



**TRAINING PRACTICAL SOLUTIONS
CONSULTANCY
Learner Handbook
RTO NO: 41290**

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Document Control Sheet

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Disclaimer

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This handbook has been prepared for use as part of a structured vocational education and training course and should only be used within that context.

The information contained herein was correct at the time of preparation. Legislation and case law is subject to change and readers need to inform themselves of the current law at the time of reading.

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Welcome

Welcome and Congratulations on taking the first step towards advancing your education and chosen career profession.

Training Practical Solutions Consultancy (TPSC) is an RTO providing high-quality training to employers and their employees around Australia. We provide nationally recognised training to businesses who require assistance in reviewing and implementing practical solutions to improve any area of their business whilst upskilling their staff.

Our mission

TPSC mission is to continuously improve the quality of workplace education and training through actively promoting and applying principles of Practical Solutions. *Act as you learn, learn as you act.*

Our objectives

In recognition of this mission, our objectives are:

- **People.** We strive to attract, recruit and retain talented, competent and committed trainers. We promote excellent performance through leadership and professional development.
- **Safety & equality.** We are committed to providing an environment which is safe, equitable and which promotes a confident and productive training and assessment environment.
- **Integrity & ethics.** We conduct ourselves in accordance with shared and agreed standards of behaviour which holds ethical conduct and integrity as our highest priorities.
- **Quality committed.** We aspire to deliver consistent, high quality services and apply quality systems which support training and assessment excellence.
- **Learner Focused.** We thrive on providing training and assessment that is learner focused and which supports lifelong learning. We respect our learners and strive to attract them time after time through high quality training and assessment experiences.
- **Industry engagement.** We recognise the value of industry engagement as the driving force in shaping our training and assessment strategies. We deliver training and assessment services which are founded on industry needs and expectations.

This information booklet is designed to provide you with information about the services provided by TPSC and our approach to providing you a safe, fair and supported environment to participate in training and assessment. This handbook does not provide you with specific information about a particular course offered by TPSC. This information is also available in the Course Brochure or on our website.

If you have any questions, please feel free to contact any of our friendly staff, by calling 0447 626 406 or email us at info@tpsconsultancy.com.au

We look forward to starting you on your journey of learning and hope to launch you into a better bright future chosen career.

Regards,

Lee Tudor

Managing Director

As a Registered Training Organisation (RTO Code 41290), we are responsible for ensuring the training and assessment we deliver to you is compliant under the VET Quality Framework and as such adheres to the Standards for Registered Training Organisations (RTOs) 2015 (released 2014), under subsection 185 (1) of the National Vocational Education and Training Regulator Act 2011.

The VET Quality Framework (VQF) means the following:

- Standards for Registered Training Organisation (RTOs) 2015
- Australian Qualifications Framework;
- Fit and Proper Person Requirements;
- Financial Viability Risk Assessment Requirements;
- Data Provision Requirements.

Our Promise to you

TPSC maintains a responsible and committed approach to the provision of VET. We provide staff, trainers and assessors who:

- Are formally qualified and experience
- Represent TPSC and act professionally at all times
- Undertake duties of a trainer and assessor with honesty, integrity and diligence
- Provide the highest level of skills, knowledge and training
- Treat all learners with respect
- Maintain learner confidentially
- Conduct fair, valid and reliable competency based assessments

We recruit learners in a responsible and ethical manner and provide a supportive learning environment where all learners, irrespective of age, gender and cultural background – receive encouragement and guidance at all times.

We recognise the rights of all learners, abide by the anti-discrimination and equal opportunity regulations.

We treat all learner fairly, providing external advice and support when needed in order to complete the training course successfully.

We implement strict grievance handling procedures.

We provide learners with opportunities to extend a course without additional cost while complying with the standards for Recognised Training Organisations (RTOs) 2015.

We encourage learners' feedback at mid-way and at the end of the course and act on this feedback accordingly for future improvements.

We work as a team and strive to achieve the highest learners' satisfaction with all aspects of training and take every opportunity to ensure this happens and that any grievance is handled fairly.

Our expectation of you

TPSC expects you:

- To contribute to learning in a harmonious and positive manner irrespective of gender, race, sexual preference, political affiliation, marital status, disability or religious belief.
- To comply with the rules and regulations of TPSC.
- To be honest and respectful, which includes not falsifying work or information and not conducting yourself in any way that may cause injury or offence to others?
- To be responsible for your own learning and development by participating actively and positively and by ensuring that you maintain progress with learning units of competency.
- To monitor your own progress by ensuring that assessment deadlines are observed.
- To utilise facilities and TPSC publications with respect and to honour our copyrights and prevent our publication from being distributed to unauthorised persons.
- To respect other learners and TPSC staff members and their right to privacy and confidentiality.

Your safety

TPSC is committed to providing you a safe environment in which to participate in training and assessment. We are aware under the Occupational Health and Safety Act 2004 of our responsibilities to maintain a safe environment.

