



Training Handbook

DOMESTIC LEARNER & EMPLOYER EDITION

TRAIN N TRADE

70 Parramatta Rd, Croydon NSW 2132
Tel: 02 8046 6422 | Fax: 02 8046 6422
www.tnt.edu.au

RTO: 41135 | ABN: 56160476844

Table of Contents

Contents

ABOUT TRAIN N TRADE	3
OUR VISION	3
OUR MISSION.....	3
OUR VALUES	3
QUALITY TRAINING – WHAT YOU CAN EXPECT FROM US.....	4
WHAT IS COMPETENCY BASED TRAINING AND ASSESSMENT?.....	5
QUALIFICATIONS AND STATEMENTS OF ATTAINMENT	6
FULL QUALIFICATION	6
STATEMENT OF ATTAINMENT	6
STATEMENT OF PARTICIPATION	6
ENROLMENT	7
ENTRY REQUIREMENTS.....	8
DISTANCE/BLENDED/ONLINE DELIVERY QUALIFICATIONS	9
RECOGNITION OF PRIOR LEARNING (RPL).....	10
CREDIT TRANSFER	11
ASSESSMENT	12
SMART AND SKILLED (NSW SUBSIDISED GOVERNMENT FUNDING)	13
NOTIFICATION OF ENROLMENT PROCESS	14
DISCONTINUING STUDENTS	15
TRANSFERRING OUT PROCESS.....	15
TRANSFERRING IN PROCESS	15
SMART AND SKILLED.....	16
ADDITIONAL INFORMATION FOR EMPLOYERS OF TRAINEES.....	17
FEES AND CHARGES.....	17
PLAGIARISM, CHEATING & COLLUSION	24
ASSESSMENT APPEALS PROCESS	25
ACCESS AND EQUITY	26



EMPLOYABILITY SKILLS	27
LEARNING AND ASSESSMENT MATERIALS	27
LANGUAGE, LITERACY AND NUMERACY	27
PRIVACY AND CONFIDENTIALITY	30
STUDENT CODE OF CONDUCT	32
Learner's Rights	32
Learner's Responsibilities	33
COMPUTER USAGE, EMAIL & SOCIAL MEDIA	34
LEGISLATION & STANDARDS FOR NATIONAL REGISTRATION	35

ABOUT TRAIN N TRADE

OUR VISION

Our vision in TNT is to become one of the leading RTOs in the Australian market and successively the international market. In order to progress to our vision, we count on healthy academic environment for staff, trainers and learners, honesty and integrity, hard work, and excellent quality training packages including trainers, facilities and resources.

OUR MISSION

Our objective is to strive to offer the best training and education programs possible. It is our intent to develop an organisation of quality and integrity that offers our clients nationally endorsed qualifications in a flexible learning environment.

OUR VALUES

At TNT we believe that certain corporate values are the path to success, our values are:

- **INTEGRITY**

Doing the right thing enhances our reputation which adds to your certificate value. In addition, doing the right thing means doing it once and for good, which is more time and cost efficient to our academy.

- **QUALITY**

Only top quality services and products are offered to our learners. We spend the time, money and effort in order to ensure that our trainers are experienced and skillful trainers, using first quality resources in modern recent facilities.

- **LEARNER-ORIENTED APPROACH**

In TNT we listen to you and your needs in order to help you achieve your best after the course. Teaching methods can be customised in a fashion that is more efficient with the various groups yet compliant with TNT policies and procedures.

- **TEAMWORK**

We are strong believers in teamwork where people can present different ideas and techniques in order to come up with the best scenario possible for all stakeholders. We believe that the 'whole' of the organisation is greater than the sum of its parts.

WELCOME TO TRAIN N TRADE

Welcome to Train N Trade (“TNT”). TNT is committed to providing high quality, individualised training and assessment solutions.

We provide nationally recognised training qualifications in a range of industries, specialising in Business. Details of all the qualifications we are able to deliver and assess and areas of delivery can be found on our current scope of registration. This can be found on our website or by visiting www.training.gov.au

Train N Trade has a friendly team of highly qualified and experienced trainers and assessors, backed up by a dedicated administration team.

The purpose of the Handbook is to provide you with information about training with TNT and inform you of your rights and obligations. The Handbook sets out the policies and procedures relating to studying with us. Please take the time to read through the Handbook. If there is something you do not understand – please contact one of our friendly staff from the Student Support Team (SST) for support on (02) 8046 6255.

QUALITY TRAINING – WHAT YOU CAN EXPECT FROM US

Train N Trade (TNT) aims to provide training services of the highest quality possible that are reflective of current industry needs and employer expectations. This is achieved through ensuring:

- (a) Training is delivered by appropriately qualified trainers who have current and extensive industry experience
- (b) All training products used and/or developed meet the requirements of the appropriate Training Package
- (c) All training products used and/or developed are reviewed before use by the organisation’s staff for quality, accuracy and currency
- (d) All courses and qualifications are developed in consultation with industry
- (e) Feedback is collected about all training products and services and the feedback is systematically collated, analysed and used to improve the quality of training and assessment provided to our learners
- (f) The individual learning and support needs of all learners are identified upon entry into a course/qualification and modified where applicable to assist with successful completion
- (g) All trainer/assessors regularly participate in moderation and validation of the units and courses/qualification in which they deliver
- (h) Compliance with all legislation and Standards for delivery and assessment, privacy and anti-discrimination
- (i) All learners and employers records are stored and accessed in line with TNT’s Privacy Policy, Australian Skills and Quality Authority (ASQA) requirements and specific contractual requirements set out in the NSW Smart and Skilled 2015 guidelines

WHAT IS COMPETENCY BASED TRAINING AND ASSESSMENT?

There are a number of components to competency based training and assessment. These include:

- **Competency standards** – an industry determines specification of performance which sets out the skills, knowledge and attitudes required to operate effectively in employment. Competency standards are made up of units of competency – which are made up of elements, performance criteria, range of variables (range statement), evidence guide and critical aspects of assessment. Competency standards are an endorsed component of a Training Package
- **Competency based training** – training that develops the skills, knowledge and attitudes required to achieve competency standards
- **Competency based assessment** – is the gathering and judging of evidence in order to determine whether a person has achieved a required standard of competence. This means they have the necessary skills, knowledge and attitudes to work in a particular industry at that particular level.

QUALIFICATIONS AND STATEMENTS OF ATTAINMENT

FULL QUALIFICATION

If you are undertaking a nationally recognised qualification and you successfully complete all units of competency that make up that qualification, you will be awarded a full qualification. The qualification will display the code and title of the qualification as well as the code and title of each unit you have completed as part of the qualification. You will receive a certificate which will include Australian Qualifications Framework and Nationally Recognised Training logo as per below:



STATEMENT OF ATTAINMENT

A Statement of Attainment (SOA) will be issued to you if you only complete a portion of units (1 or more) required for a qualification. You may only complete 1 or more units required due to the following:

- You withdraw from or cancel the course/qualification;
- You do not complete all the units required for the qualification prior to the end of the qualification/course;
- You have been deemed Not Yet Competent (NYC) in a unit/s due to not completing the assessment evidence required or the completion of practical activities (i.e. compulsory work experience/industry placement) and have not completed a successful reassessment of the unit.

STATEMENT OF PARTICIPATION

If you enroll into a non-accredited course (this is a not a nationally recognised qualification or does not contain any accredited units) you will be provided with a Statement of Participation showing the topics that were covered as part of this course.

Certificates and/or Statements of Attainments will be posted out within 21 days of course finishing by post to the address on your enrolment form.

If your address changed since you have completed your enrolment with us please advise TNT or your trainer/assessor, so we can update your details in our Student Management System to ensure your certificate is posted to your correct address.

REPLACEMENT OF CERTIFICATE

If you request a Replacement Certificate be re-issued to you due to loss or damage we will charge a replacement fee of \$44 per Certificate.

To request a replacement certificate and/or Statement of Attainment please contact the Student Support on (02) 8046 6255 or send an email with your details and qualification to: info@TNT.edu.au

You will be issued with an invoice and will be required to pay this invoice prior to the replacement certificate being released. Once payment is received your certificate will be posted to you – please ensure current address and contact details are provided.

