish a funding mechanism so that services are provided to, and services are developed for, people with disabilities in a way that assists them achieve their maximum potential as members of society; and
- (d) to encourage innovative programs and services for people with disabilities.

## APPENDIX A – POLICIES AND PROCEDURES

### Student Selection and Admissions Policy Ref # 17

<b>1. Policy Statement</b>	<p>Training Management Pty Ltd trading as Traxion Training upholds the principle that all applicants seeking to enrol are treated fairly and equitable. We have open, fair and transparent procedures that are based on clearly defined criteria for making decisions about the selection of students and provisions for transfer. Students will be selected on merit based on the published criteria.</p>
<b>2. Purpose</b>	<p>The opportunities and benefits of State and Commonwealth funding assistance will be made equally available to all eligible students. We will adopt a flexible approach to providing entry for students into their courses.</p> <p>Students from disadvantaged backgrounds, those returning to formal study and others who may not have completed formal requirements will be encouraged to apply through the Alternative Entry option.</p>
<b>3. Scope</b>	<p>This policy applies in the context of Traxion Training’s operations in all states of Australia, and is applicable to students enrolled with, or intending to enrol with Traxion Training.</p> <p>This policy is applicable to all students or prospective students, irrespective of their place of residence, training delivery location or mode of study.</p>
<b>4. Associated Policies, Procedures and Documents</b>	<p>This policy should be read in conjunction with the following policies, procedures and documents:</p> <ul style="list-style-type: none"> <li>• Access and Equity Policy 2</li> <li>• Assessment of Learning Needs Policy 4</li> <li>• LLN Policy 5</li> <li>• RPL Policy 10</li> <li>• National Recognition Policy 13</li> <li>• Course Information Flyer</li> <li>• Student Application Form</li> </ul>
<b>5. Policy</b>	<p><b>17.1 Entry Requirements</b></p> <p><b>- Vocational Education &amp; Training (VET) courses</b></p> <p>Applicants for VET Certificate courses must satisfy one of the following minimum entry criteria:</p> <ol style="list-style-type: none"> <li>1. Successful completion of an Australian Year 10 School Certificate or equivalent; OR</li> <li>2. Successful completion of a Certificate II level qualification issued under the Australian Qualifications Framework (AQF);</li> </ol>

OR

3. Alternative Entry for applicants who do not meet the requirements of options 1 or 2, may be granted subject to a satisfactory skills and aptitude assessment normally undertaken through an interview process (contact Student Services and further provisions or entry through the alternative entry process).

AND

4. Minimum qualification entry pre-requisites will be applied as specified in the relevant national Training Package or specified as part of a government funded course may apply

Applicants for VET Diploma courses must satisfy one of the following minimum entry criteria:

5. Successful completion of at least Year 11 from an Australian Secondary School or equivalent;

OR

6. Successful completion of a Certificate IV level qualification issued under the Australian Qualifications Framework (AQF);

OR

7. Alternative Entry for applicants who do not meet the requirements of options 1 or 2, may be granted subject to a satisfactory skills and aptitude assessment normally undertaken through an interview process (contact Student Services for further provisions for entry through the alternative entry process).

AND

8. Minimum qualification entry pre-requisites will be applied as specified in the relevant national Training Package or specified as part of a government funded course may apply

We will publish on our website the entrance pre-requisites and selection criteria for all courses, including any specific criteria for selection into government funded courses; and any limit on the number of students enrolling.

### **17.2 Direct Entry**

Applications for admission to study with Traxion Training will be under the following categories:

9. Students may apply for entry into a VET course by direct application to Students Services.
10. We will admit students who have satisfied the published entry requirements for the course. Selection shall normally be based on merit.
11. Students seeking enrolment must be turning 18 years of age in the year of course commencement.

### **17.3 Alternative Entry**

Traxion Training recognises that preparation for study is not restricted to formal educational attainment and that valuable intellectual and skills development can be gained through wide ranging experiences. We will review applications on a case by case basis from persons of at least 18 years of age, who do not have formal qualifications for entry but who seek admission to courses on the basis of their educational and skills development through professional, work and/or life experience and/or non-accredited study.