The following guidelines are provided as a basis for safe practice in the training environment:

- Know and observe details of emergency response and evacuation plans;
- Do not undertake activities which may cause injury to self or others;
- Be responsible for your own actions;
- No smoking at the training and assessment facilities or offices;
- Report all potential hazards, accidents and near misses to the RTO staff or your supervisor;
- No consumption of alcohol during the conduct of training and assessment;
- Keep training and assessment areas neat and tidy at all times;
- Seek assistance if you volunteer to lift items e.g. move furniture in a training area; and
- Observe hygiene standards particularly in eating and bathroom areas.
- Electrical equipment that is not working should be reported to Training Practical Solutions staff;
- Electrical work should only be performed by appropriately licensed or trained staff. Learners should not undertake any task related to fixing electrical equipment such as lighting or electrical training aids;
- Training Practical Solutions will communicate the procedures involved in evacuation and the location of fire equipment to learners at all training locations or environment;
- Provision for first aid facilities are available where training is delivered;
- All accidents must be reported to staff;
- The accident and any aid administered must be recorded by staff involved, in the injury register

Your access and equity

TPSC is committed to ensuring that the training and assessment environment is free from discrimination and harassment. All TPSC staff members (including contractors) are aware that discrimination and harassment will not be tolerated under any circumstances. In the event that discrimination and harassment is found to have occurred disciplinary action will be taken against any staff member who breaches this policy. Suspected criminal behaviour will be reported to police authorities immediately. Learners should expect fair and friendly behaviour from TPSC staff members. Learners who feel that they have been discriminated against or harassed should report this information to a staff member of TPSC that they feel they can trust. This will initiate a complaint handling procedure which will be fair and transparent and will protect your rights as a complainant. Alternatively, if a learner wishes to report an instance of discrimination or harassment to an agency external to TPSC, they are advised to contact Australian Human Rights Commission.

Your privacy

TPSC takes the privacy of learners very seriously and complies with all legislative requirements. These include the Privacy Act 1988 No. 119 and Australian Privacy Principles.

Here's what you need to know:

- TPSC will retain personal information about you relating to your enrolment with us. This includes your personal details, your ethnicity and individual needs, your education background. We will also retain records of your training activity and are required to do this in accordance with the National Vocational Education and Training Regulator Act 2011.
- Your personal information is retained within our hard copy filing system and our computer systems. Your information is collected via the enrolment form and through your completion of administrative related forms and based on your training outcomes. Hard copy files are secured in lockable filing cabinets which are monitored throughout the day and secured in the evening. Electronic data retained on our computer systems is protected via virus protection software and firewall protection. Our data is backed up continuously to our server which is secure.
- TPSC is required by the National Vocational Education and Training Regulator Act 2011 to securely retain your personal details for a period of 30 years from the date your enrolment has completed. The purpose of this is to enable your participation in accredited training to be recorded for future reference and to allow you to obtain a record of your outcome if required.
- In some cases, we are required by law to make learner information available to Government agencies such as the National Centre for Vocational Education and Research or the Australian Skills Quality Authority. In all other cases TPSC will seek the written permission of the learner for such disclosure. TPSC will not disclose your information to any person or organisation unless we have written instructions from you to do so. If you require your records to be accessed by persons such as your parents, you need to authorise this access otherwise this access will be denied.
- You have the right to access information that TPSC is retaining that relates to you. Further instructions are provided on how to access records within the section titled "Access to your records".
- If you have concerns about how TPSC is managing your personal information, we encourage you to inform our staff and discuss your concerns. You are also encouraged to make a complaint directly to us using our internal complaint handling arrangements outlined in this handbook. Under the Privacy Act 1988 (Privacy Act) you also have the right to make a complaint to the Office of the Australian Information Commissioner (OAIC) about the handling of your personal information. You can find more information about making a privacy complaint at the website of the OAIC located at: <http://www.oaic.gov.au/privacy/privacy-complaints>.

Workplace Supervisor responsibilities

Your workplace supervisor will be involved in a number of activities designed to assist you in meeting your learning outcomes, as you progress through the qualification.

The workplace supervisor's responsibilities include:

- Instructing learners on the job and supporting learners in their learning where self-paced materials are used
- Developing learners' skills through guiding their practice in the workplace
- Ensuring that the learners are withdrawn from routine / productive work for the purpose of accessing structured training and assessment for the government specified number of hours per week (VIC and ACT requires 3hrs minimum per week)
- Arranging for other staff to coach the learners
- Directly supervising learners
- Organising opportunities for learners to learn a range of skills
- Checking or assessing whether learners have mastered those skills
- Liaising with TPSC trainers/assessors to monitor the learner's progress
- Allowing learners the opportunity to spend time during working hours to develop their skills
- Motivating and encouraging skill development
- Providing leadership and guidance to the learner
- Increasing the learner's self esteem
- Helping learners to think and problem solve for themselves

Language, literacy & numeracy skills

Language, literacy and numeracy skills are critical to almost all areas of work. This is particularly true in many vocations where language, literacy and numeracy skills influence the performance of workplace tasks such as measuring, weighing and comprehending written work instructions.

To support this approach TPSC will:

- Assess a learner's language, literacy and numeracy skills during their enrolment to ensure they have adequate skills to complete the training;
- Support learners during their study with training and assessment materials and strategies that are easily understood and suitable to the level of the workplace skills being delivered;
- Provide clear information to learners about the details of the language, literacy and numeracy assistance available. TPSC generally recommend the LLN training courses provided by TAFE. These institutes have specialist teachers to support the learner's development.

Client Support Services and Special Assistance Needs

TPSC is committed to providing educational and support services to learners through the duration of the course. TPSC will provide reasonable levels of assistance to learners to assist them with comprehension of learning materials, access to research resources and supervision of work assigned.