UNIQUE STUDENT IDENTIFIER (USI)

All learners undertaking nationally recognised training will be required to have a Unique Student Identifier (USI) from 1 January 2015.

The USI initiative has been developed jointly by the Australian and State and Territory governments in consultation with stakeholders. It is supported through Commonwealth legislation, including the Student Identifiers Bill 2014, the Student Identifiers Act 2014, and through a national Information Communication Technology (ICT) system.

A copy of the “RTO –Student Information for USI” can be found on our website or you obtain further information on the and apply for your USI by visiting www.usi.gov.au

As part of your enrolment application you must apply and provide your USI to TNT or allow TNT to create a USI on your behalf if you do not already have one. Your enrolment will not be able to be processed until this is provided and we are able to verify the USI via our Student Management System. Certificates are unable to be issued until a valid USI is supplied.

ENROLMENT

All learners are required to complete an TNT Application form for any accredited qualification/course, short course/skill set or non-accredited course. This can be accessed on our TNT website or by calling (02) 8046 6255 or emailing: info@TNT.edu.au and requesting a link to be sent to you. This application is to be submitted to TNT for processing plus required payments and documentation (proof of identification/Centrelink benefits) to secure your enrolment. Details of what is required are provided in the TNT Application form. Please ensure you read this application carefully and forward all required evidence with your application otherwise this may hold up the processing of your enrolment.

If you want to apply for Government subsidised funding under NSW Smart and Skilled (full qualifications and apprentice/traineeships) you will be required to complete an alternate Smart and Skilled application form for this programs. Both forms must be received with required evidence otherwise this will be unable to be processed. Further details regarding Smart and Skilled can be found in this handbook.

Details of our qualifications and delivery areas can be found on our scope of registration, which can be found on our website or visiting www.training.gov.au. Additional specific information regarding all our qualifications, including delivery methods and areas, fees and charges and entry requirements/eligibility can be found in the relevant qualification information located on our website or you can request information to be sent out to you.

ENTRY REQUIREMENTS

Some of the qualifications and accredited courses offered by TNT have specific entry requirements, which will determine if you are eligible for entry into the program. These may include (but not limited to):

- Minimum age requirements
- Minimum language, literacy and numeracy skills
- Pre-requisite qualifications or specified unit(s) of competency
- Licenses (e.g. HR license or 'White Card')
- Australian Federal Police Check and/or Working With Children Checks
- Access to appropriate workplace or previous industry experience for assessment to take place
- Be a resident in a certain state/s (some qualification are only offered in certain states)
- Access to appropriate equipment and resources (Computer, internet access, specific software programs (Microsoft Word, Excel etc.)

Specific details on entry requirements for qualifications TNT offers can be found on our website or contacting our Student Support Team on (02) 8046 6255 or mail us at info@TNT.edu.au.

We offer the following flexible training delivery options:

- online
- distance/correspondence
- on-the-job/work based
- classroom based
- blended (mix of any of the above delivery methods)
- RPL

CLASSROOM BASED COURSES/QUALIFICATIONS

If you are undertaking a classroom based course (you will attending face-to-face) with TNT, you will be required to attend, in person an Information/Induction session. Where you will:

- Learn about the course and the course requirements (including if you are required to wear a uniform; attend work experience, what you will be studying if you decide to enrol, course duration, attendance, times and venue)
- Complete the TNT Application Pack and supply identification where required and any other evidence where indicated
- Be given a copy of this Learner and Employer Handbook
- Sign a Course Participation Agreement
- Complete a Language, Literacy and Numeracy test
- Complete an Australian Federal Police Check and/or
- Working With Children Check (if required – required for qualifications with work experience Child Care/ Aged Care/Home and Community Care/Disability)
- Complete credit transfer or RPL Application (where applicable)

TNT frequently runs courses to support both Job Seekers and Industry to gain relevant qualifications and/or skill Sets. Our courses are developed with industry consultation and engagement to ensure our training is based on current best practice and industry needs.

For courses that have a practical requirement (Aged Care, Home and Community Care, Disability) we include Work Experience/Work placement as part of the course structure to ensure

Courses are structured to include Work Experience – ensuring our learners have access to real life learning opportunities to support their learning. You will be required to attend set days/hours as arranged between your trainer and workplace and will need to complete a logbook

Details of scheduled classroom base courses can be found on our website or by contacting our Student Support Team.

DISTANCE/BLENDED/ONLINE DELIVERY QUALIFICATIONS

Upon enrolment into any qualification that is being delivered via distance/blended/online you will receive notification from our Student Support Team of your successful enrolment in to the qualification.

You will be issued a copy of this Learner and Employer Handbook (this is also available prior to enrolment on our website).

You will be issued with a login and password for our online portal and will be enrolled into the first two units for the qualification (or single units where applicable).

Once you have completed each unit you will need to submit to your assessor for marking. Your assessor will then mark your work and provide you with feedback and result for the unit. Once you have completed each unit you will be enrolled into another.

Generally you will have 6-24 months to complete qualifications (depending on the level of qualification). Timeframes recommendation for completion for each specific qualification can be found on our website.

RECOGNITION OF PRIOR LEARNING (RPL)

Recognition of Prior Learning – or RPL recognises that a learner may already have the required skills and knowledge gained through:

- Previous formal study
- Professional development opportunities
- Experience gained in paid employment and/or voluntary work (current or in the last 2-3 years)
- General life experience

TNT has a comprehensive RPL process for our qualifications. Details on pricing for RPL can be gained by contacting our Student Support Team. RPL Application Kit can be gained by contacting (02) 8046 6255.

All learners will be provided with information on the RPL process prior to enrolment and offered the opportunity to take up this option.

The benefits of RPL include:

- Reducing the number of units you will need to study – saving you time and money
- Being recognised for the skills and knowledge gained through formal and informal ways

As part of the RPL Application process, you will need to:

- Discuss with your Trainer/Assessor why you believe you may be eligible for RPL based on your skills and knowledge and life experience
- Complete RPL application kit (contact (02) 8046 6255 for one to be sent to you)
- Contact Trainer/Assessor to discuss specific evidence to be gathered and submitted for assessment
- Agree on a timeframe for evidence to be submitted and how evidence will be presented

To support your RPL Application, you may be required to provide documentary evidence – such as:

- JP certified copies of previous Qualifications and/or Statements of Attainment
- Verified copies of your Position Description and Resume
- Testimonials from clients
- References from past employers (NOTE: must be able to be verified by your Assessor)
- Portfolio or work samples
- Third Party Feedback Reports (from current or previous employers/supervisors)

Where an assessor identifies a skill or training gap from the evidence submitted you may be requested to:

- Demonstrate your skills through a practical demonstration
- Provide products you have developed/made
- Undertake a formal interview with your Assessor who will ask you specific questions relating to your skills and knowledge

If gap training is required you will be charged \$150.00 - \$300.00 per unit depending on qualification in addition to the standard RPL fee. Your assessor will provide you with feedback if and when gap training is required.

CREDIT TRANSFER

Credit Transfer (C/T) refers to an RTO (Registered Training Organisation) recognising the certificates (Qualifications or Statements of Attainment) issued by another RTO within Australia.

Credit Transfer can be granted for one or more units which make up the units in a qualification or accredited course with TNT.

There are specific requirements for Credit Transfer – which include:

- How current the qualification or unit is – it must identically match the unit that makes up the qualification or accredited course – or be deemed equivalent to (if you have a superseded (or out dated) qualification and have been working continuously in the industry, then you should consider applying for RPL – see above)
- Ensuring the unit and/or qualification was issued by an RTO within Australia

If you believe you are entitled to Credit Transfer, please discuss this with your Trainer/Assessor who will assist you in:

- Completing the Credit Transfer application
- Collect from you a JP certified copy of the relevant Qualification or Statement of Attainment (we cannot accept copies that have not been signed or verified by a JP – if this is provided you will be requested to provide to appropriate documentation)

If credit transfer is granted you will be advised by your trainer/assessor and/or Student Support Team and this unit will be resulted in our Student Management System as “Credit Transfer” and will appear on your certificate with this result. You will not be required to complete any assessment events for this unit.

