

TNT

ABN: 56 160 476 844

ACN: 160 476 844



STUDENT HANDBOOK

DOMESTIC EDITION

TNT

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The purpose of this participant handbook is to provide you with information about training and assessment with Train N Trade Pty Ltd and inform you of your rights and obligations. The handbook sets out the policies and procedures relating to studying with us. If you do not understand or need clarity on any aspect of this handbook– please contact one of our staff from the Student Support Team (SST) on (02) 8046 6255.

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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 electrotechnology training package. We will soon be applying with our regulator to change our scope for the qualifications we currently have on scope in the construction, plumbing and services training package from Assess only to Deliver and Assess. Details of all the qualifications we are able to deliver and assess can be found on our website www.tnt.edu.au and in our current scope of registration at www.training.gov.au

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

Our Vision

Our vision is to be known as Australia's premier education provider of innovative product and service delivery.

Our Mission

Our mission is to provide access and flexibility to innovative and responsive industry recognised training programs, products and services that enable clients to achieve real employment outcomes.

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 participants. 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.

Quality Training

TNT provides quality training services that are reflective of current industry needs and employer expectations. This is achieved through ensuring:

- a) Training is delivered by qualified trainers who have current and extensive industry experience
- b) All training products meet the requirements of the appropriate Training Package and are reviewed for quality, accuracy and currency
- c) All courses and qualifications are developed in consultation with industry
- d) 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 participants
- e) The individual learning and support needs of all participants are identified upon entry into a course/qualification and support is provided where applicable to assist participants with successful completion of their course.
- f) Trainer/assessors regularly participate in moderation and validation of the units and courses/qualification in which they deliver
- g) Compliance with legislation and Standards applying to delivery and assessment, privacy and anti-discrimination
- h) Learner and employer records are stored and accessed in line with TNT's Privacy Policy, Australian Skills and Quality Authority (ASQA) requirements.

Training delivery

We offer the following flexible training delivery options:

- Classroom based
- Work based
- Distance based
- Online based
- Blended (mix of any of the above delivery methods)

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Classroom based training

If you are undertaking a classroom based course (you will be 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 enroll, 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 Participant Handbook
- Sign a Course Participation Agreement
- Complete a Language, Literacy and Numeracy test
- Complete an Australian Federal Police Check and/or
- Complete credit transfer (where applicable)

TNT frequently runs courses to support job seekers 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, you will be required to complete these at the workplace and/or through work experience/work placement to ensure our participants 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 to complete a logbook.

You can obtain details of scheduled classroom based courses by contacting our Student Support Team on (02) 8046 6422 or emailing us on info@tnt.edu.au.

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Work-based Training (WBT)

Depending on your course requirement, you will embark on workplace training after mastering a set of skills and/or competencies with TNT. You will be required to:

- Sign a Practical Placement Agreement
- Source your own Placement Providers
- Complete all the required units of competency and theory component of your course through Classroom based training.
- Apply the skills and knowledge you acquired during your course study in a supervised and simulated environment.
- Completing a work observation document
- Submit a work-based training logbook to TNT

Distance, Blended and/or Online delivery

You will receive acknowledgement from our Student Support Advisor upon enrolment into a qualification that is being delivered via distance/blended/online. A copy of the Learner Handbook will be made available to you. The handbook is also available prior to enrolment via our website.

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

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

Generally, you will have 6-24 months to complete qualifications, depending on the level of qualification.

Timeframe recommendation for completion for each specific qualification can be found on our website against the qualification.

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.

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Additional costs that are not inclusive of course cost can be accessed from the student support service (SSS). Generally, additional costs relate to purchasing personal protective clothing (PPE), tools and equipment required to perform certain tasks 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.

Qualifications and Statements of Attainments

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 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 the units (1 or more) required for a qualification or you enroll into a short course comprising of a unit of competency or skill set. A Statement of Attainment indicating the units you have successfully completed would be issued as a result of the following:

- You withdraw from or cancel a commenced 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.
- You enroll into a skill set or short course where the course is one or more units of competency

Replacement of Certificates

To request a replacement certificate and/or Statement of Attainment please contact the Student Support on

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(02) 8046 6422 or send an email with your details and qualification to: info@TNT.edu.au . A replacement fee of \$44 per certificate will be charged.

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 participants undertaking nationally recognized training are required (from 1 January 2015) to have a Unique Student Identifier (USI).