To apply via Alternative Entry, students will need to undertake an interview with an assigned representative and will be required to provide supporting evidence that may include:

- Records of any formal qualifications attained;
- Evidence of any informal studies undertaken;
- References relating to work history relevant to the chosen field of study (if applicable);
- A resume or Curriculum Vitae; and
- A portfolio of relevant materials that demonstrates technical and intellectual skills and abilities.

In addition, candidates may also be asked to undertake an exam or written assignment to satisfactorily demonstrate capacity to meet the course requirements.

We will identify the minimum skills, knowledge, resources, work environments and work experience necessary for student success in that vocational education program, in each offered delivery pattern, via a face to face or Skype interview.

This will include determination of minimum English language, literacy and numeracy skills as specified under the RTO Language, Literacy and Numeracy Policy and ensure that the student will cope with the expectations of the course and the work skill experience needed to demonstrate competency.

Where it is identified that a preferred course or delivery method is unsuitable we will provide this advice to the student and recommend alternatives; including not enrolling.

#### **17.4 Credit for Prior Studies or Prior Knowledge**

Students accepted into a course may be eligible to apply for recognition or previous study or previous knowledge and/or skills acquired previously.

#### **Credit Transfer**

This refers to formal study undertaken in recognised vocational education institutions in Australia. Overseas institutions will be recognised according to the extent to which they are considered equivalent to the Australian higher education institutions noted by NOOSR. Prior learning may also extend under certain conditions to:

	<ul style="list-style-type: none"> <li>• Programs provided by recognised professional bodies, employers and other authorities, where appropriate certification or proof of performance is available and/or</li> <li>• Demonstrated expertise and relevant professional experience</li> </ul> <p>Courses for which credit is requested will be evaluated by the relevant Course Coordinator and approved by the Student Services Manager.</p> <p><b>Recognition of Prior Learning or RPL</b></p> <p>This refers to the formal recognition of an individual’s current skills and knowledge irrespective of how, when or where the learning took place and application for recognition under this process is considered upon receipt of an RPL Application Kit.</p> <p><b>17.5 Articulation Pathways</b></p> <p>Traxion Training has based its articulation policy on the framework supplied by the Australian Qualifications Framework (AQF) – Qualifications Pathways Policy. This framework has been used to ensure that pathways into and between qualifications is available to all students in all relevant qualifications. This articulation allows students to progress from a Certificate level course to a Diploma level course and continue into higher education with a higher education provider.</p> <p>As a Registered Training Organisation, we operate within the Standards of the National Regulator of the VET Quality Training Framework (VQF). This includes a commitment to recognise the training qualifications issued by other Registered Training Organisations.</p> <p><b>17.6 Rejection of Application</b></p> <p>Traxion Training reserves the right to reject an application where it is submitted late for a course where a specific commencement deadline is required or where insufficient or false information has been provided.</p> <p>In the event that a course has a limited number of allowed students, students will be admitted on a “first in” selection model subject to minimum entry requirements as outlined above. This model provides a fair playing field for those who may have encountered past social or educational disadvantage as they are not required to compete against those who have had greater advantage. “First in” will be measured by date and time of receipt of Enrolment Forms.</p> <p>Students not successful during the selection process due to maximum course numbers being exceeded or the inability to cope with the requirements of the training course, will be advised by email within 5 working days and a full refund of any fees will be provided.</p>
<p><b>6. Procedure</b></p>	

It is our policy to conduct student interviews with potential students. All interviews will be conducted in accordance with the following procedure:

- (1) A support team member will contact the student and during this initial contact it will be determined whether a 'Phone' or 'Face to Face' interview is most appropriate;
- (2) A time that is convenient to both the student and the support team member, is agreed and diarised, allowing adequate time for the student to receive the documentation outlined in the entrance pre-requisites and selection criteria for the applicable course
- (3) At this point the appropriate enrolment forms and documentation is dispatched to the student;
- (4) Whether by 'Phone' or 'Face to Face', all interviews must be conducted in accordance with the entrance pre-requisites and selection criteria for the applicable course
- (5) A Literacy and Numeracy Test should be conducted. While a sample Literacy and Numeracy Test is attached, the test should be amended to more accurately reflect the needs and potential issues faced by the individual, the enterprise and / or the industry;
- (6) If the Literacy and Numeracy Test, or the student interview indicates that any special learning requirements may exist, these requirements should be handled in accordance with the Access and Equity policy and procedure.
- (7) Prospective students should initially be provided with appropriate course overview material, a copy of the Student Handbook and, where applicable, a copy of the entrance pre-requisites and selection criteria for the applicable course
- (8) If, following a successful entry interview the student requests enrolment, complete the Enrolment Form, inform the student of the Guidelines for Student Behaviour and Discipline, and enter all applicable details into the student management system.
- (9) In the event that the enrolment involves participation under a Traineeship Scheme, the Trainee induction Checklist must be completed within 14 days of AAC notification and all associated forms maintained on the student's file.
- (10) Following enrolment, and prior to training commencement, the student should be managed in accordance with the Accounts Receivable policies and procedures applicable to their training course.

<b>7. Version History</b>	<p>December 2010 policy implemented (Approved by General Manager)</p> <p>December 2011 policy updated (Approved by General Manager)</p> <p>December 2012 policy updated (Approved by General Manager)</p> <p>December 2013 policy updated (Approved by General Manager)</p> <p>June 2014 policy updated for ASTAS / VFH application (Approved by General Mgr)</p> <p><b>Policy to be reviewed: December 2014</b></p>
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### Student Refund Policy Ref # 3

<b>1. Policy Statement</b>	This policy governs the administration of tuition fee collection and refunds relating to courses offered by Training Management Pty Ltd t/a Traxion Training
<b>2. Purpose</b>	This policy governs the administration of tuition fee collection and refunds relating to courses
<b>3. Scope</b>	<p>All students enrolled in courses and many include any of:</p> <ul style="list-style-type: none"> <li>• Traineeship Courses</li> <li>• Online Courses</li> <li>• Classroom Courses</li> <li>• RPL Assessment</li> </ul>
<b>4. Associated Policies, Procedures and Documents</b>	<p>This policy should be read in conjunction with the following policies, procedures and documents;</p> <ul style="list-style-type: none"> <li>• Refund Form</li> <li>• Schedule of Fees</li> </ul>
<b>5. Policy</b>	<p>Training Management (T/A Traxion Training) is entitled to charge fees for services provided to students undertaking training and assessment that leads to a nationally recognised outcome. These charges are generally for items such as course materials, text books, student services and training and assessment services.</p> <p><b>Fees payable</b></p> <p>Fees are payable when a student has received a confirmation of enrolment. The initial fee payment must be made prior to commencing training or within 7 days of receiving an invoice from Training Management whichever occurs first. Training Management may discontinue training if fees are not paid in accordance with the agreed fee schedule. The current fees and charges for Training Management are published on course materials available on the Traxion Training website. Fees can be paid via EFT or alternatively by Visa or MasterCard (without additional cost).</p> <p>Training programs incorporating government subsidies, Apprenticeships / Traineeships will differ and all information is found separately at: <a href="http://www.traxiontraining.com.au/funding/">http://www.traxiontraining.com.au/funding/</a></p>



**Schedule of Fees and Charges**

The CEO is responsible for approving Training Management Schedule of Fees and Charges. The schedule of fees and charges includes the following information:

- the total amount of all fees including course fees, administration fees, material fees and any other charges for enrolling in a training program;
- payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee;
- the nature of the guarantee given by Training Management to honour its commitment to deliver services and complete the training and/or assessment once the student has commenced study;
- any discounts, fee reductions or exemptions available for multiple enrolments, concession card holders, continuing students, group bookings etc;
- the fees and charges for additional services, including such items as issuance of a replacement qualification parchment or statement of results and the options available to students who are deemed not yet competent on completion of training and assessment; and
- the fees and charges for government subsidised programs where these differ to standard programs
- Training Management refund policy

In addition to course fees, where a participant is not working within the industry sector of the selected course, the following additional fees may apply subject to the Vocational Placement Requirements of the program or employer.