ASSESSMENT

As part of your studies, you will be required to undertake a range of assessment events that demonstrate you have the required skills, knowledge and attributes to work in your chosen industry.

Assessment events may include:

- Written questions and Activities
- Third Party Report (for traineeships and those working in industry)
- Assessor Observation (where the assessor visits you in the workplace and observes you demonstrating skills)
- Simulated Activities/Role Plays
- Projects or Case studies
- Portfolios
- Work samples or products Your trainer/assessor will also:
 - Negotiate with you (and employer where applicable) appropriate assessment evidence you will need to provide for each unit that may differ or support the assessment events listed in the Unit Assessment Guide (this could be due reasonable adjustment or gap training requirements)
 - Ensure you have the right materials and resources to be able to demonstrate the knowledge and skills required
 - Provide you with other materials and/or resources to assist you with completing your qualification
 - Assisting with organising work placement or simulated work environment in order to meet practical requirements of units
 - Confirm the date, time and location for the assessment to take place or re-assessment (if applicable)

Once all the assessment event evidence has been gathered and assessed, your trainer/assessor will provide feedback to you about the evidence you presented. They will inform you of their decision. In competency based assessment, there are no grades – you can either demonstrate the required skills and knowledge (consistently and to the appropriate standard) which means you are Competent (C). If your assessor believes the evidence you have provided is insufficient to meet the required skills and knowledge standards then they will deem you Not Yet Competent (NYC).

If you are deemed Not Yet Competent, your assessor will discuss with you what additional activities you will need to undertake before being re-assessed. This may include:

- Further study of the unit – or revising specific sections of your learner guide
- More time to practice specific skills
- Asking you to complete additional assessment activities
- Additional mentoring and coaching options

If you believe you were disadvantaged or the assessor did not assess you fairly, you have the right to appeal their decision. For more information, see Complaints and Appeals in this Handbook.

UNIT ASSESSMENT GUIDES

Details of the assessment events for each unit you are enrolled into are detailed in a Qualification Outline Guideline (QOG), which will be issued to you upon the commencement of each unit. QOG's list the specific requirements and instructions on what you are to complete and submit for marking for each assessment.

You will be required to complete the Assessment Agreement section of the QOG to show that you have been issued with and understand the assessment requirements of the unit. This is to be returned to your trainer/assessor and will be kept in your student file; you are to retain the other information provided for your own reference. If for any reason you require clarification please approach your trainer/assessor to discuss.

SMART AND SKILLED (NSW SUBSIDISED GOVERNMENT FUNDING)

For those who wish to apply for government funding under NSW Smart and Skilled, for a full qualification or traineeship, you will need to complete a Smart and Skilled Application. This funding is only available to those whom reside or work in New South Wales. This application form is available on our website or you can request by contacting our Student Support Team (SST).

You will be provided with access to the "2017 Smart and Skilled Fee Administration Policy" upon your enquiry or you can obtain this via our website.

Further details regarding eligibility and fees can be found by visiting www.smartandskilled.nsw.gov.au or by contacting 1300 772 104. Details can also be found on our website.

As part of Smart and Skilled you will be required to pay a Student Fee which is determined by your Smart and Skilled application. There is a set amount that is charged for the full qualification rather than an annual instalment. Further details regarding fees by reading the "Smart and Skilled: 2017 Student Fees" available from www.training.nsw.gov.au or by contacting Smart and Skilled on 1300 772 104.

You may be eligible for a concession of \$240.00 but you must be able to provide evidence of government benefit or if you have a disability upon enrolment. Details of benefits and acceptable evidence can be found on the Smart and Skilled Application form.

Under Smart and Skilled you can be eligible for exemption if you are of Aboriginal and Torres Strait Islander –this must be indicated on your enrolment forms.

Additional information regarding fees can be found on the Fees and Charges section of this handbook.

Qualifications that Train N Trade has received funding for full qualifications and under traineeship arrangements can be found on our website.

You will be required to complete the Smart and Skilled Application to apply for Smart and Skilled funding. Enrolment application and required support documents and information indicated on this form must be submitted and processed by Student Support Team in order to finalise the enrolment. This includes any identification, evidence of receipt of government benefits and payment details/agreement. Failure to provide the correct information may result in your application not being processed.

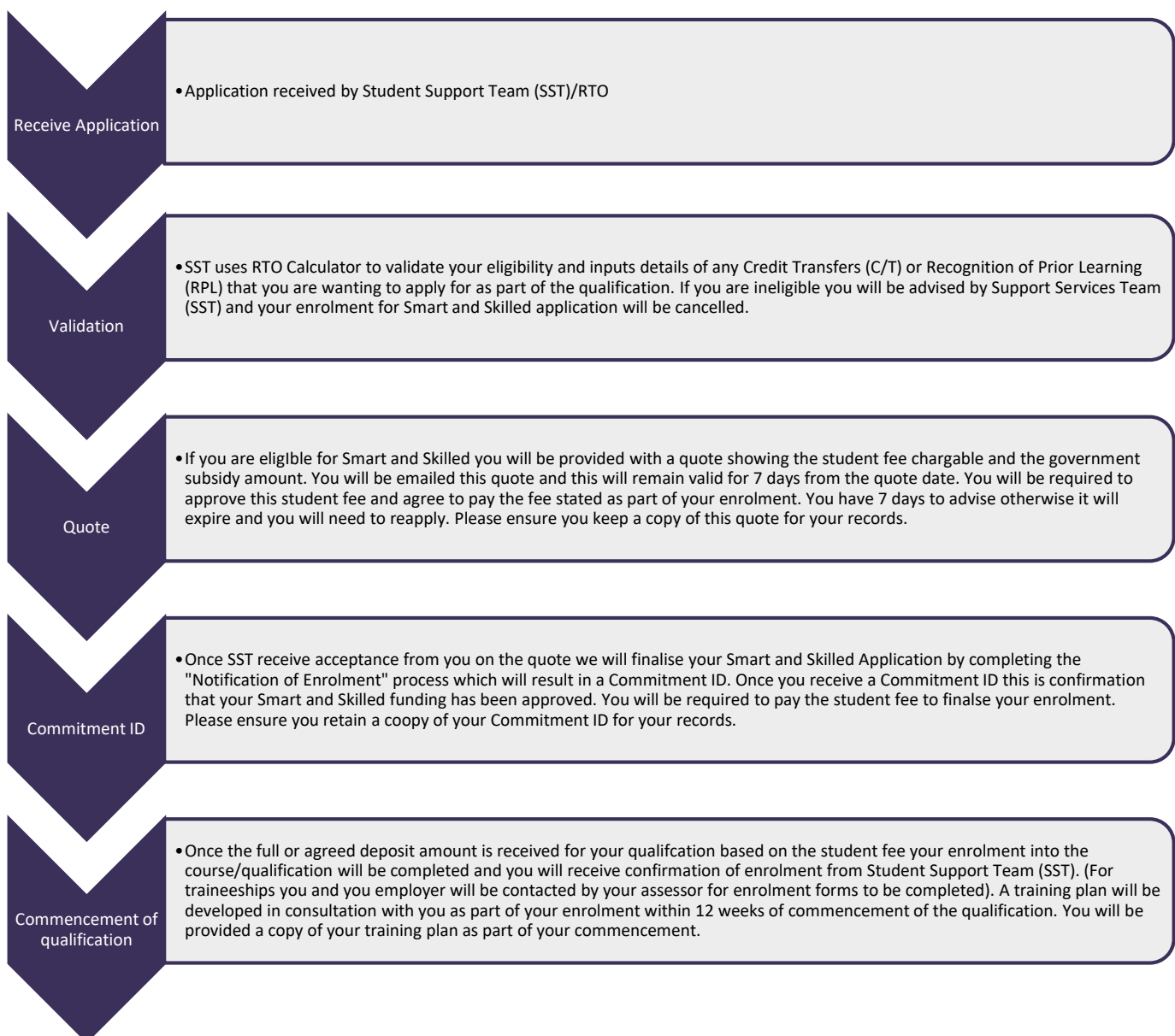
If you are intending on applying for credit transfer (C/T) or Recognition of Prior Learning (RPL) for any of your units you will need to also complete and Credit Transfer application form and RPL Application kit.