Wherever reasonably possible, TPSC will provide wheelchair access. Where specialised assistance is required, TPSC will seek this assistance and provide it to the learner, at the employer or learner's cost where it applies. These services may include:

- Language, Literacy and Numeracy (LLN): Personalised aid to assist with a reading or writing disability
- Physical disability assistance: Access to workplace training facilities
- Remedial aid such as additional training sessions
- Assistance in using technology required to complete training assessments

Flexible Learning and Assessment

While course-specific materials will advise on learning and assessment criteria to attain successful completion, TPSC will wherever reasonable consider inclusion or adoption of flexible learning environments and flexible assessment criteria to accommodate client work commitments, personal limitations or physical disabilities provided these do not limit the course learning value, standards, or minimum skill-attainment requirements. Where flexibility is required, these will be dealt with on a case-by-case basis to determine learner needs, and options available that may be instituted to assist the student. Flexibility may be considered for variables such as:

- Modified or changed workgroups
- Alternate dates for submission of assignments
- Personalised supervision (where feasible)
- Special circumstances for assessments
- Modified learning workbooks such as bigger font or inclusion of more diagrams
- Extra time for assessment
- Referral to TAFEs or RTOs who specialise in Language, Literacy and Numeracy support

Welfare and Guidance Service

TPSC does not specifically provide direct access to welfare services, however learners are encouraged to access the following websites if they are experiencing difficulties including;

- Lifeline 13 11 14
- Beyond Blue 1300 22 4636
- Salvation Army Family Welfare Centres
- WorkSafe Victoria <http://www.worksafe.vic.gov.au>
- Safe Work Australia <http://www.safeworkaustralia.gov.au>
- Fairwork Australia <http://www.fairwork.gov.au>

We will consider cases where learners experience special hardship. In these instances, the organisation may, at its sole discretion, offer reduced fees for course training and learning materials where it considers this is warranted.

In relation to guidance services, TPSC will consider any reasonable request for guidance, and will always ensure that learners are given access to all information required to assess and comprehend course options, learning materials and assessment criteria.

Victoria Government Funding (Skills First)

From January 2017, Victoria's training and TAFE system will be managed through Skills First. A new approach to training will be implemented, setting a high benchmark for training quality, and supporting the courses that are most likely to lead to employment. Under Skills First, subsidised training will continue to be available to eligible learners and there will be no changes to the existing eligibility criteria.

Eligibility for Skills First Funding

To be an Eligible Individual in respect of any training, an individual **MUST** meet the following criteria: Generally, you are eligible for a government-subsidised training place if you are:

- an Australian citizen
- an Australian Permanent Resident (holder of a permanent visa)
- a New Zealand citizen

and are any of the following:

- under 20 years of age (as at 1 January in the year of commencement of training) and seeking to enrol in nationally recognized training; or
- over 20 years of age (1 January in the year of commencement of training) and seeking to enrol in nationally recognized training in a course that is at a higher qualification level than the highest qualification held at the time of the scheduled commencement of training.

If you are enrolled at a school, you will not be able to receive a government-subsidised training place for a course through Victoria Skills First, unless you are undertaking the course as part of a School-Based Apprenticeship or Traineeship.

Two courses at the same time, no more than two in a year

If you are eligible for a government-subsidised placement, you can enrol in up to two government-subsidised courses at a time, but no more than two in a calendar year. You can only commence a maximum of two government-subsidised courses at the same level in your lifetime, whether you completed the courses or not. The restriction does not apply to courses on the Foundation Skills List or to students recommencing training in the same qualification.

Fees and Refunds

Fees and charges will be directly invoiced to the learner's employer for payment.

TPSC is entitled to charge fees for items or services provided to learners undertaking a course of study. These charges are generally for items such as course materials or text books, learner services and training and assessment services.

Fees payable

All initial fees are paid for by your employer. However, there may be fees that apply directly to you as listed in the below table. For a full list of current fees and charges please refer to TPSC website.

Schedule of Fees and Charges

All initial fees related to your course are paid by your employer however the charges below may apply to you.

Miscellaneous Charges

ITEM	COST
Reissuing qualifications or statements of attainment*	\$25
Re-assessment services – per unit**	\$210
Replacement of learner workbooks <ul style="list-style-type: none">• USB (entire qualification)• Hardcopy (per unit)	\$10 No charge

*Learners can request for a duplicate copy of certificate(s) or statements of attainment at no charge. Charges will apply if more duplicate requests are made.

**Learners can request for re-assessment services when satisfactory outcomes from assessments processes (outlined on page 13) and appeals processes (as outlined on page 18) have not been achieved.

Learner cancellation or withdrawal

Learners who cancel or withdraw from their enrolment part way through a training program, must notify TPSC in writing via email or letter at the soonest opportunity. Learners are advised to consider alternative options such as requesting to suspend their enrolment and re-commencing in another scheduled training program. Alternatively, Employers can cancel, withdraw or suspend learner's enrolment on their behalf based on employment agreements/conditions.

Refunds

Any withdrawal from a course prior to its completion has the following cancellation costs, payable to TPSC:

- Cancellation of any Fee for Service courses requires 14 days' notice prior to the commencement date to receive a full refund (excluding registration fee).
- A cancellation fee of 10% is payable any Fee for Service courses if cancelled within 14 days of commencement date (excluding registration fee).
- Full fees are payable regardless of payment terms, once commencement has occurred.
- Should the RTO choose to cancel the course, a full refund of any fees paid applies.