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 can obtain further information 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 alternatively you can allow TNT to create a USI on your behalf if you do not already have one. Your enrolment will not be processed until your USI is provided and verified via our Student Management System. Certificates are unable to be issued until a valid USI is supplied.

Enrolment

All participants are required to complete a TNT Application form for any accredited qualification/course, short course/skill set or non-accredited course. The application form can be accessed on our TNT website or by calling (02) 8046 6422 or by emailing: info@TNT.edu.au and requesting a link to be sent to you.

You need to submit your application form with the required payments and documentation to secure your enrolment. Details of what documentation is required (for example proof of identification or Centrelink benefits) is provided on the TNT Application form. Delays in submitting required evidence with your application may hold up the processing of your enrolment

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Additional information regarding 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 by emailing info@TNT.edu.au

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 are 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
- Minimum industry experience
- Previous industry experience
- Access to an appropriate workplace 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 Service on (02) 8046 6422 or by sending your query to info@TNT.edu.au.

You will receive notification from our Student Support Team of your successful enrolment into the qualification.

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 outdated) qualification and have been working continuously in the industry, then you should consider applying for RPL)
- Ensuring the unit and/or qualification was issued by an RTO within Australia
- Your qualification can be verified by the issuing RTO

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)
- Simulated Activities/Role Plays
- Projects or Case studies
- Portfolios
- Work samples or products

Your trainer/assessor will also:



- 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

There are four key principles that are a part of the assessment process:

- **Validity**
 - The assessment is seen as actually assessing what is supposed to be assessed.
 - The assessment adequately samples the range of skills and knowledge needed to demonstrate competence.
 - The current performance of the competencies in the workplace is assessed.
 - The results of the assessments can be used as a pointer to the assesses performance
 - in the workplace.
- **Reliability**



- Reliable assessments use methods and procedures that engender confidence that competency standards and their levels are interpreted and applied consistently from assessed to assessed and context to context.
- **Flexibility**
 - Flexible assessments should provide for the recognition of competencies no matter how, where or when they have been acquired, draw on a range of methods and be appropriate to the context, task and person.
- **Fairness**
 - Assessment is fair if it does not disadvantage particular assesses. For assessments to be fair, assesses must clearly understand what is expected of them and what form the assessment will take.

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.

Additional Assessments/ 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 and additional charges may apply. This will depend upon the reasons for unsuccessful completion, your Assessor's recommendation and is at the discretion of the Program 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. participant's guides)
- Assessment hours

Plagiarism, Cheating and 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 participant is the participant's own work (unless the participant 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 Service 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 participants, texts, resources, the internet, TV/Movie or other multimedia source, whether published or unpublished
- Collusion – unauthorised collaboration between participants

Where it has been identified that a participant 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)
- Participant 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

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- 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 participant enrolled 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 RTO Manager on (02) 8046 6422 and/or complete a **Request for Reassessment Form** and return to TNT SST within 14 days of the initial assessment decision.
2. The original assessor will be requested, by the RTO Manager 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 assessor's report.
4. If the assessment was in the form of a practical demonstration or task demonstration, a second qualified assessor will negotiate with the participant an appropriate time to undertake the assessment again.
5. The participant 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 participant, original assessor and second assessor

Fees and Charges

Qualifications/ Course Fees

Fees for courses (distance/ classroom based/ mixed mode) are available by contacting our Student Support Service on (02) 8046 6422.

Courses/qualifications do not attract GST. Furthermore, we will never collect more than \$1,500 in prepaid fees.

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

- Uniforms (required for work placement/work experience)
- Equipment (equipment, additional stationery)

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- Purchasing of textbooks (or replacements textbooks)

Details of additional charges can be accessed through our student support or upon enquiry. Please confirm this upon your enrolment with the Student Support Service (SSS).

If you require customized training for yourself or your workplace, please contact the Student Support Service on (02)8046 6422 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 and Additional Charges

TNT reserves the right to negotiate fees and charges for fee for service training (FFS). All participants 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.

Participants that may have difficulty in paying fees can negotiate a payment plan which is flexible and appropriate to the participant's ability to pay. This would generally be negotiated at the commencement of training and can be requested for approval through the SSS. 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

Participants must always provide TNT with a receipt of payment.