NOTIFICATION OF ENROLMENT PROCESS

As the Registered Training Organisation (RTO) we are required to validate your eligibility for Smart and Skilled funding prior to your enrolment, based on the information that you provide to us in the Smart and Skilled Application and TNT Application form.

You can check your own eligibility prior to completing forms by visiting the Smart and Skilled website www.smartandskilled.nsw.gov.au and answering some questions about your individual circumstances.

Below is a summary of the “Notification of Enrolment Process” under Smart and Skilled and used by Train N Trade



DISCONTINUING STUDENTS

If for any reason you decide to discontinue with your training under Smart and Skilled please advise formally of your intention to discontinue and your training end date.

We will under our Smart and Skilled Operating Guidelines:

- Provide you with an updated training plan showing all units of competency achieved (results)
- Finalise any units outstanding that you may be eligible for so we can issue with a Statement of Attainment for the units you have completed and this is will be done within 21 days of your notification date.
- Provide any refunds to you as per to our fee refund administration policy

TRANSFERRING OUT PROCESS

If you choose to transfer out of Smart and Skilled contract/funding with TNT please advise TNT Student Support Team as soon as possible so we advise you on the process and options.

You can choose to continue your training by:

- Visiting the Smart and Skilled website to identify another RTO that is able to provide subsidised training
- Contacting State Training Regional Office for assistance
- Remaining with TNT to complete your qualification on a “fee for service” basis without receiving subsidised funding
- Being referred by us to another provider In addition we will:
- Provide you with an updated training plan and results showing units you have completed competency in, commenced but not completed and/or not commenced
- Charge you any fees required based on the Fee Administration Policy
- Issue you with a Statement of Attainment/or Certificate based on units you have completed

TRANSFERRING IN PROCESS

If you are transferring from another RTO provider under Smart and Skilled arrangements you will need to complete our TNT Smart and Skilled Application and undergo the Notification of Enrolment Process as indicated in this handbook.

If you are under a traineeship arrangement then your training contract will need to be amended to change the RTO details to Train N Trade.

If you wish to do any of the abovementioned processes, please contact the Student Support Team (SST).

SMART AND SKILLED

TNT has been approved for subsidised funding under Smart and Skilled contract Department of Education and Communities (NSW State Training Services (STS)). Funding is available for those undertaking a full qualification course in the Sydney Region and for trainees whom enter and sign a New Entrant contract with an Australian Apprenticeship Centre (AAC). Those whom are signed into an Existing Worker contract are not eligible for Smart and Skilled funding and will be invoiced a fee for service amount in discussion and quote provided by the TNT Student Support Team.

This training is subsidised by the NSW Government as full qualification courses within the Sydney Region:

FNS60215	Advanced Diploma of Accounting
BSB61015	Advanced Diploma of Leadership and Management
FNS40615	Certificate IV in Accounting
BSB42015	Certificate IV in Leadership and Management
FNS50215	Diploma of Accounting
BSB50415	Diploma of Business Administration
BSB50615	Diploma of Human Resources Management
BSB51915	Diploma of Leadership and Management
BSB51415	Diploma of Project Management

Please contact TNT Student Support Team to find out if we are able to provide funding for you.

This training is subsidized by the NSW Government for New Entrant Trainees

National Code	Qualification Name
FNS30315	Certificate III in Accounts Administration
BSB50615	Diploma of Human Resources Management
BSB51915	Diploma of Leadership and Management
BSB51415	Diploma of Project Management

These qualifications under the Smart and Skilled subsidized training are offered in the following regions:-

- Capital Region
- Central Coast
- Coffs Harbour - Grafton
- Far West and Orana
- Hunter Valley excl Newcastle
- Illawarra
- Mid North Coast
- Murray
- New England and North West
- Newcastle and Lake Macquarie
- Richmond - Tweed
- Riverina
- Southern Highlands and Shoalhaven
- Sydney

Please contact TNT Student Support Team to find out if we are able to provide funding for you under a

traineeship arrangement on (02) 8046 6255

Additional information regarding Australian Apprenticeship Centres can be found by visiting:

www.australianapprenticeships.gov.au or by contacting 13 38 73

Under the Smart and Skilled contract, TNT delivers **Employment Based** Traineeships. This means that all the learning and assessment takes place in the Trainees (or learners) workplace and the employer is responsible for providing the training and TNT is responsible for assessing the Trainee.

TNT will:

- Complete enrolment paperwork with the trainee and employer upon commencement of the traineeship, including a training plan showing units to be completed, timeframes for unit completion and assessment methods
- Support Employers to deliver training – through the provision of appropriate learning materials (in conjunction with the resources found in the workplace – e.g. Policies and Procedure Manuals); telephone/email and workplace visits
- Provide all the required assessment materials – including Written questions/activities (from the learner guide), Third Party Report and Assessor Observation Forms as well as Unit Assessment Guides (UAG) for each unit
- Provide information and advice on RPL or Credit Transfer and provide relevant applications (where applicable)
- Provide links to relevant websites or other sources of information to assist both the Trainee and Employer to access information that may be useful
- Visit the workplace regularly to contact Training Plan Reviews (as required by STS) and Assessment Visits
- Monitor the Trainees progress to ensure appropriate progression through the traineeship and ensure all parties are adhering to the Terms and Conditions set out in the Training Contract
- Inform STS within 21 days of any issues/concerns that may prevent the successful completion of the Traineeship

TRAINEESHIP FEES (NEW ENTRANT)

Generally it is the responsibility of the **Trainee** to pay the Administration – unless it is a requirement under the Award/Enterprise Agreement that the employer will pay the fee or your employer voluntarily agrees to pay this fee on your behalf. Details regarding concession, exemptions and fees for traineeships can be found in our Fees and Charges section in this handbook.

TRAINEESHIP FEES (EXISTING WORKER)

Existing Workers trainees are not eligible to receive subsidised funding under Smart and Skilled. If you are an Existing Worker Trainee, your employer will be charged for the full cost of the training. Before commencing as an Existing Worker Trainee, TNT will discuss the applicable fee with your employer. Upon sign up instalment amounts and schedule will be discussed and negotiated with the VET Coordinator and/or Training Services Manager.

ADDITIONAL INFORMATION FOR EMPLOYERS OF TRAINEES

AUSTRALIAN APPRENTICESHIP CENTRE (AAC)

Australian Apprenticeships is a term that covers both apprenticeships and traineeships. Apprenticeships and traineeships:

- consist of structured off the job training which compliments the on the job training in the workplace
- are one of the best ways to get job training and qualifications
- are highly regarded by business and industry
- are nationally recognised
- can be full time, part time or school based
- are regulated by State Governments to ensure fairness and compliance with all state laws
- are competency based, so the apprentice or trainee can be qualified once they are assessed as skilled rather than waiting for the term to finish

ROLE OF AUSTRALIAN APPRENTICESHIP SUPPORT SERVICES (AAC)

Australian Apprenticeship Centre (AAC) play a key role in advising employers, workers and job-seekers about opportunities available through apprenticeships and traineeships and are the first point of call for employers, prospective Australian Apprentices, and Registered Training Organisations (RTOs).

AAC's are contracted by the Commonwealth Government to assist employers, apprentices and trainees to establish apprenticeships and traineeships and apply for Australian and State Government financial incentives, subsidies and concessions.

AAC's are responsible for:

- Meeting with the employer to discuss their workforce training needs
- Completing all the paperwork requirements and put forward a Training Plan Proposal
- Ensure the business and apprentice/trainee meets the eligibility criteria for the apprenticeship or traineeship
- Monitor the progress of the traineeship and provide support where necessary

EMPLOYMENT BASED TRAINEESHIPS

During the Traineeship there will be responsibilities placed upon you, as the Employer. You have entered into a Training Contract provided by an Australian Apprenticeship Centre (AAC) which has been signed by both you and your Trainee. This contract indicates the Trainee's commencement and completion dates and registers your details with the State/Territory Training Authority. TNT has been nominated as the Registered Training Organisation for the term of this agreement.