Police check: \$54.60  
 Bluecard: \$81.40  
 Yellow card: \$83.20

Student Services provide full information prior to enrolment as each placement is unique and these services are provided by government departments and the fees are subject to change.

**Giving notice of enrolment cancelation**

A student who wishes to cancel their enrolment must give notice in writing. This may be via email or letter. Training Management staff who are approached with initial notice of cancelation are to ensure the student understands their rights with regards to the refunding of tuition fees. The student will also to be advised of other options such as suspending the enrolment and re-commencing in another scheduled training program.

Students who give written notice to cancel their enrolment and who are eligible for a refund are to be provided with a Refund Request Form. Students' who may not be eligible but are requesting a refund should also be provided with the Refund Request Form so the request can be properly considered by the Chief Executive Officer.

In line with our commitment to client satisfaction and in compliance with VQF standards and guidelines, we offer refunds to students and clients in the following circumstances:

**Refunds – Non-Apprenticeship / Traineeship Students**

The following refund policy will apply:

- Students who give notice to cancel their enrolment prior to the receipt of training materials and before the completion of their training induction session will be entitled to a full refund of fees paid (as these milestones confirm training has commenced)
- Students who cancel after training commencement of the course may choose to defer however, a \$250 re-enrolment fee will apply
- Students who cancel their enrolment after their training program has commenced (i.e. after their materials have been received and their induction has been completed) will not be entitled to a refund of fees and this includes students who may abandon the training without RTO notification.

**Refunds – Apprenticeship / Traineeship Students**

For students participating in an Apprenticeship or Traineeship programs where a student contribution has been paid by the student, employer, or a third party the following refund policy will apply:

- Full refund for enrolment cancellations prior to training commencement
- Students who cancel their enrolment after their training program has commenced (i.e. after their materials have been received and their induction has been completed) will be entitled to a pro-rata refund based on commenced or completed units of competency. This will apply from the date that the student advises that they will not be continuing
- Employers that have incurred additional charges beyond the student contribution may apply for a refund at the discretion of the CEO

A Statement of Attainment will be issued for any units completed prior to withdrawing or deferment.

In both circumstances above, discretion may be exercised by the Chief Executive Officer, if the student can demonstrate that extenuating or significant personal circumstance led to their withdrawal. In these cases, the student will be offered a full credit toward the tuition fee in another scheduled program in-lieu of a refund. Chief Executive Officer may also authorise a refund of tuition fees if the circumstances require it.

Where refunds are approved, the refund payment must be paid to the student within 14 days from the time the student gave written notice to cancel their enrolment. Tuition refunds are to be paid via electronic funds transfer using the authorised bank account nominated by the student on the Refund Request Form.

**Our Guarantee to Clients**

If for any reason, Training Management is unable to fulfil its service agreement with a student, Training Management must issue a full refund for any services not provided. The basis for determining “services not provided” is to be based on the units of competency completed by the student and which can be issued in a statement of attainment at the time the service is terminated.

### **Fee Protection Measures- Australian Student Tuition Assurance Scheme (ASTAS)**

Traxion Training is a member of ACPET and has been approved to hold their Australian Students Tuition Assistance Scheme (ASTAS) which protects student fees paid in advance. In the unlikely event that we cease to provide a course of study, students are eligible to access this scheme provided they are:

- citizen or permanent resident of Australia
- enrolled in approved programs leading to an accredited award
- tuition fees paid in advance for a period of ten weeks or more.

Displacements covered are for:

- a course not commencing on the agreed starting date
- a course ceasing to be provided after it has started
- the full course not being delivered because a sanction has been imposed on the provider.

Should this occur, ACPET will send students enrolled in the course of study a written Tuition Assurance Offer advising the student of the options available under the tuition assurance requirements. The Offer will include directions that the student must follow in order to notify ACPET of the choice they have made for each affected unit. ACPET will provide this offer within twenty business days after it knows, or should know by reasonable enquiries that we have ceased to provide the course or study.