Refund Policy

Where TNT collects fees from prospective participants, must direct the prospect participants to information prior to enrolment or the commencement of the training and / or assessment whichever comes first and:

Where the participant engages TNT as the RTO, TNT must specify:

1. All relevant fee information including:
 - 1.1. All fee and charges associated with undertaking the training product; and
 - 1.2. Payment terms and conditions including deposits and refunds;
2. The participants right as a consumer, including but not limited to any statutory cooling off period (if one applies)
3. The participants right to obtain a refund for services not provided in the event the:



- 3.1. Arrangement is terminated early or
- 3.2. The RTO fails to provide the agreed services;
- 4. Make disclosure to the prospective learner that a fee is payable to the RTO and clearly describing the costs involved with the course, how and when fees must be paid to the RTO;

1. General

- 1.1 Except as provided by law, a refund of tuition fees will only be granted in accordance with the TNT Refund Policy.
- 1.2 Each participant acknowledges and agrees to the terms and conditions of the Refund Policy prior to the enrolment and commencement of a course;
- 1.3 TNT reserves the right to amend these terms and conditions at any time to ensure compliance with applicable State and Federal laws;
- 1.4 The funds paid for tuition fees must be cleared at the time the refund request is made by the participant and all debts to TNT must be paid before any refund can be made.
- 1.5 The refund must be paid to the same person or body from whom the payment was received on behalf of the participant, unless the participant authorises the RTO in writing to make the refund payment to another party.
- 1.6 Where a participant is eligible for a refund, the refund will be paid directly to the person who made the payment and in the same method of payment less any transfer or other bank charges incurred.
- 1.7 TNT may, at its absolute discretion, refund some or all tuition fees where it determines that there are extenuating or compassionate circumstances.
- 1.8 This Policy, the Participant Agreement (enrolment form) and the availability of Complaints and Appeals processes, do not remove the right of participants to take action under Australia's Consumer Protection Laws.

2. Full Refunds less application fee (if applicable)



- 2.1 The participant will be eligible for a full refund where one of the following circumstances apply:
 - 2.1.A the course does not start on the agreed starting date;
 - 2.1.B the RTO is unable to deliver and/or assess the training product in which the student enrolled;
- 2.2 All refund requests must be made in writing through the TNT website www.tnt.edu.au;
- 2.3 Responses to refund requests are made within 14 – 20 business days, however, this may take longer where additional information is requested from the participant to support the refund request;
- 2.4 Where a refund request is granted, a refund less any non-refundable amounts will be processed within 30 calendar days;
- 2.5 Where a refund request is not granted, the participant may appeal the decision within 7 calendar days and in accordance with the TNT complaints and appeals policy by completing a complaints form and emailing it to info@tnt.edu.au. The complaints form can also be found on the website at www.tnt.edu.au.

3. No refunds notwithstanding consumer rights under the Australian consumer law

- 3.1 **Participants are not eligible for any refund where any one of the following circumstances apply:**
 - 3.1.A The participant commences the training and/or assessment course after being provided with all the required pre-enrolment information in accordance to the enrolment policy and the participant changes his/her mind about progressing in the course;
 - 3.1.B The participant commences the training and/or assessment course and refuses to complete the required course work, training and/or assessment including as directed by the RTO in order to demonstrate competency;
 - 3.1.C The participant commences the training and/or assessment course and as a result of change of mind decides not to continue the course;
 - 3.1.D The participant submitted fabricated, fraudulent or any other academic misconduct to the RTO that form part of the course assessment documents to complete the course;
 - 3.1.E Unsubstantiated claims of being provided misleading and deceptive information to enroll into the course;



3.1.F A participant's enrolment which is cancelled by TNT for behavioral misconduct;

3.1.G A participant's enrolment which is cancelled by TNT for non-payment;

3.2 Where the participant is not eligible for a refund, TNT will offer one of the following options:

3.2.A Provide the participant with the additional support services required to complete the course in which the participant has enrolled;

3.2.B Offer the participant credit which allows the participant to return at a later date and continue the course in which the participant was enrolled;

3.2.C The participant will be offered the option to change to a course available on the scope of the RTO registration at no additional cost provided that the alternative course fee is not greater than the course fee in which the participant is enrolled;

3.2.D The participant the option to make payment of 80% of the course fee and receive a statement of attainment for the unit of competencies in which the participant has demonstrated competency and:

3.2.D.A The participant will be offered the option to return at a later date and complete the outstanding unit of competency in which competency is yet to be demonstrated to receive a qualification in which case the participant will be required to make payment of the remaining 20% outstanding course fee, provided the course fee did not increase; and

4. Compelling and compassionate grounds

4.1 Where the participant is going through compelling and compassionate circumstances which prevent the participant from continuing the course of study and the participant is able to provide documentary evidence to the satisfaction of the RTO, the participant will be offered:

4.1.A An opportunity to defer the course of study in which the participant is enrolled;

4.1.B A refund less the application fee (if applicable);

4.1.C A partial refund determined on a case by case basis on its own merits by the RTO manager;

5. Claiming Refunds



- 5.1 A participant may apply for a refund request:
- 5.1.A In writing on through the online application form available on the website at www.tnt.edu.au
 - 5.1.B set out the reasons for the request; and
 - 5.1.C be accompanied by supporting documents as may be appropriate; and
 - 5.1.D be forwarded to refunds@tnt.edu.au:
- 5.2 Information provided by the participant on the Refunds Enrolment Form must include:
- 5.2.A full name of participant
 - 5.2.B The participant ID
 - 5.2.C course in which the participant was enrolled
 - 5.2.D The contact details of the participant making the request including phone and email;
 - 5.2.E The amount paid;
 - 5.2.F The date of payment;
 - 5.2.G The type of refund request;
 - 5.2.H Details to support the refund request;
 - 5.2.I participant's signature; and
 - 5.2.J all documents relevant to consideration of the claim
- 5.3 Claims will not be processed where the signature on the claim does not match the participant's signature, as shown on other documents provided by the participant for admission to TNT.

6. Complaints and Appeals

- 6.1 Where a participant is dissatisfied with a decision to provide or not to provide a refund, he/she may appeal that decision in accordance with TNT's Complaints and Appeals Policy. TNT's Complaints and Appeals processes do not restrict the participant's rights to pursue other legal avenues.
- 6.2 The participant must appeal the decision made within 7 calendar days from the date of receiving the decision by completing a complaints form which can also be found on the RTO website at www.tnt.edu.au
- 6.3 Participants also have the option if they are not satisfied with the quality of service or training being provided by TNT to lodge a complaint to the NVR Regulator – ASQA. However, ASQA informs the participants that they must first follow TNT's internal complaints and appeals procedures before a complaint can be lodged with ASQA.
- 6.4 ASQA will request whether participants have followed TNT's formal complaints and procedures and the RTO's response.



6.5 Internal appeal form can be accessed via TNT 's website or can be obtain from Participant Services. Please refer to TNT's Complaints and Appeals Policy for further details.

7. Payment of Refunds

- 7.1 Where an application for refund request has been approved by the RTO manager, the request is put through to the accounts department and a refund must be processed within 30 calendar days;
- 7.2 Where a participant is eligible for a refund, the refund will be paid directly to the person who made the payment and in the same method of payment less any transfer or other bank charges incurred.
- 7.3 The accounts, refunds and credit department will be responsible for the implementation of this policy under the supervision of quality assurance / compliance;

8. Protect prepaid fees by learners

- 8.1 TNT will protect any monies paid in advance to ensure that in the very unlikely event a program cannot commence, the NVR RTO will be in a position to refund the course fees to the participant or account holder
- 8.2 If a student wishes to partially pay or pay in full for their chosen course, TNT will only accept \$1000 deposit in advance.
- 8.3 The above protection measures will ensure that TNT meets the financial management compliance requirements as a RTO.
- 8.4 This policy and procedures will be reviewed at least annually.

Training Guarantee

TNT endeavors 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:

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

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Access and Equity

TNT SSS is committed to ensuring participants 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 participants 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 participant 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 participant. The aim of reasonable adjustment is to ensure every participant has equality of access to education. It is not intended to compromise academic standards or provide undue advantage to any participant.

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 SS Advisor.

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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:

- You 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

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 enroll 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

Participant 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 organize 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, job seekers, 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.

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Privacy and Confidentiality

TNT SSS 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

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.

Access to Personal Participant File

Participants 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 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.

Security of Personal Information

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

- Maintaining learner records
- Updating training progress
- Issuing certificates/qualifications
- Data reporting requirements
- Storing assessment evidence and assessment decisions

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- Recording contact events with the participant 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.

Participant Code of Conduct

Participant's Rights

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

- (a) Be treated fairly and with respect by all participants 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) Provide feedback to TNT on the quality of the service, training and assessment they received

Update Personal Details

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

- Change of contact details (address, phone numbers, email addresses etc.)