The Training Program will be delivered 'on the job' with assistance provided by you to your Trainee. The TNT SST representative will work with you (or a nominated workplace supervisor) to prepare a training plan to achieve the training outcome goals.

As the Employer you are required to provide:

- employment for the term of the Traineeship in accordance with the appropriate Award conditions
- training in the workplace to help achieve the units outlined in the Training Plan
- a safe working environment and the necessary resources for delivery of the Traineeship
- negotiate with the Assessor suitable assessment events that link to daily tasks and duties and units in the Training Plan
- offer feedback to both the Assessor and the Trainee on the Trainee's progress
- ensure your Trainee has schedule three (3) hours per week paid study/training time in the workplace for the Trainee to complete workbooks and assignments or participate in on-the-job training activities

SUPPORTING YOUR TRAINEE

The Trainee is required to complete all assessment tasks as documented in the Assessment Agreement completed with their assessor. The assessor will negotiate all workplace visits with you to ensure minimal disruption to business activities.

You can provide additional support to your trainee by:

- providing a mentor in the workplace – someone to help guide your trainee with the tasks required in the workplace
- reading over their written work and providing guidance where necessary and/or appropriate
- assisting them with understanding what is required in the assessment activities
- being an appropriate role model in everyday work practices
- keeping them motivated
- assisting with completing third party reports against each unit of competency for your trainee

TNT's ROLE

- Develops and maintains a Training Plan with the employer and trainee
- Introduces the employer and trainee to the Training Plan and learning materials
- Helps to identify and assess the trainees current knowledge and skills
- Seeks written permission from the employer and trainee to view workplace documents to assist in assessment and to meet all relevant legislative requirements
- Helps the employer or workplace supervisor to develop on-the-job training strategies if required
- Seeks to provide or loan any training resources required
- Monitors the trainees' progress throughout the Training Contract
- Records the trainees progress on file and stores this information according to TNTs Privacy and Confidentiality Policies and Procedures
- Issues a certificate (Full Qualification) or Statement of Attainment at the completion of the training
- Provides feedback on completed assessment tasks
- Report any issues or concerns to State Training Services (STS) that may impact on the successful completion of the Traineeship within 21 days of the issue or concern arising

WHERE TNT ARE UNABLE TO ASSIST:

- Train N Trade cannot give legal or industrial relations advice on pay and conditions. We will direct you to the relevant State or Federal Government Department to assist you such as Fair Work and will also advise you to contact your AAC for assistance with these matters.

ADDITIONAL INFORMATION

Additional information on your rights and responsibilities as employer can be found in the Guide for Australian Apprenticeships and Traineeships New South Wales available from the State Training Services NSW website at: www.training.nsw.gov.au

Additional information regarding Australian Apprenticeship Centres can be found by visiting: www.australianapprenticeships.gov.au or by contacting 13 38 73

FEES AND CHARGES

SMART AND SKILLED

The following fees related to qualifications we offer as part of **Smart and Skilled** in traineeships and full qualifications.

Fee and Required evidence	Amount																
<p>EXEMPTION: Aboriginal and/or Torres Strait Islander Trainees</p> <p>Evidence required: This must be indicated on your TNT Smart and Skilled Application</p>	\$0																
<p>EXEMPTION: Trainees with a Disability (exemption for one qualification per calendar year)</p> <p>Evidence required (one of the following):</p> <ul style="list-style-type: none"> • Centrelink evidence (letter or income statement); proof Disability Support Pension (including DSP Concession Card). Please note these must clearly show your CRN; OR • A letter or statement from one of the following support need for training support <ul style="list-style-type: none"> – A medical practitioner; or – An appropriate government agency; or – Relevant specialist allied health professional • Centrelink evidence – dependent child of a recipient of a Disability Support Pension 	\$0																
<p>CONCESSION: Government Benefit Recipients (specific benefits only – see below)</p> <p>Evidence must be provided show that you were in receipt of the below government benefit 14 days (two weeks) prior to the commencement of your course/qualification:</p> <p>OPTION 1:</p> <table border="0" style="width: 100%;"> <tr> <td><input type="checkbox"/> Age Pension</td> <td><input type="checkbox"/> Special Benefit</td> </tr> <tr> <td><input type="checkbox"/> Austudy</td> <td><input type="checkbox"/> Veteran’s Affairs Pensions</td> </tr> <tr> <td><input type="checkbox"/> Career Payment</td> <td><input type="checkbox"/> Veteran’s Children Education Scheme</td> </tr> <tr> <td><input type="checkbox"/> Exceptional Circumstances Relief Payment</td> <td><input type="checkbox"/> Widow Allowance</td> </tr> <tr> <td><input type="checkbox"/> Family Tax Benefit A – Maximum Rate</td> <td><input type="checkbox"/> Widow B Pension</td> </tr> <tr> <td><input type="checkbox"/> Farm Household Allowance</td> <td><input type="checkbox"/> Wife Pension</td> </tr> <tr> <td><input type="checkbox"/> Newstart Allowance</td> <td><input type="checkbox"/> Youth Allowance</td> </tr> <tr> <td><input type="checkbox"/> Sickness Allowance</td> <td><input type="checkbox"/> Parenting Payment (Single)</td> </tr> </table>	<input type="checkbox"/> Age Pension	<input type="checkbox"/> Special Benefit	<input type="checkbox"/> Austudy	<input type="checkbox"/> Veteran’s Affairs Pensions	<input type="checkbox"/> Career Payment	<input type="checkbox"/> Veteran’s Children Education Scheme	<input type="checkbox"/> Exceptional Circumstances Relief Payment	<input type="checkbox"/> Widow Allowance	<input type="checkbox"/> Family Tax Benefit A – Maximum Rate	<input type="checkbox"/> Widow B Pension	<input type="checkbox"/> Farm Household Allowance	<input type="checkbox"/> Wife Pension	<input type="checkbox"/> Newstart Allowance	<input type="checkbox"/> Youth Allowance	<input type="checkbox"/> Sickness Allowance	<input type="checkbox"/> Parenting Payment (Single)	\$240.00
<input type="checkbox"/> Age Pension	<input type="checkbox"/> Special Benefit																
<input type="checkbox"/> Austudy	<input type="checkbox"/> Veteran’s Affairs Pensions																
<input type="checkbox"/> Career Payment	<input type="checkbox"/> Veteran’s Children Education Scheme																
<input type="checkbox"/> Exceptional Circumstances Relief Payment	<input type="checkbox"/> Widow Allowance																
<input type="checkbox"/> Family Tax Benefit A – Maximum Rate	<input type="checkbox"/> Widow B Pension																
<input type="checkbox"/> Farm Household Allowance	<input type="checkbox"/> Wife Pension																
<input type="checkbox"/> Newstart Allowance	<input type="checkbox"/> Youth Allowance																
<input type="checkbox"/> Sickness Allowance	<input type="checkbox"/> Parenting Payment (Single)																

<p>Evidence required for any of the above benefits:</p> <ul style="list-style-type: none"> • Letter from the Department of Human Services (Centrelink) • Current Pension Concession Card • Current Department of Human Services (Centrelink) Income Statement <p>OPTION 2: You may be one of the following:</p> <ul style="list-style-type: none"> • dependant child of a Beneficiary (excluding the Disability Support Pension) • spouse or partner of a Beneficiary (excluding the Disability Support Pension) • child of a Disability Support Pension (Centrelink/Veterans Affairs) Beneficiary • dependant spouse or partner of a Disability Support Pension (Centrelink/Veteran’s Affairs) Beneficiary <p>Evidence Required: Evidence must be provided at the time of enrolment. A letter or income statement from Centrelink/Veteran’s Affairs must show CRN and clearly state the applicant is a dependant of the beneficiary.</p>	
<p>Administration Fee – New Entrant Traineeships</p> <p>Those who do not fall under the exemption or concession fees will be charged a student fee based on a full qualification amount set out in the “Smart and Skilled:2017 Student fees” and individual circumstances. A quote for your student fee contribution will be provided to you by TNT upon processing of your Smart and Skilled Application. Please refer to the Notification of Enrolment Process in Smart and Skilled section for additional information.</p>	<p>Based on full qualification set amount – student fee quote will be provided to you upon application for Smart and Skilled funding</p>

If you are an existing worker trainee you are not eligible for funding under Smart and Skilled.

