

Training Aid Australia Student Handbook

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Training Blog

Training Aid Australia encourages all our students to read and contribute to the training blog. The blog has current posts about our course developments, comments from past students, reviews and feedback. The blog is a useful resource to our students who wish to interact through the website.

Distance Learning Courses

Training Aid Australia offers distance learning courses which can be completed via the internet or we post materials out to students. Through distance learning, students are able to complete online tutorials, theory workbooks, read through resources, learning material and complete assessments.

Our online training services offer:

- Online enrolment through a secure web page
- A secure online learning portal
- Online tutorials
- Online assessment
- Online course feedback forms
- Downloading of the learning resources
- Ease and comfort of learning at your own pace
- Correspondence and interaction with Trainers and Assessors by email
- Work through the interactive course material at your convenience

Distance Learning Enrolment and Commencement Process

Once enrolled into one of our qualification courses (Cert IV, Diploma, Advanced Diploma), you will need to participate in a holistic interview with one of our assessors.

The holistic interview should be booked through Training Aid Australia when you have familiarised yourself with the online secure learning portal and/or training resources.

It's the responsibility of the student to contact Training Aid Australia and request the interview meeting.

Once a time has been confirmed, the student is contacted by the appointed assessor for an initial holistic interview. The holistic interview may be conducted by either meeting the assessor face to face, via an online meeting (such as Skype) or by phone.

During the initial holistic interview, the assessor aims to gain an understanding of your current competencies, workplace role, life experiences and any other evidence that may contribute to the qualification competencies.

The Holistic interview will only occur once full payment for the course has been received. The Holistic interview must be completed prior to students submitting any unit of competency for marking by an assessor

Study Planning

If you plan on studying courses via distance learning, you should consider developing some useful skills to assist you in that area. These include general computer, internet skills, time management, self-motivation and study skills.

You should set yourself a study plan that will keep you on track with completing each of the course components. For example, if a course has 10 units of competency and you must complete the qualification within 12 months, then your study plan should be to complete one unit per month.

Two hours per week accumulates to 1 x full day of study per month, which is the same as completing that unit in a classroom with a trainer.

A simple study plan like the above mentioned will help you achieve your goals and ensure that you're not rushed at the end to complete the course.

Assessment Process

Assessment results are recorded as competent (C) or not yet competent (NYC).

During a nationally accredited course, a participant will be assessed in different areas of skill and knowledge through a range of methods.

All assessments are conducted in a fair and equitable manner without discrimination against any learners.

All participants have the opportunity to appeal an assessment outcome (information found under appeal process).

Student Feedback

Now that your course is completed, we would appreciate some reflective feedback on your experience so that we can improve our services for the next student who enrolls into a course with us.

Your feedback is very valuable to us and we always appreciate the time you take to provide it. [Click here](#) to go through to our online student feedback form.

Discounts

Training Aid Australia aims to provide quality training to all Australian's and the community at an affordable price.

Our course prices are already very competitive but if you fall under any of the following groups, you may be eligible for additional discounted training:

- › **Senior Citizens** discount (10%)
- › **School Groups** (student, teacher groups) discount
- › **Community Groups** discount
- › **Mothers Group** discount
- › **Scout Groups** discount
- › **Local Sports Club** discount

Of course, some conditions apply to these discounts (such as group numbers, location), so make sure you call our office to discuss how you may be eligible for these discounts.

Fee Help

Training Aid Australia understands the cost associated to receiving education and the difficulties some students may have with paying for their training. That's why we want to provide students with Fee Help information and payment options to allow all people the chance to book into that course they want to undertake.

Apprenticeship and Traineeship Funding

This type of funding is available to new employees and existing employees who are enrolled into a Cert IV qualification of higher. The qualification must also be on the approved training list.

Apprentices and trainees must be provided with “hands on” work, appropriate facilities and training at work to acquire the knowledge and skills they need to complete the apprenticeship or traineeship. Apprentices and trainees must be enrolled in an approved course of formal training with an RTO.