Statutory Cooling Off Period

The Standards for Registered Training Organisations require TPSC to inform persons considering enrolment of their right to a statutory cooling off period. A statutory cooling off period (which is 10 days) is a period of time provided to a consumer to allow them to withdraw from a consumer agreement, where that agreement was established through unsolicited marketing or sales tactics. These include tactic such as door-to-door sales and telemarketing. A statutory cooling off period allows a consumer to withdraw from a sales agreement within 10 days of having received a sale contract without penalty.

It must be noted that TPSC do not engaged in unsolicited marketing or sales tactics and therefore a statutory cooling off period in not applicable to our learners who have enrolled into a training program. For refund option in other circumstances, learners must refer to the above extract from our Refund policy.

Our Guarantee to Clients

If for any reason TPSC is unable to fulfil its service agreement with the employer and learner, TPSC must issue a full refund for any services not provided. We will also assist in finding an alternate RTO to continue the training with as far as practicable.

This also includes postponement of sessions where alternative dates will be offered or temporary cancellations where we will offer rescheduled dates or refund of monies paid.

The basis for determining “services not provided” is to be based on the units of competency completed by the learner and which can be issued in a statement of attainment at the time the service is terminated.

Changes to Terms and Conditions

TPSC reserves the right to amend the conditions of the learner’s enrolment at any time. If amendments are made that affect the learner’s enrolment, the learner will be kept informed as soon as possible and/or at least 7 days prior to changes taking effect. Learners then have 28 days to submit an appeal from the date they were informed of the decision. Further information about appealing a decision is contained in the section relating to complaints and appeals handling.

Access to your records

You are entitled to have access to your learner file and learning and assessment records on request. You may require these to monitor your progress with training or simply to go back and confirm something in a previous training cluster. Whilst these records will be retained by Training Practical Solutions Consultancy, you are welcome to have access anytime just ask your trainer and it will be organised.

You can access hard copy records and reports from our learner management system, but only relating to you personally. You can request this access using the Learner Records Request Form (available on our website). Access to requested records during a work day will be arranged as soon as possible but within 72 hours of TPSC processing your request. Learners should note these records cannot be taken away unless a copy is made.

Victorian Student Number

Applicable to Victorian learners only. To be completed by all students aged up to 24 years:

Since 2009 in schools and since 2011 for vocational education and training (VET) organisations and Adult Community Education providers, a Victorian Student Number (VSN) has been allocated upon enrolment to each individual learner aged up to 24 years.

Learners should report their VSN on all subsequent enrolments at a Victorian school or training organisation. In particular, all students who are currently enrolled in either a VET provider or a Victorian school (including those already participating in a VET in schools program) should obtain their VSN from their current education or training organisation and report their VSN on this enrolment form.

Learners who are enrolling for the first time since the VSN was introduced will get a new VSN.

Unique Student Identifier – USI

From 1 January 2015, all students doing nationally recognised training need to have a Unique Student Identifier (USI). This includes students doing Vocational Education Training (VET) in schools.

A USI is a reference number made up of numbers and letters. Creating a USI is free by going to the following website www.usi.gov.au. It creates a secure online record of your nationally recognised training that you can access anytime and anywhere, and it's yours for life.

The USI is linked to the National Vocational Education and Training (VET) Data Collection, and this means an individual's nationally recognised training and qualifications gained anywhere in Australia, from different training organisations, will be kept all together.

The USI will:

- link a student's VET achievements, regardless of where in Australia they did the course
- let students easily access secure digital transcripts of their achievements
- give students more control over their VET information.

For more information, you can visit <http://www.usi.gov.au>

Continuous improvement

TPSC is committed to the continuous improvement of our training and assessment services, learner services and management systems. Central to this commitment is our approach to continuous improvement and the procedures we apply to achieve systematic and sustained improvement.

Suggesting improvements

The primary method of reporting opportunities for improvement by learners is via formal or informal feedback to your Supervisor or Management Consultant. This will trigger TPSC to raise a Continuous Improvement Report for consideration by our Management Team. Often these reports will be generated after an opportunity for improvement has been identified by a staff member or learner. You are also welcomed to provide feedback by calling or emailing us. Employers and learners are encouraged to provide feedback to TPSC so we can improve our services in the future.

Learner satisfaction survey

At midway and at completion of your training program, you will be issued with a Learner Satisfaction Survey. This is a nationally consistent survey tool which is designed to collect feedback from learners about their experience with an RTO and in undertaking nationally recognised training. Your completion and return of this survey is important to TPSC for our ongoing improvement of services and to enable us to report this information to our registering authority. Your assistance in gathering this survey data is greatly appreciated.

Our Trainers and Assessors

Our Trainer and Assessors are qualified, dedicated professionals who have current industry experience and qualifications in a range of industries. Their industry experience is continually up to date by participating in professional development activities, therefore giving our learners the best practical industry experience.

At TPSC, we deliver nationally accredited qualifications via training face-to-face in the workplace. When you study with TPSC, your Trainer/Assessor will be always there to assist you throughout your qualification. We will support you by delivering training at your worksite, support visits at your worksite and remote training via zoom or FaceTime and even phone or email your Trainer/Assessor for advice which means you get the support you need when you need it.