QUALIFICATION/COURSE FEES

Fees for courses (distance/ classroom based/ mixed mode) are available by contacting our Student Support Team on (02) 8046 6255.

Courses/qualifications do not attract GST.

Additional charges on top of the quoted pricing apply to the following:

- Uniforms (required for work placement/work experience)
- Equipment (i.e kitchen equipment, additional stationery)
- Purchasing of textbooks (or replacements textbooks)

Details of additional charges can be found on our website or upon enquiry. Please confirm this upon your enrolment with the Student Support Team (SST) .

Recognition of Prior Learning (RPL) pricing can also be found under each qualification or you can contact the Student Support Team (SST) to obtain a quote.

If you require customised training for yourself or your workplace please contact the Student Support Team on (02)8046 6255 and we can put a quote and proposal together tailored to your needs and desired outcomes.

Prices are subject to change and you will be advised if this applies upon your enquiry/application.

PAYMENT TERMS & ADDITIONAL CHARGES FEES

TNT reserves the right to negotiate fees and charges for fee for service training (FFS). All learners will be informed of the fees prior to enrolment.

TNT does reserve the right to withhold issuance of certificates should fees not have been settled prior to completion.

Learners that may have difficulty in paying fees can negotiate a payment plan which is flexible and appropriate to the learner's ability to pay. This would generally be negotiated at the commencement of training and can be requested for approval through the SST. Payment plan details can be found on the TNT Application.

If you do not notify us of any inability to pay negotiated fees as per schedule, your debt will be passed on to our Debt Recovery Agency. In addition to any outstanding amount, you will also be liable for any fees/charges incurred to recover outstanding fees

REFUND POLICY

If a learner requests to withdraw from their training and apply for a refund, they need to apply in writing to the RTO Manager of TNT.

Course enrolment	Notification requirements	Refund
Reason for refund		
Participant withdraws	In writing, ten working days or more prior to the course commencement	80% of the cost of the course
Participant withdraws	In writing, five working days prior to the course commencement	50% of the cost of the course
Participant withdraws	On the first day or during the course	Nil refund

Where the learner withdraws from a course due to illness (verified by a medical certificate) and it is prior to course commencement, TNT will refund course fees paid in advance less an administration fee of 10% of the total course fees.

The amount retained by TNT is required to cover costs of staff and resources which have already been committed based on the learner’s initial intention to undertake the course.

Discretion may also be exercised by the TNT SST if the learner can demonstrate extenuating or significant personal circumstance led to their withdrawal.

A refund of all or part of the fee may be given in the following extenuating circumstances:

- Learner has overpaid the fee.
- Learner enrolled in a course that has been cancelled.
- Extended hospitalisation or illness (four weeks minimum) supported by a medical certificate and resulting in extended absence from training. In this case a refund on a pro rata basis may be given.
- The TNT SST is of the opinion that the learner would be unreasonably disadvantaged if they were not granted a refund, for example, if the learner met with a serious misadventure and was unable to continue their enrolment. (A administration fee may apply)

Circumstances not regarded as grounds for a refund include:

- Job change
- Change in work hours
- Inconvenience of ability to study
- Redundancy/Retrenchment

A learner requesting a refund is required to complete the RTO Refund Request Form. Where the refund is approved, the refund payment will be paid to the learner within 30 Days from the date the learner submits the form. Refunds are paid via electronic funds transfer using the authorised bank account nominated by the learner on the RTO Refund Request Form. Refunds are not transferable to another party.

ADDITIONAL ASSESSMENT/TRAINING SERVICES

If you have been deemed Not Yet Competent (NYC) on completion of training and assessment, you may be given the opportunity of retraining. This will depend upon the reasons for unsuccessful completion, your Assessor's recommendation and is at the discretion of the Training Services Manager or VET Coordinator.

On application the Training Services Manager or VET Coordinator will review the amount of re-training and/or assessment that will be required to complete the qualification and provide you with a written quote for the costs of re-training/assessment. The quote will specify the following:

- Re-training hours (where we provide the training)
- Cost of materials (e.g. learners guides)
- Assessment hours

TRAINING GUARANTEE

TNT endeavours to complete all courses and qualification promoted. In the event that a commenced course or qualification is unable to be completed by us, TNT will offer:

- Learner transfer to another Registered Training Organisation
- A refund less any training and/or assessment commenced.

PLAGIARISM, CHEATING & COLLUSION

TNT takes seriously its responsibilities to ensure that each learner has the knowledge and skills required for a unit/accredited course or full qualification. TNT SST has in place mechanisms for ensuring all work submitted by a learner is the learners' own work (unless the learner has acknowledged the work of the original owner/author). If you utilise the work of another you must reference the source in your assessment and/or acknowledge the source in a bibliography/reference as an appendix to your assessment. If you need further clarification in regards to this please contact Student Support Team or discuss with your trainer/assessor.

DEFINITIONS

- Cheating – seeking to obtain an unfair advantage in the assessment of any piece of work
- Plagiarism – to take and use the ideas and/or expressions and/or working of another person or organisation and passing them off as one's own by failing to give appropriate acknowledgement. This includes material from any source such as staff, other learners, texts, resources, the internet, TV/Movie or other multimedia source, whether published or unpublished
- Collusion – unauthorised collaboration between learners

Where it has been identified that a learner has cheated, plagiarised or colluded and depending on the severity – the following may apply:

- Immediate suspension or withdrawal from the program (fees will not be refundable)
- A competent decision will be overturned and the unit recorded as Not Yet Competent (NYC)
- Learner must re-submit evidence for assessment based on questions developed by the Assessor

COMMON FORMS OF PLAGIARISM

- Downloading an assignment from an online source and submitting it as your own work
- Buying, stealing or borrowing an assignment and submitting it as your own work
- Copying a section of a book or an article and submitting as your own work
- Copying, cutting and pasting text from an electronic source and submitting it as your own work
- Using the words of someone else and presenting them as your own

Text or sources from another author that is referenced to and included in any evidence you provide must be fully acknowledged to avoid plagiarism.

ASSESSMENT APPEALS PROCESS

As a Learner with TNT, you have the right to appeal an assessment decision a trainer/assessor has made about you. The following are the steps in the process for consideration for an appeal:

1. Contact the Training Services Manager or VET Coordinator on (02) 8046 6255 and/or complete a **Request for Re- assessment Form** and return to TNT SST within 14 days of the initial assessment decision.
2. The original assessor will be requested, by the Training Services Manager or VET Coordinator to report on their assessment process and/or decision.
3. If the assessment is in the form of written assignment or task, the document will be submitted for re-assessment to a second qualified assessor together with the original assessors report.
4. If the assessment was in the form of a practical demonstration or task demonstration, a second qualified assessor will negotiate with the learner an appropriate time to undertake the assessment again.
5. The Learner will be notified in writing with the outcome of the re-assessment within 28 days.
6. Any further re-appeals will be dealt through an interview between the Learner, original assessor and second assessor

ACCESS AND EQUITY

TNT SST is committed to ensuring Learners studying with us have access to appropriate training and assessment services that is equitable to all members of the community.

TNT is committed to:

- Supporting the right of all learners to be involved in all aspects of community life, including full and equitable participation in training and assessment and the opportunity to achieve their full potential
- Providing accessible and inclusive environments and services
- Facilitating **Reasonable Adjustment** in training and assessment

Where a Learner has a physical or medical condition that may impact on their ability to undertake training and assessment, TNT will assess whether **Reasonable Adjustment** can be made to ensure the full participation in training and assessment of the learner. The aim of reasonable adjustment is to ensure every learner has equality of access to education. It is not intended to compromise academic standards or provide undue advantage to any learner.