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- 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 interstate or overseas

Computer Usage, Email and 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 participants 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
- 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

Participants Responsibilities

All participants, 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 Participant 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 SSS 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 SSS if any difficulties arise as part of their training program
- (l) Attend classes as scheduled and be punctual (including from breaks)
- (m) Notify TNT SSS 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

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(q) Make copies of completed assessment task

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 and Appeals Procedure

POLICIES

TNT is committed to the prompt resolution of complaints and appeals. TNT has developed a detailed Student complaint and appeal Procedure. The first point of contact for a student with an issue or problem is the relevant staff concerned. It is the staff duty to deal with the issue as soon as it arises, and in the best manner possible. At all possible times, it is in the interests of the Institute and all staff at the Institute that student issues are dealt with in a professional, understanding and timely manner so that the student community at TNT maintains confidence in the courses and methodologies that the Institute runs and employs.

A complaint can be defined as a person's expression of dissatisfaction with any aspect of the TNT's services and activities. A complaint may be an expression of dissatisfaction with:

Academic matters such as the provision of training and assessment within a VET course of study, including quality of teaching, classroom issues, availability and standard of instructional resources, course content, student progress, scheduling, training facilities and discrimination; and

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a. Non-academic matters relating to the provision of support services such as those associated with the enrolment process, handling of personal information and access to personal records.

The Institute is committed to maintaining an effective, timely, fair and equitable complaint handling system which is easily accessible and offered to complainants at no charge for internal review of a complaint or appeal, and at a reasonable cost for the external review of an appeal. This system can be utilized by eligible students, enrolled or seeking to enroll in a VET course of study with the Institute, to submit a complaint of an academic or nonacademic nature.

PROCEDURES

Step 1: Student is encouraged, in the first instance, to resolve the concern or difficulty directly with the staff member(s).

Step 2:

- If the relevant staff member(s) is unable to resolve the situation at Step 1, then, the student may submit the formal 'Student Complaint & Appeals' Form to Student Services Officer or RTO Manager. At this point a formal serious complaint/appeal has been lodged and triggered.
- The student may wish to make an appointment with the Student Services officer to give notice of the complaint or desire to appeal. Student Services officer makes two copies of the form. The original shall be sent to the RTO Manager/PEO (depending on the nature of the appeal). The second copy shall be placed in the student's file.
- The formal resolution process will commence within 14-20 working days of the lodgment of the complaint or appeal and supporting information, and all reasonable measures will be taken to finalize the process as soon as practicable.
- The student will be advised that there will be minimal or no cost to themselves. All complaints and appeals will be recorded in a log book maintained for that purpose by the Student Services officer.
- Within 14-20 working days of the receipt of a formal complaint/appeal the Student Services officer will consider the information provided and may contact the student if further information is required.

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- The Student Services officer shall if they see fit, make a decision on the matter and advise the students.
- Once a resolution is reached, the Student Services officer prepares a draft letter and submits it to the PEO for approval; Once approved, student will be provided with a copy of the resolution, in which student is invited to acknowledge his/her satisfaction with the outcome or otherwise student's right to access external appeals and/or resolution processes.

If the overseas student is satisfied with the outcome, the relevant files will be updated and the case is closed

Step 3:

- If the student is not satisfied, then he/she can request to refer the complaint to the PEO. Student Services officer gather information about student complaint. The Student Services officer prepares a case file for presentation to the PEO. PEO will organize a meeting with the student and try to resolve the matter. PEO may appoint an independent mediator to conduct the appeal and propose a resolution. The independent mediator must be accepted by both parties.
- The overseas student will be informed in writing of the outcome of the appeal, including details of the reasons for the outcome.
- Once a resolution is reached, the Student Services officer prepares a draft letter and submits it to the PEO for approval; Once approved, student will be provided with a copy of the resolution, in which student is invited to acknowledge his/her satisfaction with the outcome or otherwise student's right to access external appeals and/or resolution processes. If the overseas student is satisfied with the outcome, the relevant files will be updated and the case is closed.

Step 4:

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.



Course Information & Marketing

TNT provides clear information on all of our Courses and Training Programs. Information marketed and provided to participants 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)
- 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 participants 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

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- 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.

We will endeavor 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;

Feedback & Continuous Improvement

Feedback from TNT participants is essential to ensure the best possible quality of training outcomes is maintained.

While informal feedback and correspondence are welcome at any time, formal feedback will be gathered from all participants at the conclusion of all training and assessment programs.

Feedback forms may be anonymous.

Feedback forms will be reviewed at the conclusion of each course or workshop and summarised by the trainer.

The trainer will provide the summary and evaluation forms to the SSS for review of any indication of compliance with TNT policy or any other systemic quality issues. The compliance team will facilitate corrective action as required and pass the summary and findings onto the Compliance Manager. Copies of the feedback forms will be maintained on each individual course