TPSC trainers are all professionally qualified trainers and have personal industry and job role experience. Our trainers deliver their training in a way that learners will enjoy.

Assessment

At the beginning of each unit or cluster, your trainer will advise you of the assessment tasks that will be required to complete to be deemed successfully competent in that unit of competency. A date and time will be negotiated between yourself and your trainer to ensure you have enough time to be trained and complete the assessment tasks with confidence.

The process of assessment includes:

- Step 1. Preparing you for assessment. This includes completing an Assessment Plan
- Step 2. Organising dates and times for collection of evidence
- Step 3. The assessor collecting the evidence and making the assessment decision
- Step 4. Assessor to provide you with feedback on the assessment.
- Step 5. Advise of appeals option if you are not satisfied with the assessment outcome
- Step 6. Assessor to record and report the result to TPSC head office.

Marking Assessments

Possible assessment outcomes for units include:

- *Competent (C)*
The learner can demonstrate competency in all learning outcomes.
- *Not Yet Competent (NYC)*
The student has not yet demonstrated competency in all learning outcomes and further training or reassessment must be undertaken
- *Credit Transfer (CT)*
The student will be provided credit for a unit of competency previously achieved
- *Recognition of Prior Learning (RPL)*
The learner has been assessed through the RPL process by reviewing formal and informal learning.

Each assessment task will also be marked to provide a clear outcome and communicate to the learner how they are progressing through the unit.

- *Satisfactory (S)* – the learner has completed the assessment task to the required standard
- *Not Yet Satisfactory (NYS)* – the learner has not completed the assessment task to the required standard. The learner will be given another opportunity to re-sit the assessment or utilise other forms of assessment to support competency.

Re-assessment

Learners who are assessed as not yet competent are to be provided with detailed verbal and written feedback to assist them to identify the gaps in their knowledge and skills to be addressed through further training. These learners are to be provided with additional training and learning support to target their specific gaps in knowledge and/or skills and prepare them for additional assessment.

It is the policy of TPSC to provide three opportunities for additional training and re-assessment at no additional cost to the learner or employer. Learners who require additional training and re-assessment after they have exhausted their three opportunities will be required to pay a fee for additional training and re-assessment. Please refer to the current fee schedule to identify the re-assessment fee. This fee will be charged directly to your employer.

Learner's requiring additional learning support are to be brought to the attention of TPSC management so the progress of the learner can be monitored closely and additional support services can be applied well before it becomes necessary to impose an additional fee for re-assessment. Where learners repeatedly do not demonstrate competence following significant learning and assessment support, a learner's enrolment can be determined through mutual agreement.

Copyright

All marketing, training, resource, course and assessment materials are subject to copyright in whole by TPSC Pty Ltd and may not be reproduced in any form without the express written permission of the owner.

What is plagiarism?

Plagiarism is the act of misrepresenting as one's own original work the ideas, interpretations, words or creative works of another. These include published and unpublished documents, designs, music, sounds, images, photographs, computer codes and ideas gained through working in a group. These ideas, interpretations, words or works may be found in print and/or electronic media.

Staff responsibilities

TPSC staff are responsible to:

- Inform all learners of expectations related to assessment;
- Inform all learners of clear examples of what is acceptable;
- Explain to learners what constitutes plagiarism;
- Set realistic assessment activities;
- Set appropriate conditions for group activities and make clear the distinction between group work and individual work; and
- Cultivate a climate of mutual respect for original work.

Learner responsibilities

Learners are responsible to:

- Submit only work that is their own or that properly acknowledges the ideas, interpretations, words or creative works of others;
- Avoid lending original work to others for any reason;
- Be clear about assessment conditions and seek clarification if in doubt;

- Be clear about what is appropriate referencing and the consequences of inappropriate referencing;
- Discourage others from plagiarising by observing the practices above.

Making complaints and appeals

TPSC is committed to providing a fair and transparent complaints and appeals process that includes access to an independent external body if necessary. These processes are available to learners, clients, staff or third party/ies who are not satisfied with an outcome determined by TPSC.

A complaint is any expression of dissatisfaction with an action or service of the Registered Training Organisation - Training Practical Solutions Consultancy.

An appeal is an application for reconsideration of an unfavourable decision or finding during their time with Training Practical Solutions Consultancy.

Examples of appeals include:

- Assessment results including RPL
- Credit Transfer applications
- Refund application
- Outcome of complaint

Complaints and Appeals are handled to ensure the principles of natural justice and procedural fairness are applied at every stage of the process. This means that you are entitled to be heard with access to all relevant information and with the right of reply.

A complainant or appellant will be provided an opportunity to formally present his or her case at no cost.

A complaint or appeal can be withdrawn at any time during the resolution process
All cases will be handled in the strictest of confidence

More information on our complaints and appeals process can also be found below and on our website www.tpsconsultancy.com.au

If you wish to lodge a complaint or appeal, please contact your TPSC Management Consultant or head office on 0447 626 406 or go to our website www.tpsconsultancy.com.au

Complaint procedure

Informal Complaints

Where possible all non-formal attempts shall be made to resolve the complaint. TPSC encourages open communication and an environment of trust. Therefore, any learner with a complaint is encouraged to raise the matter directly with the other party concerned to attempt to resolve the issue mutually. All informal complaints must be emailed to TPSC Compliance Manager who will update the complaints and appeals register accordingly.