Reasonable Adjustment may include (but not limited to):

- Modification to premises
- Modification to, and/or provision of equipment – e.g. providing adaptive technology equipment, magnifiers etc
- Providing information in appropriate, accessible formats – e.g. in Braille, or the inclusion of subtitles on audio/visual materials, large print, coloured paper or in digital format
- Adjustments to course delivery and/or assessment strategies in ways that **do not compromise** the requirement to demonstrate essential knowledge and skills – e.g. providing additional time to complete assessment activities

As part of your application there will be a discussion held to and a section in the form complete which will assist us being aware whether you require additional support to complete your studies. The information you provide will assist us with ensuring that we receive additional assistance or resources to help you make progress with your studies.

If, at any time during your study, you would like to request Reasonable Adjustment, please discuss your options with your Trainer/Assessor or ask to speak with SST Administration Officer.

EMPLOYABILITY SKILLS

Employability Skills are the skills industry or employers expect workers to have in order to be successful in their work role. There are eight (8) Employability Skills. These are:

- Communication
- Team work
- Problem solving
- Initiative and enterprise
- Planning and organising
- Self-management
- Learning
- Technology

As part of your study, Employability Skills have been incorporated into your training. For more information about Employability Skills go to www.training.gov.au.

LEARNING AND ASSESSMENT MATERIALS

As part of your study, you will be given learning and assessment resources for each unit of competency. These learning resources will be accessible via our online platform with additional charges should you wish hard/ paper copies.

Additional costs that are not inclusive of course cost can be gained from the SST. Generally additional costs relate to purchasing uniforms for Aged Care/Home and Community Care and Disability courses and you will be required to purchase these items on your own accord and at own cost. You may be able to receive financial assistance from your Job Active (JA) provider – please contact your Work Advisor to discuss if this is an option.

LANGUAGE, LITERACY AND NUMERACY

Prior to entry into any course or traineeship, TNT will require you to undertake a Pre-training Assessment which is a part of your application. This is to ensure:

- Learners have the required level of language, literacy and numeracy skills required by industry
- You are able to successfully participate in assessment activities and contribute to classes
- Read information provided to you

Where TNT believes you may not have the required level of language, literacy and numeracy skills to be able to successfully complete the course, we will:

- Conduct an additional assessment of your LLN skills to determine what additional support we can provide to you
- Provide career guidance
- Refer you to an English course and assist in gaining access to options suiting your needs

We will not be able to enrol you into any course until:

- You have developed the required LLN skills to the level required to undertake the training
- You have enrolled into a pre-approved LLN Program where you can undertake your study with the support of qualified and experienced teachers

LEARNER SUPPORT AND WELFARE

TNT recognises that studying can be a stressful time for some people. This may be due to:

- Never previously studied outside of formal schooling
- Coping with everyday demands of family/work life
- Drug and alcohol abuse
- Domestic violence
- Mental health issues
- Financial pressures
- Acute or chronic illness (self or family members)
- Grief and loss
- Feelings of isolation
- Language, literacy and numeracy issues

As the RTO we will assist you with information and assistance where we are able to do so; where we have the appropriate resources, material and/or qualified staff and expertise.

If you are currently registered with a Job Active (JA) or Disability employment provider and are experiencing any difficulties we will (with your approval) speak with your Employment Consultant on any issues you have raised and organise for you to see your Work Advisor to work on an action plan and make appropriate referrals to support agencies or professional services to help you overcome your barriers.

If you are not currently a registered jobseeker we will try to assist you with contacting an appropriate support service or agency that may be able to support you with addressing any concerns or barriers you may have so you can get your life on track and be able to successfully complete your studies.

Below is a list of national/local organisations and government departments that may be of assistance.

Support Service	Contact Details	Services they Provide
Human Services (Centrelink/Medicare/Child Support)	www.humanservices.gov.au Full listing of each service contact number can be found on the website	Assistance with providing financial (benefit) support and advice to families, single parent, jobseekers, students, people with disabilities etc. Medicare payments/claims and information Information and assistance related to child support payments and benefits
Lifeline	13 11 14	This service is available to everyone. Lifeline offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available.
Reach Out	www.reachout.com.au	Reach Out is a web-based service that inspires young people to help themselves through tough times, and find ways to boost their own mental health and well-being. Their aim is to improve young people's mental health and well-being by building skills and providing information, support and referrals in ways they know work for young people

Support Service	Contact Details	Services they Provide
Alcoholics Anonymous (Australia)	National AA Helpline 1300 22 22 22 www.aa.org.au	Alcoholics Anonymous supports people wishing to get help for their alcoholism.
Narcotics Anonymous (Australia)	http://www.na.org.au	Narcotics Anonymous supports people wishing with drug addictions to get help and support.
Reading and Writing Hotline	1300 655 506 www.literacyline.edu.au	Provides advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.
Interrelate	www.interrelate.gov.au 1300 736 966	Counselling. Medication dispute resolution, support for carers, support for indigenous communities, family relationships and mental health, children's contact service, rural support
Translating and Interpreting Services (Department of Immigration and Border Protection)	www.tisnational.gov.au 131 450 1800 131 450	Immediate phone interpreting; ATIS Voice Phone Interpreting

PRIVACY AND CONFIDENTIALITY

TNT SST collects personal information as required under the Standards for Registered Training Organisations 2015 (administered by ASQA). This means that TNT is required to collect specific information for the following purposes:

- Maintaining student records
- Audit
- Gathering (AVETMISS) statistical data - State and National reporting (Department of Education and Communities/NCVER)
- Compliance with funding bodies (e.g. State Training Services – under Smart and Skilled funding arrangements)

TNT will only collect information that is required under relevant legislation required by RTOs and we will abide by all legislation. TNT Student Support Team also adheres to the TNT Training Privacy Policy.

Specific privacy and confidentiality information related to Smart and Skilled can be found on our website. You are required to read and sign that you agree to the information you provide to be disclosed to the government departments or other providers listed on the “Student Declaration, Agreement and Consent” and “Consent to use and disclosure of personal information to the Department of Education and Communities and other government agencies”. If you are under of 18 years of age a legal guardian will need to read and sign off on your behalf. If you do not agree to sign these forms then this will impact on your capacity to apply for funding under Smart and Skilled.

ACCESS TO PERSONAL LEARNER FILE

Learners have the right to access to any information TNT collects and stores on file. Requests to access personal information must be made in writing and addressed to:

RTO Manager
70 Parramatta Road
Croydon, NSW 2132

The RTO Manager or VET Coordinator will contact you to discuss how you can access your file within 10 working days of your request.

If you believe that the information we have on file is incorrect, incomplete, out of date or misleading, you can request that the information be amended. Where a record is found to be inaccurate a correction will be made.

UPDATE PERSONAL DETAILS

It is your responsibility as a learner, to inform TNT SST of any changes in your personal circumstances – including, but not limited to:

- Change of contact details (address, phone numbers, email addresses etc.)
- Change of legal name (e.g. marriage/divorce) (You will need to provide a certified copy of your marriage certificate)
- Changes to employment conditions under the terms of a Traineeship Contract (e.g. reduction/increase in hours)
- Moving inter-state or overseas

SECURITY OF PERSONAL INFORMATION

TNT maintains all learner files – both in hard copy file format and electronically. Both hard copy and electronic files are accessed by SST staff for the purposes of:

- Maintaining learner records
- Updating training progress
- Issuing certificates/qualifications
- Data reporting requirements
- Storing assessment evidence and assessment decisions
- Recording contact events with the learner and/or employer

Hard copy information and files are scanned and stored electronically. Information stored electronically is stored on TNT servers and is password protected and is only accessible by authorised TNT staff members. Only authorised TNT Staff and IT Support staff (to maintain the system) have access to electronic files.

Your information will only be disclosed to those individuals or agencies you have agreed to release information to on your enrolment forms/applications. If we are contacted by any other party not listed wanting information regarding you or your enrolment/progress we will contact you to get your permission to release your details and required information.