All apprenticeships and traineeships require:

- **a training contract** that is signed by both the employer and apprentice or trainee and approved by State Training Services, a division of the DET
- **paid employment** under an appropriate industrial arrangement (for example, an award or enterprise agreement)
- **a training plan** endorsed by an RTO that meets the requirements of the relevant vocational training order for the apprenticeship or traineeship and specifies the training required to achieve the appropriate nationally recognised qualification.

A new employee must have been working with the employer for less than 3 months. An existing employee is considered to have been working for the company for longer than 3 months.

Payment Plans

Training Aid Australia also offers a range of payment plans to assist students with their education fees. Some payment plans include:

- An initial deposit to enrol before further payments
- An initial deposit followed by individual payments per unit of competency

For further details about the above Fee Help, please [contact Training Aid Australia](#) for further information.

Access and Equity

Succeeding at your studies involves more than just the training and education you receive. Training Aid Australia has a range of services and facilities available for you to enhance your Vocational Education and Training experience.

Training Aid Australia aims to act with integrity, treating all with honesty, fairness and discretion while showing respect for diversity and difference, to meet the needs of any students who have disabilities, impairments or long term medical conditions that may affect their studies.

We aim to assist each individual student to develop the necessary skills to complete their courses. Any prospective or enrolled student who may have an additional learning need must inform us prior to attending the training session on the day.

Areas of assistance and contacts include:

Learning Disability SPELD

P (02) 9416 9100

W www.speldnsw.org.au

Deaf and Hearing Impaired NSW Deaf Society

P (02) 9893 8555

W www.deafsocietynsw.org.au

Vision Impairment

Vision Care NSW

P (02) 9344 4122

W www.visionaustralia.org.au

Physical Disabilities, Intellectual impairment

The Independent Living Centre

P (02) 9808 2233

W www.ilcnsw.asn.au

Adult English Language, Literacy and Numeracy

TAFE NSW

P 131 601

W www.tafensw.edu.au

Complaint Procedure

After each VET accredited course is conducted, participants are offered the opportunity to provide feedback about their learning experience with Training Aid Australia.

If a participant would like to submit a formal complaint about a course or their experience they should submit a letter in writing to the Director providing as much detail of the complaint as possible, being; course, date, assessor, approximate time of incident, the incident and desired outcome for the complainant. All complaints received are treated seriously with confidentiality.

Each complaint will be dealt with and a written report will be issued within 20 working days to the participant detailing the decision and outcome.

Any complaint that cannot be resolved by Training Aid Australia shall be brought forward to a mediator (appointed by Training Aid Australia), which both parties must attend. The mediator appointed may:

- Order Training Aid Australia to refund any monies received for the individuals training
- Request that the employee/contracted assessor be dismissed
- Dismiss the complaint

Appeal Resolution

Training Aid Australia ensures that students have access to a fair and equitable process in dealing with appeals and provide an avenue for candidates to appeal against a decision which may affect their progress and final assessment outcome.

The procedure a candidate should follow is:

- Discuss the matter with the trainer/assessor at the time of incident
- If the matter cannot be resolved at the time, the student should speak to the trainer/assessor after the course requesting follow up actions
- The student must submit a written letter to Training Aid Australia outlining the details of the appeal
- The student may request that the assessment outcome be reviewed by another assessor or that they are offered the opportunity to be re-assessed at another time

Training Aid Australia Pty Ltd will:

- Supply a written response to the student within 20 working days of receiving the letter
- If applicable, offer the student a path for re-assessment
- Record the appeal outcome and re-assessment result

The policies and procedures ensure that:

- Each appeal is dealt with in a fair and equitable manner
- Each appeal and its outcome are recorded in writing
- Each student has an opportunity to formally present his or her case and is given a written statement of the outcome, including reasons for the decision

Transfer and Refund Policies

All requests for transfers or refunds must be received in writing or via email to admin@trainingaidaustralia.com.au. Refund requests will be reviewed and processed within 14 days of receiving the written notice.

Training Aid Australia offer students the opportunity to transfer their course enrolment date, cancel and request a refund, provided it meets the following requirements:

First Aid Courses:

Refunds

- More than 7 days written notice = full refund*
- Notice given within 7 days of your course = no refund
- No refund will be issued after transferring your enrolment to another practical session
- Participants that do not attend, or are late for their scheduled course, will forfeit all payments

*All refunds will be charged less 2% of the course cost (to cover bank transaction fees), plus a \$15 administration fee.