The Compliance Manager will determine and ensure that the appropriate action will be taken if necessary. Any staff member can be involved in this informal process to resolve issues but if the learner wishes to place a formal complaint then the following process must be followed.

Formal Complaints procedure

Step 1. Submit complaint to TPSC head office via website or to head office. You can request a TPSC staff member to assist you with completing a Complaints and Appeals form.

If the complainant meets with a staff member to make a complaint

- 1.1 if a complainant raises an issue but is not willing to proceed with the complaint then they should be advised that because of the requirements of procedural fairness, in most circumstances no further action can be taken by TPSC.

Step 2. The Compliance Manager will provide an acknowledgement within two (2) working days in writing of the complaint including a copy of the complaints form and copy of the complaints policy and procedure. If a complaint cannot be investigated by the RTO (for whatever reason), then the Managing Director should inform the complainant at this point and refer them to the most appropriate body.

Step 3. The Managing Director is to commence their review of the complaint within five (5) working days from the date the complaint was submitted.

- 3.1 This includes interviewing the respondent to the complaint, outlining the specific allegations that have been made about them, and giving them opportunity to make a full response. During the investigation process, the complainant must be given the opportunity to present his/her case (with the provision of a mutually acceptable support person and/or independent adviser in attendance, if required). This will be no cost to the learner.

- 3.2 The Managing Director is to make recommendation as to how to respond to the matter. They may choose to make inquiries about the matter or may task another person to research the matter against relevant policy. They may choose to consult with others within TPSC or relevant agencies external to TPSC in determining their recommendations. This must be completed as soon as practicable and ideally no later than sixty (60) calendar days.

- 3.3 The complainant should be provided with progress updates during the investigation on a fortnightly basis. These are to be regularly updated on the student management system.

- 3.4 No action relating to an enrolment status is to be taken until such time as the complaint has been resolved. However, the Managing Director retains the right to take such steps as may be necessary to ensure health, safety and welfare of learners and/or others.

Step 4. After the investigation process is complete the Managing Director will provide a written response within fourteen (14) working day to the complainant, of the action taken and the reasons for the decision.

Step 5. If, at any stage, the process exceeds the timelines stated, or more than sixty (60) calendar days are needed to process and finalise the complaint; TPSC will:

- 1.1 inform the complainant in writing of the delay, including the reasons why more than sixty (60) calendar days are required; and
- 1.2 regularly update the complainant (minimum fortnightly basis) on the progress of the matter and ensure these are recorded in the Complaints and Appeals Register.

Step 6. Where the complainant is not satisfied with the outcome of the complaint handling, the complainant can appeal the outcome. The complainant will be given the opportunity to review their complaint by an independent third party. Please refer to the Appeals Handling procedure – External Appeals section 4.2.1.

Step 7. Opportunities for improvement that were identified as a result of the complaint are to be recorded in a Continuous Improvement Register on the student management system and submitted for the next Management Team meeting. The Managing Director may, at his discretion, follow-up with the complainant after consideration by the Management Team to inform the complainant of the improvement actions identified.

Appeals Handling Procedure

Appeals must be submitted to TPSC head office within twenty-eight (28) calendar days of the decision.

The following procedure is to be followed when an application to appeal a decision is received:

Step 1. An application to appeal a decision is received by TPSC and is to be immediately recorded into the Complaints and Appeals Register. An application to appeal a decision must be submitted in writing using the Complaints and Appeals form.

1.1 The appellant should provide full details regarding their appeal including;

- Full name, address and contact details (email/phone)
- Summary of reasons and any evidence to support the appeal. If the appeal relates to an assessment decision please include the qualification and unit code, title and the assessor it relates to.
- Desired outcomes of appeal

Step 2. The Compliance Manager will acknowledge receipt of the appeal within two (2) working days in writing to the appellant. This includes a copy of the completed Complaints and Appeals form and a copy of the appeals policy and procedure. The appeal application will be forwarded to the Managing Director within two (2) working days of receipt.

Step 3. The Managing Director will commence the review of an appeal within five (5) working days from the date the appeal being submitted.

3.1 The Managing Director will categorise the appeal into one of the following categories:

- a) Assessment Appeals
- b) General/External Appeals

3.2 The Managing Director will inform all involved in the appeal and provide each opportunity to present their side of the matter.

Step 4.

Assessment Appeals

- 4.1.1 Where appropriate the assessor may decide to re-assess the learner to ensure a fair and equitable decision is made. The assessor will be required to complete a written report regarding the reassessment outlining the reasons why assessment was or was not granted.
- 4.1.2 If the learner is still not satisfied with the result the Compliance Manager shall seek details from the assessor involved and any other parties. A decision shall be made regarding the appeal either indicating that the assessment decision stands or details of a possible reassessment by a third party. The third party will be appointed by Training Practical Solutions Consultancy. The re-assessment will be conducted by an individual who has the required qualifications and experience as outlined in the Standards for Registered Training Organisations (RTOs) 2015.
- 4.1.3 The learner will be notified by writing within twenty-one (21) calendar days from the initial lodgement of their appeal. If at any stage the process exceeds the timelines stated or requires more than sixty (60) calendar days to finalise, the Compliance Manager will inform the appellant in writing and provide the reasons for the delay. The appellant will be updated regularly in writing of the progress of their appeal until an outcome has been finalised.
- 4.1.4 The learner will also be advised of the option of activating the general/external appeals process if they are not satisfied with the outcome.