Students may choose either:

#### **The Course Assistance Option**

where ACPET will offer students the option of ACPET making all necessary arrangements to ensure a student is able to enrol in a similar course of study with a Second Provider. This offered course will lead to the same or a comparable qualification without any requirement on the part of the student to pay that Second Provider any student contribution or tuition fee for any replacement units. A student will receive full credit from the Second Provider for any units of study successfully completed. The Second Provider nominated by ACPET may have different contribution amounts or tuition fees to the amounts or fees the student would have paid for units of study which were part of our course of study we ceased to provide. A student is not obliged to enrol in a course of study with a Second Provider offered by ACPET under the Course Assurance Option. However, if he/she enrolls with any other provider there is no obligation on that provider to offer full credit transfer for the units of study completed with us or to offer a replacement/s unit free of charge.

OR

**The Student Contribution/Tuition Fee Repayment Option** where ACPET undertakes to pay the student the total of any up-front payments already paid by the student for any units of study the student has commenced but not completed. Students selecting this option will also get balance/s re-credited for uncompleted units.

Whilst ACPET will undertake the necessary financial and administrative arrangements to commission or obtain access to an appropriate course, student responsibilities will still include meeting any relocation expenses and the purchase of any texts or materials required by a new provider.

	<p><b>Payment of GST</b></p> <p>GST is exempt under section 38-85 GSTR 2003/1 Goods and Services Tax, tax ruling. The ruling explains the supply of a course for ‘professional or trade course’ is a GST-free education course. ATO reference: <a href="http://law.ato.gov.au/atolaw/view.htm?docid=GST/GSTR20031/NAT/ATO/0001">http://law.ato.gov.au/atolaw/view.htm?docid=GST/GSTR20031/NAT/ATO/0001</a></p> <p>Where a student is enrolled in a course which is offering units of competency or a whole qualification, the course fees attached to this enrolment will be exempt from the payment of GST. GST does apply on the payment of some miscellaneous charges where these charges are in addition to and outside the normal services offered in a course. Please refer to Training Management schedule of fees and charges for details of what GST is and is not applied to.</p> <p><b>Miscellaneous Charges</b></p> <p>Training Management will levy some miscellaneous charges for services. These may include:</p> <ul style="list-style-type: none"> <li>• Re-issuing a certificate after it has been initially issued to a student - \$50 including GST</li> <li>• Replacing issued learning materials which the student has lost or damaged - \$100 including GST</li> </ul> <p>All learning materials and certificates are dispatched with tracking in place.</p> <p>These miscellaneous charges are clearly specified in Training Management Schedule of Fees and Charges.</p> <p>It is to be made clear if these services will include GST. All miscellaneous charges are to be based on a cost recovery basis and are not intended to be a source of profit.</p> <p><b>Student complaints about fees or refunds</b></p> <p>Students who are unhappy with Training Management arrangements for the collection and refunding of tuition fees are entitled to lodge a complaint. This should occur in accordance with Training Management complaints policy and procedure.</p>
<p><b>6. Procedure</b></p>	<p>If a student / client should request a refund of course fees due to cancellation under any of the circumstances detailed within the <u>Refunds Policy</u>, the following procedure should be followed:</p> <ol style="list-style-type: none"> <li>(1) Access and update the student’s enrolment information to reflect non-attendance at the associated course.</li> <li>(2) Access and complete the <u>Refund Request Form</u>. It is important that all requested information be completed to ensure the amount refunded is appropriate to the circumstances under which the refund was requested. Failure to provide adequate information may result in the approval for the refund being withheld or denied.</li> <li>(3) Once completed, forward the <u>Refund Request Form</u> to the Training Manager for authorisation. Only the Training Manager and General Manager have the authority to approve refunds.</li> <li>(4) If approved, the <u>Refund Request Form</u> will be forwarded to the General Manager for processing and the student / client will be informed of the decision by a support team member. A copy of the</li> </ol>