Transfer to another date

- More than 7 days written notice = first transfer is free of charge. Subsequent transfers incur a transfer fee charged at 50% of the course fee
- Notice given within 7 days of your course= 50% charge of the course fee.

- Course fees cannot be refunded once you transfer your enrolment to another date
- If you are sick on the day of your course, and can support this with a medical certificate, you will be rescheduled to an alternate date. A \$10 administration fee applies.
- Certificates will be withheld until all transfer fees have been paid

White Card/RSA/RCG/Food Safety Courses:

Refunds

- More than 7 days written notice = *full refund
- Within 7 days of your course = no refund
- No refund will be issued after transferring your enrolment to another practical session
- Participants that do not attend, or are late for their scheduled course, will forfeit all payments

*All refunds will be charged less 2% of the course cost (to cover bank transaction fees), plus a \$30 administration fee.

Transfer to another date

- More than 7 days written notice = \$20 rescheduling fee applies.
- Notice given within 7 days of your original course date= 50% charge of the course fee + \$30 administration fee.
- If you are late or don't have the correct identification, you will not be admitted to the course and a rescheduling fee of 50% the full course fee will apply + \$30 administration fee
- Course fees cannot be refunded once you transfer your enrolment to another date
- Certificates will be withheld until all transfer fees have been paid

Forklift Training:

Refunds/Transfers

- No cancellation or rescheduling is permitted within the 7 day period prior to the course commencing
- Rescheduling more than 7 days prior to the course commencing incurs a \$30 fee.
- Cancelling more than 7 days prior to the course commencing incurs a \$60 fee.
- If you fail to attend the Forklift course for any reason, including illness, there is no refund of the course fee.

- The Forklift course is held over 3 days, once the course has commenced there will be no refund or rescheduling for any reason.
- Participants must arrive 15 minutes prior to the advertised starting time of the course.
- If you are more than 10 minutes late or don't have the correct identification you will not be admitted to the course and a rescheduling fee of 50% of the full course fee will apply + a \$60 administration fee
- All courses must be completed within 3 months of the original booking date.

Mining Courses:

Refunds

- More than 7 days written notice = \$150 administration charge plus 2% credit card transaction fee
- Within 7 days = no refund available
- Participants that do not attend or are late for their scheduled course will forfeit all payments

Transfer to another date

- More than 7 days written notice = first transfer is free of charge. Subsequent transfers incur a transfer fee charged at 50% of the course fee
- Notice given within 7 days of booking = 50% charge of the course fee.
- Course fees cannot be refunded once you transfer your enrolment to another date
- Certificates will be withheld until all transfer fees have been paid

Maritime Training Courses:

Refunds

- More than 7 days written notice = *full refund
- Within 7 days of your course = no refund
- No refund will be issued after transferring your enrolment to another practical session
- Participants that do not attend, or are late for their scheduled course, will forfeit all payments

*All refunds will be charged less 2% of the course cost (to cover bank transaction fees), plus a \$15 administration fee.

Transfer to another date

- More than 7 days written notice = first transfer is free of charge. Subsequent transfers incur a transfer fee charged at 50% of the course fee
- Notice given within 7 days of your original course date= 50% charge of the course fee.
- Course fees cannot be refunded once you transfer your enrolment to another date
- Certificates will be withheld until all transfer fees have been paid

Qualifications (Cert IV & Diploma):

- Once enrolled and booked into a training course, any initial payment is **non-refundable**. Any subsequent payments received during the online or distance learning course are also non-refundable.

Online Training Courses

Once enrolled and booked into an online training course, any initial payment is **non-refundable**. Any subsequent payments received during the online or distance learning course are also **non-refundable**.

Course Cancellations:

If we have insufficient bookings to economically run a scheduled course, we reserve the right to cancel the course by notifying all clients that their course has been cancelled. In the event of a cancellation, clients are eligible for a free transfer to another training date or a full refund.

If you have any queries, please [contact Training Aid Australia](#) for further information.