General / External Appeals

- 4.2.1 Appellants who are not satisfied with the outcome TPSC has reached through either the complaints process or assessment appeals process are entitled to refer the matter to an independent third party.
- 4.2.2 The Compliance Manager is to arrange for the appeal to be considered by an appropriate independent third-party. The independent third-party is required to respond with their recommendations within twenty-one (21) calendar days of their review being requested.

A suitable third party will be contacted relevant to the nature of the appeal.

The details of a third party TPSC will refer appeals to include, but is not limited to:

Newbery Consulting

0407 297 160

enquiries@newberyconsulting.com.au

- 4.2.3 If at any stage, the process exceeds the timelines stated or requires more than sixty (60) calendar days to finalise the appeal, the Compliance Manager will inform the appellant in writing of the delay and the reasons.

The appellant will be updated regularly in writing of the progress of their appeal until an outcome has been finalised.

Step 5. The Managing Director is to communicate outcomes of appeal to the appellant personally either during a meeting or via the telephone. The outcome will also be formalised via letter to the appellant. Appeal

responses are not to be provided to the appellant via any third-party or via electronic communication such as e-mail.

Step 6. Opportunities for improvement that were identified as a result of the appeal are to be recorded in a Continuous Improvement Report and submitted for the next Management Team meeting. The Managing Director may, at their discretion, follow-up with the appellant after consideration by the Management Team to inform the appellant of the improvement actions identified.

Recognition of your existing skills & knowledge

In accordance with the requirements of the Standards for Registered Training Organisations (RTOs) 2015, TPSC provides the opportunity for learners to apply to have prior learning recognised toward a qualification or units of competence for which they are enrolled.

What is Recognition of Prior Learning (RPL)?

RPL involves the assessment of previously unrecognised skills and knowledge that an individual has achieved outside the formal education and training system. RPL assesses this unrecognised learning against the requirements of a unit of competence, in respect of both entry requirements and outcomes to be achieved. By removing the need for duplication of learning, RPL encourages an individual to continue upgrading their skills and knowledge through structured education and training towards formal qualifications and improved employment outcomes. This has benefits for the individual and industry. Most importantly, it should be noted that RPL is just another form of assessment.

RPL guidelines

The following guidelines are to be followed when an application for RPL is received:

- Any learner is entitled to apply for RPL in a course or qualification in which they are currently enrolled.
- Learners may not apply for recognition for units of competence or a qualification which are not included in TPSC scope of registration.
- Whilst learners may apply for RPL at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the learner down a more efficient path to competence.
- Learners who are currently enrolled in a training program are eligible to apply for recognition in that program at no additional charge.
- Assessment via RPL is to apply the principles of assessment and the rules of evidence.
- RPL may only be awarded for whole units of competence.

The RPL process includes:

Step 1. Informing the learner about the opportunity for RPL

Step 2. Undertake a self-assessment

Step 3. Participate in a RPL assessment planning interview with your assessor

Step 4. Prepare and submit RPL evidence. Evidence may include:

- Evidence of competence
- Performance, demonstration or skills test
- Portfolio, logbook, task book, projects or assignments
- Written presentation
- Interview
- Testimonials
- Third party reports (statutory declarations)

Step 5. An assessor will review your evidence and provide feedback.

- If there is sufficient evidence in the application and supporting documentation, no further assessment may be necessary.
- If further assessment is required, it may take any practical form consistent with the assessment criteria for the claimed competencies and the principles of validity, reliability, fairness and flexibility. The form of assessment may be negotiated with the learner and may consist of an interview, written assignment, or other method. Assessment will be conducted by a qualified assessor.

Step 6. An appeal may be lodged if you are not satisfied with the assessment decision

Step 7. A written confirmation of the assessment outcome will be provided

What is Credit Transfer (CT)?

Credit transfer is the recognition of learning achieved through formal education and training. Under the Standards for Registered Training Organisations (RTOs) 2015, qualifications and statements of attainment issued by any RTO are to be accepted and recognised by all other RTOs. CT allows a learner to be awarded a unit of competency based on successful completion of the unit which has been previously awarded.

Evidence requirements

If you are seeking credit transfer, you are required to present your original or certified statement of attainment or qualification for examination to TPSC representative. These documents will provide the detail of what units of competence you have been previously issued. You must provide satisfactory evidence that the statement of attainment or qualification is authentic, is yours and that it has been issued by an Australian RTO. Statements of attainment or qualifications should be in the correct format as outlined in the Australian Qualifications Framework.

Credit Transfer guidelines

The following guidelines are to be followed in relation to credit transfer:

- Any learner is entitled to apply for credit transfer in a course or qualification in which they are currently enrolled.
- Learners may not apply for credit transfer for units of competence or qualification which are not included in TPSC scope of registration.

- Whilst learners may apply for national recognition at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the learner down a more efficient path to competence.
- The learner does not incur any fees for national recognition and TPSC does not receive any funding when national recognition is granted.
- National recognition may only be awarded for whole units of competence. Where a mapping guide identifies a partial credit, this will not be considered for national recognition and applicants will be advised to seek recognition.