	<p>approved and processed <u>Refund Request Form</u> must be maintained for review and Audit purposes.</p> <p>(5) If approval is denied, the student / client will be informed of the decision and its basis, by a support team member and a copy of the Refund Request Form will be maintained on the student / client's file where applicable.</p> <p>(6) Should the student / client wish to provide further pertinent information or documentation and have the request for refund reviewed, they may do so at this stage. To process this request, follow steps 2 – 5 of this procedure.</p> <p>Note: Only one secondary review of the request for refund will be allowed.</p>
<p><b>7. Version History</b></p>	<p>December 2010 policy implemented (Approved by General Manager)                  December 2011 policy updated (Approved by General Manager)                  December 2012 policy updated (Approved by General Manager)                  December 2013 policy updated (Approved by General Manager)                  June 2014 policy updated for ASTAS / VHF application (Approved by General Mgr)</p> <p><b>Policy to be reviewed: December 2014</b></p>

## Student Complaints, Appeals and Grievances

### Policy Statement

We have a fair and equitable process for dealing with grievances, appeals and complaints. We encourage both positive and negative feedback and invite staff, students and clients to provide feedback regularly using formal and informal methods.

This policy provides a road map for resolution along with an escalation path in the event it is required.

### Procedure

All complaints, appeals and grievance feedback must be received within 14 days of the alleged incident and recorded on the Record of Conversation Form and managed in accordance with the following procedure:

- (1) Where feedback is related to a complaint or grievance, these issues should be managed in accordance with the applicable Complaints policy and procedures. The student should be informed, in writing, of the actions taken / outcome resultant of their feedback;
- (2) Where feedback is related to an academic appeal, the support team member must discuss the student's results with the original Assessor of the student's submission. This discussion must be used as an independent review of the basis for the result, and issues considered may include, but are not limited to, Assessor competency and currency, fairness and assessment validity;
- (3) If, following this independent review, it is the opinion of the support team member that reassessment of the student's original submission is appropriate, this should be handled in accordance with the Assessment Tracking policy and procedures;

- (4) If, following this independent review, it is the opinion of the support team member that reassessment of the student's original submission is not appropriate, the student should be informed and offered the opportunity to partake in a formal appeal presentation with the Training Manager and General Manager;
- (5) If the student declines this opportunity, the final outcome of their academic appeal should be provided to them in writing and a copy of same inserted into the student's file;
- (6) If the student accepts the opportunity to partake in a formal appeal presentation, an interview should be arranged at a time convenient to both the student and the Training Manager and General Manager;
- (7) This interview must be used as an independent review of the basis for the result, and issues considered may include, but are not limited to, Assessor competency and currency, fairness and assessment validity;
- (8) If, following this independent review, it is the opinion of the Training Manager and General Manager that reassessment of the student's original submission is appropriate, this should be handled in accordance with the Assessment policy and procedures;
- (9) If, following this independent review, it is the opinion of the Training Manager and General Manager that reassessment of the student's original submission is not appropriate, the student should be informed of the final outcome of their academic appeal in writing and a copy of same inserted into the student's file.

Note: - Any complaints, appeals or grievance feedback not received within 14 days of the alleged incident will not be considered valid or acted upon. Only one formal appeal presentation will be entered into and the decision of the Training Manager and General Manager will be final.

## Guidelines for Student Behaviour and Discipline

We expect that fair and equitable treatment is a reciprocal arrangement and as such have documented guidelines for management of inappropriate student behaviour.

In the first instance:

- Students will be asked to cease any behaviour considered inappropriate either by trainers, assessors, workplace or other students. No argument will be entered into in relation to individual perceptions about 'appropriateness' – if the behaviour has offended, then it will be considered offensive and is therefore inappropriate.

In the second instance:

- Failure to desist will result in a second request for behaviour to cease and may include temporary and short-term ejection to allow for reflection and cooling off and/or written advice. These interventions will be used at trainer/assessor discretion.

In the third instance:

- Failure to cease inappropriate behaviour will result in ejection from class for the day. We reserve the right to permanently eject students for ongoing inappropriate behaviour without refund. This decision will be made on a case-by-case basis considering evidence at hand and level of inappropriate behaviour.