Language, Literacy and Numeracy

Students who wish to enrol into our qualifications (Cert II, III, IV, Diploma and above) will need to have the following language, literacy and numeracy skills as a minimum:

Literacy skills to:

- Read and interpret relevant course information
- Prepare required course documentation
- Read and interpret organisational documents, legal documents and contracts
- Complete and maintain documentation for assessments

Language skills to:

- English language skills

- Communicate electronically using accepted language and style
- Ensure what is being said is appropriate and clear

Technology skills, including:

- In different media (internet, research skills)
- Keyboard skills
- Accessing information on the internet

Waiver and Indemnity

In consideration of your application for enrolment to the Training Aid Australia course being accepted you acknowledge and agree that: "Training Aid Australia Pty Ltd" (TAA) for the purposes of this application and declaration means and includes its respective directors, officers, members, servants or agents.

This declaration constitutes a contract between yourself and TAA.

If accepted you will be permitted to participate in the TAA course subject to complying with the terms and conditions of TAA, this declaration, the TAA administrative procedures (to the extent relevant) and any reasonable direction issued by the TAA course organisers or their representatives.

This document cannot be amended. If I do amend it my application will be null and void.

Warning

Participation in the TAA course can be inherently dangerous. Serious accidents may happen which may result in me being injured or even killed. I have voluntarily read and understood this warning and accept and assume the inherent risks in the TAA Course.

Exclusion of Liability

Except where provided or required by law and such cannot be excluded, I agree that it is a term of my entry in the TAA course (if accepted) that TAA is absolved from all liability however arising from injury or damage however caused (whether fatal or otherwise) arising out of my participation in the TAA Course. I acknowledge that the services and benefits I receive in relation to the TAA course are "recreational services" as defined under the Trade Practices Act 1974.

Where I am a consumer, as defined by any relevant law, certain terms and rights may be implied into a contract for the supply of goods or services for my benefit. I acknowledge that these terms and rights, and any liability of TAA flowing from them, are expressly excluded, restricted or modified by these TAA course terms and conditions.

Insurance is in place that provides limited cover to me whilst I am participating in the TAA course. I understand that this insurance may not cover me for any injury, loss or damage sustained by me and I can, in my own interests, seek and obtain personal insurances over and above the cover provided by TAA.

Release and Indemnity

In consideration of TAA accepting my application for entry to the TAA course, I:

(a) release and forever discharge TAA from all Claims that I may have or may have had but for this release arising from or in connection with my participation in the TAA course; and

(b) indemnify and hold harmless TAA to the extent permitted by law in respect of any Claim by any person including by not only another participant in the TAA course arising as a result of or in connection with my participation in the TAA Course.

In this clause, "Claims" means and includes any action, suit, proceeding, claim, demand, damage, penalty, cost or expense however arising but does not include a claim in respect of any action, suit, etc. made by any person entitled to make a claim under a relevant Training Aid Australia insurance policy.

Fitness to Participate

I declare that I am and must continue to be medically and physically fit and able to participate in the TAA course. I am not and must not be a danger to myself or to the health and safety of others. I will immediately notify TAA in writing of any change to my fitness and ability to participate. I understand and accept that TAA will continue to rely upon this declaration as evidence of my fitness and ability to participate.

Medical Treatment

I consent to receiving any medical treatment that the TAA course organisers or their authorised representatives consider necessary or desirable during or after the TAA course whilst on the premises of the training venue. I also agree to reimburse TAA for any costs or expenses incurred in providing me with medical treatment.

Privacy

I understand that the information I have provided is necessary for the conduct of the TAA course and for the objectives of TAA. I acknowledge and agree that the information will only be used by TAA to facilitate the conduct of the TAA course and other courses conducted by TAA. I will be able to access my information through TAA. If the information is not provided, my application may be rejected. I acknowledge that if I do not wish to receive promotional material from TAA sponsors and third parties I must advise TAA in writing.

Copyright of photographs and right to use

I acknowledge and consent to photographs being taken of me during my participation in the TAA course. I acknowledge that the photographs are owned by TAA and that TAA may use the photographs for promotional or other purposes without my further consent being obtained. Further, I consent to the TAA course organisers using my name, image, likeness and also my performance in the TAA course, at any time, to promote the TAA course by any form of media.