STUDENT CODE OF CONDUCT

Learner's Rights

All Learners enrolled into a TNT training program have the right to:

- (a) Be treated fairly and with respect by all students and staff
- (b) Not be harassed, victimised or discriminated against on any basis
- (c) Learn in a supportive environment which is free from harassment, discrimination and victimisation
- (d) Learn in a healthy and safe environment where the risks to personal health and safety are managed and minimised
- (e) Have their personal details and records kept private and secure according to our Privacy Policy
- (f) Access all information TNT holds about them and to update their personal information
- (g) Have their complaints dealt with fairly, promptly, confidentially and without fear of retribution
- (h) Make appeals about assessment decisions
- (i) Receiving training, assessment and support services that meet their individual needs
- (j) Be given clear and accurate information about their course of study, training and assessment arrangements and their progress
- (k) Provide feedback to TNT on the quality of the service, training and assessment they received
- (l) Have previous qualifications, skills and/or knowledge recognised through Recognition of Prior Learning (RPL)

Learner's Responsibilities

All Learners, throughout their training and involvement with TNT SST are expected to, at all times:

- (a) Treat all people with fairness and respect and to ensure their behaviour is not offensive or threatens the safety and well-being of others
- (b) Not harass, victimise, discriminate or disrupt others
- (c) Treat TNT and other people's property with respect
- (d) Respect the opinions and backgrounds of others
- (e) Follow all safety policies and procedures as directed by TNT Staff
- (f) Report any perceived safety risks as they become known
- (g) Enter TNT premise or training venues under the influence of alcohol or drugs (other than those prescribed by a medical professional). TNT reserves the right to refuse entry into any training venue, premise or course where they reasonably suspect a Learner is under the influence of illicit drugs or alcohol for their safety and the safety of others
- (h) Not bring to any TNT premise or training venue any articles or items that may threaten the safety of self or others
- (i) Notify TNT SST of any change in their personal circumstances or contact details (e.g. change of phone numbers, address or name)
- (j) Complete all assessment tasks and learning activities honestly and without plagiarism
- (k) Notify TNT SST if any difficulties arise as part of their training program
- (l) Attend classes as scheduled and be punctual (including from breaks)
- (m) Notify TNT SST if they are unable to attend a training or assessment session for any reason, prior to the scheduled time of commencement of the activity
- (n) Smokers smoke in designated areas
- (o) Clean up after themselves
- (p) Make payments for their training within agreed timeframes
- (q) Make copies of completed assessment tasks

COMPUTER USAGE, EMAIL & SOCIAL MEDIA

TNT may have available computers that you are able to use to assist you with your study program. If you would like to use TNT computers outside of your scheduled training times, you will need to book an appointment to access these services.

Your trainer/assessor will provide you with their TNT email address. This allows learners to contact their trainer to ask for assistance or email work. As this is a work email, do not:

- Send offensive or illegal files, images or content or links for any such material
- Use obscene, profane, lewd, vulgar, rude, inflammatory or threatening language in any email or electronic communication with any TNT client or staff member (e.g. in emails, chat sites, blogs, public or private websites)
- Publish information that, if acted upon, could cause damage to property or persons, nor deliberately publish false or defamatory information about a person or organisation
- Use TNT resources to access gambling sites, or material that is profane, obscene, all forms pornographic materials (including child) or that promotes illegal acts, or advocates violence or discrimination
- Email chain letters or send annoying or unnecessary messages to other people (e.g. spam)
- Harass or threaten your trainer
- Pass your trainer's email onto any third party without your trainers' permission

TNT computers and facility have Wi-Fi internet access. You are free to use this resource to:

- Complete assignments for your course
- Research for the purposes of study
- Emailing your trainer

You are able to use your own devices (e.g. laptop/notebooks; iPad/iPods; Android tablets, mobile phones etc.) to access Wi-Fi network for your convenience.

Users must not:

- Attempt to gain unauthorised access to TNT computer network or go beyond their authorised access
- Deliberately attempt to disrupt computer system performance or harm or destroy hardware and data – including through uploading or creating computer viruses
- Use TNT resources to engage in any illegal act. Such activities will be reported to the appropriate legal authority

TNT reserves the right to:

- Moderate access to the internet – including filtering of websites
- Take disciplinary action when breaches of expected behaviour occur

LEGISLATION & STANDARDS FOR NATIONAL REGISTRATION

TNT must comply with all applicable state and federal legislation across all of its operations. This includes (but not limited to):

- National Vocational Education and Training Regulator Act (2011)
- Work Health and Safety Act (2011)
- Competition and Consumer Act (2010)
- Privacy Act (1988)
- Disability Discrimination Act (1992)
- NSW Anti-Discrimination Act (1977)
- Copyright Act (1968)

COMPLAINTS

TNT is committed to the prompt resolution of complaints. Persons wishing to lodge a complaint are encouraged to submit complaints in writing:

1. In the first instance, make a verbal complaint to your Trainer/Assessor or to the TNT RTO Manager/VET Coordinator on (02) 8046 6255.
2. The complaint will be recorded into a complaint register and you will be encouraged to submit a written complaint.
3. You may submit a complaint by email at compliance@TNT.edu.au
4. The complaint will be investigated by the RTO Manager/VET Coordinator within two business days.
5. The RTO Manager/VET Coordinator will consult with other persons involved in the complaint.
6. The Training Services Manager/VET Coordinator will respond to the complaint within an agreed timeframe.
7. If the complaint is not resolved by the RTO Manager/VET Coordinator, the TNT Director will mediate to resolve the complaint.

If the complaint remains unresolved, the complainant may contact: State Training Services, Telephone:13 28 11; ASQA, www.asqa.gov.au/complaints/making-a-complaint or the National Training Complaints Hotline on 13 38 73.

SMART AND SKILLED

Under our Smart and Skilled contract we are to adhere to the “Consumer Protection System”. TNT outlines above our Compliant Procedure and we encourage you to contact us first if you wish to lodge an official complaint.

The RTO Manager/VET Coordinator under Smart and Skilled contact is the “Consumer Protection Officer” and is responsible for receiving and addressing complaints as per above. They can be contacted on (02) 8046 6255.

We will endeavour to:

- Provide you with information and advice on your rights as a consumer;
- Organise and facilitate discussions/communication between yourself as the consumer and us the Registered Training Organisation (RTO) to resolve your complaint;
- Provide you with suggestions about referrals to other appropriate government agencies;
- Provide you with the Smart and Skilled website and contact number

If the complaint is unable to be resolved directly with Train N Trade then you can also contact the Smart and Skilled Customer Support Centre on 1300 772 104 or lodge a complaint online via the Smart and Skilled website www.smartandskilled.nsw.gov.au or you can contact your regional State Training Office.

COURSE INFORMATION & MARKETING

COURSE INFORMATION

TNT provides clear information on all of our Courses and Training Programs. Information marketed and provided to learners about courses will include the following information:

- A description about the course, content and vocational outcomes (Qualification Outcome Guideline)
- Pre-enrolment requirements – including pre-requisite qualifications/units of competency or licenses
- Fees and charges payable to TNT
- Flexible learning and assessment procedures, including provision for Pre-Training Assessment (PTA)
- Recognition of Prior Learning (RPL) and/or Credit Transfer (CT)
- A description of the credential or statement of attainment to be issued on successful completion of the course)

TNT will also provide clear information to learners on:

- Options for support services
- Options for welfare and guidance services
- Appeals and complaints procedures
- Discipline – rights and responsibilities
- Staff responsibilities for access and equity

MARKETING

TNT adheres to all marketing guidelines as set out under relevant legislation and funding bodies. This includes:

- Advertisements referring to our RTO status will clearly identify the products and services covered by the scope of registration
- We will only advertise AQF qualifications once listed on our Scope of Registration (www.training.gov.au)
- Advertisements will identify whether the training program is accredited (nationally recognised) or non-accredited
- Identifying the relevant Training Package, qualifications or accredited courses and list those correctly on all advertising material

TNT's marketing or promotional material/literature and general media advertising will not:

- Encourage unrealistic expectations
- Make claims that are inaccurate or misleading
- Make misleading statements concerning the qualifications or experience of staff
- Make misleading or false statements about the prospects of employment following the course
- Use information about an individual in any marketing, who has not first provided written permission detailing the use of their information and/or images.



TRAIN N TRADE

70 Parramatta Rd, Croydon NSW 2132
Tel: 02 8046 6422 | Fax: 02 8046 6422
www.tnt.edu.au

RTO: 41135 | ABN: 56160476844