Issuance of Certificates and Statement of Attainments

At Training Practical Solutions Consultancy, we recognise our responsibility to comply with issuing of certificates and statements of attainment within the Standards for Registered Training Organisations (RTOs) 2015. Specifically, TPSC will only issue a qualification or statement of attainment (as appropriate) to a person it has assessed as competent in accordance with the requirements of the Training Package or accredited course. The format of certificates and statement of attainments will follow requirements outlined in Schedule 5 of the Standards for Registered Training Organisations (RTOs) 2015. See link [Standards for Registered Training Organisations \(RTOs\) 2015, Schedule 5](#). This includes watermarked paper with an embossed TPSC logo to ensure we prevent fraudulent use and photocopying.

TPSC will issue qualifications or statements of attainment to those learners who have achieved the required outcomes within thirty (30) calendar days of the final assessment being completed. In addition to achieving the required outcomes, employers must have paid all fees owed to TPSC to be eligible to receive their certificate. No third party will be delegated responsibility of the issuance of certificates or statements of attainment to learners.

If you require a replacement of your Certificate or Statement of Attainment, you must contact TPSC Compliance Manager and follow procedures to verify your identity. Once this has been completed you will be given a replica of the original document, including the 'learner name', 'learner number' and other distinguishing features such as the watermarked paper with embossed logo in the top centre of the certificate. The only detail which will be changed is the 'issued on' date, which will be the date of re-issue and specified as 're-issued'. Please refer to the Schedule of Fees and Charges within this handbook or on TPSC website for the cost of replacing your Certificate or Statement of Attainment.

Legislative and Regulatory Responsibilities

TPSC is required to operate in accordance with the law. This means we comply with the requirements of legislative and regulatory requirements. The following legislation is a list of the Acts that TPSC has recognised it has compliance responsibilities to. They also represent obligations to you as a learner whilst training with Training Practical Solutions Consultancy.

During your day-to-day work and when participating in training, you will need to be aware of the relevant legislation that may impact on your conduct and behaviour.

Copies of State and Federal legislation are provided in the links next to State or Commonwealth.

Commonwealth legislation - www.comlaw.gov.au

- *National Vocational Education and Training Regulator Act 2011*
- *Student Identifiers Act 2014*
- *Work Health and Safety Act. 2011*
- *Age Discrimination Act 2004 (Cwth)*
- *Disability Discrimination Act 1992*
- *Disability Standards for Education 2005*
- *Racial Discrimination Act 1975*
- *Sex Discrimination Act 1984*
- *Privacy Act 1988 and Australian Privacy Principles (2014)*
- *Fair Work Act 2009*
- *Copyright Act 1968*

NSW legislation - http://www.austlii.edu.au/au/legis/nsw/consol_act/

- *Work Health and Safety Act 2011*
- *Workplace Injury Management and Workers Compensation Act 1998*
- *Children and Young Persons (Care and Protection) Act 1998*
- *Disability Inclusion Act 2014*
- *Privacy and Personal Information Protection Act 1998*
- *Fair Trading Act 1987*

Western Australia legislation - http://www.austlii.edu.au/au/legis/wa/consol_act/

- *Vocational Education and Training Act 1996*
- *Education Service Providers (Full Fee Overseas Learners) Registration Act 1991*
- *Equal Opportunity Act 1984*
- *Fair Trading Act 1987*
- *Occupational Safety and Health Act 1984*
- *Working With Children (Criminal Record Checking) Act 2004*

South Australia legislation - http://www5.austlii.edu.au/au/legis/sa/consol_act/

- *Training and Skills Development Act 2008*
- *Work Health and Safety Act 2012*
- *Workers Rehabilitation and Compensation Act 1986*
- *Fair Trading Act 1987*

Victoria legislation - http://www.austlii.edu.au/au/legis/vic/consol_act/

- *Education and Training Reform Act 2006*
- *Occupational Health and Safety Act 2004*
- *Accident Compensation (Workcover Insurance) Act 1993*
- *Disability Act 2006*
- *Fair Trading Act 1999*
- *Working With Children Act 2005*

Queensland - http://www.austlii.edu.au/au/legis/qld/consol_act/

- *Vocational Education and Training (Commonwealth Powers) Act 2012*
- *Work Health and Safety Act 2011*
- *Workers' Compensation and Rehabilitation Act 2003*
- *Child Employment Act 2006*
- *Child Protection Act 1999*
- *Fair Trading Act 1989*

Australian Capital Territory - http://www.austlii.edu.au/au/legis/act/consol_act/

- *Training and Tertiary Education Act 2003*
- *Work Health and Safety Act 2011*
- *Workers Compensation Act 1951*
- *Discrimination Act 1991*
- *Fair Trading Act 1992*

Tasmania - http://www.austlii.edu.au/au/legis/tas/consol_act/

- *Work Health and Safety Act 2012*
- *Industrial Relations Act 1984*
- *Industrial Relations (Commonwealth Powers) Act 2009*
- *Workers Rehabilitation and Compensation Act 1988*
- *Fair Trading Act 1990*

Northern Territory - http://www.austlii.edu.au/au/legis/nt/num_act/

- *Work Health and Safety (National Uniform Legislation) Act 2011*
- *Child Protection (Offender Reporting and Registration) Act 2010*
- *Consumer Affairs and Fair Trading Act 2006, 2014 & 2017*

VET RELATED GOVERNING BODIES

- Australian Apprenticeship Centre (AAC) – they are responsible to administer apprenticeship and traineeship training contracts.
- Australia Skills Quality Authority (ASQA) www.asqa.gov.au – they oversee and monitor the quality and compliance of RTOs across Australia.