I warrant that all information provided on the Course Enrolment Form is true and correct.

Privacy Policy

Training Aid Australia Pty Ltd (TAA) is required by law to comply with the Privacy Act and National Privacy Principles 2001, which governs the collection, storage, use and disclosure of your personal information. TAA's client Privacy Policy covers the collection, use, and disclosure of personal information that may be collected by TAA anytime you enrol into a course, purchase products or book one of TAA's services.

Please take a moment to read the following to learn more about our information practices, how the information is used and for what purposes, to whom we disclose the information, and how we safeguard your personal information.

We collect your personal information because it helps us deliver a superior level of customer service. Your personal information helps us keep you posted on the latest announcements from industry bodies, inform you of when your certificate is due to expire, special offers on courses and products, and new courses that we are delivering.

TAA collects information for market research purposes (such as target markets and course delivery quality) to gain a better understanding of our customers and thus provide more valuable service.

TAA also collects information regarding client details for audit purposes. The Australian Skills Quality Authority (ASQA) is the National Vet Regulator (NVR) for Registered Training Organisation's (RTO) and manages the compliance of all NSW RTO's. Upon audit, the RTO must be able to supply evidence of all students if required, including attendance sheets, evidence of assessment and competency outcomes.

Governing Bodies

Following is a list of the Governing Bodies that our organisation works with.

Australian Skills Quality Authority (ASQA)

ASQA is the national regulator for Australia's Vocational Education and Training sector. ASQA regulates training courses and training providers to ensure that nationally approved quality standards are met.

<http://www.asqa.gov.au/>

Australian Qualifications Framework (AQF)

The Australian Qualifications Framework (AQF) is the system that identifies the various levels of educational qualifications in Australia. AQF qualifications are nationally recognised and progress through increasingly complex work and learning situations, which prepares you for more responsibility in the workplace or further education. AQF qualifications require you to successfully complete a range of tasks to demonstrate your competence. In many cases, the material studied can be related to the tasks you perform in your workplace, and the studies you do at one level may reduce the time you need to study to gain a qualification at a higher level.

www.aqf.edu.au

Australian Quality Training Framework (AQTF)

The Australian Quality Training Framework (AQTF) has been revised to improve the quality of training and assessment in the VET sector. Some States/Territories still operate under the AQTF standards while others are now operating under the new National VET Regulator Act 2011 (ASQA).

www.training.com.au

Training.gov.au

Training.gov.au (TGA) is the database on Vocational Education and Training in Australia. TGA is the official National Register of information on Training Packages, Qualifications, Courses, Units of Competency and Registered Training Organisations (RTOs) and has been developed for experienced training sector users.

<http://training.gov.au/>

WorkCover

WorkCover NSW is a statutory authority within the portfolio of the Minister Assisting the Minister for Finance. Its primary objective is to work in partnership with the NSW community to achieve safe workplaces, effective return to work and security for injured workers.

www.workcover.nsw.gov.au

Australian Resuscitation Council (ARC)

The Australian Resuscitation Council produces Guidelines to meet its objectives in fostering uniformity and simplicity in resuscitation techniques and terminology. Guidelines are produced after consideration of all available scientific and published material and are only issued after acceptance by all member organisations. This does not imply, however, that methods other than those recommended are ineffective.

www.resus.org.au

Legislation

As a Registered Training Organisation (RTO), there are legislations we must comply with.

These legislations include

- › National Vocational Education and Training Regulator Act 2011
- › Disability Discrimination Act 1992
- › Racial Discrimination Act 1975
- › Racial Hatred Act 1995
- › Sex Discrimination Act 1984
- › Age Discrimination Act 2004

As a business Training Aid Australia Pty Ltd must comply with

- › Fair Trading Act 1992
- › Trade Practices Act 1974
- › Privacy Act 1988
- › Workplace Relations Act 1996 - Sect 3
- › Occupational Health And Safety Act 2000

Prior Learning

All students have the option to submit evidence for Recognition of Prior Learning (RPL). RPL involves the assessment of previously unrecognised skills and knowledge an individual has achieved outside the formal education and training.

RPL assesses this unrecognised learning against the requirements of a qualification or Unit of Competency in respect of both entry requirements and outcomes to be achieved.

To apply for an RPL, a student must enrol into the course and notify Training Aid Australia that they would like to apply for RPL. An RPL document will then be supplied to the student which will outline all the evidence requirements. Evidence requirements include:

- Certificates detailing units of competency attained through other relevant training
- A letter from the students employer outlining their roles, responsibility and experience in the workplace
- An attendance sheet from internal training sessions
- An attendance sheet from any industry workshop sessions specific to the Units of Competency being applied for; and
- Any other evidence that may be required, specific to the course

Based on the evidence submitted, we'll let the student know of their RPL outcome and advise if any further assessments must be completed.

Recognition of RTO Qualifications

It is a requirement of Training Aid Australia to recognise other AQF qualifications and statements of attainment issued by other RTO's.

Training Aid Australia requires proof of certification for all students who have undertaken training with other RTO's prior to attending a course.

Training Aid Australia Pty Ltd reserves the right to verify authenticity of certificates to determine the currency of the certificate.

Australian Training Locations

Training Aid Australia Head Office - Sydney CBD Location

Suite 401, Level 4, 412 - 414 The Strand Arcade, George Street, Sydney NSW 2000

Ph: **9011 7911** | Fax: **9235 1166** | [Contact Us](#)

(Enter the lift at the George Street entrance to go up to the Training Centre).

Conveniently located, our training centre gives students access to a [range of transport options](#).

[View Larger Map](#)

Marine Diesel Engine, Radar Operation, Radio Licence, STCW95 Sea Survival - Sydney Locations

Theory - Sea Scouts Hall, Harnett Park, Mosman, Sydney
(behind Mosman Rowers Club)

Marine Diesel Practical - Middle Harbour Yacht Club, The Spit, Mosman, Sydney

STCW95 Sea Survival Water Activities in Pool - Warringah Aquatic Centre, Aquatic Drive, Frenchs Forest, Sydney

STCW95 Sea Survival Fire Fighting - Westleigh Rural Fire Service, Warrigal Drive, Westleigh, Sydney

Marine Diesel Engine, Radar Operation, Radio Licence, STCW95 Sea Survival - Brisbane Locations

Theory - Darling Point Sailing Squadron, Trafalgar Street, Manly, Brisbane, Queensland

Marine Diesel Practical - East Coast Marina, 570 Royal Esplanade, Manly, Brisbane, Queensland

STCW95 Sea Survival Fire Fighting - Darling Point Sailing Squadron, Trafalgar Street, Manly, Brisbane, Queensland

Mining Induction - Australian Locations

Adelaide Training Centre –

Adelaide International Motel, 521 Anzac Highway, Glenelg North SA 5045

Brisbane Training Centre -

31 Collinsvale Street, Rocklea, Queensland

Cairns Training Centre -

Best Western City Sheridan 157 Sheridan Street, Cairns QLD 4870

Canberra Training Centre –

Best Western Garden City PLUS 55 Jerrabomberra Ave, Narrabundah ACT 2604

Gold Coast Training Centre -

5/23 Township Dr, Burleigh Heads, Queensland

Townsville Training Centre Location -

Get Set Training, 3/21 Auscan Crescent, Garbutt QLD 4814

Hervey Bay Training Centre -

22 Charles Street, Pialba, QLD (Hervey Bay Community Centre)

Melbourne Training Centre -

Bell Motor Inn, Corner Bell Street & Patterson Street Preston VIC 3072

Maroochydore Training Centre (Sunshine Coast)–

Sands Tavern, Plaza Parade, Maroochydore, Queensland

Sydney Training Centre-

Prince Centre Level 7, 8 Quay Street, Haymarket NSW 2000

Dump Truck - Ipswich Location

Ipswich Training Centre -

Aberdare Street, Dinmore Ipswich, Queensland

Construction Induction/RSA/RCG/Food Safety

Sydney Training Centre-

Suite 1, Level 7 Dymocks Buidlgin, 428 George Street, Sydney

Lidcombe Training Centre-

31 East Street, Lidcombe

Brookvale Training Centre-

1st Floor, 682 Pittwater Road, Brookvale

Forklift Training

Lidcombe Training Centre-

31 East Street, Lidcombe